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## Christchurch City Council AGENDA

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### Notice of Meeting:

An ordinary meeting of the Christchurch City Council will be held on:

**Date:** Thursday 9 June 2022  
**Time:** 9.30am  
**Venue:** Council Chambers, Civic Offices,  
53 Hereford Street, Christchurch

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### Membership

Chairperson	Mayor Lianne Dalziel
Deputy Chairperson	Deputy Mayor Andrew Turner
Members	Councillor Jimmy Chen
	Councillor Catherine Chu
	Councillor Melanie Coker
	Councillor Pauline Cotter
	Councillor Mike Davidson
	Councillor Celeste Donovan
	Councillor Anne Galloway
	Councillor James Gough
	Councillor Yani Johanson
	Councillor Aaron Keown
	Councillor Sam MacDonald
	Councillor Phil Mauger
	Councillor Jake McLellan
	Councillor Tim Scandrett
	Councillor Sara Templeton

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3 June 2022

### Principal Advisor

Dawn Baxendale  
Chief Executive  
Tel: 941 6996

Samantha Kelly

Team Leader Hearings & Committee Support  
941 6227

Samantha.kelly@ccc.govt.nz

[www.ccc.govt.nz](http://www.ccc.govt.nz)

Note: The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. If you require further information relating to any reports, please contact the person named on the report.

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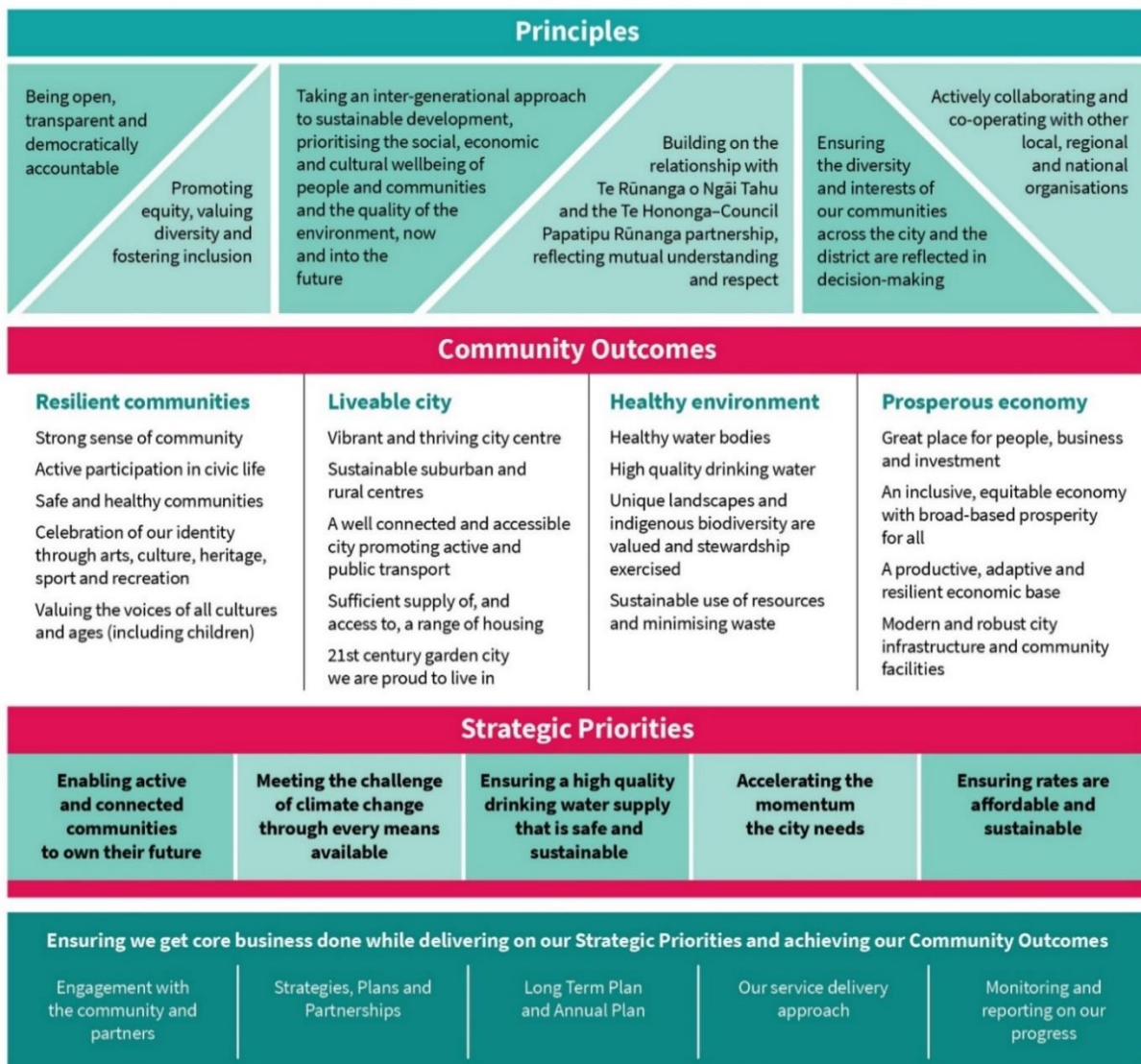
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Open to new ideas, new people and new ways of doing things – a city where anything is possible





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## Karakia Whakamutunga



## **Karakia Tīmatanga**

Whakataka Te hau ki Te uru

Whakataka Te hau ki Te tonga

Kia makinakina ki uta

Kia mataratara ki Tai

E hi ake ana te atakura

He tio, he huka, he hau hu

Tihei Mauri Ora

### **1. Apologies Ngā Whakapāha**

At the close of the agenda no apologies had been received.

### **2. Declarations of Interest Ngā Whakapuaki Aronga**

Members are reminded of the need to be vigilant and to stand aside from decision making when a conflict arises between their role as an elected representative and any private or other external interest they might have.

### **3. Public Participation Te Huinga Tūmatanui**

#### **3.1 Public Forum Te Huinga Whānui**

A period of up to 30 minutes is available for people to speak for up to five minutes on any issue that is not the subject of a separate hearings process.

There were no public forum requests received at the time the agenda was prepared.

#### **3.2 Deputations by Appointment Ngā Huinga Whakaritenga**

Deputations may be heard on a matter or matters covered by a report on this agenda and approved by the Chairperson.

There were no deputations by appointment at the time the agenda was prepared.

### **4. Presentation of Petitions Ngā Pākikitanga**

There were no Presentation of Petitions at the time the agenda was prepared.





## 5. Council Minutes - 12 May 2022

Reference / Te Tohutoro: 22/622549

Report of / Te Pou  
Matua:

Jo Daly, Council Secretary, jo.daly@ccc.govt.nz

General Manager /  
Pouwhakarae:

Dawn Baxendale, Chief Executive, dawn.baxendale@ccc.govt.nz


### 1. Purpose of Report Te Pūtake Pūrongo

For the Council to confirm the minutes from the Council meeting held 12 May 2022.

### 2. Recommendation to Council

That the Council Confirm the Minutes from the Council meeting held 12 May 2022.

### Attachments Ngā Tāpirihanga

No.	Title	Page
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### Signatories / Ngā Kaiwaitohu

Author	Jo Daly - Council Secretary
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## Christchurch City Council MINUTES

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**Date:** Thursday 12 May 2022  
**Time:** 9.34am  
**Venue:** Council Chambers, Civic Offices,  
53 Hereford Street, Christchurch

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**Present**

Chairperson	Mayor Lianne Dalziel
Deputy Chairperson	Deputy Mayor Andrew Turner
Members	Councillor Jimmy Chen
	Councillor Catherine Chu – via audio/visual Link
	Councillor Melanie Coker
	Councillor Pauline Cotter
	Councillor Mike Davidson
	Councillor Celeste Donovan
	Councillor Anne Galloway
	Councillor James Gough
	Councillor Yani Johanson – via audio/visual Link
	Councillor Aaron Keown
	Councillor Sam MacDonald
	Councillor Phil Mauger
	Councillor Jake McLellan
	Councillor Tim Scandrett
	Councillor Sara Templeton

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**Principal Advisor**  
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**Karakia Tīmatanga:** Given by the Mayor.

The agenda was dealt with in the following order.

**1. Apologies Ngā Whakapāha**

**Council Resolved CNCL/2022/00044**

That the apologies received from Councillor MacDonald for lateness be accepted.

Councillor Scandrett/Councillor Keown

**Carried**

**2. Declarations of Interest Ngā Whakapuaki Aronga**

There were no declarations of interest recorded.

**3. Public Participation Te Huinga Tūmatanui**

**3.1 Public Forum Te Huinga Whānui**

There were no public forum presentations.

Councillor Donovan joined the meeting at 9.37am during item 3.2.

**3.2 Deputations by Appointment Ngā Huinga Whakaritenga**

**3.2.1 Don Gould**

Don Gould gave a deputation and presentation to the Council on item 13.Christchurch Wastewater Treatment Plant Recovery Update.

**Attachments**

- A Council 12 May 2022 - Deputation Item 3.2.1 - Don Gould - Christchurch Wastewater Treatment Plant Recovery Update Presentation to Council

**4. Presentation of Petitions Ngā Pākikitanga**

There was no presentation of petitions.

#### 14. Resolution to Include Supplementary Reports

##### **Council Resolved CNCL/2022/00045**

That the reports be received and considered at the Council meeting on Thursday, 12 May 2022.

##### **Open Items**

15. Mayor's Report

Mayor/Deputy Mayor

Carried

#### 5. Council Minutes - 5 May 2022

##### **Council Resolved CNCL/2022/00046**

That the Council confirm the Minutes from the Council meeting held 5 May 2022.

Mayor/Councillor Scandrett

Carried

Councillor Gough left the meeting at 9.46am and returned at 10.06am during consideration of item 6.

Councillor Templeton left the meeting at 9.52am and returned at 10.03am during consideration of item 6.

Councillor Cotter left the meeting at 9.57am and returned at 10.02am during consideration of item 6.

#### 6. Monthly Report from the Community Boards - April 2022

Kelly Barber, Chairperson joined the meeting for presentation of the **Waitai Coastal-Burwood Community Board Report**

Karolin Potter, Chairperson joined the meeting for presentation of the **Waihoru Spreydon-Cashmere Community Board Report**

Bridget Williams, Chairperson joined the meeting via audio/visual link presentation of the **Waimāero Fendalton-Waimairi-Harewood Community Board Report**

Mike Mora, Chairperson joined the meeting via audio/visual link for presentation of the **Waipuna Halswell-Hornby-Riccarton Community Board Report**

Alexandra Davids, Chairperson joined the meeting for presentation of the **Waikura Linwood-Central-Heathcote Community Board Report**

Emma Norrish, Chairperson and Simon Britten, Deputy Chairperson joined the meeting for presentation of the **Waipapa Papanui-Innes Community Board Report**

Tori Peden, Chairperson joined the meeting for presentation of the **Te Pātaka o Rākaihautū Banks Peninsula Community Board Report**

The Council decision included a request to Council staff relating to installation of an appropriate flag pole on or adjacent to Matuku Takotako Sumner Centre for use by the Sumner community, as raised in the report from the Waikura Linwood-Central-Heathcote Community Board.

**Council Resolved CNCL/2022/00047**

That the Council:

1. Receive the Monthly Report from the Community Boards April 2022.
2. Request that Council staff work with the Sumner Historical Society, the Sumner RSA and the Waikura Linwood-Central-Heathcote Community Board to install an appropriate replacement flag pole either on or adjacent to Matuku Takotako Sumner Centre for use by the Sumner community.

Councillor Keown/Councillor Davidson

**Carried**

**Attachments**

- A Council 12 May 2022 - Coastal Burwood Community Board Presentation to Council
- B Council 12 May 2022 Spreydon-Cashmere Community Board Presentation to Council
- C Council 12 May 2022 Fendalton-Waimairi-Harewood Community Board Presentation to Council
- D Council 12 May 2022 - Halswell - Hornby Riccarton Community Board Presentation to Council
- E Council 12 May 2022 - Linwood-Central-Heathcote Community Board Presentation to Council
- F Council 12 May 2022 - Papanui-Innes Community Board Presentation to Council
- G Council 12 May 2022 Banks Peninsula Community Board Presentation to Council

**Report from Banks Peninsula Community Board - 4 April 2022**

**7. Akaroa Wharf Renewal**

**Council Resolved CNCL/2022/00048**

**Community Board recommendations adopted without change**

That the Council:

1. Receives the staff report on the design, stakeholder consultation and concept option for the Akaroa Wharf.
2. Notes that the Community Board acknowledged the quantity and quality of submissions from the community and key stakeholders and strongly endorsed their continued consultation through the process of detailed design and construction.
3. Notes:
  - That staff will investigate opportunities for upgrading Drummonds Wharf, Dalys Wharf, the Wainui Wharf or other facilities for temporary use which would also deliver permanent improvements.
  - That staff will work with affected businesses to minimise disruption and that the intent is to avoid any temporary closure of any business as far as is reasonably practicable.
  - That the Akaroa Design Review Panel has already been involved in discussion about the design, and will have its usual role in reviewing the design once consents are lodged.
  - That there will be regular updates to the community approximately every three months.



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- That staff will be mindful of the important heritage, character and legacy issues of the current wharf, and its location, when finalising the design for the new structure.
- 4. Approve that staff proceed to detailed design of the Akaroa Wharf based on the preferred concept option, as shown in Attachment B included in the agenda for this meeting.

Deputy Mayor/Councillor Keown

**Carried**

#### **Report from Linwood-Central-Heathcote Community Board - 30 March 2022**

### **8. Woolston Community Centre (former) - Gift of Building and Granting of Ground Lease to Te Waka Unua School**

**Council Resolved CNCL/2022/00049**

**Community Board recommendations adopted without change**

That the Council:

1. Supports that the future use of the former Woolston Community Centre located at 502 Ferry Road is better utilised by Te Waka Unua school as a meeting place to support the varied needs and priorities across the local school community by providing a separate space to engage with parents, children, support services, agencies and the wider community and making it available for members of the public to utilise when not in use for school purposes.
2. Agrees to depart from policy and deal unilaterally with Te Waka Unua school;
3. Agrees to gift the former Woolston Community Centre at 502 Ferry Road to Te Waka Unua school for the sum of \$1 (the gift being conditional on Council having a first right of refusal option to take back the building from Te Waka Unua school at the sum of \$1) and;
4. Authorises the Manager Property Consultancy to negotiate, conclude and administer all the agreements necessary to facilitate recommendations 2 and 3 above on terms and conditions acceptable to him, and in doing so make any decisions necessary to give effect to this.

Councillor Johanson/Councillor McLellan

**Carried**

#### **Report from Linwood-Central-Heathcote Community Board - 16 March 2022**

### **9. Slow Speed Neighbourhoods - Scarborough Hill**

**Council Resolved CNCL/2022/00050**

**Community Board recommendations adopted without change**

That the Council:

1. Approves, pursuant to Part 4 Clause 27 of the Christchurch City Council Traffic and Parking Bylaw 2017 and Land Transport Rule: Setting of Speed Limits 2017, that the speed limits on the following roads be revoked and set generally as identified in Attachment A to the staff report and listed below in clauses 1a-1r (including resultant

changes made to the Christchurch City Council Register of Speed Limits and associated Speed Limit Maps).

- a. Revoke the existing permanent speed limit of 50 kilometres per hour on Flowers Track (entire length).
- b. Approve that the permanent speed limit on Flowers track (entire length) be set at 40 kilometres per hour.
- c. Revoke the existing permanent speed limit of 50 kilometres per hour on Godley Drive (entire length).
- d. Approve that the permanent speed limit on Godley Drive (entire length) be set at 40 kilometres per hour.
- e. Revoke the existing permanent speed limit of 50 kilometres per hours on Heberden Avenue commencing at a point 200 metres north east of its intersection with Esplanade and extending in a north easterly direction to its intersection with Taylors Mistake Road.
- f. Approve that the permanent speed limit on Heberden Avenue commencing at a point 200 metres north east of its intersection with Esplanade and extending in a north easterly direction to its intersection with Taylors Mistake Road be set at 40 kilometres per hour.
- g. Revoke the existing permanent speed limit of 50 kilometres per hour on Langdale Place (entire length).
- h. Approve that the permanent speed limit on Langdale Place (entire length) be set at 40 kilometres per hour.
- i. Revoke the existing permanent speed limit of 50 kilometres per hour on Peninsula View (entire length).
- j. Approve that the permanent speed limit on Peninsula View (entire length) be set at 40 kilometres per hour.
- k. Revoke the existing permanent speed limit of 50 kilometres per hour on Scarborough Road (entire length).
- l. Approve that the permanent speed limit on Scarborough Road (entire length) be set at 40 kilometres per hour.
- m. Revoke the existing permanent speed limit of 50 kilometres per hour on Smugglers Cove (entire length).
- n. Approve that the permanent speed limit on Smugglers Cove (entire length) be set at 40 kilometres per hour.
- o. Revoke the existing permanent speed limit of 50 kilometres per hour on Taylors Mistake Road (entire length).
- p. Approve that the permanent speed limit on Taylors Mistake Road (entire length) be set at 40 kilometres per hour.
- q. Revoke the existing permanent speed limit of 50 kilometres per hour on Whitewash Head Road (entire length).
- r. Approve that the permanent speed limit on Whitewash Head Road (entire length) be set at 40 kilometres per hour.

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2. Approve that these resolutions take effect when the signage that evidence the restrictions described in the staff report are in place (or removed in the case of revocations).
3. Authorise staff to make any typographical changes or to correct minor errors or omissions in the above descriptions of the roads to which the speed limits apply (being changes that do not affect the materiality of the resolutions).

Councillor Templeton/Councillor Mauger

**Carried**

### Report from Papanui-Innes Community Board - 18 March 2022

#### 10. Slow Speed Neighbourhoods Shirley

**Council Resolved CNCL/2022/00051**

**Community Board recommendations adopted without change**

That the Council:

1. Approve, pursuant to Part 4 Clause 27 of the Christchurch City Council Traffic and Parking Bylaw 2017 and Land Transport Rule: Setting of Speed Limits 2017, that the speed limits on the following roads be revoked and set generally as identified in Attachment A to the staff report and listed below in clauses 1a-1ddd (including resultant changes made to the Christchurch City Council Register of Speed Limits and associated Speed Limit Maps):
  - a. Revoke the existing permanent speed limit of 50 kilometres per hour on Acheson Avenue (entire length).
  - b. Approve that the permanent speed limit on Acheson Avenue (entire length) be set at 40 kilometres per hour.
  - c. Revoke the existing permanent speed limit of 50 kilometres per hour on Ailsa Street (entire length).
  - d. Approve that the permanent speed limit on Ailsa Street (entire length) be set at 40 kilometres per hour.
  - e. Revoke the existing permanent speed limit of 50 kilometres per hour on Allison Place (entire length).
  - f. Approve that the permanent speed limit on Allison Place (entire length) be set at 40 kilometres per hour.
  - g. Revoke the existing permanent speed limit of 50 kilometres per hour on Amos Place (entire length).
  - h. Approve that the permanent speed limit on Amos Place (entire length) be set at 40 kilometres per hour.
  - i. Revoke the existing permanent speed limit of 50 kilometres per hour on Arawa Street (entire length).
  - j. Approve that the permanent speed limit on Arawa Street (entire length) be set at 40 kilometres per hour.



- k. Revoke the existing permanent speed limit of 50 kilometres per hour on Bellbrook Crescent (entire length).
- l. Approve that the permanent speed limit on Bellbrook Crescent (entire length) be set at 40 kilometres per hour.
- m. Revoke the existing permanent speed limit of 50 kilometres per hour on Boys Place (entire length).
- n. Approve that the permanent speed limit on Boys Place (entire length) be set at 40 kilometres per hour.
- o. Revoke the existing permanent speed limit of 50 kilometres per hour on Cherryburton Place (entire length).
- p. Approve that the permanent speed limit on Cherryburton Place (entire length) be set at 40 kilometres per hour.
- q. Revoke the existing permanent speed limit of 50 kilometres per hour on Dawe Street (entire length).
- r. Approve that the permanent speed limit on Dawe Street (entire length) be set at 40 kilometres per hour.
- s. Revoke the existing permanent speed limit of 50 kilometres per hour on Emmett Street (entire length).
- t. Approve that the permanent speed limit on Emmett Street (entire length) be set at 40 kilometres per hour.
- u. Revoke the existing permanent speed limit of 50 kilometres per hour on Hammersley Avenue (entire length).
- v. Approve that the permanent speed limit on Hammersley Avenue (entire length) be set at 40 kilometres per hour.
- w. Revoke the existing permanent speed limit of 50 kilometres per hour on Hercules Street (entire length).
- x. Approve that the permanent speed limit on Hercules Street (entire length) be set at 40 kilometres per hour.
- y. Revoke the existing permanent speed limit of 50 kilometres per hour on Hewlings Street (entire length).
- z. Approve that the permanent speed limit on Hewlings Street (entire length) be set at 40 kilometres per hour.
- aa. Revoke the existing permanent speed limit of 50 kilometres per hour on Hope Street (entire length).
- bb. Approve that the permanent speed limit on Hope Street (entire length) be set at 40 kilometres per hour.
- cc. Revoke the existing permanent speed limit of 50 kilometres per hour on Jebson Street (entire length).
- dd. Approve that the permanent speed limit on Jebson Street (entire length) be set at 40 kilometres per hour.
- ee. Revoke the existing permanent speed limit of 50 kilometres per hour on Lusk Place (entire length).

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- ff. Approve that the permanent speed limit on Lusk Place (entire length) be set at 40 kilometres per hour.
- gg. Revoke the existing permanent speed limit of 50 kilometres per hour on Lynn Place (entire length).
- hh. Approve that the permanent speed limit on Lynn Place (entire length) be set at 40 kilometres per hour.
- ii. Revoke the existing permanent speed limit of 50 kilometres per hour on McIntyre Street (entire length).
- jj. Approve that the permanent speed limit on McIntyre Street (entire length) be set at 40 kilometres per hour.
- kk. Revoke the existing permanent speed limit of 50 kilometres per hour on Olivine Street (entire length).
- ll. Approve that the permanent speed limit on Olivine Street (entire length) be set at 40 kilometres per hour.
- mm. Revoke the existing permanent speed limit of 50 kilometres per hour on Orcades Street (entire length).
- nn. Approve that the permanent speed limit on Orcades Street (entire length) be set at 40 kilometres per hour.
- oo. Revoke the existing permanent speed limit of 50 kilometres per hour on Orion Street (entire length).
- pp. Approve that the permanent speed limit on Orion Street (entire length) be set at 40 kilometres per hour.
- qq. Revoke the existing permanent speed limit of 50 kilometres per hour on Orontes Street (entire length).
- rr. Approve that the permanent speed limit on Orontes Street (entire length) be set at 40 kilometres per hour.
- ss. Revoke the existing permanent speed limit of 50 kilometres per hour on Praem Place (entire length).
- tt. Approve that the permanent speed limit on Praem (entire length) be set at 40 kilometres per hour.
- uu. Revoke the existing permanent speed limit of 50 kilometres per hour on Quinns Road (entire length).
- vv. Approve that the permanent speed limit on Quinns Road (entire length) be set at 40 kilometres per hour.
- ww. Revoke the existing permanent speed limit of 50 kilometres per hour on Riselaw Street (entire length).
- xx. Approve that the permanent speed limit on Riselaw Street (entire length) be set at 40 kilometres per hour.
- yy. Revoke the existing permanent speed limit of 50 kilometres per hour on Sabina Street (entire length).
- zz. Approve that the permanent speed limit on Sabina Street (entire length) be set at 40 kilometres per hour.

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- aaa. Revoke the existing permanent speed limit of 50 kilometres per hour on Skipton Street (entire length).
- bbb. Approve that the permanent speed limit on Skipton Street (entire length) be set at 40 kilometres per hour.
- ccc. Revoke the existing permanent speed limit of 50 kilometres per hour on Voss Street (entire length).
- ddd. Approve that the permanent speed limit on Voss Street (entire length) be set at 40 kilometres per hour.
- 2. Approve that these resolutions take effect when the signage that evidence the restrictions described in the staff report are in place (or removed in the case of revocations).
- 3. Authorise staff to make any typographical changes or to correct minor errors or omissions in the above descriptions of the roads to which the speed limits apply (being changes that do not affect the materiality of the resolutions).
- 4. Notes that speeds will be monitored and that traffic calming will be considered if required.

Councillor Cotter/Councillor Davidson

**Carried**

The meeting adjourned at 10.56am and resumed at 11.15am. Councillor Gough was not present at that time.

Councillor MacDonald joined the meeting at 11.15am.

Councillor Gough returned to the meeting at 11.22am during consideration of item 13.

Councillor MacDonald left the meeting at 11.24am and returned at 11.27am during consideration of item 13.

Councillors Gough and MacDonald left the meeting at 12.13pm and returned at 12.18pm during consideration of item 13.

Councillor Gough left the meeting at 12.30pm during item 13 and did not return.

### 13. Christchurch Wastewater Treatment Plant Recovery Update

Council staff gave a presentation updating the Council on recovery.

**Council Resolved CNCL/2022/00052**

**Officer recommendations adopted without change**

That the Council:

- 1. Receives the information in this update.

Mayor/Councillor Cotter

**Carried**

#### **Attachments**

- A Council 12 May 2022 - Item 13 CWTP Fire Recovery Presentation to Council

## 12. Draft Submission on Natural Hazards Insurance Bill

The Council decision delegated approval of the Council's submission to the Mayor and Councillor Davidson.

### **Council Resolved CNCL/2022/00053**

That the Council:

1. Delegate to the Mayor and Councillor Davidson to complete and approve the submission on the Natural Hazards Insurance Bill to be submitted by Friday 13 May 2022.
2. Agree that the Council will be heard in support of the submission on the Natural Hazards Insurance Bill and will be represented by the Mayor.

Councillor MacDonald/Councillor Scandrett

**Carried**

## 15. Mayor's Report

### **Council Resolved CNCL/2022/00054**

#### **Mayor's recommendations adopted without change.**

That the Council:

1. Receive the information in this Report.
2. Note that the Government response to the Three Waters Working Group on Representation, Governance and Accountability will inform the Water Services Entities Bill, which is expected to be introduced and referred to a Select Committee for submissions mid-2022.
3. Note that the Council has received advice on the criteria and requirements for applying for Tranche 1 of the "better off" funding, which would require us to submit an online Funding Proposal by 30 September 2022.
4. Note that the Mayor has written to the Minister with concerns about the content of the Funding Agreement, and also the allocation of debt to the Water Services Entities.
5. Note that staff will hold a workshop with councillors to discuss the process, and prepare a report for Council in time for an application should councillors wish to proceed.

Councillor Templeton/Councillor Scandrett

**Carried**

## 11. Hearings Panel report to the Council on the Worcester Street and Antigua Street Central City Cycleway Connections

### **Council Resolved CNCL/2022/00055**

#### **Hearings Panel recommendations adopted without change.**

That the Council:

**Antigua Street by the boatsheds**

1. Approves the scheme design of improvements to the area north of the Antigua St Bridge by the Boatsheds as detailed in Attachment B.
2. Note that staff will investigate additional signage, markings and other measures to emphasise the slow speed shared space.
3. Requests staff to work with CDHB on understanding timelines for reopening the hospital's bridge and the requirements for use by cyclist and pedestrians.
4. Notes that the Hearings Panel received a number of submission points that were out of scope and refers the following matters to the Transport Operations Team for consideration:
  - a. That the bike path be extended to Rolleston Avenue.
  - b. Improvements to reduce conflicts in the section between St Asaph Street and the footbridge.

**Worcester Street (Manchester Street to Fitzgerald Avenue)**

5. Approves the scheme design of improvements to Worcester St between Fitzgerald Ave and Manchester St, as detailed in Attachment A subject to the following amendments:
  - a. Ensure no stopping lines are installed over the area of the speed hump.
6. Request staff liaise with Waka Kotahi and the Council's Travel Demand Management Team on education for cyclist and motorists on the use of sharrows. This could also include information about sharrows, and any future planned works, in a leaflet drop to Worcester Street residents once the works are completed to ensure they are aware of the meanings of the markings.
7. Notes that the Panel support the inclusion of Worcester Street in the Streets for People programme.
8. Request that staff investigate the phasing of traffic signals at the Madras Street and Worcester Street intersection to ensure sufficient time for pedestrians and cyclists crossing.
9. Notes the status of the section of the Worcester Street between Latimer Square and Manchester Street is currently unclear. The Panel requests further advice to Council on marking, signage, speed limits and the potential for a shared path.
10. Approve the following resolutions relying on its powers under the Christchurch City Council Traffic and Parking Bylaw 2008 and Part 21 of the Local Government Act 1974.
11. Notes that for the purposes of the following resolutions: (1) An intersection of roadways is defined by the position of kerbs on each intersecting roadway ; and (2) The resolution is to take effect from the commencement of physical road works associated with the project as detailed in this report; and (3) If the resolution states "Note 1 applies", any distance specified in the resolution relates the kerb line location referenced as exists on the road immediately prior to the Council meeting; and (4) If the resolution states "Note 2 applies", any distance specified in the resolution relates the approved kerb line location on the road resulting from the Council resolutions in this report at the Council meeting.

**Worcester Street (Manchester Street to Latimer Square West) – New Traffic Controls**

12. Approve the road marking changes, kerb alignment changes, and road surface changes, on Worcester Street, commencing from a point 20 metres east of its intersection with Manchester Street and extending in an easterly direction for 162 metres to its intersection with Latimer Square West, as detailed on Attachment A. Note 2 applies.

**Worcester Street (Latimer Square West to Latimer Square East) – New Traffic Controls**

13. Approve that a shared pathway on Latimer Square (running centrally through Latimer Square, connecting Worcester Street), commencing at its intersection with Latimer Square West and extending in an easterly direction for 90 metres to its intersection with Latimer Square East, be resolved as a bi-directional shared pedestrian/ cycle pathway, in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rule: 2004, as detailed on Attachment A. Note 2 applies.

**Worcester Street (Latimer Square East to Barbadoes Street) – New Traffic Controls**

14. Approve the road marking changes, kerb alignment changes, and road surface changes, on Worcester Street, commencing from its intersection with Latimer Square East and extending in an easterly direction for 179 metres to its intersection with Barbadoes Street, as detailed on Attachment A. Note 2 applies.
15. Approve that a special vehicle lane be installed on Worcester Street for cyclists travelling westbound, commencing at a point 22 metres east of its intersection with Latimer Square East, and extending in a westerly direction for 18 metres, to a point 4 metres east of its intersection with Latimer Square East, as detailed on Attachment A. This special vehicle lane is to be added to the Register of Roads or Traffic Lanes Restricted to Specific Classes of Vehicles in the Traffic and Parking Bylaw 2008. Note 2 applies.

**Intersection – Worcester Street / Barbadoes Street Intersection**

16. Approve the road marking changes, kerb alignment changes and road surfacing changes at the intersection of Worcester Street and Barbadoes Street, as detailed on Attachment A. Note 2 applies.

**Worcester Street (Barbadoes Street to Fitzgerald Avenue) – Existing Parking and Stopping Restrictions**

17. Approve that all existing parking and stopping restrictions on the north side of Worcester Street, commencing at a point 152 metres east of its intersection with Barbadoes Street and extending in an easterly direction for 6 metres to a point 158 metres east of its intersection with Barbadoes Street, be revoked. Note 1 applies.
18. Approve that all existing parking and stopping restrictions on the south side of Worcester Street, commencing at a point 152 metres east of its intersection with Barbadoes Street and extending in an easterly direction for 6 metres to a point 158 metres east of its intersection with Barbadoes Street, be revoked. Note 1 applies.

**Worcester Street (Barbadoes Street to Fitzgerald Avenue) – New Traffic Controls**

19. Approve the road marking changes, kerb alignment changes, and road surface changes, on Worcester Street, commencing from its intersection with Barbadoes Street and extending in an easterly direction for 342 metres to a point 27 metres west of its intersection with Fitzgerald Avenue, as detailed on Attachment A. Note 2 applies.
20. Approve that a road hump be installed on Worcester Street at a point 155 metres east of its intersection with Barbadoes Street, as detailed on Attachment A. Note 2 applies.

**Worcester Street (Barbadoes Street to Fitzgerald Avenue) – New Parking and Stopping Restrictions**

21. Approve that the stopping of vehicles be prohibited at any time on the north side of Worcester Street, commencing at a point 152 metres east of its intersection with Barbadoes Street and extending in an easterly direction for 6 metres to a point 158 metres east of its intersection with Barbadoes Street, as detailed on Attachment A. Note 2 applies.

22. Approve that the stopping of vehicles be prohibited at any time on the south side of Worcester Street, commencing at a point 152 metres east of its intersection with Barbadoes Street and extending in an easterly direction for 6 metres to a point 158 metres east of its intersection with Barbadoes Street, as detailed on Attachment A. Note 2 applies.

**Worcester Street (Latimer Square East to Barbadoes Street) – Speed Limit**

23. Approve that pursuant to Section 5 of the Christchurch City Council Speed Limits Bylaw 2010, speed limits be set as below in recommendation 24 and include the resulting changes in the Christchurch City Register of Speed Limits and Speed Limit Maps:
24. Approve the speed limit on Worcester Street be set at 30 kilometres per hour commencing at a point 20 metres east of its intersection with Latimer Square East and extending in an easterly direction for a distance of 132 metres to 27 metres west of its intersection with Barbadoes Street.
25. Approve that the speed limit change listed above, in recommendation 24 take effect when parking signage and/or road markings that evidence the restrictions described in the staff report are in place (or removed in the case of revocations).

**Worcester Street (Barbadoes Street to Fitzgerald Avenue) – Speed Limit**

26. Approve that pursuant to Section 5 of the Christchurch City Council Speed Limits Bylaw 2010, speed limits be set as below in recommendation 27 and include the resulting changes in the Christchurch City Register of Speed Limits and Speed Limit Maps.
27. Approve the speed limit on Worcester Street be set at 30 kilometres per hour commencing at a point 13 metres east of its intersection with Barbadoes Street and extending in an easterly direction for a distance of 317 metres to a point 39 metres west of its intersection with Fitzgerald Avenue.
28. Approve that the speed limit change listed above, in recommendation 27 take effect when parking signage and/or road markings that evidence the restrictions described in the staff report are in place (or removed in the case of revocations).

**Antigua Street Central City Cycleway Connection**

29. Approves that any previously approved resolutions on Antigua Street from a point 10 metres north of its intersection with Saint Asaph Street and extending in a southerly direction to its intersection with Moorhouse Avenue, pertaining to traffic controls (including the speed limit), parking restrictions and stopping restrictions, made pursuant to any Bylaw, to the extent that they are in conflict with the traffic controls, parking and stopping resolutions described in recommendations 5 and 7-29 below, are revoked.
30. Approves that any previously approved resolutions on Halkett Street from its intersection with Antigua Street to its eastern road termination, pertaining to traffic controls (including the speed limit), parking restrictions and stopping restrictions, made pursuant to any Bylaw, to the extent that they are in conflict with the traffic controls, parking and stopping resolutions described in recommendations 6 and 30-32 below, are revoked.
31. Approves the lane markings, kerb alignments, islands and road surface treatments on Antigua Street and Halkett Street, as detailed in Attachment A, subject to the following amendments:
- a. That Attachment A be amended so that the width of the cycleway on the west side of Antigua Street is increased to 2.4m and the lane markings, kerb alignments, islands and road surface treatments and all other consequential amendments are incorporated; and



- b. That Attachment A be amended so that where appropriate, traffic calming treatments are incorporated into the entry/access points to properties on the east side of Antigua Street.
- 32. Approves that the speed limit on Antigua Street from its intersection with Saint Asaph Street to its intersection with Moorhouse Avenue be set at 30 kilometres per hour.
- 33. Approves that the speed limit on Halkett Street, from its intersection with Antigua Street to its eastern road termination, be set at 30 kilometres per hour.
- 34. Approves that in accordance with Clauses 5 & 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that a Shared Path for the use by pedestrians and by all other road users specified in clause 5 of the bylaw, be established on the east side of Antigua Street commencing at its intersection with Saint Asaph Street and extending in a southerly direction for a distance of 205 metres, as detailed on Attachment A. All approved road users, using this shared path, must travel in a southbound direction except for pedestrians.
- 35. Approves that in accordance with Clauses 5 & 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that a Shared Path for the use by all road users specified in clause 5 of the bylaw, except pedestrians, be established on the east side of Antigua Street commencing at a point 17 metres south of its intersection with Saint Asaph Street and extending in a southerly direction to its intersection with Halkett Street, as detailed on Attachment A. All approved road users, using this shared path, must travel in a southbound direction.
- 36. Approves that in accordance with Clauses 5 & 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that a Shared Path for the use by all road users specified in clause 5 of the bylaw, except pedestrians, be established on the east side of Antigua Street commencing at its intersection with Halkett Street and extending in a southerly direction to its intersection with Moorhouse Avenue, as detailed on Attachment A. All approved road users, using this shared path, must travel in a southbound direction.
- 37. Approves that in accordance with Clause 18 of the Christchurch City Council Traffic & Parking Bylaw 2017, that a Special Vehicle Lane for the use of northbound cycles and wheeled recreational devices only, be established on the west side of Antigua Street commencing at its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 19 metres, as detailed on Attachment A.
- 38. Approves that in accordance with Clauses 5 & 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that a Shared Path for the use by all road users specified in clause 5 of the bylaw, except pedestrians, be established on the west side of Antigua Street commencing at a point 10 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 361 metres, as detailed on Attachment A. All approved road users, using this shared path, must travel in a northbound direction.
- 39. Approves that in accordance with Clauses 5 & 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that a Shared Path for the use by pedestrians and by all other road users specified in clause 5 of the bylaw, be established on the west side of Antigua Street commencing at a point 10 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction to its intersection with Saint Asaph Street, as detailed on Attachment A. All approved road users, using this shared path, must travel in a northbound direction except for pedestrians.
- 40. Approves that in accordance with Section 10.2 of the Land Transport Rule, Traffic Control Devices: 2004, that a Stop control be placed against Halkett Street at its intersection with Antigua Street, as detailed in Attachment A.

**Turning restrictions**

41. Approves that in accordance with Clause 17 of the Christchurch City Council Traffic & Parking Bylaw 2017, the right turn movement for all motorised vehicles and cycles be prohibited from the south approach of Antigua Street at its intersection with Saint Asaph Street.
42. Approves that in accordance with Clause 17 of the Christchurch City Council Traffic & Parking Bylaw 2017, the left turn movement for all motorised vehicles and cycles be prohibited from the north approach of Antigua Street at its intersection with Saint Asaph Street.

**Parking restrictions**

43. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the stopping of vehicles is prohibited at any time, on the east side of Antigua Street commencing at its intersection with Saint Asaph Street and extending in a southerly direction to its intersection with Moorhouse Avenue.
44. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the stopping of vehicles is prohibited at any time, on the west side of Antigua Street commencing at its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 59 metres.
45. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the parking of vehicles be restricted to a maximum period of 120 minutes, on the west side of Antigua Street commencing at a point 59 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 12 metres.
46. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the stopping of vehicles is prohibited at any time, on the west side of Antigua Street commencing at a point 71 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 51 metres.
47. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the parking of vehicles be restricted to a maximum period of 120 minutes, on the west side of Antigua Street commencing at a point 122 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 12 metres.
48. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the stopping of vehicles is prohibited at any time, on the west side of Antigua Street commencing at a point 134 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 49 metres.
49. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the parking of vehicles be restricted to a maximum period of 120 minutes, on the west side of Antigua Street commencing at a point 183 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 12 metres.
50. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the stopping of vehicles is prohibited at any time, on the west side of Antigua Street commencing at a point 195 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 22 metres.
51. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the parking of vehicles be restricted to a maximum period of 120 minutes, on the west side of Antigua Street commencing at a point 217 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 32 metres.

52. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the stopping of vehicles is prohibited at any time, on the west side of Antigua Street commencing at a point 249 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 32 metres.
53. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the parking of vehicles be restricted to a maximum period of 30 minutes, on the west side of Antigua Street commencing at a point 281 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 18 metres.
54. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the stopping of vehicles is prohibited at any time, on the west side of Antigua Street commencing at a point 300 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 23 metres.
55. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the parking of vehicles be restricted to a maximum period of 30 minutes, on the west side of Antigua Street commencing at a point 323 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction for a distance of 12 metres.
56. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the stopping of vehicles is prohibited at any time, on the west side of Antigua Street commencing at a point 335 metres north of its intersection with Moorhouse Avenue and extending in a northerly direction to its intersection with Saint Asaph Street.
57. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the stopping of vehicles is prohibited at any time, on the north side of Halkett Street commencing at its intersection with Antigua Street and extending in an easterly direction for a distance of 8 metres.
58. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017 that the parking of vehicles be restricted to a maximum period of 10 minutes, on the north side of Halkett Street commencing at its intersection with Antigua Street and extending in an easterly direction for a distance of 12 metres.
59. Approves that in accordance with Clause 7 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the stopping of vehicles is prohibited at any time, on the south side of Halkett Street commencing at its intersection with Antigua Street and extending in an easterly direction for a distance of 49 metres.

**General**

60. Approves that 53 trees (or a lesser amount if any tree is shown to create a visibility issue for vehicles crossing a cycleway, footpath or shared path) are planted on Antigua Street between the intersection with Saint Asaph Street and its intersection with Moorhouse Avenue.
61. Note that staff will continue to consider the appropriateness of the placement and species of trees to protect visibility especially at access/entrance points across the cycleway.
62. Note that staff will inform the Community Board about the species of tree to be used.
63. Note that staff will continue to work with Ōtākaro Ltd/Parakiaore around installing appropriate signage for pedestrian and cyclist safety as part of the detailed design, and the Panel's preference for a stop sign at the southern exit onto Antigua Street from the facility.
64. Note that a staff will ensure that the maintenance of road markings, especially in relation to cycle lanes and sharrows is scheduled and carried out in such a way that these markings are always clearly visible, especially to motorists.

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65. Note that cycle parking is to be provided at Parakiaore, and that additional cycle parking in other areas is to be addressed through detailed design.
66. Notes that a number of submission points relating to the functioning of the traffic lights at the intersections at Milton Street, Moorhouse Avenue and Brougham Street for cyclists and refers the safety and efficiency concerns to the Transport Operations Team for consideration.
67. Approves that the resolutions above, take effect when road markings and signs that evidence the restrictions, are in place, or, in the case of revocations, removed.

Councillor Coker/Councillor McLellan

**Carried**

Councillors Johanson and MacDonald requested that their votes against the resolutions be recorded.

Councillors Keown and Mauger requested that their votes against resolutions 29 to 67 (Antigua Street Central City Cycleway Connection) be recorded.

**Karakia Whakamutunga:** Given by the Mayor.

**Meeting concluded at 12.53pm.**

**CONFIRMED THIS 9<sup>th</sup> DAY OF JUNE 2022.**

**MAYOR LIANNE DALZIEL  
CHAIRPERSON**



## 6. Council - Annual Plan Minutes - 4 May 2022

Reference / Te Tohutoro: 22/626754

Report of / Te Pou  
Matua: Samantha Kelly, Team Leader Hearings and Committee Support,  
samantha.kelly@ccc.govt.nz

General Manager /  
Pouwhakarae: Lynn McClelland, Assistant Chief Executive Strategic Policy and  
Performance, lynn.mcclelland@ccc.govt.nz


### 1. Purpose of Report Te Pūtake Pūrongo

For the Council to confirm the minutes from the Council – Annual Plan meeting held 4 May 2022.

### 2. Recommendation to Council

That the Council confirms the Minutes from the Council - Annual Plan meeting held 4 May 2022.

### Attachments Ngā Tāpirihanga

No.	Title	Page
A 	Minutes Council - Annual Plan - 4 May 2022	28

### Signatories / Ngā Kaiwaitohu

Author	Samantha Kelly - Team Leader Hearings & Committee Support
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## Christchurch City Council Draft Annual Plan 2022-23 OPEN MINUTES

### SECRETARIAL NOTE:

Submitters who also provided a submission on the following consultations were also heard alongside the Draft Annual Plan 2022-23:

- Opting out of kerbside collection and targeted rate
- Proposed extension of kerbside collection service in Wairewa
- Proposal to increase rates on vacant central city land
- Proposal for a new Policy on Māori Freehold Land

**Date:** Wednesday 4 May 2022  
**Time:** 9.03am  
**Venue:** Council Chambers, Civic Offices,  
53 Hereford Street, Christchurch

### Present

Chairperson	Mayor Lianne Dalziel
Deputy Chairperson	Deputy Mayor Andrew Turner
Members	Councillor Jimmy Chen
	Councillor Catherine Chu
	Councillor Melanie Coker
	Councillor Pauline Cotter
	Councillor Mike Davidson
	Councillor Celeste Donovan
	Councillor Anne Galloway
	Councillor James Gough
	Councillor Yani Johanson
	Councillor Aaron Keown
	Councillor Sam MacDonald
	Councillor Phil Mauger
	Councillor Jake McLellan
	Councillor Tim Scandrett
	Councillor Sara Templeton

### Principal Advisor

Dawn Baxendale  
Chief Executive  
Tel: 941 6996  
Samantha Kelly

Team Leader Hearings & Committee Support  
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<http://councillive.ccc.govt.nz/live-stream>

Council Annual Plan  
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**Karakia Tīmatanga:** Given by the Mayor.

Councillors Davidson, Donovan and Gough joined the meeting via audio/visual link.

**1. Apologies Ngā Whakapāha**

There were no apologies received for Wednesday 4 May 2022.

**2. Declarations of Interest Ngā Whakapuaki Aronga**

There were no declarations of interest recorded for Wednesday 4 May 2022.

**3. Hearing of Verbal Submissions for the Draft Annual Plan 2022-23 (and other concurrent consultations) - Wednesday 4 May 2022**

The following submitters presented to the Council:

Submitter Name	Submitter Number
Waimāero Fendalton-Waimairi-Harewood Community Board, Bridget Williams, Chairperson and David Cartwright, Deputy Chairperson	
- <i>Draft Annual Plan 2022/23</i>	217
- <i>Proposal to increase rates on vacant central city land</i>	45794
<i>Presentation provided</i>	

Councillor Chu joined the meeting at 9:10am.

Councillor Scandrett joined the meeting at 9:12am.

Submitter Name	Submitter Number
Waipapa Papanui-Innes Community Board, Emma Norrish, Chairperson	210
<i>Presentation provided</i>	
Waipuna Halswell-Hornby-Riccarton Community Board, Mike Mora, Chairperson	241
<i>Presentation provided</i>	45962
Waihoru Spreydon-Cashmere Community Board, Karolin Potter, Chairperson and Lee Sampson, Deputy Chairperson	441
Waitai Coastal-Burwood Community Board, Bebe Frayle, Submissions Committee Chairperson and Kelly Barber, Chairperson	
- <i>Draft Annual Plan 2022/23</i>	191
- <i>Proposal to increase rates on vacant central city land</i>	49560
- <i>Opting out of kerbside collection and targeted rate</i>	45961
<i>Presentation provided</i>	

Councillor Mauger left the meeting at 10:09am and returned at 10:18am.

Councillor MacDonald left the meeting at 10:17am and returned at 10:24am.

Councillor MacDonald left the meeting at 10:37am.



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The meeting adjourned at 10:39am and reconvened at 11:02am. Councillors Templeton, Galloway, Mauger and Keown were not present at this time.  
Councillors Keown and Galloway returned to the meeting at 11:03am.

Submitter Name	Submitter Number
Waikura Linwood-Central-Heathcote Community Board, Alexandra Davids, Chairperson <i>Presentation provided</i>	240

Councillors Templeton and Mauger returned to the meeting at 11:07am.  
Councillor MacDonald left the meeting at 11:21am.

Submitter Name	Submitter Number
Te Pātaka o Rākaihautū Banks Peninsula Community Board, Tori Peden, Chairperson - <i>Draft Annual Plan 2022/23</i> - <i>Proposal for a new Policy on Māori Freehold Land</i> <i>Presentation provided</i>	250 45831

Councillor MacDonald returned to the meeting at 11:29am.

Submitter Name	Submitter Number
Summit Road Protection Authority, Tori Peden <i>Presentation provided</i>	216
Margaret Stewart	289

Councillor MacDonald left the meeting at 11:40am and returned at 11:45am.

Submitter Name	Submitter Number
Mark Darbyshire	321

The meeting adjourned at 11:54am and reconvened at 2:04pm. Councillors Keown, Templeton, Chu and MacDonald were not present at this time.

Councillors Templeton, MacDonald and Keown returned to the meeting at 2:06pm.

Submitter Name	Submitter Number
Te Rūnanga o Ngāi Tahu and Ōnuku - Te Rūnanga o Ngāi Tahu, Tanya Stevens, Debbie Tikao and Rik Tainui <i>Presentation provided</i>	459 394

Councillor Chu returned to the meeting at 2:09pm.  
Councillor MacDonald left the meeting at 2:12pm and returned at 2:20pm.

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Submitter Name	Submitter Number
Canterbury Employers Chamber of Commerce, Leeann Watson and Hamish Jensen-Fraser	303 45951
Lynda Janks	67
Ashley Campbell <i>Presentation provided</i>	212
Dominic McKeown	369
Kari Hunter	397
Property Council New Zealand, James Riddoch, Katherine Wilson and Sandamali Gunawardena	
- <i>Draft Annual Plan 2022/23</i>	224
- <i>Proposal to increase rates on vacant central city land</i>	45988
Lindsay Carswell	395

**Attachments**

- A 217 Fendalton-Waimairi Harewood-Community Board
- B 210 Papanui-Innes Community Board
- C 241 Halswell-Hornby-Riccarton Community Board
- D 191 Coastal-Burwood Community Board
- E 240 Linwood-Central-Heathcote Community Board
- F 250 Banks Peninsula Community Board
- G 216 Summit Rd Protection Authority
- H 459/394 Te Rūnanga o Ngāi Tahu and Ōnuku - Te Rūnanga o Ngāi Tahu
- I 212 Ashley Campbell
- J 397 Kari Hunter Submission

The meeting adjourned at 3:39pm to 2pm, Thursday 5 May 2022, Council Chambers, Civic Offices.

**Council Annual Plan  
04 May 2022**



The meeting reconvened at 2pm, Thursday 5 May 2022, Council Chambers, Civic Offices. Deputy Mayor Turn and Councillors Gough, Mauger, Keown and MacDonald and were not present at this time.

Councillors Davidson, Chu, and Johanson joined the meeting via audio/visual link.

**Apologies / Ngā Whakapāha**

There were no apologies received for Thursday 5 May 2022.

**Declarations of Interest Ngā Whakapuaki Aronga**

There were no declarations of interest recorded for Thursday 5 May 2022.

**3. Continued. Hearing of Verbal Submissions for the Draft Annual Plan 2022-23 (and other concurrent consultations) - Thursday 5 May 2022**

The following submitters presented to the Council:

Submitter Name	Submitter Number
Amy Young, via audio/visual link	383

Councillor Turner joined the meeting at 2:03pm.

Submitter Name	Submitter Number
Peter Scholes - Draft Annual Plan 2022/23 - Proposal to increase rates on vacant central city land <i>Presentation and additional document provided</i>	438 45989
Alison Allsop <i>Presentation provided</i>	384
Alistair Price <i>Presentation provided</i>	421
Andrei Moore <i>Presentation provided</i>	354

Councillor Mauger joined the meeting via audio/visual link at 2:36pm during submission 354.

Submitter Name	Submitter Number
Eric Pawson	195

**Council Annual Plan  
04 May 2022**

The meeting adjourned at 2:46pm and reconvened at 3:31pm.  
Councillor Keown joined the meeting at 3:31 pm.

Submitter Name	Submitter Number
Governor's Bay Jetty Restoration Trust, Louisa Eades and Sally-Ann Fitzhardinge <i>Presentation provided</i>	187
Sport Canterbury Green Prescription, Isabella Buckingham <i>Presentation provided</i>	249
Tennis Canterbury Region Inc- Emma Johns and Di Keenan <i>Presentation provided</i>	411

**Attachments**

- A 438 Peter Scholes
- B 438 Peter Scholes
- C 384 Alison Allsop
- D 421 Alistair Price
- E 354 Andrei Moore
- F 187 Governors Bay Jetty Restoration Trust
- G 249 Sport Canterbury Green Prescription
- H 411 Tennis Canterbury Region Inc

The meeting adjourned at 4:06pm to 1pm, Monday 9 May 2022, Council Chambers Civic Offices.

**Council Annual Plan  
04 May 2022**



The meeting reconvened at 1:05pm, Monday 9 May 2022, Council Chambers Civic Offices.

Councillor Johanson joined the meeting via audio/visual link.

**Apologies / Ngā Whakapāha**

**Council Resolved CAPL/2022/00015**

It was resolved on the motion of Councillor Cotter, seconded by Councillor Scandrett that the apology for lateness from Councillor Donovan be accepted.

Councillor Cotter/Councillor Scandrett

**Carried**

**Declarations of Interest Ngā Whakapuaki Aronga**

Councillor Gough declared an interest regarding submitter 45918.

Councillor Coker declared an interest regarding submitter 357.

**3. Continued. Hearing of Verbal Submissions for the Draft Annual Plan 2022-23 (and other concurrent consultations) - Monday 9 May 2022**

The following submitters presented to the Council:

Submitter Name	Submitter Number
Styx Living Laboratory Trust, Bethany Baker and Jackie Howard, via audio/visual link <i>Presentation provided</i>	410

Councillor Donovan returned to the meeting at 1.11pm during submission 410.

Submitter Name	Submitter Number
Ōpāwaho Heathcote River Network, Annabelle Hasselman and Malcolm Long <i>Presentation provided</i>	270
Water and Wildlife Habitat Trust, Mike Patchett	17

Councillor Gough left the meeting at 1:30pm during submission 17.

Submitter Name	Submitter Number
Lyttelton Community Association, Ken Maynard <i>Presentation provided</i>	282
Akaroa Civic Trust, Victoria Andrews and Michael Norris <i>Presentation and additional document provided</i>	251
Victoria Andrews	339

Councillor Gough returned to the meeting at 1:50pm during submission 251.

**Council Annual Plan  
04 May 2022**

The meeting adjourned at 2:03pm and reconvened at 2:30pm. Councillors Johanson, MacDonald, Gough, and Chu were not present at this time.

Submitter Name	Submitter Number
Summit Road Society – Marie Gray	357

Councillor Johanson returned to the meeting at 2:34pm during submission 357, via audio/visual link.

Councillors MacDonald, Gough and Chu returned to the meeting at 2:35pm during submission 357.

Submitter Name	Submitter Number
Marie Gray	
- <i>Draft Annual Plan 2022/23</i>	393
- <i>Proposal to increase rates on vacant central city land</i>	45984
Akaroa Ratepayers and Residents Association, Harry Stronach	413
Friends of Akaroa Museum, Linda Sunderland <i>Presentation provided</i>	47
Richmond Residents and Business Association, Rachel Crawford and Murray James	265

Councillor MacDonald left the meeting at 3:13pm during submission 265 and returned to the meeting at 3:21pm.

Councillor Gough left the meeting at 3:21pm during submission 265 and returned to the meeting at 3:35 m during submission 257.

Submitter Name	Submitter Number
North Canterbury Federated Farmers, Nick Clark, Pam Richardson in person and Hamish Craw, via audio/visual link.	257
The Pukeko Centre Incorporated, Andrew Weastell <i>Presentation provided</i>	36

Councillor Templeton left the meeting at 3:36pm during submission 36.

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The meeting adjourned at 3.41pm and reconvened at 4.00pm.

Councillor Templeton returned to the meeting at 4:00pm and Councillor Donovan returned to the meeting at 4:05pm.

Submitter Name	Submitter Number
Banks Peninsula Conservation Trust, Penny Carnaby and Kate Whyte	324
Pest Free Banks Peninsula, David Miller	380
David Miller	233
Friends of the Christchurch Botanic Gardens Incorporated, Jane Cowan-Harris and Jeanette Christiansen	427

The meeting adjourned at 4:34pm and reconvened at 4:45pm. Councillors Keown, Mauger Johanson, Donovan, Templeton and Coker were not present at this time.

Councillors Keown and Mauger returned to the meeting at 4:46pm during submission 298. Councillor Johanson returned to the meeting via audio/visual link at 4:47pm during submission 298.

Councillors Coker, Templeton and Donovan returned to the meeting at 4:50pm during submission 298.

Submitter Name	Submitter Number
Extinction Rebellion Ōtautahi - James Barber	298
James Barber	386

Councillors Chu and MacDonald left the meeting at 4:58pm.

Councillor McLellan left the meeting at 4:59pm.

The meeting adjourned at 5:04pm and reconvened at 7:00pm.

Councillors Johanson, Gough, Mauger and Keown joined the meeting via audio/visual link.

Submitter Name	Submitter Number
Jeff Clark	301
Audrey Baldwin	226
Creative Transitions to Sustainable Futures, Colin Meurk <i>Presentation provided</i>	466
Little Andromeda, Michael Bell via audio/visual link and Nathaniel Herz-Ediner in person <i>Presentation provided</i>	293 237
Josiah Morgan, via audio/visual link	221
Georgie Sivier	213
NO Productions Theatre, Nataliya Oryshchuk <i>Presentation provided</i>	309

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Submitter Name	Submitter Number
Charlotte Crone	344
St Albans Residents Association, Jo Ritchie <i>Presentation provided</i>	356
Greater Hornby Residents, Marc Duff <i>Presentation provided</i>	312
Lindsay Chan	349
Atlas Body Corporation, Richard Ball and Mark Darbyshire - <i>Proposal to increase rates on vacant central city land</i> <i>Speaking on behalf of the following:</i>	45918 / 45907
• Alan Steel	45878
• Tim Jamieson	45867
• Deborah Bowker	45864
• Clair Higginson	45848
• Gillian Gray	45845
• Eleonore Dumaine	45519
• Kirsty Stewart	45504
• Martin Rumbold	45867
• Jeni Neilson	45799
• Julian Kirwan	45834
• Faye Greenwood	45923
<i>Presentation provided and submissions not included in the agenda</i>	45810

**Attachments**

- A 410 Styx Living Laboratory Trust
- B 270 Ōpāwaho Heathcote River Network
- C 282 Lyttelton Community Association
- D 251 Akaroa Civic Trust
- E 251 Akaroa Civic Trust
- F 275 Friends of Akaroa Museum
- G 36 The Pukeko Centre Incorporated
- H 466 Creative Transitions to Sustainable Futures
- I 293 / 344 Little Andromeda and Nathaniel Herz-Ediner
- J 344 NO Productions Theatre
- K 356 St Albans Residents' Association
- L 356 St Albans Residents' Association
- M 312 Greater Hornby Residents'
- N 45198 Atlas Body Corp
- O 45198 Atlas Body Corp (Additional Submissions)

The meeting adjourned at 9pm to 9am, Tuesday 10 May 2022, Council Chambers, Civic Offices.



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The meeting reconvened at 9.03am, Tuesday 10 May 2022, Council Chambers, Civic Offices.  
Councillors Gough, MacDonald, Mauger and Templeton were not present at this time.  
Councillor Johanson joined the meeting via audio/visual link.

**Apologies / Ngā Whakapāha**

**Council Resolved CAPL/2022/00016**

It was resolved on the motion of Councillor Scandrett, seconded by Councillor Cotter that the apologies for lateness from Councillors Templeton and Gough be accepted.

Councillor Scandrett/Councillor Cotter

**Carried**

**Declarations of Interest Ngā Whakapuaki Aronga**

There were no declarations of interest recorded for Tuesday 10 May 2022.

Councillor Gough joined the meeting at 9:04am.

**3. Continued. Hearing of Verbal Submissions for the Draft Annual Plan 2022-23 (and other concurrent consultations) - Tuesday 10 May 2022**

**The following submitters presented to the Council:**

Submitter Name	Submitter Number
John Purdie <i>Presentation provided</i>	116
Greg Partridge <i>Presentation provided</i>	329

Councillor Mauger joined the meeting at 9.16am during submission 329.

Submitter Name	Submitter Number
Coronation Reserve, Robin Schultz, via audio/visual link	513
Environment Canterbury, Councillor Phil Clearwater and Councillor Megan Hands	235
John Wooles	401
New Zealand Chinese Language Week Charitable Trust, Constance Phua, via audio/visual link <i>Video link provided: <a href="https://www.youtube.com/watch?v=fcU8HJR3aPI">https://www.youtube.com/watch?v=fcU8HJR3aPI</a></i>	480
Boat security and Safety Group, James Ensor, Roger Allen, Tony Whitely and Eden Husband	392

Councillor Templeton joined the meeting at 10.18am during submission 392.

The meeting adjourned at 10:21am and reconvened at 10:47am. Councillors Templeton, Galloway, Mauger and Cotter were not present at this time.  
Councillor Templeton returned to the meeting at 10:51am during submission 419.

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Submitter Name	Submitter Number
Paul Broady <i>Presentation provided</i>	419
Jade McFarlane, via audio/visual link - <i>Proposed extension of kerbside collection service in Wairewa</i>	45509

Councillors Cotter, Galloway and Mauger returned to the meeting at 10:55am during submission 45509.

Councillor Keown left the meeting at 11:11am.

Submitter Name	Submitter Number
Bryan Gilchrist	266
Beckenham Neighbourhood Association Incorporated, Peter Tuffley	323
Peter Tuffley	304
Halswell Residents Association Inc, David Hawke	239

Councillor Keown returned to the meeting at 11:19am during submission 239.

Submitter Name	Submitter Number
Phillipstown Community Centre Charitable Trust, Viviana Zanetti	306
Historic Places Trust, Mark Gerrard - <i>Draft Annual Plan 2022/23</i> - <i>Proposal to increase rates on vacant central city land</i>	379 45982
Spokes Canterbury, Chris Abbott, via audio/visual link	398
Christchurch East Labour Electorate Committee, David Close and Timothy Baker - <i>Draft Annual Plan 2022/23</i> - <i>Proposal for a new Policy on Māori Freehold Land</i> <i>Additional document provided</i>	351 45979
Bebe Frayle and Greg Partridge	365

Councillors MacDonald and Gough left the meeting at 12:27pm.

Councillors Cotter and Donovan left the meeting at 12:30pm.

Councillor Donovan returned to the meeting at 12:36pm.

Submitter Name	Submitter Number
Disabled Persons Assembly, Chris Ford, via audio/visual link	437
Timothy Seay	363

The meeting adjourned at 12:57pm to 9am, Wednesday 11 May 2022, Council Chambers, Civic Offices.

**Attachments**

A 116 John Purdie

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- B 329 Greg Partridge
- C 419 Paul Broady
- D 351 Christchurch East Labour Electorate Committee

The meeting reconvened at 9.01am, Wednesday 11 May 2022, Council Chambers, Civic Offices. Councillors Mauger, Scandrett and Galloway were not present at this time. Councillors Chu, Gough, Johanson and MacDonald joined the meeting via audio/visual link.

**Apologies**

**Council Resolved CAPL/2022/00017**

It was resolved on the motion of Mayor Dalziel, seconded by Councillor Davidson that the apologies from Councillors Mauger and apologies for lateness from Councillors Scandrett and Galloway.

Mayor/Councillor Davidson

**Carried**

**Declarations of Interest Ngā Whakapuaki Aronga**

There were no declarations of interest recorded for Wednesday 11 May 2022.

**3. Continued. Hearing of Verbal Submissions for the Draft Annual Plan 2022-23 (and other concurrent consultations) - Wednesday 11 May 2022**

**Council Resolved CAPL/2022/00018**

That the Council:

1. Accepts the written submissions, including any late submissions, received on the following consultations:
  - a. Draft Annual Plan 2022-23
  - b. Opting out of kerbside collection and targeted rate
  - c. Proposed extension of kerbside collection service in Wairewa
  - d. Proposal to increase rates on vacant central city land
  - e. Proposal for a new Policy on Māori Freehold Land

Mayor/Councillor Davidson

**Carried**

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The following submitters presented to the Council:

Submitter Name	Submitter Number
Le Bons Bay Bach Holders, Ben Stock, Phil McGlean, Tim Deans, Brian Williams	244
Cynthia Roberts <i>Additional document provided</i>	353
Sarah Killoh	372
Canterbury Museum, Sarah Murray, Puamiria Parata-Goodall and Tom Thomson <i>Presentation and additional document provided</i>	243
KPI Rothschild Group, Marshall Group and City Owners Rebuilding Entity, Dean Marshall, via audio/visual link - <i>Proposal to increase rates on vacant central city land</i>	45257
91 Victoria Limited, Jamie Robinson and Swaroop Gowda - <i>Proposal to increase rates on vacant central city land</i>	45950
Yoursection, Hamish Wheelans	140
Robbie Peacocke, via audio/visual link - <i>Proposal to increase rates on vacant central city land</i>	45411

The meeting adjourned at 10:23am and reconvened at 10:47am.  
Councillor Mauger joined the meeting via audio/visual link.

Submitter Name	Submitter Number
Richard Peebles - <i>Proposal to increase rates on vacant central city land</i>	45506
Ngaio Parker - <i>Proposal to increase rates on vacant central city land</i>	45178
Sally Kortekaas - <i>Proposal to increase rates on vacant central city land</i> <i>Additional documents provided</i>	45534
Equity Trust Pacific, Ernest Duval - <i>Proposal to increase rates on vacant central city land</i>	45467

Councillor Scandrett joined the meeting at 11:15am during submission 45467.  
Councillor Galloway joined the meeting at 11.17am during submission 45467.

Submitter Name	Submitter Number
Thomas McNaughton <i>Presentation provided</i>	83
Joanna Gould <i>Presentation provided</i>	271
Canterbury Handball and Canterbury Floorball, Justin Cope	296

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Deputy Mayor Turner assumed the Chair.

Submitter Name	Submitter Number
Shirley Rd Central, Jennifer Dalziel	360
Victoria Neighbourhood Association, Louise Edwards and Murray Jamieson - <i>Proposal to increase rates on vacant central city land</i> <i>Presentation provided</i>	45248

Mayor Dalziel resumed the Chair at 11:51am during submission 45248.

Submitter Name	Submitter Number
St Albans Pavilion and Pool, Lynne O'Keefe and Peggy Kelly and Edgeware Business Association, Stephen Anderson <i>Speaking on behalf of the following:</i>	328/403/214
• Oliver Motoi	476
• Tracey Fowler	358
• Dr Sunita Gautam	58
• Martin Cooney	279
• Louise Holmes	238
• Diana Proctor	499
• Nicholas Allen	440
<i>Presentation provided</i>	208

Councillor Davidson left the meeting at 12:18pm and returned to the meeting at 12:20pm.

Submitter Name	Submitter Number
Marie Byrne <i>Presentation provided</i>	32
Jason Sumner Limited, Nectar Limited and Regent Limited, Philip Carter - <i>Proposal to increase rates on vacant central city land</i>	45847

The meeting adjourned at 12:49pm and reconvened at 2:04pm. Councillors Cotter, Keown Scandrett were not present at this time.

Submitter Name	Submitter Number
Nigel Hampton <i>Presentation provided</i>	34
Christopher Webster	416
The Green Lab, Khye Hitchcock <i>Presentation provided</i>	232
Mahaanui Kurataiao Limited, Nuk Korako, Henrietta Carroll, Theo Bunker - <i>Proposal for a new Policy on Māori Freehold Land</i>	45840

**Council Annual Plan  
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Councillor Scandrett, Keown and Cotter returned to the meeting at 2:50pm.

Submitter Name	Submitter Number
John Gould	389
Mary O'Connor, via audio/visual link <i>Presentation provided</i>	361

**Attachments**

- A 353 Cynthia Roberts
- B 243 Canterbury Museum
- C 243 Canterbury Museum
- D 45534 Sally Kortekaas
- E 45534 Sally Kortekaas
- F 140 Your Section
- G 83 Thomas McNaughton
- H 217 Joanna Gould
- I 45248 Victoria Neighbourhood Association
- J 45248 Victoria Neighbourhood Association
- K 328 St Albans Pavilion and Pool
- L 328 St Albans Pavilion and Pool
- M 32 Marie Byrne
- N 32 Marie Byrne
- O 34 Nigel Hampton
- P 34 Nigel Hampton
- Q 416 Christopher Webster
- R 232 The Green Lab
- S 45840 Mahaanui Kurataiao Limited
- T 389 John Gould
- U 361 Mary O'Connor
- V 215 Cracroft Residents' Association (no longer heard)

**Meeting concluded at 3:09pm.**

**CONFIRMED THIS 9<sup>TH</sup> DAY OF JUNE 2022**

**MAYOR LIANNE DALZIEL  
CHAIRPERSON**



## 7. Monthly Report from the Community Boards - May 2022

Reference Te Tohutoro: 22/646994

Report of Te Pou Matua: The Chairpersons of all Community Boards

General Manager Mary Richardson, General Manager, Citizens and Community

Pouwhakarae: mary.richardson@ccc.govt.nz

### 1. Purpose of Report Te Pūtake Pūrongo

The purpose of this report is to provide the Council with an overview of initiatives and issues recently considered by the Community Boards. This report attaches the most recent Community Board Area Report included in each Boards public meeting. Please see the individual agendas for the attachments to each report.















Each Board will present important matters from their respective areas during the consideration of this report and these presentations will be published with the Council minutes after the meeting.

### 2. Community Board Recommendations

That the Council:

1. Receive the Monthly Report from the Community Boards May 2022.

### Attachments Ngā Tāpirihanga

No.	Title	Page
A  	Waimāero Fendalton-Waimairi-Harewood Community Board May 2022	46
B  	Waipuna Halswell-Hornby-Riccarton Community Board Area Report May 2022	49
C  	Waikura Linwood-Central-Heathcote Community Board Area Report May 2022	57
D  	Waipapa Papanui-Innes Community Board Area Report May 2022	63
E  	Waihoru Spreydon-Cashmere Community Board Area Report May 2022	72
F  	Te Pātaka o Rākaihautū Banks Peninsula Community Board Area Report April 2022	77
G  	Waitai Coastal-Burwood Community Board Area Report May 2022	82



Waimāero Fendalton-Waimairi-Harewood Community Board  
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## 11. Waimāero Fendalton-Waimairi-Harewood Community Board Area Report - May 2022

Reference / Te Tohutoro: 22/483455

Report of / Te Pou  
Matua: Maryanne Lomax, Community Governance Manager,  
maryanne.lomax@ccc.govt.nz

General Manager /  
Pouwhakarae: Mary Richardson, General Manager Citizens and Community,  
mary.richardson@ccc.govt.nz

### 1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

### 2. Officer Recommendations Ngā Tūtohu

That the Waimāero Fendalton-Waimairi-Harewood Community Board:

1. Receive the Waimāero Fendalton-Waimairi-Harewood Community Board Area Report for May 2022.

### 3. Community Support, Governance and Partnership Activity

#### 3.1 Community Governance Projects

Activity	Detail	Timeline	Strategic Alignment
Community Service Awards 2022	Community Service Awards are given to individuals and groups in recognition of significant voluntary service. Nominations closed on 14 April 2022. A total of 22 nominations have been received. A report will be coming to the Board for consideration at their June 2022 meeting.	13 June 2022	<ul style="list-style-type: none"><li>• Resilient Communities</li></ul>
Bishopdale Safety Initiative	Initial discussions have begun with staff and local stakeholders regarding establishing the Safety Initiative in the Bishopdale area.	Ongoing	<ul style="list-style-type: none"><li>• Resilient Communities</li><li>• Board Plan Priority</li></ul>
Ilam Stream Augmentation	Staff from the Council's Stormwater and Waterways Operations team continue to work on this project. They are developing a plan which has included looking at the background and historic investigations and identifying possible options for stream improvements.  Staff are planning a site visit with members of the Network of the Ilam Stream (NOTIS) over the next few weeks.	Ongoing	<ul style="list-style-type: none"><li>• Liveable City</li><li>• Board Plan Priority</li></ul>

Waimāero Fendalton-Waimairi-Harewood Community Board  
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3.2 **Fendalton-Waimairi-Harewood Community Liaison Meeting**

The second Community Liaison Meeting of the year took place on Wednesday, 13 April, via Zoom. The guest speaker was Hana Saemon-Beck, the Community Activator at CityCare. Hana spoke to the group about the support and resources she can provide through her role for community projects. Their focus is on outdoor, green spaces, environmental projects and occasional building projects.

There was a discussion with the group regarding COVID, and two years on, what the impacts have been on their organisations; the not so good, unexpected benefits and what the future holds. Staff plan to revisit this topic in more detail at the next liaison meeting.

A positive theme raised is that people have become very adept at using online meeting platforms and working from home, doing phone calls, emails and online chats, although they still miss working with colleagues in person.

A negative impact raised is dealing with disgruntled parents as seasons have been cut short. Numbers are also down for some groups, and they are relying on funding to cover costs that fees normally cover.

The next Community Liaison meeting will be on 15 June 2022 at St Christopher's Church in Avonhead. The guest speaker will be Joss Clarke, the well-being advisor for Kāinga Ora.

3.3 **Community Funding Summary**

3.3.1 A status report on the Board's 2021-22 Discretionary Response Fund and Youth Development Fund as at 24 April 2022 is attached (refer **Attachment A**).

3.3.2 The Strengthening Communities Fund opened for applications on Monday 21 March 2022 and closed on Tuesday 26 April 2022. A total of 56 applications have been received. A workshop will be held with the Board in July 2022 for the Board to consider the applications received and seek further information/clarification, if required. A full report with staff recommendations will be presented to the Board for a decision at their meeting in August 2022.

3.4 **Participation in and Contribution to Decision Making**

3.4.1 **Council Engagement and Consultation**

- On 4 April and 11 April 2022, the Fendalton-Waimairi-Harewood Community Board Submissions Committee met and developed submissions for the following consultations:
  - Christchurch City Council Draft Annual Plan 2022-23
  - Opting out of kerbside collection and targeted rate
  - Proposal to increase rates on vacant central city land

**4. Advice Provided to the Community Board**

- 4.1 Customer Service Request Report - Hybris monthly report for March 2022 attached, providing an overview of the number of Customer Service Requests that have been received, including the types of requests being received and a breakdown of how they are being reported (refer **Attachment B**).
- 4.2 Fendalton-Waimairi-Harewood Graffiti Report - March to April 2022 (refer **Attachment C**).

Waimāero Fendalton-Waimairi-Harewood Community Board  
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**Attachments Ngā Tāpirihanga**

No.	Title	Page
A	Fendalton Waimairi Harewood Board Funding Update - May 2022	
B	Fendalton Waimairi Harewood Hybris Ticket Report - March 2022	
C	Fendalton Waimairi Harewood Graffiti Update - March to April 2022	

**Signatories / Ngā Kaiwaitohu**

<b>Author</b>	Maryanne Lomax - Manager Community Governance, Fendalton-Waimairi-Harewood
<b>Approved By</b>	John Filsell - Head of Community Support and Partnerships

Waipuna Halswell-Hornby-Riccarton Community Board  
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## 7. Waipuna Halswell-Hornby-Riccarton Community Board Area Report - May 2022

Reference / Te Tohutoro: 22/388622

Report of / Te Pou  
Matua: Emma Pavey, Community Governance Manager,  
emma.pavey@ccc.govt.nz

General Manager /  
Pouwhakarae: Mary Richardson, General Manager Citizens and Community,  
mary.richardson@ccc.govt.nz

### 1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

### 2. Officer Recommendations Ngā Tūtohu

That the Waipuna Halswell-Hornby-Riccarton Community Board:

1. Receives the Waipuna Halswell-Hornby-Riccarton Community Board Area Report for May 2022.

### 3. Community Support, Governance and Partnership Activity

#### 3.1 Community Governance Projects

Activity	Detail	Timeline	Strategic Alignment
Noodlum Park Get Together	Previously postponed due to Covid alert level settings, the Noodlum Park event for Noodlum Way residents will take place on Saturday 14 <sup>th</sup> May, 2pm at Noodlum Park.	May 2022	Strengthening Communities Strategy/ Ōtautahi Christchurch Community Strategy
Kia Rite Hoha	Facilitated by Christchurch City Council Community Recreation Advisors, this workshop is for community organisations who plan and run community recreation programmes or events. The next workshop is scheduled for Wednesday 18 May at the New Brighton Boardroom.	Ongoing	Resilient Communities
Community Service and Youth Service Awards 2022	The Council's Community Service Awards are a way of giving well-deserved recognition to people who make our communities better places to live. The Community Service Awards and Youth Service Awards were open for nominations from 11 March to 14 April 2022. Seventeen	Ongoing	Strengthening Communities

Waipuna Halswell-Hornby-Riccarton Community Board  
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	Community Service Awards nominations and three Youth Service Award nominations have been received.		
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3.2 **Community Funding Summary**

3.2.1 For information, a summary is provided on the status of the Board's 2021-22 funding as at April 2022 (**refer Attachment A**).

3.2.2 Youth Development Fund – Under the Board's delegated authority, the following allocations were made in April 2022:

- \$500 to Jago Alcock towards the Canoe Polo World Championships 2022 in France.
- \$500 to Klara Richter towards the Canoe Polo World Games 2022 in Birmingham, USA.

3.3 **Participation in and Contribution to Decision Making**

3.3.1 **Report back on other Activities contributing to Community Board Plan [for items not included in the above table but are included in Community Board Plan]**

• **ANZAC Mural**

The ANZAC Mural located on the Hornby Primary School building that faces the Hornby War Memorial is complete. The school worked in partnership with residents and the Hornby ANZAC group to facilitate this project. The mural was completed prior to ANZAC day so was able to be enjoyed by the community who attended the ANZAC day service at the memorial.



• **Hornby Covid Support - Need a Buddy?**

This initiative which supports community members who are isolating at home, involving local organisations Hornby Community Care Centre, Te Whare Awhero, 126 on the Corner, Citizens Advice Bureau, and the Greater Hornby Residents' Association, has been well received.

From the launch of the 0800 HORNBY number until 1 May 2022 there have been 53 Calls/Messages received.

Prior to RAT tests becoming widely available initial calls were how the community could access them.



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Support given to community members by the Need a Buddy initiative includes deliveries of food parcels, RAT tests, children activity packs and wellbeing packs. Those who identified that they were new to Hornby also received welcome packs (created by Te Whare Awhero).

Key trends identified include:

- Those who are needing support often don't have friends/family close by to offer support.
- Some people couldn't afford the petrol to pick up RAT tests (when queues were an issue).
- People were unable to order groceries online as they didn't have a credit/debit card.
- Low-income families that are in isolation are struggling with food necessities as it is not usual for the whole family to be home during the day EG: Many rely on food in schools to help with support for their children's breakfast.

In addition to specific Covid support this initiative has allowed community members to connect with key organisations within their community. Need a Buddy organisations will continue to stay in touch with community members and support them to become more involved in the community once they are out of isolation.

- **Songpa-gu Korean Garden Project**

At the Board's 12 April 2022 Meeting, Simon Oe spoke, on behalf of the Christchurch Songpa-gu Sister City Committee, regarding the landscaping proposal to install a traditional Korean pavilion and update the garden at the Songpa-gu Korean Garden, Halswell Quarry Park.

The project acknowledges Korean War Veterans and recognises the sixtieth anniversary of diplomatic relations between New Zealand and the Republic of Korea. A report seeking approval from the Community Board for this work was presented at the Board's 3 May 2022 meeting.

The Committee plans to unveil the pavilion and gardens on Saturday 4 June 2022 and an invitation has been extended to Board Members to attend.



- **Harvard Lounge Maintenance**

The Harvard lounge is currently closed to have scheduled maintenance work completed. This work is due to be completed by 6 May.

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3.3.2 Council Engagement and Consultation.

- **Christchurch City Council's Draft Annual Plan 2022-23 Community Board Submission**

The Christchurch City Council's Draft Annual Plan 2022-23 was open for feedback from 11 March 2022 to 18 April 2022. Pursuant to the decision of the Board's Submissions Committee on 5 April 2022, the attached submission was lodged on behalf of the Board (**Attachment B**).

- **Draft Plan Changes**

The Housing and Business Choice Plan Change, Draft Coastal Hazards Plan Change, Draft Heritage Plan Change, Draft Radio Communications Pathway Plan Change were open for feedback from 11 April 2022 to 13 May 2022.

A Waipuna Halswell-Hornby-Riccarton Community Board Submissions Committee meeting was held on 4 May 2022 to consider the preparation of Board Feedback to the Council on the Draft Plan Changes.

3.4 Governance Advice

3.4.1 Following New Zealand moving to the orange traffic light setting (Covid-19 Protection Framework) all Council and Committee meetings, briefings, hearings and working groups resumed in person from Tuesday 26 April 2022. Community Board meetings will resume in person from Tuesday 31 May 2022.

Where a meeting is open to the public, members of the community may also attend in person, request attendance via audio/visual link or watch the live stream where this is available.

Community Board meetings will continue to be livestreamed after 31 May 2022.

## 4. Advice Provided to the Community Board

4.1 **Traffic concerns Blankney Street**

At its meeting on 2nd November 2021 Mr. Don Pilgrim, resident of Hornby, addressed the Board regarding traffic concerns about excessive driving speed around the right angled corner in the vicinity of 50-44 Blankney Street, Hornby.

The Board agreed to request that staff investigate the issue of excessive speed on Blankney Street and advise possible traffic calming measures. Staff have now provided the attached memorandum in response (**Attachment C**).

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Staff advise that the section of Blankney Street between Witham Street and Boston Avenue is a local road that has a Collective Risk (also described as crash density) rating of “Low Medium”. A speed survey was undertaken in October 2020 on Blankney Street between the Oriana Crescent and Dunstan Crescent intersections that indicated that the average speed (both directions) was 41.5 kilometres per hour and the 85<sup>th</sup> percentile speed (both directions) was 50.4 kilometres per hour. This shows that a majority of the vehicles passing through this section of Blankney Street were travelling within the posted speed limit.

Due to residents’ concern about the vehicle speeds along the curve which runs adjacent to nos 44 – 50 Blankney Street (approximately 480 meters away from the last speed survey location), a new speed survey was undertaken near the curve between 9th February 2022 and 15th February 2022 to understand the vehicle speeds at this specific location.

The daily average traffic volumes over the 7-day period was 415 vehicles per day (450 per day over five working days). This relatively low traffic volumes are consistent with many similar local roads in the city.

Information regarding the average speeds and 85<sup>th</sup> percentile speeds (over seven days) can be seen below:

85 <sup>th</sup> Percentile Speed		Mean Speed	
Northbound	Southbound	Northbound	Southbound
37.6	36.9	32.6	32.2

*\*Northbound – towards Witham Street; Southbound – towards Fairmont Place*

The survey results show that vehicles are predominantly travelling at safe speeds along the curve. Only three vehicles travelled over the posted speed limit of 50 kilometres per hour over the entire 7-day period.

Staff consider that it is likely that the existing road geometry and environment encourages lower speeds through the curve and that physical traffic calming measures such as speed humps or road narrowing along this section of Blankney Street are a high cost solution to a relatively low priority site in terms of the need for safety improvements and would not be justifiable from existing road safety budgets. Funding for such work would need to be allocated through the Long Term Plan either as a specific project or for a citywide traffic calming program. If funding was allocated for a citywide traffic calming program, this area is unlikely to rank as a high priority compared to other locations around the city based on recorded speeds, risk rating and crash history.

#### 4.2 Urban Growth Issues: Trees, Footpaths, Kerb and Channel

At its meeting on 14 September 2021 the Board discussed a public forum presentation to the Board at an earlier meeting voicing concern about the removal of trees often as part of new developments and the negative effect this has on the environment and noted the importance of trees in the community to provide a range of environmental, cultural and social community benefits. The Board agreed to request staff to arrange a joint briefing for the Waipuna Halswell-Hornby-Riccarton and Waihoru Spreydon-Cashmere Community Boards on tree removal as part of new residential/commercial developments.



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As the Waihoru Spreydon-Cashmere Community Board has previously had a briefing on Tree removal and replacement as part of new developments staff have provided the attached memorandum to address issues of tree removal, footpaths, kerb and channel.

Staff advise (**refer Attachment D**) that it is a challenge to retain rural trees when land is redeveloped for urban development purposes as rural trees can be very large and specifically planted for rural not urban purposes. For example rural shelter belts can grow very large and it may not be safe or amenable to retain them in an urban subdivision (due to limb failure or overshadowing). Individual trees are not generally protected by the District Plan in new growth areas.

In addition the District Plan sets out that land must be developed at a minimum density of 15 dwellings per hectare excluding waterway and stormwater areas. At this density it is difficult to retain rural trees when the land needs to be shaped and sometimes compacted (for drainage and geotechnical reasons), roads and footpaths constructed and services installed.

While subdivision consents make provision for suitable urban tree species to be planted in streets and other public spaces and there is often planting on residential lots it takes time for trees to mature.

Waterway and stormwater areas generally incorporate a reasonable amount of tree planting but this may not be immediately obvious as the trees take time to establish and mature. Sometimes there may be reasons for not having trees in the wetland reserves. In terms of some examples staff advise that:

- At Greens stormwater basin (Kennedys Bush Road/Glovers Road), the draft landscape plan has nearly 1400 specimen trees.
- 750m Snellings Drain enhancement at Prestons has over 200 large tree specimen.
- Sparks Road wetland does not have a lot of trees as it is intended to reflect the historic swamp theme of the surrounding area.

Staff further advise that large areas of land are being taken for public open space in subdivisions (i.e. for example North Halswell will probably have at least 12%) and through time there may be more opportunities for planting on these areas outside of subdivision processes.

Staff identify that it is common for people to question why footpaths and kerb and channel stop along an existing road in an urban growth area. The timing of any length of footpath and kerb and channel is dependent on when each subdivision site is developed. Under conditions of subdivision consent each subdivision is responsible for providing kerb and channel and footpaths along its frontage of an existing road (with some exceptions) but conditions cannot be lawfully imposed on subdivision consents to force a developer to upgrade an existing road beyond their frontage. Typically the footpath and kerb and channel will be extended/completed incrementally as other developments occur.

The Council does not typically fund footpaths on new urban roads (with some exceptions) as it is considered that the cost should fall on developers, not ratepayers.

4.3 **New Hornby Centre**

Staff have provided an update regarding the construction of the Hornby Centre which will comprise of customer services facilities, a library and swimming pools (**refer Attachment E**). The pools will include a lap pool, a hydrotherapy pool, a learn to swim pool, a family spa and a toddler's pool. In addition to the usual collections spaces, the library will include a creative activities space.

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4.4 Customer Service Requests/Hybris Report

For the Board's information, attached is a copy of the March 2022 Hybris Report (refer Attachment F).

4.5 Graffiti Snapshot

For the Board's information, attached is a Graffiti Snapshot, an update on graffiti as of March 2022 (refer Attachment G).

4.6 Hornby Community Patrol

Hornby Community Patrol is a volunteer organisation operating as the "Eyes and Ears" of the community for the Police and its citizens. The organisation patrols the areas of Sockburn, Templeton, Prebbleton, Halswell, Broomfield, Hei Hei, Islington, Wigram, Park House and Hornby.

For the Board's information, below are the Hornby Community Patrol statistics for March 2022:

Vehicle related :	140	Damage to property :	20	Disorder:	0
Property related:	51	People related:	0	Special service:	163
Number of 3ws:	89	Schools patrolled :	32	No. patrols:	21
No. patrol hours:	163	Km's:	1695		

21/80176

Attachments Ngā Tāpirihanga

No.	Title	Page
A	Waipuna Halswell-Hornby-Riccarton Community Board Funding Update - April 2022	
B	Christchurch City Council Draft Annual Plan 2022-23 - Board Submission	
C	Internal or External Memos Blankney Street 30 April 2022 Report	
D	Memo Urban Growth Issues: Trees, Footpaths, Kerb and Channel	
E	Update regarding construction of the Hornby Centre	
F	Halswell-Hornby-Riccarton Hybris Report March 2022	
G	Graffiti Snapshot - March 2022	

Waipuna Halswell-Hornby-Riccarton Community Board  
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**Signatories / Ngā Kaiwaitohu**

<b>Authors</b>	Noela Letufuga - Support Officer Bailey Peterson - Community Development Advisor Sam Savage - Community Recreation Advisor Faye Collins - Community Board Advisor Emma Pavey - Manager Community Governance, Halswell-Hornby-Riccarton
<b>Approved By</b>	Emma Pavey - Manager Community Governance, Halswell-Hornby-Riccarton Matthew McLintock - Manager Community Governance Team John Filsell - Head of Community Support and Partnerships

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## 10. Waikura Linwood-Central-Heathcote Community Board Area Report - May 2022

Reference Te Tohutoro: 21/1756281

Report of Te Pou Matua: Arohanui Grace, Community Governance Manager  
Arohanui.grace@ccc.govt.nz

General Manager Mary Richardson, Citizen and Community  
Pouwhakarae: mary.richardson@ccc.govt.nz

### 1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

### 2. Officer Recommendations Ngā Tūtohu

That the Waikura Linwood-Central-Heathcote Community Board:

1. Receive the Waikura Linwood-Central-Heathcote Community Board Area Report for May 2022.

### 3. Community Support, Governance and Partnership Activity

#### 3.1 Community Governance Projects

Activity	Detail	Timeline	Strategic Alignment
Ōpāwaho Lower Heathcote River Guidance Plan	Consultation on the plan has closed and the final document is in production, in time of the 16 May Working Party meeting.	Ongoing	Board Priority - A Plan for the Lower Ōpāwaho Heathcote River
Fresh Pool Party	The first post-COVID pool party was held on 24 April.	Completed	Community wellbeing is supported and improved.
Eid Festival	The Waikura Linwood-Central-Heathcote Community Governance Team is doing capacity building with Asturlab to organise and deliver the Eid Festival on 8 May 2022 at the Commons.	7 May 2022	Community wellbeing is supported and improved.

#### 3.2 Community Funding Summary

##### 3.2.1 Community Board Discretionary Response Fund 2021/22 – as at 27 April 2022:

- Discretionary Response Fund unallocated balance for 2021/22 is \$8,863.62
- Youth Achievement and Development Fund unallocated balance for 2021/22 is \$800.00
- Light Bulb Moments Fund unallocated balance for 2021/22 is \$9,126.00

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- The 2021/22 Discretionary Response Funding Spreadsheet is attached for record purposes. **(Attachment A)**.

3.2.2 **2021/22 Youth Development Fund Applications** – At the Board's 2 December 2021 meeting the Board resolved that the Waikura Linwood-Central-Heathcote Community Board Youth Development Fund allocations process be to two Board Members, until the end of the Board's 2020/22 term. The following Youth Development Fund applications have been approved:

Name	Event	Amount
Ava Henderson	2022 International Surfing Association (ISA) Junior World Surfing Championships	\$500
Willow Cook	2022 New Zealand Lead Climbing National Championships	\$300

The Youth Development Fund Decision Matrices are attached for record purposes. **(Attachments B and C)**.

**2021/22 Light Bulb Moment Fund Applications** – the following Light Bulb Moment Fund applications have been approved:

Name	Event	Amount
Linwood Resource Centre	New signage	\$500

The Light Bulb Moment Decision Matrices are attached for record purposes. **(Attachment D)**.

3.3 **Participation in and Contribution to Decision Making**

3.3.1 **Report back on other Activities contributing to Community Board Plan [for items not included in the above table but are included in Community Board Plan]**

- **Start Work Notices** – Various Start Work Notices have been sent to the Board throughout the month. All Board area and city-wide start work notices can be found at: <https://ccc.govt.nz/transport/works..>

3.3.2 **Council Engagement and Consultation.**

- **Council's Annual Plan 2022-23** – The Council approved the Council's Draft Annual Plan 2022-23 to go out for consultation from 11 March 2022 to 18 April 2022. The Board convene the Board's Submission Committee on 13 April 2022 to formulate the Board's submission the Council's Draft Annual Plan 2022-23 which was submitted on 14 April 2022. **(Attachment E)**.
- **Draft Plan Changes** – The Board convene the Board's submission Committee on 12 May 2022 to formulate the Board's feedback on the following draft Plan Changes:
  - Housing and Business Plan Change.
  - Coastal Hazards Plan Change.
  - Proposals for Both Character Areas and Residential Heritage Areas as Qualifying Matters.
  - Draft Radio Communication Pathways Plan Change **(Attachment F)**.

3.4 **Governance Advice**

3.4.1 **Public Forum** – The Board received the following public forum presentations at its 30 March and 13 April 2022 meetings:

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- Citizens Advice Bureau – Christchurch Area.
- Mt Pleasant Road – Water Reticulation and Stormwater.
- Preservation of the Englefield Heritage Area.

**3.4.2 Board Requests** – The Board made the following requests at its 30 March and 13 April 2022 meetings:

- The Board agreed to support the principles of the proposed private members bill entitled: The Harm Minimisation Bill and to highlight the Board's support to the Council's 7 April 2022 meeting.
- Requests that staff review the impact on the parking restriction changes within the boundaries of Bealey Avenue, Harper Avenue, Deans Avenue, Moorhouse Avenue and Fitzgerald Avenue, but excluding the Plan A area as defined in the current City Council Delegations Register at 12 months from 30 March 2022 and provide advice back to the appropriate Community Board.
- Requests staff to include in the staff report to the Central City Parking Subcommittee on Motorcycle Parking- Times of Operation the Board's recommendation that the Central City Parking Sub Committee request for a review on the impact of the parking restriction within the Plan A area as defined in the current City Council Delegations Register changes at 12 months from 30 March 2022 and provide advice back to the appropriate community board.
- The Board agreed to request staff to liaise with Smith Street Gardens and the resident looking after the Welcome Rest Reserve.
- The Board agreed to request staff advice on how to have the Allan McLean's, first owner of McLean's Mansion at 387 Manchester Street, headstone in Addington Cemetery repaired in time for his birthday bicentennial (24 May 2022).
- Requests staff advice on the condition of Darce Street.
- Requests staff advice on whether Darce Street can be added to the Council's Street Renewal programme to be completed as a works package with the Christchurch Regeneration Acceleration Facility Project rebuild of Wyon and Hulbert Streets.
- Requests staff to provide an update on the Bays Area Skatepark.
- Requests that staff convene the Board's Submissions Committee to consider the Board's submissions on the District Plan Changes on Draft Housing and Business Choice, Draft Coastal Hazards, Draft Heritage, Draft Radio Communication Pathways.
- The Board agreed to request staff to forward the staff advice memorandum to the Redcliffs Residents' Association and encourage the Association to submit to the Council Draft Annual Plan 2022/23 on the matter of the Beachville Road Esplanade grassed area.
- The Board agreed to request staff to investigate the placing of cautionary signage and double yellow lines for the safety of cyclists and pedestrians in Bridle Path Road from Ferrymead Terrace to Main Road, Ferrymead and report back to the Board.
- The Board agreed to request staff to investigate mitigation measures to prevent inappropriate on-street and berm parking around Linfield Park in Kearneys Road



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during the winter sport season, including the inappropriate parking at the Kearney's road bend and report back to the Board.

3.4.3 **Briefings** - The Board received briefings during March and April 2022 about the following:

- Opawaho River Route Planned Cycleway – Preliminary Route.
- Opawa Road School Safety Improvements.
- Coastal Hazards Proposed Plan Change.
- Bromley Area Traffic Study and Plan.
- Te Pou Toetoe: Linwood Pool Operational Update.

#### 4. Advice Provided to the Community Board

4.1 **Slow Neighbourhoods Programme (future Projects)** - The Board were advised at its 16 February 2022 Briefing regarding the Council's Minor Safety Intentions Programme including consideration of the Evans Pass/Wakefield Avenue.

4.2 **Computers to the Community Scheme** – In reply to the Board's 16 February 2022 request *Requests staff advice on the Council Community Computer Scheme: on how the computers are allocated what is provided with the computers and how do community organisations apply to the scheme*, staff have provided the following staff advice:

All the information is on the Council's website - <https://ccc.govt.nz/culture-and-community/community-funding/computers-to-the-community> the application form ((Attachment G) outlines the Terms and Conditions of the computers. The requests all go to the Fendalton-Waimariri-Harewood Governance Team office who make contact with the applicants to work out exactly what they need and then arrange pick-up/drop-off.

4.3 **Slow Speed Neighbourhood Opawa** – Memorandum providing updated information on the Slow Speed Neighbourhood – Opawa. (Attachment H).

4.4 **Tiny Shops Transition Plan** – Memorandum updating the Board of changes to the temporary Tiny Shops Village in Linwood Village. (Attachment I).

4.5 **Hereford and Dawson Streets** – Memorandum in reply to the Board's 16 February 2022 requests: *The Board agreed to request staff advice on the repairs of Hereford Street, between Fitzgerald Avenue to Stanmore Road confirming that the repair will not be a patch repair, the timeline for the repair and advice of why residents are experiencing more road noise since the laying of the new road surface; and*

*The Board:*

- *Requests staff advice on the timeline for resurfacing Dawson Street. Note: The Board wishes to have the information well ahead of the planned resurfacing.*
- *Requests staff advice to look at an appropriate procurement options for smaller works by using other contractors than the Council's current contractors.*
- *Requests staff advice on amending the Council's Infrastructure Design Standards to accommodate the special characteristics of a woonerf street (pedestrian focussed street) in the street/pavement renewal programme.*
- *Requests that the matters regarding Dawson Street be raised at the Board's monthly report and presentation to the Council, after the Board has received the advice from staff requested in resolution 3.*

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- *Requests a report on changing the name of Dawson Street to Carters Lane.*
- *Requests staff advice on the installation of no stopping restrictions and use of street furniture in lieu of no stopping restrictions at the entrance of Dawson Street (Kilmore Street end). (Attachment J).*
- 4.6 **Radley Street Traffic Calming Options** – The Board were advised at its 6 April 2022 Briefing that Waka Kotahi have advised that they are not available to a site visit at Dyers Road/Maces Road intersection at this stage and confirmed that there is currently no funding in the National Land Transport Programme (NLTP) for signalisation of the Dyers/Maces Road intersection.
- 4.7 **Greening the East and 2022/23 Strengthening Communities Fund** – Memorandum in reply to the Board following requests:
  - 6 October 2021 “The Board requested staff advice on the how the Board’s Greening the East project and the National City Charter align.”
  - 16 February 2022 “The Board agreed to request staff advice on the timeline of the Greening the East Development Plan progress report.”
  - 3 November 2021 “The Board requested staff advice on opportunities for Project Crimson to assist the Board’s Greening the East Project with supplying of suitable trees.”
  - 16 February 2022 “Requests that the matter of Strengthening Community Funding Allocation 2022-23 be raised at the Board’s monthly report and presentation to the Council asking the Council to provide community groups certainty on how funding will be allocated for the remainder of the current Community Boards’ term and at the start of the new Community Boards’ term.” (Attachment K).
- 4.8 **Assessing a Civic Flagpole for Matuku Takotako: Sumner Centre** – Memorandum advising the Board of the rationale behind the Council staff response to a request made by the Sumner Museum that a civic flagpole be installed at Matuku Takotako: Sumner Centre. (Attachment L).
- 4.9 **Youth Week FRESH LYFE Activities**- Memorandum advising the Board of the activities during Youth Week supported by the Board. (Attachment M).
- 4.10 **Edible and Sustainable Garden Awards 2022** – Memorandum advising the Board of the Waikura Linwood-Central-Heathcote Community Board Edible and Sustainable Garden Awards 2022 recipients. (Attachment N).
- 4.11 **Community Pride Garden Awards 2022** – Memorandum advising the Board of the Waikura Linwood-Central-Heathcote Community Board Community Pride Garden Awards 2022 recipients. (Attachment O).
- 4.12 **Woolston Community Library Request for Proposals** – Memorandum advising the Board of upcoming Request for Proposals for the Woolston Community Library. (Attachment P)
- 4.13 **Customer Service Requests Board Area Report** - providing an overview of the number of Customer Service Requests that have been received over the past month, including the types of requests being received and a breakdown of how they are being reported from 1 March 2022– 31 March 2022 and 1 April – 30 April 2022 are attached. (Attachments Q and R).



**Waikura Linwood-Central-Heathcote Community Board**  
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**Attachments Ngā Tāpirihanga**

No.	Title	Page
A	Linwood-Central-Heathcote Community Board Discretionary Response Fund as at 27 April 2022	
B	2021/22 Youth Development Fund Application Decision Matrix - Ava Henderson - 28 March 2022	
C	2021/22 Youth Development Fund Application Decision Matrix - Willow Cook - 28 March 2022	
D	2021/22 Light Bulb Moment Fund Decision Matrix Linwood Resource Centre signage 4 May 2022	
E	Waikura Linwood-Central-Heathcote Community Board Submission to the Council's Draft Annual Plan 2022/23	
F	Waikura Linwood-Central-Heathcote Community Board Feedback to Draft Plan Changes - April 2022	
G	Computers to the Community Scheme Application Form - April 2022	
H	Memorandum: Slow Speed Neighbourhood Opawa - 1 April 2022	
I	Memorandum: Tiny Shops Transition Plan - 1 April 2022	
J	Memorandum: Hereford and Dawson Streets - Board Information Requests - 11 April 2022	
K	Memorandum: Greening the East and 2022/23 Strengthening Communities Fund - 12 April 2022	
L	Memorandum: Assessing a Civic Flagpole for Matuku Takotako: Sumner Centre - 4 April 2022	
M	Memorandum: Youth Week FRESH LYFE Activities - 27 April 2022	
N	Memorandum: Waikura Linwood-Central-Heathcote Community Board Edible and Sustainable Garden Awards 2022 Recipients - 29 April 2022	
O	Memorandum: Waikura Linwood-Central-Heathcote Community Board Community Pride Garden Awards 2022 Recipients - 29 April 2022	
P	Memorandum: Woolston Community Library Request for Proposals - 29 April 2022	
Q	Customer Service Requests Report - 1 March - 31 March 2022	
R	Customer Service Requests Report - 1 April - 30 April 2022	

**Signatories Ngā Kaiwaitohu**

<b>Authors</b>	Liz Beaven - Community Board Advisor Jae Youn Lee - Community Recreation Advisor Cathy Sweet - Community Development Advisor Jane Walders - Support Officer
<b>Approved By</b>	Arohanui Grace - Manager Community Governance, Linwood-Central-Heathcote Matthew McLintock - Manager Community Governance Team John Filsell - Head of Community Support and Partnerships

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## 10. Waipapa Papanui-Innes Community Board Area Report - May 2022

Reference / Te Tohutoro: 22/464765

Report of / Te Pou  
Matua: Matthew Pratt – Community Governance Manager Papanui-Innes  
Matthew.Pratt@ccc.govt.nz

General Manager /  
Pouwhakarae: Mary Richardson – General Manager Citizens and Community  
Mary.Richardson@ccc.govt.nz

### 1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

### 2. Officer Recommendations Ngā Tūtohu

That the Waipapa Papanui-Innes Community Board:

1. Receive the Waipapa Papanui-Innes Community Board Area Report for May 2022.

### 3. Community Support, Governance and Partnership Activity

#### 3.1 Community Governance Projects

Activity	Detail	Timeline	Strategic Alignment
Downstream Effects Management Plan (DEMP)	A briefing update was provided to the Board on Friday 6 May 2022.	Ongoing	<ul style="list-style-type: none"><li>• Endorse and encourage a functioning and safe traffic network that supports a connected community</li></ul>
<a href="#">Summer with Your Neighbours 2021-22</a>	Summer with Your Neighbours events were due to take place between November 2021 and March 2022. In light of the Government decision to move the country into the Red traffic light setting, recipients of the subsidy have been advised that the timeframe to hold events has been extended. We will accept requests for reimbursements up until 1 June 2022.	1 June 2022	<ul style="list-style-type: none"><li>• Resilient Communities</li><li>• Strengthening Communities Strategy</li></ul>
Langdons Road Corridor	Network study requested. Work has progressed, but ultimately staff are waiting to see when the Northlink Retail Park Stage 3 will proceed, what this will look like, what roading works might result, and the scale of additional network demands generated.	Ongoing	Endorse and encourage a functioning and safe traffic network that supports a connected community
10 Shirley Road Activation	Staff are investigating options for the activation of the site further to the Board's site visit and follow up discussion of the at Youth Audit Workshop. There will subsequently be an updated feasibility study for the site which includes options for community space. An	Ongoing	Improve and support community facilities and amenity in the Papanui-Innes Wards.

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	independent service provider will be engaged to carry out the feasibility study.		
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### 3.2 Community Events

#### 3.2.1 Walk Waitaha 2022

[Walk Waitaha](#) – an alternative to the traditional Walking Festival offering a range of self-guided walks and walking activities – ran till 15 May 2022, though relevant resources such as the Council's [Find a walk website](#) remain in place for the public.

#### 3.2.2 Christchurch Heritage Festival 2022

More information on the festival has now appeared at [this link](#). Applications to run an event in the Christchurch Heritage Festival 2022 can be completed online at that link from 9 May to 12 June 2022. This year's theme is an opportunity to explore the events that have shaped us: large and small, public and private, milestones and moments that have shaped our diverse communities here in the Ōtautahi-Christchurch District and the wider Canterbury region.

#### 3.2.3 Other upcoming community events and festivals in the wider city

Visit [this link](#) for the variety of community events and festivals held around the city. This also links to the [What's On](#) site, where events like the [Vegan night māketē \(market\)](#), the [Rollickin Dog Walk](#), and the [Kia Rite Hōea Workshop](#) are detailed.

### 3.3 Community Funding Summary

3.3.1 The current balance of the 2021-2022 financial year's Discretionary Response Fund is \$6,830. There is \$5,041 remaining in the Positive Youth Development Fund.

3.3.2 Applications for the 2022/23 [Strengthening Communities Fund](#) opened on 21 March 2022 and closed on 26 April 2022.

A briefing will be presented to the Board.

### 3.4 Participation in and Contribution to Decision Making

3.4.1 **Report back on other Activities contributing to Community Board Plan** [for items not included in the above table but are included in Community Board Plan]

#### • St Albans Skate Park Upgrade Opening – 30 April 2022



A very successful celebration of the reopening of St Albans Skate Park was held on Saturday 30 April from 12-3 pm.

The Community Board Chair, Emma Norrish, welcomed everyone and gave some background about the park. Jason Harvey undertook the ribbon-cutting duties on behalf of the St Albans Residents Association.

The event featured the Cheap Skates Skool team and attracted over 150 skaters of varying abilities who thoroughly enjoyed the afternoon.



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The Cheap Skates team provided instruction and coaching for beginner skaters, and competitions were held for under 13's, under 15's and open grades. Families and friends stayed until the end of the event, supporting the skaters and encouraging them in their competition runs.

CityCare Property, which constructed the new elements at the Skate Park, were on-site to answer any questions and provide a free sausage sizzle.

Feedback from participants expressed their enthusiasm for the upgraded facility, which is now being utilised extensively by the local community.



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- **MacFarlane Park Basketball Court Clean up**

The Shirley Village Project organised and worked with the Council Parks Team to revamp the basketball courts at MacFarlane Park.



A working bee was held on 26 April. Community volunteers, including some of the local teenagers helped with the painting of the posts, new backboards and lots of raking of leaves and tidying up the surrounding playground area.



3.4.2 **Council Engagement and Consultation.**

- [University of Canterbury Dovedale Campus - 129 Waimairi Road](#) (closes 1 June 2022)

Publicly notified resource consent is to redevelop the existing University of Canterbury Dovedale campus to a mixed educational, research and commercial operation

- **Start Work Notices (SWN)**

SWN relating to the Board area have been sent to the Board throughout the month. All Board area and city-wide start work notices can be found at [this link](#).

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3.5 Governance Advice

3.5.1 Customer Service Request Report – Hybris Report for the Papanui-Innes Wards

Refer to **Attachment A** for the 1 April – 30 April 2022 statistics, providing an overview of the number of Customer Service Requests that have been received, including the types of requests being received and a breakdown of how they are being reported.

3.5.2 Site Visit to Trees at Severn Street and Westminster Street

The Community Board held a site visit to Severn Street and 276/8 Westminster Street on 2 May 2022 with Council arborists to inspect the street trees on Severn Street further to a resident's concerns with them, and to review a gum tree intended for removal as part of the demolition works at 276/8 Westminster Street. Notes from this site visit are appended as **Attachment B**.

3.5.3 Public Participation in Board Meetings and Correspondence

The Board received the following at its 29 April 2022 meeting:

- **Public Forum Presentations**

- Delta Community Support Trust – Mike Stanley provided an overview of Delta's work in the community.
- 10 Shirley Road / Public Toilets – Jennifer Dalziel provided an overview of issues with public toilets in the ward to suggest potential issues with siting toilets at 10 Shirley Road.

3.5.4 Community Open Forum

The Community Board held an open forum on 6 May 2022 via audio/visual link, at which youth and staff involved with Papanui Youth Development Trust presented to the Board. The notes from the forum can be found in **Attachment C**.

3.5.5 Briefings

The Board received briefings since its last meeting about the following projects/issues:

- Update on DEMP (and presenting Memo on 'Cranford Street Cycleway – 1.2m wide on road section of cycle lane', which can be found at **Attachment D**).
- Introduction to Community Partnership Ranger

3.5.6 Board Requests

- **Dudley Street Starling Issues** – By way of update on the maintenance programme for Dudley Street as affected by starling droppings, the Board were advised it has been confirmed that the site has been added to the regular maintenance scrubbing round that includes Bishopdale Mall and New Brighton Mall.

Monitoring will accordingly be undertaken and scrubbing completed as required – staff will undertake research into the starling roosting season to ensure that work is not undertaken when not required, i.e. scrubbing will only occur when the birds are nesting there, not when they have all left for the winter.

- **Edgware Road Flooding** – A drainage assessment has been completed further to the Board's concern in respect of surface flooding experienced at Edgware Village owing to the St Albans Creek flood hazard, which has seen Edgware Road outside the Village unable to drain by gravity if the creek is in flood.



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The Board received an initial briefing detailing the local situation, earthquake impact, area wide Land Drainage Recovery Programme investigation, modelling, and noting the survey and drainage investigations commissioned and underway.

Staff further to the assessment completed are initiating further investigation around the feasibility of options, planning an options report, and a whiteboard session (briefing) with the Board to demonstrate the relationship of the factors involved between the street grade to the creek, kerbing, and floor levels. The timing of these steps to be advised.

- **Palm Drive/Laguna Gardens Planter Repair** – The Board's request for an update on this repair was answered with detail of the completion of the planter repair and reception of the solution found.
- **Spring Grove resident issues** – Noting the residents have invited their local MP, the Council, ECan, Kiwirail and the Police to an upcoming meeting, various updates on relevant issues have been passed through, particularly in respect of a consultant being engaged by the Council to undertake an assessment of pedestrian rail crossing options in the Belfast area, especially to consider the connectivity between the Spring Grove Subdivision and community facilities to the west of the rail corridor as well as making recommendations on the best options for improving connectivity and pedestrian safety.
- **Derelict House in Francis Ave** – This property is in a very poor state of repair, unoccupied and used by squatters. The situation is currently still under investigation and officers have been engaging with concerned neighbours.

The Environmental Health team respond to concerns relating to derelict houses and endeavour to engage with the property owner to rectify. When applicable, issues may become actionable either under the Health Act or Building Act and are responded to with the appropriate enforcement action. Potential action may in some cases include the Council applying to the Court for an order to carry out work at the owner's expense.

- **Courtenay Street** – Road maintenance staff have advised that City Care have sprayed up surface areas programmed for repair prior to resurfacing in the next sealing season (October 2022 – March 2023).
- **Enforcement for Parking on Clearway on St Albans Road** – Parking Compliance Team have increased their surveillance of the clearway.
- **St Albans Park** – Toilet signage for improved identification of St Albans Park's toilets is being arranged for installation.
- **Maintenance of Northern Line Cycleway between Langdons and Sawyers Arms Roads** – Request for update on repair to surface damage caused by tree roots received advice that the Maintenance Team have this on their list for works in the next financial year. Tree root damage is a worldwide problem and the Council will be using some new technology on this section to prevent the path being damaged again. Work is anticipated to happen around September after the wet weather season, and subject to the contractor obtaining all necessary Kiwirail permits.

This section of Cycleway is not as wide as a newly constructed Major Cycle Route; it is not possible to encroach any further into the rail corridor and it is not planned to purchase any private land on the other side of the path. A scope of works is in development to cut back existing vegetation from encroaching the existing corridor where possible.

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#### 4. Advice Provided to the Community Board

##### 4.1 Information sent to the Board:

- Draft Suburban Regeneration Biannual Report dashboard for October 2021 – March 2022
- National Adaption Plan. The draft plan outlines the actions the government will take over the next six years to build climate resilience, and is in response to the priority climate-related risks identified in the National Climate Change Risk Assessment, released in August 2020. Submissions are due with Ministry for the Environment by Friday 3 June 2022 and more information can be found at: <https://consult.environment.govt.nz/climate/national-adaptation-plan/>

##### 4.2 Graffiti Snapshot:

- Graffiti Snapshot April 2022 (refer Attachment E)

##### 4.3 Memoranda sent to the Board:

- CCC: Changes to Council, Committee and Community Board Meetings, Briefings and Hearings (*circulated 22 Apr 2022*)
- SWN: Warden Street - road improvement (*circulated 29 Apr 2022*)
- SWN: Marshland Road Turners Road - road safety improvements (*circulated 2 May 2022*)
- SWN: Langdons Road - pedestrian island refuges (*circulated 3 May 2022*)
- SWN: Petrie Street - road reconstruction (*circulated 4 May 2022*)
- CCC: Climate action campaign (*circulated 4 May 2022*)
- CCC: Update on draft District Plan changes consultation (*circulated 5 May 2022*)
- CCC: Update on Minute Taking Practice at Community Board Meetings (*circulated 6 May 2022*)
- CCC: Bus stop improvements along route 17 and 28 (*circulated 10 May 2022*)

##### 4.4 Alcohol Licence Applications Notifications in the Board area

Closing date	Applicant name	Trading name	Address	Application and licence type	Type of business
18 May 2022	<a href="#">Pari International Limited</a>	Liquor Spot Edgware	565 Barbadoes Street	Off-licence new	Off- bottle store
16 May 2022	<a href="#">Gift Genie (2022) Limited</a>	Gift Genie	678 Hills road Marshland Christchurch	Off-licence new	Off- remote sales



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Closing date	Applicant name	Trading name	Address	Application and licence type	Type of business
16 May 2022	<a href="#">KYND Liquor Limited</a>	Liquorland Redwood	340 Main North Road Redwood Christchurch	Off-licence renewal	Off- bottle store
4 May 2022	<a href="#">Nem Hospo Limited</a>	Thinay's Eatery	1B Morrison Avenue Papanui Christchurch	On-licence renewal	On-restaurant class 3

4.5 Alcohol Licence Application in the Board area with objections to be Heard

Hearing date	Applicant name	Trading name	Address	Application and licence type	Type of business
TBC	<b>Liquorsea Limited</b>	Northwood Liquor Store	Shop F.03a, Northwood Supa Centa, 1 Radcliffe Road	Off-licence new	Off- bottle store

Attachments Ngā Tāpirihanga

No.	Title	Page
A	Hybris Report April 2022	
B	Notes of Site Visits for Trees at Severn Street and 276/8 Westminster Street - 2 May 2022	
C	Notes of Waipapa Community Board Open Forum held 6 May 2022	
D	Memo: Cranford Street Cycleway - 1.2m wide on road section of cycle lane	
E	April 2022 Graffiti Snapshot	

Waipapa Papanui-Innes Community Board  
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**Signatories / Ngā Kaiwaitohu**

<b>Authors</b>	Mark Saunders - Community Board Advisor Lyssa Aves - Governance Support Officer Matthew Pratt - Manager Community Governance, Papanui-Innes Stacey Holbrough - Community Development Advisor Trevor Cattermole - Community Development Advisor Helen Miles - Community Recreation Advisor Sharon Munro - Support Officer
<b>Approved By</b>	Matthew Pratt - Manager Community Governance, Papanui-Innes Matthew McLintock - Manager Community Governance Team John Filsell - Head of Community Support and Partnerships

Waihoru Spreydon-Cashmere Community Board  
18 May 2022



## 11. Waihoru Spreydon-Cashmere Community Board Area Report - May 2022

Reference Te Tohutoro: 21/1756817

Report of Te Pou Matua: Jo Wells, Community Governance Manager – Spreydon-Cashmere,  
jo.wells@ccc.govt.nz

General Manager Mary Richardson, General Manager Customer and Community,  
Pouwhakarae: mary.richardson@ccc.govt.nz

### 1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

### 2. Officer Recommendations Ngā Tūtohu

That the Waihoru Spreydon-Cashmere Community Board:

1. Receive the Waihoru Spreydon-Cashmere Community Board Area Report for May 2022.

### 3. Community Support, Governance and Partnership Activity

#### 3.1 Community Governance Projects

Activity	Detail	Timeline	Strategic Alignment
<b>Community Service Awards</b>	The nomination period for Waihoru Spreydon-Cashmere Community Service and Youth Service Awards closed 14 April. Nominations are due to be decided by the Community Board by June.	Within 2022 calendar year.	Resilient Communities
<b>Summer With Your Neighbours</b>	The period for Summer With Your Neighbours events support by the Community Board was extended beyond the planned period of 29 October 2021 to 31 March 2022 due to the COVID-19 restrictions. Of the 48 neighbourhood events approved for the subsidy, 19 had submitted subsidy claims by late April. Claims can be made until 1 June.	June 2022	Resilient Communities

#### 3.2 Community Funding Summary

- 3.2.1 At its 3 August 2021 meeting, the Board granted \$85,500 to 11 community groups from its 2021/22 Strengthening Communities Fund.
- 3.2.2 The Board's Discretionary Response Fund unallocated balance for 2021/22 is \$24,545 (refer to **Attachment H** for details).

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- 3.2.3 The Board's Youth Achievement and Development Fund unallocated balance for 2021/22 is \$1,700 (refer to **Attachment H** for details).
- 3.2.4 The Board's Off the Ground Fund unallocated balance for 2021/22 is \$2,400 (refer to **Attachment H** for details).
- 3.2.5 The 2022-23 Strengthening Communities Fund application period was open from 21 March 2022 to 26 April 2022. Staff are currently assessing applications, and the Board will consider them at a meeting later in 2022.
- 3.3 **Participation in and Contribution to Decision Making**
- 3.3.1 **Report Back on Other Activities Contributing to Community Board Plan [for items not included in the above table but are included in Community Board Plan]**
- **Cashmere Road / Barrington Street Roundabout** – One of the priorities in the Community Board Plan is to investigate and promote projects to increase the safety and use of cycling and other modes of active transport. The Council recently consulted on pedestrian safety improvements at the Cashmere Road / Barrington Street roundabout. The Board will consider a report on this matter in due course.
- 3.3.2 **Council Engagement and Consultation.**
- **Environment Canterbury's Annual Plan** – The Council made a submission on ECan's Annual Plan 2022-23, and the Board provided input to this. The Council's submission is attached (**Attachment A**).
  - **Council's Annual Plan** – Consultation on the Council's Draft Annual Plan 2022-23 was open from 11 March to 18 April 2022. The Board's submission is attached (**Attachment B**).
  - **Start Work Notices** – Various Start Work Notices have been sent to the Board throughout the month. All city-wide start work notices can be found at: <https://ccc.govt.nz/transport/works>.
- 3.4 **Governance Advice**
- 3.4.1 **Public Forum** – The Board received public forum presentations at its 29 March and 13 April 2022 meetings on the following topics:
- The Friends of Riverlaw Esplanade Reserve, a newly established group, provided an update about its goals and upcoming activities.
  - Arvida provided an update about its Good Friends programme.
  - A resident provided an update about the history of the land where Marylands School was formerly located.
  - A resident spoke about his suggestion to improve pedestrian access near the Dyers Pass / Hackthorne Roads corner.
- 3.4.2 **Deputations** – The Board received deputations at its 29 March and 13 April 2022 meetings on the following topics:
- A resident spoke to her item of correspondence about her suggestions to improve traffic safety, amenity and climate outcomes at the Howard / Simeon Streets intersection.
- 3.4.3 **Correspondence** – The Board received correspondence at its 29 March and 13 April 2022 meetings on the following topics:

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- A resident provided correspondence about the Howard / Simeon Streets intersection (refer to Item 3.4.2 above).
  - The Addington Neighbourhood Association provided correspondence suggesting that the speed limit in Addington be reduced.
- 3.4.4 **Briefings** – The Board received briefings in March and April 2022 about the following issues:
- Community Facilities
  - Te Reo Māori Training
  - Purau Reserve
  - Submission on Council's Draft Annual Plan 2022-23
  - Opawa Farmers' Market
  - Innovating Streets Project – Beckenham Street Pedestrian Crossing
  - Submission on Proposed Changes to Christchurch District Plan
  - Community Governance Team Update.
- 3.4.5 **Board Requests** – The Board made no requests during Elected Members' Information Exchange at its 29 March and 13 April 2022 meetings.

**4. Advice Provided to the Community Board**

- 4.1 **Customer Service Requests Report** – A report on customer service requests in the Board area for March 2022 is attached as **Attachment C**.
- 4.2 **Graffiti Snapshot** – An update on graffiti in the Board area for March 2022 is attached as **Attachment D**.
- 4.3 **Street Names in Middleton** – At its 30 March 2022 meeting, the Board received correspondence from a citizen about street names in Middleton (**Attachment E**). The Board asked for staff advice, which has been separately circulated to Board members.
- 4.4 **Te Kōmanawa Rowley School Kea Crossing** – At its 5 October 2021 meeting, the Board heard from Te Kōmanawa Rowley School about their proposal for a kea crossing. The Board held a site visit with staff and the school, and asked for staff advice. A memo from staff is attached (**Attachment F**).
- 4.5 **Plantings Near Ernle Clark Reserve** – At its 20 October 2021 meeting, the Board heard from the Friends of Ernle Clark Reserve about two unhealthy exotic trees adjacent to the reserve near Barrington Street that the Council had replaced with exotic trees. The group requested that the trees be replaced with natives, and the Board asked for staff advice on the matter. The Board held a site visit with staff and the group, and staff provided advice in the attached memo (**Attachment G**).
- 4.6 **Cashmere Tennis Club** – At its meeting on 16 February 2022, the Board approved a ground lease to the Cashmere Tennis Club for part of Cashmere Valley Reserve. The Board also asked that staff seek assurance from the club that it would continue to make the triangle of land adjacent to Crichton Terrace and Valley Road available for public use. Staff advised that while the volley wall and a small area around this are part of the club's leased area, the rest of the triangle of land is outside of the leased area and is public land. The club is also happy for the public to use the area of land around the volley wall that is within the leased area.



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- 4.7 **Vehicle Break-Ins at Mt Vernon Park** – At its meeting on 1 March 2022, the Board received a public forum presentation from the Port Hills Park Trust Board about a recent increase in vehicle break-ins at the Mt Vernon Park car park. The Board asked for staff advice, which is below:
- Signage** – *The Police no longer produce signage discouraging vehicle break-ins. The Council currently does not produce such signage, but it can if/when there is a need. Staff are planning to install one sign at Mt Vernon Park, and will liaise with the Trust to confirm if additional signage is required.*
- CPTED Assessment** – *The Council charges \$6,000 to complete a crime prevention through environmental design (CPTED) assessment. The Trust could apply to the Board for funding for this, but staff familiar with the area have given an early indication that a CPTED assessment would likely identify pruning/removal of shrubs to improve sightlines, which the Trust has already undertaken.*
- CCTV** – *Staff suggested that the Trust purchase cameras and install signage noting that the area is under surveillance. If the Trust does not have budget for this, it could apply for funding from the Board.*
- 4.8 **Internet Connection at Community Facilities** – At its meeting on 16 March 2022, the Board heard from the St Martins Library about a request for wi-fi to be installed at the facility. The Board asked for staff advice on what other community facilities in the Board area do not have wi-fi. Staff provided the advice below:
- Staff have not identified any new needs for wi-fi in the Board area in community-managed Council-owned facilities. To date the Board has supported installation of wi-fi at Manuka Cottage and provided Rowley Resource Centre with a grant for this technology to help meet the needs of the local populations and the role of the groups managing these facilities in high deprivation communities. The Board has also donated a contribution to the set-up of wi-fi at the Old Stone House as the Cracroft Community Centre identified this as a service that would encourage improved use and activation of that hire facility.*
- The Board is awaiting staff advice on whether public wi-fi can be installed at the St Martins Library and Community Centre.
- 4.9 **Seat in Ernle Clark Reserve** – At its meeting on 16 March 2022, the Board asked staff to trim vegetation to improve access to a seat in Ernle Clark Reserve near the Colombo Street entrance in the area with swans. Staff confirmed that vegetation reduction work was completed around all four benches in the reserve. A photo of the bench closest to the Colombo Street entrance is below:



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21/80176

**Attachments Ngā Tāpirihanga**

No.	Title	Page
A	Council's Submission on Environment Canterbury's Annual Plan 2022-23	
B	Board's Submission on Council's Draft Annual Plan 2022-23	
C	Customer Service Requests Report - March 2022	
D	Graffiti Snapshot - March 2022	
E	Correspondence - Street Names in Middleton - March 2021	
F	Memo - Te Kōmanawa Rowley School Kea Crossing	
G	Memo - Plantings Near Ernle Clark Reserve	
H	Funding Balances	

**Signatories Ngā Kaiwaitohu**

<b>Authors</b>	Amy Hart - Community Board Advisor Jo Wells - Manager Community Governance, Spreydon-Cashmere Jay Sepie - Community Development Advisor Heather Davies - Community Development Advisor Watene Hema - Community Recreation Advisor Wendy Gunther - Support Officer Marie Byrne - Community Development Advisor
<b>Approved By</b>	Matthew McLintock - Manager Community Governance Team John Filsell - Head of Community Support and Partnerships

**Te Pātaka o Rākaihautū Banks Peninsula Community Board**  
**16 May 2022**



## 9. Te Pātaka o Rākaihautū Banks Peninsula Community Board Area Report - April 2022

Reference Te Tohutoro: 22/162287

Report of Te Pou Matua: Penelope Goldstone, CGM Banks Peninsula  
Penelope.Goldstone@ccc.govt.nz

General Manager Mary Richardson, GM Citizens & Community  
Pouwhakarae: Mary.Richardson@ccc.govt.nz

### 1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

### 2. Officer Recommendations Ngā Tūtohu

That the Te Pātaka o Rākaihautū Banks Peninsula Community Board:

1. Receive the Te Pātaka o Rākaihautū Banks Peninsula Community Board Area Report for April 2022.



### 3. Community Support, Governance and Partnership Activity

#### 3.1 Community Governance Projects

Activity	Detail	Timeline	Strategic Alignment
Banks Peninsula Eastern Bays adverse weather event community debrief meeting	In December 2021 an excessive amount of rainfall caused flooding and slips in the eastern bays of Banks Peninsula causing damage to public and private property. A debrief meeting with affected residents has been scheduled for May 16 <sup>th</sup> to review this event, receive feedback from residents and share the lessons learned.	16 <sup>th</sup> May, 2022	Our communities are prepared for the impacts of natural hazards and can respond.
ANZAC day services	The Akaroa and Little River services were very successful with good turnouts of people. Wreaths were laid by the Board at these services and also Lyttelton and Diamond Harbour.	25 <sup>th</sup> April	Our communities are strong, connected and foster a sense of belonging.
Booking community facilities in Akaroa	The Akaroa Customer Services representative is now trained and able to make bookings for The Gaiety and the Sports Pavilion in Akaroa. Booking facilities across the rest of Christchurch will still need to be done through the contact centre which is available 24/7 for this.	28 <sup>th</sup> April, 2022	Our communities are strong, connected and foster a sense of belonging.



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Banks Peninsula Community Profile	The Community Profile has been revised in line with comments received by the Board. The revised version can be found on the Community Board web page: <a href="https://ccc.govt.nz/assets/Documents/Culture-Community/Stats-and-facts-on-Christchurch/2022-Community-Profiles/2022-Community-Profile-Banks-Peninsula.pdf">https://ccc.govt.nz/assets/Documents/Culture-Community/Stats-and-facts-on-Christchurch/2022-Community-Profiles/2022-Community-Profile-Banks-Peninsula.pdf</a>		
Lyttelton Community House – Van modifications	<p>Lyttelton Community House Trust is extremely grateful for the funding provided by the Community Board to make modifications to their van. These modifications have improved accessibility by facilitating participation in outings by patrons of Community House. Hand rails have been added on both sides of the doorway and above the door and an additional step that lowers has been added which reduces stress on joints. These adaptations make a big difference to those who use the van.</p>  		Our communities are strong, connected and foster a sense of belonging.

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**3.2 Community Funding Summary**

- 3.2.1 Discretionary Response Fund (DRF) – At its meeting on the 11<sup>th</sup> April the Board approved a grant of \$968 towards signage for the Lyttelton Information Centre. See **Attachment A** for a full summary of DRF expenditure to date.
- 3.2.2 **Strengthening Communities Fund** opened for applications on 21 March and closed on 26 April 2022. Staff will process the applications and discuss them with the Board over the coming months prior to a final decision report to the Board during August. This year there are five 'multi-year' applications that have been approved for funding from this year's 2022/23 funding pool. Applicants will be notified of outcomes during September.
- 3.2.3 **2020/21 Banks Peninsula Strengthening Communities Fund** - Accountability Report is attached – **Attachment B**.

**3.3 Participation in and Contribution to Decision Making**

- 3.3.1 **Report back on other Activities contributing to Community Board Plan [for items not included in the above table but are included in Community Board Plan]**
- **Closure of GovBus** – This community transport service which takes residents from Governors Bay into the City to access essential services and back is ending. Run by the Governors Bay Community Transport Trust, this service was established in 2013 in an attempt to support locals without access to private vehicles given the fact that there is no public transport service provided by Environment Canterbury (Ecan). However, the service has fallen victim to the impact of COVID and the difficulty of securing volunteer drivers. The Trust will be formally wound up on 30<sup>th</sup> June 2022. The Trust will sell the electric 5-seater car they own and return funds to Ecan for the express use of a community transport trust in the harbour basin area in the future. Any remaining funds will be used to support the local community as per their Trust Deed.
- 3.3.2 **Council Engagement and Consultation.**
- **Environment Canterbury's Annual Plan 2022/23** – the final Christchurch City Council submission on this is attached. The Board contributed to the Council submission.
- For the Board's information - refer **Attachment C**.

**3.4 Governance Advice**

- 3.4.1 **Public Forum** – The Board received the following public forums at its 4 April and 11 April 2022 meetings:
- Sue Church – Akaroa Wastewater Community Reference Group
  - Linda Sunderland - Friends of the Akaroa Museum
- 3.4.2 **Deputations** – The Board received the following deputations at its 4 April and 11 April 2022 meetings:
- 11 Deputations on Akaroa Wharf Renewal (4 April)
- 3.4.3 **Elected Members' Exchange: Board Requests** – the Board requested the following at its 28 March and 11 April 2022 meetings:
- Requested information on the Tourism Kick Start Fund and the eligibility of Banks Peninsula businesses after the Board heard about the Fund, an initiative through

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the Ministry of Business, Innovation & Employment, which did not appear to include any funding for Banks Peninsula businesses.

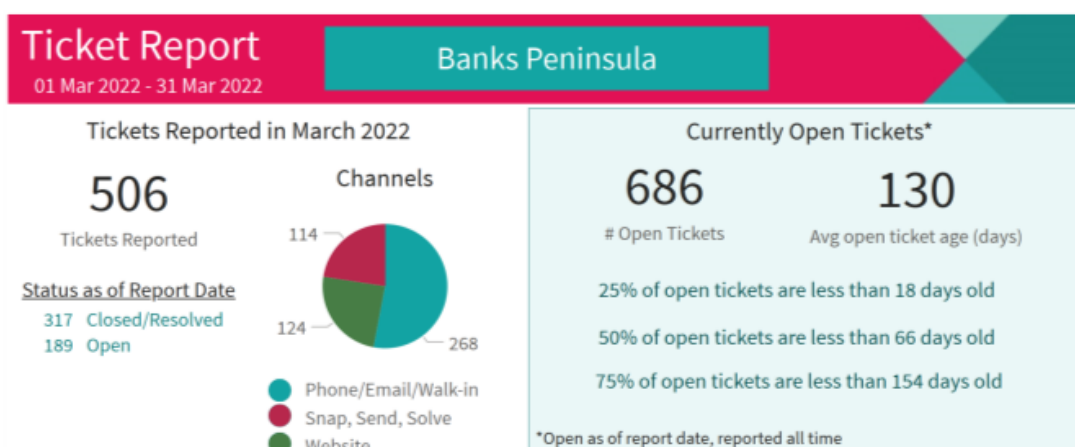
- Requested an update on the Diamond Harbour Wharf project after members noted that there had been no progress on the project.
- Asked staff for comment on the lack of larger carparks at Naval Point after it was reported that comments had been received from users saying there are not enough specifically marked truck and trailer parks provided in the Naval Point Development.
- Requested a briefing from staff on the management of bus parking in Akaroa through the coming and subsequent summer seasons after members commented that bus parking in Akaroa, with buses bringing cruise ship passengers on day trips from Lyttelton, could be an issue.
- Request information from staff on Snap Send Solve ticket 534429 including why it has not been actioned and information from staff on the level of service for keeping roadsides passable, especially in the Charteris Bay to Diamond Harbour area. This was in response to a report that a Snap Send Solve had been submitted in January for an overgrown roadside that was forcing people to walk on the road. The submitter had been informed the job was completed, but it wasn't.

3.4.4 **Letters of Support** - none this month

3.4.5 **Correspondence** – attached is a letter from the Port Levy Residents Association regarding issues with the Port Levy Rubbish Depot. Waste Management staff who were copied into the letter have already taken steps to address the concerns of the Association. See **Attachment D**.

#### 4. Advice Provided to the Community Board

- 4.1 **Memo to the Board** – Plan Change 4 - Short Term Accommodation District Plan Change. **Attachment E**
- 4.2 **Memo to the Board** – Kick Start Funding Availability for Banks Peninsula Businesses. **Attachment F**
- 4.3 **Graffiti Insight** – April 2022, refer **Attachment G**.
- 4.4 **Banks Peninsula Customer Service Requests Report** – 1 March to 31 March 2022 and April 2022 – as follows:



**Te Pātaka o Rākaihautū Banks Peninsula Community Board**  
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**Attachments Ngā Tāpirihanga**

No.	Title	Page
A	Discretionary Response Fund Report - May 2022 Banks Peninsula Community Board	
B	Banks Peninsula Strengthening Communities Fund End of Project Accountability Report 2020-21	
C	Christchurch City Council submission Environment Canterbury Annual Plan 2022-23	
D	Memo - Plan Change 4 Short term accommodation District Plan Change	
E	Memo - Kick Start Funding Availability for Banks Peninsula Businesses 30 April 2022 Report	
F	Port Levy Residents Association Letter to Banks Peninsula Community Board on Port Levy Rubbish Depot - March 2022	
G	Banks Peninsula - Graffiti Insight April 2022	

**Signatories Ngā Kaiwaitohu**

<b>Authors</b>	Katie Matheis - Banks Peninsula Governance Adviser Liz Carter - Community Board Advisor Linda Burkes - Support Officer Robin Arnold - Community Development Advisor Trisha Ventom - Community Recreation Advisor Jane Harrison - Community Development Advisor Andrea Wild - Community Development Advisor Philipa Hay - Community Development Advisor
<b>Approved By</b>	Penelope Goldstone - Manager Community Governance, Banks Peninsula Arohanui Grace - Manager Community Governance, Linwood-Central-Heathcote John Filsell - Head of Community Support and Partnerships

Waitai Coastal-Burwood Community Board  
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## 10. Waitai Coastal-Burwood Community Board Area Report - May 2022

Reference / Te Tohutoro: 22/344454

Report of / Te Pou  
Matua: Christopher Turner-Bullock, Community Governance Manager  
christopher.turner@ccc.govt.nz

General Manager /  
Pouwhakarae: Mary Richardson, General Manager, Citizens and Community  
mary.richardson@ccc.govt.nz

### 1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

### 2. Officer Recommendations Ngā Tūtohu

That the Waitai Coastal-Burwood Community Board:

1. Receive the Waitai Coastal-Burwood Community Board Area Report for May 2022.

### 3. Community Support, Governance and Partnership Activity

#### 3.1 Community Governance Projects

Activity	Detail	Timeline	Strategic Alignment
Give Gear, Get Great	Two local groups want to be distribution points for equipment donated through the Give Gear, Get Great project. Staff will start work on securing locations and donation bins. Shirley Library has already been confirmed. Recently Ferrymead Bays Football Club have donated some footballs and other equipment, which has gone directly to Eastern Community Sports and Recreation to be used in programmes and for individuals. For more information about the current bin locations go to <a href="https://www.facebook.com/Givegeargetgreat">https://www.facebook.com/Givegeargetgreat</a>	Ongoing	Resilient Communities
Parklands United Sports Club (PUSC)	Staff have been working with the PUSC to address a number of issues which the Club raised with Councillor Celeste Donovan at their April Committee meeting. Issues raised include the upgrade to the Clubroom toilets, Queenspark Netball courts, public toilets at Parklands Reserve and Parklands Community Centre	Ongoing	Resilient Communities
Kia Rite Hoea	Previously named Get Set Go, this workshop is for community organisation who plan and	Ongoing	Resilient Communities



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	run community recreation programmes or events. The next workshop is scheduled for Wednesday 18 May at the New Brighton Boardroom. For more information about this workshop or future workshops visit the Council website <a href="https://ccc.govt.nz/news-and-events/running-an-event/community-workshops">https://ccc.govt.nz/news-and-events/running-an-event/community-workshops</a>		
Dallington Disc Golf	The Dallington Residents' Association and staff are in contact with the Christchurch Disc Golf Association about the option to establish a trial disc golf course in the Dallington area. The CDG have recently completed a new course at Warren Park in Hornby. Installation was completed by Bros for Change as a social enterprise.	Ongoing	Resilient Communities

3.2 Community Funding Summary

- 3.2.1 For the Board's information, a summary is provided (refer **Attachment A**) on the status of the Board's 2021-22 funding as at 12 April 2022.

3.3 Participation in and Contribution to Decision Making

- 3.3.1 **Report back on other Activities contributing to Community Board Plan [for items not included in the above table but are included in Community Board Plan]**

- **Pūharakekenui Styx Living Laboratory** held their grand opening of their new field centre at 75 Lower Styx Road, Bottle Lake on 7 May 2022. The event coincided with the Trust's 20<sup>th</sup> Birthday so there was much to commemorate with a variety of guest speakers sharing their whakaaro on the projects and initiatives they've been working on.
- **Shirley Library Youth Audit**  
Shirley Village Project conducted a Youth Friendly Spaces Audit of the Shirley Library last year in conjunction with Library Staff, with the results recently being made available (**refer Attachment B**). The Library was one of three locations chosen by local Rangatahi, the other two locations being Macfarlane Park Basketball Court and 10 Shirley Road. The Library was audited on its safety, appeal, accessibility, resourcing and youth friendliness. The Library performed below average, in the Youth Friendly Spaces Audit, scoring a total of 64.5% and received a Net Promoter Score of -50. The main recommendations made by the Youth auditors were:
  - Rethink the location of the current Youth Space in the library
  - Increase resourcing (clubs, books and activities)
  - Make the space more vibrant
  - Include young people in processes and decisions
  - Increase safety

As part of the Shirley Village Projects wider youth Project they will continue to engage and work with Library Staff to implement the recommendations.

Waitai Coastal-Burwood Community Board  
16 May 2022

- **Up-coming Events**

New Brighton Community Gardens will be celebrating the opening of Donald's Art Studio on 18 May 2022 from 3.30. Deaf and blind artist Donald Gibson has relocated to the gardens when his old studio at New Brighton School was set to be demolished. Wanting to stay in the area, staff at the Gardens saw this as a really good fit in their already creative space and the community soon rallied together to build Donald a kitset cabin over a number of weekends.

Donald is already resident at the gardens and working on two new sculptures. In return for the overwhelming support from the community to make the studio happen, Donald has also been gifting his homemade scones and carved stone hearts to show his gratitude.

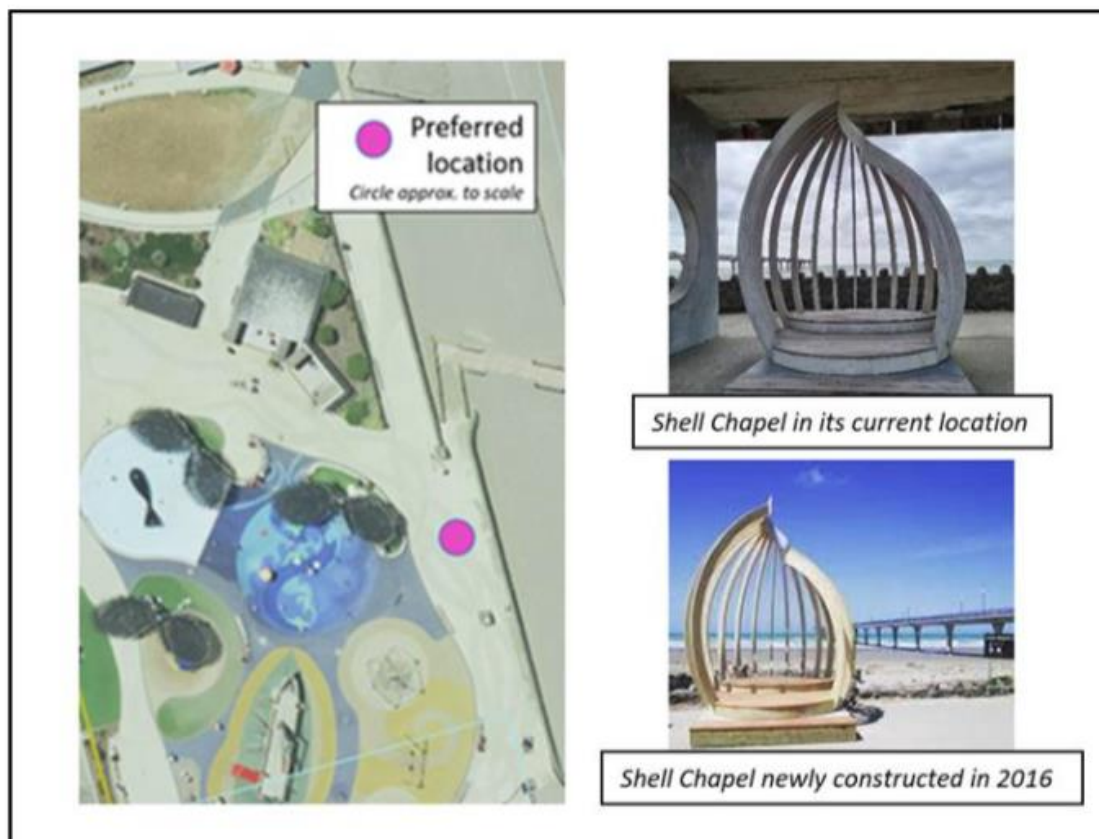
Mahi is still on-going to get the floors finished off and install the furniture ready for the grand opening on the 18 May 2022.



- **Shell Chapel Tiny Hut**

Waitai Coastal-Burwood Community Board  
16 May 2022

The Christchurch City Council's Shell Chapel was shifted under the Pier Bridge due to construction of the Hot Pools and playground. With that construction now complete, the community has asked for the Shell Chapel to be moved to a more highly visible location. We will move the Shell Chapel closer to the playground. See image below. We'll also upgrade the chapel, sand it back and give it a fresh coat of stain and paint. This will extend the life of the Shell Chapel by another five years. We aim to have these works completed by the end of June, however that will be dependent on securing a contractor and their availability.





Waitai Coastal-Burwood Community Board  
16 May 2022

- **Call to Nature**

Launched on 22 April 2022 for Earth Day and staying insitu until 6 May 2022 – residents of Ōtautahi, Christchurch are encouraged to go to one of 12 sites to “tell the river your worries and let them float away”. Flourish Kia Puāwai has created this opportunity for residents to talk away their worries on phones along our rivers. “It’s an art installation for our wellbeing”, says Michelle Whitaker, Flourish’s Co-Director. “A fun way to do something meaningful as not everyone has someone to talk to or someone they can safely tell everything to. The river will listen with no judgement,” says Whitaker. For more information visit <https://www.facebook.com/FlourishKiaPuawai>



Waitai Coastal-Burwood Community Board  
16 May 2022

3.3.2 Council Engagement and Consultation.

- The Waitai Coastal-Burwood Community Board Submissions Committee held meetings on Monday 4 April 2022 and Tuesday 5 April 2022. Presented for record purposes (refer **Attachments C and D**) is the Board's Submissions Committee Minutes and Submissions to the Council on the Draft Annual Plan 2022/23 and Ihutai-Estuary and Coastal Draft Stormwater Management Plan.

Topic	Date	Link
Draft Housing and Business Choice Plan Change	Open for feedback until 13 May 2022	<a href="https://ccc.govt.nz/the-council/haveyoursay/show/505">https://ccc.govt.nz/the-council/haveyoursay/show/505</a>
Draft Coastal Hazards Plan Change	Open for feedback until 13 May 2022	<a href="https://ccc.govt.nz/the-council/haveyoursay/show/504">https://ccc.govt.nz/the-council/haveyoursay/show/504</a>
Draft Heritage Plan Change	Open for feedback until 13 May 2022	<a href="https://ccc.govt.nz/the-council/haveyoursay/show/506">https://ccc.govt.nz/the-council/haveyoursay/show/506</a>
Draft Radio Communication Pathways Plan Change	Open for feedback until 13 May 2022	<a href="https://ccc.govt.nz/the-council/haveyoursay/show/507">https://ccc.govt.nz/the-council/haveyoursay/show/507</a>

4. Advice Provided to the Community Board

4.1 Orion New Zealand Limited – Residential Red Zone

As previously circulated to the Board, attached for information is a memorandum from Orion New Zealand Limited in relation to damage to the power network in the residential red zone.

Orion New Zealand are wanting to share this message as widely as possible (refer **Attachment E**).



4.2 Customer Service Requests/Hybris Report

**Waitai Coastal-Burwood Community Board**  
**16 May 2022**



For the Board's information, attached is a copy of the March 2022 Hybris Report (refer **Attachment F**).

21/80176

**Attachments Ngā Tāpirihanga**

No.	Title	Page
A	Waitai Coastal-Burwood Community Board Funding Update as at April 2022	
B	Shirley Library Youth Audit Report	
C	Waitai Coastal-Burwood Community Board Submissions Committee 4 April 2022 Minutes and Submission - Draft Annual Plan 2022/23	
D	Waitai Coastal-Burwood Community Board Submissions Committee 5 April 2022 Minutes and Submission - Ihutai-Estuary and Coastal Draft Stormwater Management Plan	
E	Waitai Coastal-Burwood Community Board - Memorandum from Orion New Zealand Limited re Damage on the Orion network in the residential red zone	
F	Waitai Coastal-Burwood Community Board - Hybris Report March 2022	

**Signatories / Ngā Kaiwaitohu**

<b>Authors</b>	Cindy Sheppard - Community Board Advisor Katie MacDonald - Support Officer Emily Toase - Community Development Advisor Rory Crawford - Community Development Advisor Jacqui Miller - Community Recreation Advisor Christopher Turner-Bullock - Manager Community Governance, Coastal-Burwood
<b>Approved By</b>	Christopher Turner-Bullock - Manager Community Governance, Coastal-Burwood John Filsell - Head of Community Support and Partnerships

## 8. Health, Safety and Wellbeing Committee Minutes - 6 May 2022

Reference / Te Tohutoro: 22/611960

Report of / Te Pou  
Matua: Simone Gordon, Committee and Hearings Advisor,  
simone.gordon@ccc.govt.nz

General Manager /  
Pouwhakarae: Leah Scales, GM Resources/CFO, leah.scales@ccc.govt.nz


### 1. Purpose of Report Te Pūtake Pūrongo

The Health, Safety and Wellbeing Committee held a meeting on 6 May 2022 and is circulating the Minutes recorded to the Council for its information.

### 2. Recommendation to Council

That the Council receives the Minutes from the Health, Safety and Wellbeing Committee meeting held 6 May 2022.

### Attachments Ngā Tāpirihanga

No.	Title	Page
<a href="#">A</a> 	Minutes Health, Safety and Wellbeing Committee - 6 May 2022	90

### Signatories / Ngā Kaiwaitohu

Author	Simone Gordon - Committee and Hearings Advisor
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## Health, Safety and Wellbeing Committee OPEN MINUTES

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<b>Date:</b>	<b>Friday 6 May 2022</b>
<b>Time:</b>	<b>9.30am</b>
<b>Venue:</b>	<b>Council Chambers, Civic Offices, 53 Hereford Street, Christchurch</b>

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**Present**

Chairperson	Councillor James Gough
Deputy Chairperson	Councillor Phil Mauger
Members	Mr Paul Coleman - <i>by audio/visual Link</i>
	Mr Bevan Killick - <i>by audio/visual Link</i>
	Councillor Sam MacDonald

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**Principal Advisor**

Leah Scales  
General Manager - Resources / CFO  
Tel: 941 8999

Simone Gordon  
Committee and Hearings Advisor  
941 6527  
simone.gordon@ccc.govt.nz  
[www.ccc.govt.nz](http://www.ccc.govt.nz)

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Health, Safety and Wellbeing Committee  
06 May 2022



- 
- Part A**     **Matters Requiring a Council Decision**  
**Part B**     **Reports for Information**  
**Part C**     **Decisions Under Delegation**
- 

The agenda was dealt with in the following order.

**1. Apologies Ngā Whakapāha**

**Part C**

**Committee Resolved HSCM/2022/00004**

That the apologies received from Chief Executive Dawn Baxendale for absence and apologies from Councillor MacDonald for early departure be accepted.

Councillor Gough/Councillor Mauger

**Carried**

**2. Declarations of Interest Ngā Whakapuaki Aronga**

**Part B**

There were no declarations of interest recorded.

**3. Confirmation of Previous Minutes Te Whakaāe o te hui o mua**

**Part C**

**Committee Resolved HSCM/2022/00005**

That the minutes of the Health, Safety and Wellbeing Committee meeting held on Friday, 4 February 2022 be confirmed.

Councillor MacDonald/Mr Coleman

**Carried**

**4. Public Forum Te Huinga Whānui**

**Part B**

There were no public forum presentations.

**5. Deputations by Appointment Ngā Huinga Whakaritenga**

**Part B**

There were no deputations by appointment.

**6. Presentation of Petitions Ngā Pākikitanga**

**Part B**

There was no presentation of petitions.

Health, Safety and Wellbeing Committee  
06 May 2022



## 7. Health, Safety and Wellbeing Report: January - March 2022

The Manager Health and Safety, Duncan Sandeman, presented the Health, Safety & Wellbeing (HSW) Quarterly Report to the Committee, and canvassed updates to the report and developments since the last quarter.

The Committee requested to see the risk register for the Citizens and Community Business Unit, along with the targets for risk assessments.

It was noted that from event source analysis that threats and abuse from the public is down 65% from the previous quarter. In terms of employee wellbeing, employee days lost is down significantly.

Members queried whether there was an action plan for getting Managers within the organisation to complete reviews and necessary health and safety related training. The General Manager Resources advised that training has been at 99%, which is above the target of 95%. It was noted that the health and safety training that the organisation offers could benefit from an update.

In this discussion, Members were pointed to the 'Organisation Health & Safety Maturity' graph as a way of measuring an organisations overall health and safety culture. The graph has 5 different columns that outlines different levels of an organisations health and safety maturity. These are:

1. No Care Culture (least desirable)
2. Blame Culture
3. Compliance Culture
4. Ownership Culture
5. Way of Life (most desirable)

Officers advised that the organisation falls at the lower end of the 'Compliance Culture' category. Ultimately the organisation aspires for best practice health, safety and wellbeing measures and to be within the 'Way of Life' category.

### **Committee Resolved Officer Recommendations Accepted without Change HSCM/2022/00006**

#### **Part C**

That the Health, Safety and Wellbeing Committee:

1. Receive the information in the Health, Safety & Wellbeing Quarterly Report January – March 2022.

Councillor Gough/Councillor Mauger

**Carried**

Councillor MacDonald left the meeting at 9.54am during consideration of item 8.

Health, Safety and Wellbeing Committee  
06 May 2022



**8. Resolution to Exclude the Public**

**Committee Resolved HSCM/2022/00007**

**Part C**

That at 9:54am the resolution to exclude the public set out on pages 30 to 31 of the agenda be adopted.

Councillor Gough/Councillor Mauger

**Carried**

**The public were re-admitted to the meeting at 10.19am.**

**Meeting concluded at 10.20am.**

**CONFIRMED THIS 5<sup>th</sup> DAY OF AUGUST 2022.**

**COUNCILLOR JAMES GOUGH  
CHAIRPERSON**





## 9. Urban Development and Transport Committee Minutes - 31 March 2022

Reference / Te Tohutoro: 22/715573

Report of / Te Pou  
Matua: Simone Gordon, Committee & Hearings Advisor,  
simone.gordon@ccc.govt.nz

General Manager /  
Pouwhakarae: Jane Davis, General Manager Infrastructure Planning & Regulatory  
Services, jane.davis@ccc.govt.nz


### 1. Purpose of Report Te Pūtake Pūrongo

The Urban Development and Transport Committee held a meeting on 31 March 2022 and is circulating the Minutes recorded to the Council for its information.

### 2. Recommendation to Council

That the Council receives the Minutes from the Urban Development and Transport Committee meeting held 31 March 2022.

### Attachments Ngā Tāpirihanga

No.	Title	Page
A 	Minutes Urban Development and Transport Committee - 31 March 2022	96

### Signatories / Ngā Kaiwaitohu

Author	Simone Gordon - Committee and Hearings Advisor
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## Urban Development and Transport Committee OPEN MINUTES

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<b>Date:</b>	<b>Thursday 31 March 2022</b>
<b>Time:</b>	<b>9.31am</b>
<b>Venue:</b>	<b>Held by Audio/Visual Link</b>

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**Present**

Chairperson  
Deputy Chairperson  
Members

Councillor Mike Davidson  
Councillor Tim Scandrett  
Mayor Lianne Dalziel  
Deputy Mayor Andrew Turner  
Councillor Jimmy Chen  
Councillor Catherine Chu  
Councillor Melanie Coker  
Councillor Pauline Cotter  
Councillor Celeste Donovan  
Councillor Anne Galloway  
Councillor James Gough  
Councillor Yani Johanson  
Councillor Aaron Keown  
Councillor Sam MacDonald  
Councillor Jake McLellan  
Councillor Phil Mauer  
Councillor Sara Templeton

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**Principal Advisor**

Jane Davis  
General Manager Infrastructure,  
Planning & Regulatory Services  
Tel: 941 8884

Simone Gordon  
Committee and Hearings Advisor  
941 6527  
simone.gordon@ccc.govt.nz  
[www.ccc.govt.nz](http://www.ccc.govt.nz)

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Urban Development and Transport Committee  
31 March 2022



- Part A**     **Matters Requiring a Council Decision**  
**Part B**     **Reports for Information**  
**Part C**     **Decisions Under Delegation**

**Karakia Tīmatanga:** Given by Councillor Cotter

The agenda was dealt with in the following order.

**1. Apologies Ngā Whakapāha**

**Part C**

**Committee Resolved UDATC/2022/00013**

That the apologies received from the Mayor for absence, from the Deputy Mayor for early departure, from Councillor Templeton for lateness and from Councillor Mauger for partial absence be accepted.

Councillor Davidson/Councillor Scandrett

**Carried**

**Secretarial note:** Following resolution of the apologies, the Mayor later joined the meeting from 10.09am to 12.25pm.

**2. Declarations of Interest Ngā Whakapuaki Aronga**

**Part B**

Councillor Davidson declared an interest in Item 7 in relation to the Heritage Plan Change.

**3. Confirmation of Previous Minutes Te Whakaāe o te hui o mua**

**Part C**

**Committee Resolved UDATC/2022/00014**

That the minutes of the Urban Development and Transport Committee meeting held on Wednesday, 2 March 2022 be confirmed.

Councillor Cotter/Councillor Scandrett

**Carried**

**4. Public Forum Te Huinga Whānui**

**Part B**

**4.1 Olivia Wannan**

Olivia Wannan spoke on behalf of residents in her area regarding the northern end of Selwyn Street. She noted nearby streets have undergone enhancement projects and queried whether something similar could be considered for Selwyn Street. She noted the necessity for improvements based on the growing number of residents as well as school students, cyclists, ambulances, busses and trucks frequent use of the street.

**Attachments**

- A     Public Forum - Olivia Wannan Presentation

Urban Development and Transport Committee  
31 March 2022

## 5. Deputations by Appointment Ngā Huinga Whakaritenga

### Part B

#### 5.1 Kilmarnock Residents' Association

Tony Simons spoke on behalf of Riccarton Bush Kilmarnock Residents' Association regarding Item 7. NPS-UD - Pre-notification engagement for Plan Changes 13, 14, and 15.

#### Attachments

A Deputation - Tony Simons Presentation

#### 5.2 Tony Dale

Tony Dale spoke in regards to Item 7. NPS-UD - Pre-notification engagement for Plan Changes 13, 14, and 15.

#### 5.3 Helen Broughton

Helen Broughton spoke in her personal capacity regarding Item 7. NPS-UD - Pre-notification engagement for Plan Changes 13, 14, and 15.

Councillor McLellan joined the meeting at 10.01am during deputation 5.2.

The Mayor joined the meeting at 10.09am during deputation 5.3.

## 6. Presentation of Petitions Ngā Pākikitanga

### Part B

There was no presentation of petitions.

**Urban Development and Transport Committee  
31 March 2022**



Councillor Templeton joined the meeting at 10.16am during consideration of Item 7.  
Councillor Mauger left the meeting at 10.21am during consideration of Item 7.  
The Deputy Mayor left the meeting at 11.00am during consideration of Item 7.  
The Committee adjourned from 11.29am to 11.48am during consideration of Item 7.

**7. NPS-UD - Pre-notification engagement for Plan Changes 13, 14, and 15**

**Committee Comment**

1. This item included an officer presentation on the use of vacuum sewers.
2. The Committee requested information regarding provisions in the RMA to charge financial contributions to developments that do not require resource consent.
3. The Committee resolved to include three additional noting provisions. A note regarding tree protection was considered and resolved separately by the Committee, refer to UDATC/2022/00015.
4. The Original Officer Recommendations 1-3 and remaining two additional noting provisions were considered together and resolved by the Committee, refer to UDATC/2022/00016.

**Officer Recommendations Ngā Tūtohu**

That the Urban Development and Transport Committee:

1. **Approve** the release of the following draft plan changes for community engagement, prior to the formal notification of these plan changes later this year:
  - a. Housing Choice – Intensification Plan Change (PC #14)
  - b. Heritage Plan Change (PC #13)
  - c. Radio Communication Pathways Plan Change (PC #15)
2. **Delegate** approval to the Head of Planning and Consents to make minor amendments to the draft plan changes to address any matters arising, including corrections, before commencing pre-notification engagement.
3. **Note** that this pre-notification engagement period coincides with the decision to undertake pre-notification engagement on a separate Coastal Hazards Plan Change (PC12), also considered by the Urban Development & Transport Committee on 31 March 2022.

**Committee Resolved UDATC/2022/00015**

**Part C**

That the Urban Development and Transport Committee:

1. **Note** that a full review of the list of protected trees is outside the scope of this Plan Change due to resourcing constraints, and that individual tree protection will be considered in a future Plan Change.

Councillor Davidson/Councillor Cotter

**Carried**

Councillors Johanson, Coker and Chen requested their votes against the resolution be recorded.

Urban Development and Transport Committee  
31 March 2022

Committee Resolved UDATC/2022/00016

Part C

That the Urban Development and Transport Committee:

2. **Approve** the release of the following draft plan changes for community engagement, prior to the formal notification of these plan changes later this year:
  - a. Housing Choice – Intensification Plan Change (PC #14)
  - b. Heritage Plan Change (PC #13)
  - c. Radio Communication Pathways Plan Change (PC #15)
3. **Delegate** approval to the Head of Planning and Consents to make minor amendments to the draft plan changes to address any matters arising, including corrections, before commencing pre-notification engagement.
4. **Note** that this pre-notification engagement period coincides with the decision to undertake pre-notification engagement on a separate Coastal Hazards Plan Change (PC12), also considered by the Urban Development & Transport Committee on 31 March 2022.
5. **Note** the current housing affordability crisis, the role of housing supply and different types of housing in helping address this concern, and the need to future proof land use in Christchurch. However, notes concerns about the fast pace, impact on the existing natural environment, and the one size fits all Government directed approach of the NPS-UD and Resource Management (Enabling Housing Supply and Other Matters) Amendment Act 2021.
6. **Note** the complex and technical nature of the proposed plan change and the barriers to the community participating, that the Council write to the Ministry for the Environment and the relevant Minister seeking resources and support to enable community participation in the planning process.

Councillor Davidson/Councillor Cotter

**Carried**

**Attachments**

- A Vacuum Sewer System Capacity Constraints Presentation

The Mayor left the meeting at 12.18pm during consideration of Item 8.

Urban Development and Transport Committee  
31 March 2022



## 8. Coastal Hazards Plan Change

**Committee Resolved Officer Recommendation accepted without change**  
**UDATC/2022/00017**

### Part C

That the Urban Development and Transport Committee:

1. **Approve** the release of the draft Coastal Hazards plan change for community engagement.
2. **Note** that this pre-notification engagement period coincides with the decision to undertake pre-notification engagement on a suite of plan changes, associated with the National Policy Statement on Urban Development (NPS-UD), also being considered by the Urban Development & Transport Committee on 31 March 2022.

Councillor Donovan/Councillor Davidson

**Carried**

Councillor Gough left the meeting at 12.25pm during consideration of Item 9.

## 9. Plan Change 4 - Short-term Accommodation

### Committee Comment

1. The Committee queried what consideration was given by the Panel to residential coherence, as this was a concern in the initial discussion document and within submissions. Officers advised that this was considered by the Panel, and that one of the Panel's proposals in the report is that each residential block retains a high proportion of residential activities, which includes that each residential activity retains a high proportion of residential neighbours.

**Committee Resolved Officer Recommendations Accepted without Change**  
**UDATC/2022/00018**

### Part C

That the Urban Development and Transport Committee:

1. Receives the report and recommendations of the Hearings Panel on Plan Change 4 Short-term Accommodation;
2. Accepts, accepts in part or rejects the submissions on PC4 as recommended by the Hearings Panel and attached to their report for the reasons set out in the Hearing Panel's report in Attachment 1.
3. Adopts, as the decision of the Council, the recommendations of the Hearings Panel that Plan Change 4 (Short-term Accommodation) be approved as per the Hearing Panel's report as Attachment 1, under clause 10 of Schedule 1 of the Resource Management Act 1991.

Councillor Davidson/Councillor McLellan

**Carried**



Urban Development and Transport Committee  
31 March 2022



**10. Transport Report to Urban Development and Transport Committee**

**Committee Comment**

1. The Committee requested advice on tree removal policy relevant to Community Board delegations.
2. The Committee requested an update on the Gardiners Road Shared Path project.
3. The Committee requested further information regarding the Park Smart Programme.
4. The Committee requested an update on the intersection at Milns and Sparks Road.

**Committee Resolved Officer Recommendation Accepted without Change**  
**UDATC/2022/00019**

**Part C**

That the Urban Development and Transport Committee:

1. Receive the information in the Transport Report for March 2022.

Councillor Davidson/Councillor Galloway

**Carried**

**11. Planning and Consents Report - January and February 2022**

**Committee Resolved Officer Recommendation Accepted without Change**  
**UDATC/2022/00020**

**Part C**

That the Urban Development and Transport Committee:

1. Receive the information in the Planning and Consents Report – January and February 2022.

Councillor Scandrett/Councillor Chen

**Carried**

**12. Regulatory Services - Building Consenting Unit Report - January and February 2022**

**Committee Resolved Officer Recommendation Accepted without Change**  
**UDATC/2022/00021**

**Part C**

That the Urban Development and Transport Committee:

1. Receive the information in the Regulatory Services Building Consenting Update Report – January and February 2022.

Councillor Scandrett/Councillor MacDonald

**Carried**

Urban Development and Transport Committee  
31 March 2022

Christchurch  
City Council 

**Karakia Whakamutunga:** Given by Councillor Cotter

Meeting concluded at 12.50pm.

CONFIRMED BY THE CHAIRPERSON AND PRINCIPAL ADVISOR ON 29 SEPTEMBER 2022  
PURSUANT TO STANDING ORDER 23.4

COUNCILLOR MIKE DAVIDSON  
CHAIRPERSON

JANE DAVIS  
GENERAL MANAGER  
INFRASTRUCTURE, PLANNING & REGULATORY SERVICES



## 10. Christchurch Wastewater Treatment Plant Recovery Update

Reference / Te Tohutoro: 22/720405

Report of / Te Pou Matua:	Michael Croucher, Senior Programme Manager, michael.croucher@ccc.govt.nz
General Manager / Pouwhakarae:	Jane Davis, GM Infrastructure, Planning & Regulatory Services, jane.davis@ccc.govt.nz

### 1. Summary

- 1.1 This presentation provides an update on the recovery activities following the Christchurch Wastewater Treatment Plant fire in November 2021.
- 1.2 At the Finance & Performance Committee on 28 April 2022 it was resolved that fortnightly updates would be provided to either the Finance and Performance Committee or Council.
- 1.3 This update includes a summary of the activities presented by staff to the Finance and Performance Committee meeting on 26 May 2022.
- 1.4 Staff will provide a Power Point presentation to the Council in support of this update with the activities that have been undertaken since that meeting, those currently underway and next steps.

### 2. Officer Recommendations Ngā Tūtohu

That the Council:

1. [Receive the information in this update](#)

### 3. Key activities presented to Council on 12 May 2022

#### Filter Media Removal Contract

- 3.1 Southern Demolition & Salvage Limited were awarded the contract to remove the media from the Trickling Filter structures on 11 May 2022.
- 3.2 Machinery began arriving on site 12 May 2022 with media removal scheduled to start 6 June 2022.
- 3.3 The media material is scheduled to be completely removed by early Spring 2022.
- 3.4 Works progress is currently on programme.

#### The Recovery Actions (25 March till 12 May)

- 3.5 Approval to remove the filter media from the trickling Filters was received from our insurers on 25 March 2022.
- 3.6 25 March – 5 April: Procurement options investigated to ensure that we are still meeting requirements under Council's procurement process and Office of the Auditor General best practice guidance.
- 3.7 Executive Team briefed on 6 April and decision on procurement options made 11 April.
- 3.8 13 April meeting with preferred contractor held to discuss requirements.
- 3.9 14 – 28 April: Contractor securing sub-contractors and suppliers. At same time Council staff were preparing contract documentation.

- 3.10 Finance and Performance Committee meeting with project briefing and deputations held 28 April.
- 3.11 Proposal received from contractor on 28 April, with staff review completed 2 May.
- 3.12 General terms and conditions of contract finalised 3 May.
- 3.13 Informal briefing to the Insurance Subcommittee on insurance matters given on 6 May.
- 3.14 10 May: Insurance Subcommittee meeting (with morning site visit to CWTP).
- 3.15 Letter of award issued to contractor 11 May.
- 3.16 Site establishment commenced 12 May.
- 3.17 Sheetpiling for ramp 1 due for completion 30 May.

### **CWTP Interim Operations Update**

- 3.18 The concrete plugging of the Trickling Filter outlets has started, with wastewater being over pumped into Grit Tank 5 as this takes place.
- 3.19 The Trickling Filter by-pass pipeline is nearing completion.
- 3.20 Excavated material from the Trickling Filter by-pass trench is being temporarily stored on site in the concrete lagoons – to allow testing for contaminants to be carried out before disposal.
- 3.21 Installation of power cables to the new aerators in the converted clarifiers has been completed and the aerators switched over to site power.
- 3.22 While the Oxidation Ponds performed well over the summer months cooler temperatures and reduced sunshine hours are now impacting their performance, leading to a deterioration in water quality and an increase in odour over the last few weeks.
- 3.23 The higher load of organic material being discharged into the Oxidation Ponds since the fire has created an environment that is unsuitable for midges, which are a primary food source for a number of the bird species that inhabit the ponds.
- 3.24 The reduction in midge numbers has resulted in a significant numbers of birds being displaced to other feeding locations across the wider area.
- 3.25 While the quality of the water within the ponds has degraded since the fire we are still operating within the conditions of our consent for discharge to the ocean outfall pipeline.
- 3.26 Weekly coastal water quality samples for coliforms and Enterococci are being taken at the New Brighton Beach Surf Club, South New Brighton Beach and Sumner Beach Surf Club.

### **Trickling Filter Media Removal**

- 3.27 Plant and materials continue arriving on site.
- 3.28 Some vegetation has been removed and gravel spread and compacted to form a working area around the Trickling Filters.
- 3.29 Sheetpiling for Ramp 1 is 40% complete. The ramp is scheduled to be completed week of the 30th May.
- 3.30 Works are currently running to programme.
- 3.31 Vibration during installation of the sheetpiles resulted in an enquiry from a nearby resident. This resident was contacted by staff and given an explanation as to what was causing the vibrations and the timeframe for the sheetpiling.
- 3.32 Drone footage of the Trickling Filter captured Wednesday 25 May was shown.

### Environmental & Health Monitoring

- 3.33 Staff have been fully trained to take air (odour) samples, which will be analysed and results published regularly in collaboration with Environment Canterbury and Community and Public Health.
- 3.34 Sampling has been undertaken taken on 28 April, 12 May, 18 May and 25 May. We are testing across the site to identify and characterise the main sources of odour. We are also testing at increasing distance from the plant to understand how the odour travels and to determine the level of gases in residential areas.
- 3.35 Hydrogen Sulphide and Mercaptans have been identified as the primary components of the odours emanating from the plant.
- 3.36 We are meeting weekly with Environment Canterbury and Community Public Health to discuss the monitoring results and the monitoring sites, both across the plant and the community.
- 3.37 Through the Ministry of Education we are engaging with a number of schools and Early Childhood Education Centres.
- 3.38 A provider has been engaged to collect and analysis samples from a number of dwellings where residents have reported paint discolouration.
- 3.39 We are leasing a continuous monitoring hydrogen sulphide detection device for testing with the intention of acquiring further devises should the testing prove beneficial.

### Community Support

- 3.40 At its 28 April 2022 meeting, the Finance and Performance Committee noted the impact of the odour from the treatment plant on residents and requested advice from staff on ways that support could be provided (FPCO/2022/00018).
- 3.41 Councillors asked that this advice include the establishment of a fund to support the provision of financial support to residents most affected by the odour. At a community meeting on 13 May 2022, residents also asked for support to alleviate what they described as financial and psychosocial impacts of the odour. Councillors present at the community meeting reiterated their desire to provide assistance to alleviate some of the burden on the residents.
- 3.42 Staff have worked with community and government partners to identify a process to:
- Provide financial support for households most affected by the odour.
  - Provide a support package to 23 schools and early childhood education centres identified by the Ministry of Education as being effected.
  - Provide information and connections to other support available in the community
  - Facilitate access to information and organise workshops to deliver guidance around liveability.
- 3.43 Staff proposed that Council provides a financial contribution to households in the most affected area (3380 households). This area is bounded by Buckleys Road, Pages Road, State Highway 74, and Linwood Avenue. In exceptional circumstances other people just outside the defined area affected by the odour may receive some support, but this will be determined on a case by case basis.
- 3.44 The contribution is to assist covering costs for residents related to the odour, including laundry services, doctor appointments, vet appointments, heat pump cleaning, the purchase of appliances and firewood, and increased power use. There will be controls put in place to ensure only those eligible will receive the support. There will be an audit trail created.

- 3.45 Community partners will provide the funding on Council's behalf, on request from households.
- 3.46 Staff considered providing this support via a rates rebate but this is not proposed as it would target property owners rather than all residents (i.e. renters).
- 3.47 The community support package also includes working with local schools, early childhood education providers and community agencies to provide other support and activities to mitigate the stress on the community and ensure access to information.
- 3.48 It was proposed that up to \$1 million be allocated from the forecast surplus in the FY22 budget to the community support package. The Finance & Performance Committee signed off the report on 26 May with funding allocation to the partner agencies from 30 May.
- 3.49 A community information workshops calendar will be published 8 June and an information booklet will be in eligible people's mail boxes by 30 May.

### **Communication Update**

- 3.50 A Start Works Notice has been distributed to surrounding households.
- 3.51 A rolling blog has been established on our website providing information on; wind forecasts for the coming day, progress updates, air monitoring testing results, community support package information and new questions and answers.
- 3.52 We are continuing with the weekly E-newsletter and updating our website two to three times for week. Our question and answer database is also being continuously updated.
- 3.53 Booklets on the proposed community support package have been prepared and are ready for distribution to households within the area identified as being most affected.
- 3.54 Information panels for community providers and Eastgate Mall are being prepared.
- 3.55 On-site media opportunity being planned for post Queens Birthday Weekend.
- 3.56 Treatment plant site walkthrough video scheduled for next week.

### **Reporting**

- 3.57 Staff are providing updates fortnightly to Council and Finance & Performance Committee meetings covering the operational status of the plant, actions taken since the last update, actions underway and next steps.
- 3.58 Monthly reporting to the Insurance Subcommittee covering contractor performance and detailed reporting on insurance matters.
- 3.59 We will also be reporting to Health & Safety and Audit & Risk Committee meetings on matters relating to health and safety and risk.
- 3.60 We are meeting with the Ministry of Education to discuss what support School's and Early Childhood Learning Centres may require, 27 and 31 May.
- 3.61 Joint Waitai Coastal-Burwood and Waikaura Linwood-Central-Heathcote Community Board presentation was programmed for 30 May.
- 3.62 Three Waters Infrastructure and Environment Committee on 8 June.
- 3.63 Weekly catch-ups with Environment Canterbury and Canterbury District Health Board.



## 4. Current activities and Next Steps

- 4.1 A Power Point presentation from staff will be provided at the meeting on the activities that have been undertaken since the Finance and Performance Committee meeting on the 26<sup>th</sup> of May and the next steps

## Attachments / Ngā Tāpirihanga

There are no attachments to this report.

In addition to the attached documents, the following background information is available:

Document Name	Location / File Link
Not applicable	

## Confirmation of Statutory Compliance / Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

## Signatories / Ngā Kaiwaitohu

Author	Michael Croucher - Senior Programme Manager
Approved By	Jane Davis - General Manager Infrastructure, Planning & Regulatory Services



## 11. 27 Hunters Road and 42 Whero Avenue Consultation Outcome

Reference Te Tohutoro: 22/114118

Report of Te Pou Matua: Stuart McLeod, Property Consultant, [stuart.mcleod@ccc.govt.nz](mailto:stuart.mcleod@ccc.govt.nz)

General Manager

Pouwhakarae: Leah Scales, General Manager Resources, [leah.scales@ccc.govt.nz](mailto:leah.scales@ccc.govt.nz)

### 1. Purpose of the Report Te Pūtake Pūrongo

- 1.1 The purpose of this report is to obtain a decision from Council to determine the future of Council owned land identified as 27 Hunters Road and 42 Whero Avenue Diamond Harbour (the land). This report has been written in response to the Council resolutions passed as part of its Long Term Plan (LTP) deliberations 2021 - 2031 and the resulting consultation.



- 1.2 On 21 June 2021 the Council passed the following resolutions relative to these properties in response to feedback received during the 2021 – 2031 Long Term Plan consultation.

1.2.1 **M19: Disposal of surplus council-owned properties**

1.2.2 **M19A:** That the Council is authorised to dispose of all properties other than 27 Hunters Road, 42 Whero Terrace, 5 Worcester Boulevard, and the Yaldhurst Memorial Hall, noting that the following will need to be done to consider options for their future use:

1.2.3 **M19Aiii:** That the Council defer making a decision about the properties at 27 Hunters Road and 42 Whero Avenue Diamond Harbour until a targeted consultation process can be undertaken to gather additional information to support the material gathered through the LTP consultation process. Council creates a project in the first year of the LTP and sets aside a budget of \$65,000 for this purpose. Report back to Council for a final decision as part of the FY 2022/23 annual plan process.

1.2.4 **M19Biv:** The head of facilities, property and planning taking into consideration as part of the divestment process bio-diversity, heritage and cultural advice.

- 1.3 The decisions in this report are of low significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by considering the impact of the recommendations in this report on the wider Christchurch City Council area.
- 1.4 Taken in a local context there is significant interest in the future of the site, therefore the recommendations in this report balance the needs/desires of the local community to be involved in decision making on the future of the site, with the Council's wider obligations for the whole City.

## 2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Acknowledges the views of the submitters from the Council's targeted consultation process including the Banks Peninsula Community Board's submission from its meeting on 14 February 2022.
2. Note there is community support for the sale of the land for residential and other purposes subject to the development reflecting community aspirations.
3. Notes that the recommended paths forward is to:
  - a. Develop an Outline Development Plan for the properties collectively known as 27 Hunters Road and 42 Whero Avenue;
  - b. Protect the revegetated gullies and access tracks;
  - c. Subdivide the site and place covenants on the property titles that requires development to be in accordance with the Outline Development Plan; and
  - d. Dispose of the balance of the site not required for Council purposes.
4. Refers the matter to the 2023/24 Annual Plan for prioritisation and funding;
5. Defers any decision to declare 27 Hunters Road and 42 Whero Avenue surplus to operational requirement until such time as an Outline Development Plan is completed.

## 3. Reason for Report Recommendations Ngā Take mō te Whakatau

- 3.1 The reasons for the recommendations in this report have been made by taking into account the views of the local community following both the LTP consultation and subsequent targeted consultation with the local Diamond Harbour community
- 3.2 The recommendations in this report also consider the matters raised in the Banks Peninsula Community Board's submission.
- 3.3 It is clear the Diamond Harbour community is interested in the future of this land and has a wide range of views on what the outcomes could be.
- 3.4 This is borne out in the feedback received and as summarised in the consultation summary attached to this report. All the submissions received can be viewed on the [Councils Have Your Say web site](#).
- 3.5 Staff have considered how the community's interests can be addressed. The recommended approach is to undertake a community focused land use planning exercise. The output of this process would be an Outline Development Plan, which reflected community and the Council's objectives.

- 3.6 An Outline Development Plan is considered to be an effective mechanism to shape future development and make provision for the needs and aspirations of the community, it takes into consideration the layout and design of the road network, parks, infrastructure and any other relevant matters that are raised through consultation.
- 3.7 The Outline Development Plan (ODP) would be given effect through restrictions on title. Any future purchaser would be required to develop the land consistent with the ODP.

#### 4. Alternative Options Considered Ētahi atu Kōwhiringa

- 4.1 The consultation document included 5 options which are included in this section. Some aspect of all the options consulted on have merit, it has become obvious through the consultation process not any one option provides an outcome the community wants.
- 4.2 Therefore parts of each option have outcomes that could be considered. It is for this reason staff consider an Outline Development Plan process gives the best opportunity to include the parts of each option that have overall community buy in.
- 4.3 The options consulted on and there advantages and disadvantages are
  - 4.3.1 **Complete covenant and sell** - Complete the covenant over Sams Gully, Morgans Gully and the third gully, with protections for the walkways and dispose of the remainder of the land.

Advantages

    - Protects the gullies
    - Ensures walking tracks are protected
    - Reduces costs to rate payers
    - Generates a capital return that can be used to meet other community needs

Disadvantages

    - Set-up costs of covenants and easements
  - 4.3.2 **Retain as a park** – In the short term this would result in no change, with the gullies continuing to be revegetated through community partnerships and the flat land leased for grazing.

Advantages

    - Ongoing public ownership and control
    - Increased accessibility to grazed areas over time

Disadvantages

    - There does not appear to be evidence that additional park land is required to meet community needs
    - Ratepayers will face ongoing holding costs and increased development, maintenance and operational expenses
  - 4.3.3 **Council develops the land** – We could consider developing the property, in consultation with the community, either directly or with a development partner. This is likely to carry significant financial risk – the revenue gained may be less than the cost of development and is not our core business.

Advantages

- Allows for community input into development
- Would provide revenue stream if economically viable

Disadvantages

- Development risks – We are not a land developer and there is unknown demand

4.3.4 **Transfer ownership to the community** – As we don't need the land but it is valued by the community, it could be transferred into community ownership. This could be at below market price, subject to us being able to recover the capital value of the land should the community decide to dispose of it or develop it in the future.

Advantages

- Local community controls the land
- We don't incur costs from holding the land
- Revenue from sale
- No need for covenants

Disadvantages

- Community carries holding costs

4.3.5 **Status Quo** – Finalise the covenant over Sams Gully, Morgans Gully and the third gully, with protections for the walkways and continue to graze the flat land

Advantages

- Maintains the status quo

Disadvantages

- Holding costs of \$15,000 per annum
- No Revenue from sale

## 5. Detail Te Whakamahuki

- 5.1 Consultation was open from 15 October to 16 November 2021. We received 234 submissions.
- 5.2 Of the 234 submissions, only eight are strongly against any change to the land (for reasons such as maintaining uninterrupted views and retaining the 'village' feel).
- 5.3 The majority of submitters actually want a mixture of the options.
- 5.4 Consistently across all options people want the gullies 'protected' – either with covenants or as reserves.
- 5.5 More details can be found in the consultation summary attached.
- 5.6 Council purchased the land collectively known as 27 Hunters Road in 1913 under the Lyttelton Borough Extension Act 1911. This Act allowed the then Council to develop land outside of its Borough for residential purposes. Multiple subdivisions occurred up until the 1970's leaving the balance as we now know it.
- 5.7 Council had no identified use for the property and included it in its 2021 – 2031 LTP for potential disposal. As a result of that general consultation Council required further targeted consultation and passed the resolutions listed in Section 1 of this report.

- 5.8 During the Consultation period other interested parties or considerations came to light, not so much as part of the consultation process but coincidentally, these can be summarised as follows:
- 5.8.1 Use for a cemetery – Parks Staff are investigating sites within Diamond Harbour for a possible new cemetery. Initial investigations indicate the ground quality of parts of this site would be suitable, with land parcel adjacent to Whero Avenue (5.5ha or 14% of the site) looking the most promising. Further investigations and planning will be undertaken in order to provide more detail.
  - 5.8.2 Fire Service site – Fire and Emergency New Zealand are looking for a permanent site within the Diamond Harbour area, part of this site could well be suitable.
  - 5.8.3 School facilities – it is understood that if there was an increase in residential land becoming available in Diamond Harbour this would impact the area required for the School site.
  - 5.8.4 Westpac Rescue Helicopter – The rescue helicopter has used the property for a landing site when required, it may be possible to retain a suitable landing site even if developed.
  - 5.8.5 There is interest in establishing a community garden in Diamond Harbour, a suitable site is required.
  - 5.8.6 Private occupation of public land – in part some adjoining properties are using the land for private purposes.
  - 5.8.7 There are portions of road that need to be legalised and potential opportunity to stop some roads if no longer required.
- 5.9 The decision affects the following wards/Community Board areas: Banks Peninsula

#### **Outline Development Plan**

- 5.10 It is clear that there is significant local interest in this area and a number of interests as indicated in this report.
- 5.11 It is the staff view that to accommodate all interested parties a detailed planning process needs to be undertaken. This would provide a clear strategy for development and provide future certainty for all.
- 5.12 The Christchurch District Plan contains a number of 'outline development plans' to guide the form and staging, where applicable, of subdivision and development, generally in greenfield areas. They typically include an integrated plan illustrating, spatially, key features (such as existing waterways, cycle and pedestrian links) and development requirements (including new connections, land required for stormwater management and future potential land use activities). Each plan is accompanied with a narrative which sets out a description of the area and its history; guidance on development form and design elements; and more specific and detailed explanation of the development requirements. Developing an Outline Development Plan for the subject area could be a useful and effective tool to ensure the development of the subject land achieves the aspirations of the community and Council.
- 5.13 An ODP alone however, cannot guarantee full protection of key features and achievement of outcomes sought. Other mechanisms such as easements, covenants and investment in infrastructure will still be necessary. An ODP can however provide the justification and rationale for the application of other mechanisms and investment.



## 6. Policy Framework Implications Ngā Hiraunga ā- Kaupapa here

### Strategic Alignment Te Rautaki Tīaroaro

- 6.1 The proposed disposal fits with the Council's Strategic Framework because it involves a project that identifies future community needs and will result in the transfer of property rights.
- 6.2 This report supports the [Council's Long Term Plan \(2021 - 2031\)](#):
  - 6.2.1 Activity: Economic Development
    - Level of Service: 5.1.9.2 Facilitate urban development activities that contribute to a prosperous local economy - Prepare a property development strategy and framework

### Policy Consistency Te Whai Kaupapa here

- 6.3 The decisions are consistent with Council's Plans and Policies. The decisions in this report if adopted will put in place a process to adopt an Outline Development Plan to be included in the District Plan. This process will consider applicable Council plans and policies.

### Impact on Mana Whenua Ngā Whai Take Mana Whenua

- 6.4 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does not specifically impact Mana Whenua, their culture and traditions.
- 6.5 The local Runanga were contacted directly as part of the targeted consultation.
- 6.6 If the Council chooses to accept the recommendation, then Mana whenua will be kept informed and involved in the ongoing community discussions.

### Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

- 6.7 There are potential climate change considerations from this report. These include:
  - 6.7.1 Climate hazard matters: Lower rainfall, drought, higher temperatures, extreme rainfall events; and
  - 6.7.2 Climate change mitigation matters: travel emissions risks; better building (high energy efficiency; low embodied carbon) opportunities; local employment creation opportunities; carbon offset opportunities; and
  - 6.7.3 Climate change adaptation matters: alternative local residential opportunities.
- 6.8 The site is located within the Banks Peninsula – Coastal section of the *Climate Change Risk Screening for Christchurch District (April 2022)*.
  - 6.8.1 Most of the extreme and major hazards listed in this document do not apply directly to the site, with the exception of those listed in 0 above.
  - 6.8.2 The risks associated with direct hazards can be mitigated through design (e.g. onsite storm water detention to slow run off and provide alternative water sources) or infrastructure provision (e.g. the water supply is piped from the Christchurch system)
  - 6.8.3 The other hazards (e.g. Coastal flooding, tidal shifts, storm surge, rising groundwater, fluvial flooding) listed in the screening report will have an indirect impact on the site. Mitigation of or adaption to the risks associated with these hazards is required regardless of the site specific decisions, as they affect the existing built environment as well as any potential future development.



6.8.4 A hazard from the Banks Peninsula – Inland section also applies to this site. This hazard is the increased risk of wildfire.

- 6.9 The subdivision and development of this modified site could be perceived as contributing to climate change, through the emission associated with site preparation, construction and activities. It also, however, creates opportunities such as alternative residences for local communities forced to relocate because of hazards, carbon offsetting through further planting of the gullies, and potential local employment creation spaces. The outline development plan process will allow for these matters to be considered in depth.

#### **Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā**

- 6.10 The decisions in this report do not impact on accessibility because they relate to a procedural and administrative matters only.

### **7. Resource Implications Ngā Hīraunga Rauemi**

#### **Capex/Opex Ngā Utu Whakahaere**

- 7.1 Cost to Implement – The estimated costs to prepare the Outline Development plan will be in the region of \$200,000. Costs will include staff time, engineering, legal and planning advice, surveying and valuation costs.
- 7.2 Maintenance/Ongoing costs – Nil
- 7.3 Funding Source – The future disposal of this property provides a revenue generating opportunity for Council, with an estimated return in the \$5,000,000 to \$10,000,000 range depending on the results of the ODP process. These funds could be used to offset the costs, with borrowings being used to address the cash flow issue. The appropriate process to address the priority of the borrowing against other priorities is the next Annual Plan process.

### **8. Legal Implications Ngā Hīraunga ā-Ture**

#### **Statutory power to undertake proposals in the report Te Manatū Whakahaere Kaupapa**

- 8.1 Council has the general power to consult with the community and register restrictions on title of land that it owns.

#### **Other Legal Implications Ētahi atu Hīraunga-ā-Ture**





- 8.2 There is no legal context, issue or implication relevant to this decision.

### **9. Risk Management Implications Ngā Hīraunga Tūraru**

- 9.1 There is minimal risk in Council adopting the recommendations in this report because it will provide the Diamond Harbour residents the opportunity to feed into the outline development plan and influence the outcomes of planned development. It also gives Council time to address additional matters that have come to light.



## Attachments Ngā Tāpirihanga

No.	Title	Page
A  	Hunters Rd and Whero Ave Analysis	119
B  	Community Board Submission	123

Additional background information may be noted in the below table:

Document Name	Location / File Link
Submissions	<a href="https://www.ccc.govt.nz/assets/Documents/Consultation/2021/12-December/Hunters-Whero-Submissions-for-web.pdf">https://www.ccc.govt.nz/assets/Documents/Consultation/2021/12-December/Hunters-Whero-Submissions-for-web.pdf</a>

## Confirmation of Statutory Compliance Te Whakatūtutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

## Signatories Ngā Kaiwaitohu

<b>Authors</b>	Stuart McLeod - Property Consultant Samantha Sharland - Engagement Advisor Sarah Oliver - Principal Advisor Planning
<b>Approved By</b>	Angus Smith - Manager Property Consultancy Bruce Rendall - Head of Facilities, Property & Planning Leah Scales - General Manager Resources/Chief Financial Officer

## 27 Hunters Rd and 42 Whero Ave land options – analysis of submissions

### Overview

Consultation on the 27 Hunters Road and 42 Whero Avenue land options was open from 15 October to 16 November 2021.

We delivered a DL flyer to 362 properties in Diamond Harbour, put a copy of the plan and flyer in Diamond Harbour Library, put an ad in the Diamond Harbour Herald and posted on Social Media. The consultation was also on our Have Your Say page.

We posted on the Diamond Harbour Facebook page, which has 2,200 members. Our post received 12 likes and 85 comments.

We sent an email out to the Diamond Harbour Resident Association and the Diamond Harbour Reserve Management Committee, alerting them to what was proposed and encouraging them to pass the information on to their networks.

We attended a public meeting hosted by the Diamond Harbour Residents Association. It was attended by approximately 60 people. The residents association went through their thoughts on the options and we participated in the question and answer section. There were a lot of questions about development, and what restrictions would be in place.

### Submitter profile

We received 234 submissions. Below are the totals for each area (note that not every submitter included their full address details).

#### Total number of submissions from each area

Suburb	Total
Diamond Harbour	145
Charteris Bay	13
Church Bay	7
Port Levy	2
Purau	12
Lyttelton	3
Rest of the city	5
Did not state	47

### Key themes

Of the 234 submissions, only eight are strongly against any change to the land (for reasons such as maintaining uninterrupted views and retaining the 'village' feel). The majority of submitters actually want a mixture of the options.

Consistently across all options people want the gullies 'protected' – either with covenants or as reserves.

People are also very keen to retain the walkways and there is strong interest in developing some more recreational activity in the area (for example, a dog park, playground, skate park / pump track). Some submitters think it would be a good idea to retain some land for civic defence purposes (as a gathering area in an emergency).

There is support for development of the land, but people highlighted the importance of doing it in a staged way, and that upgrades to water and roading infrastructure would be needed.

Whatever happens to this land, there is a clear indication from the community that they want to be involved in the process, to make sure any development is sympathetic to the existing environment and community.

Option	Nos.
Option 1 – Place a covenant over the gullies and dispose of the remainder of the land	46
Option 2 – Retain as a park	56
Option 3 – Develop the land	28
Option 4 – Transfer ownership to the community	44
Option 5 – Status quo	60

### Feedback by option

#### **Option 1 - Place a covenant over Sams Gully, Morgans Gully and a possible third gully and dispose of the remainder of the land (our preferred option)**

46 people chose Option 1, with 34 people providing comments.

Overall, submitters who chose this option feel it is important to keep the three gullies protected and to keep the walking tracks accessible (which includes one to and from Diamond Harbour School).

If there is to be development on the land, submitters feel it should be done in stages, with upgrades made to the road infrastructure to handle more vehicles using the roads.

Three comments stated development would be great and would bring people to the area, but not on the entire land parcel, and to keep some of the area for recreation and dog walking.

*'Developing this area would allow for new faces, new ideas, more community support and spirit.'*

### **Option 2 - Retain as a park**

56 people chose Option 2, with 42 people providing comments.

Submitters who chose this option feel that this is great open space area with uninterrupted views and that it should be retained as park with planted natives and more walking tracks. 15 people would also like some of the area to be made in to a dog park and six submitters would like a playground or a pump/skate park on the area.

Three people said that the area is great from a safety perspective. If there were fires or other emergencies the large area would be a good meeting point away from houses.

Four submissions stated that a small amount of development would be acceptable on a small part of the area, but that the land should be sold in stages and have a range of house types, not 'cookie cutter' housing.

*'A park would provide a central recreation space and connect the Purau, Diamond Harbour, Church Bay and Charteris Bay communities.'*

### **Option 3 - Develop the land**

28 people chose Option 3, with 25 people providing comments.

Submitters who chose this option want to keep the covenants over the gullies and the walkways, or make them in to reserves.

If there is to be development on the land, it should be sold and developed in stages with a mix of section sizes.

Eight people would like a combination of options. They chose this as they didn't think the area would benefit the community under just one of the options. Two people want a combination of Options 1, 3 and 4 and six people want Options 3 and 4. They want some land available to sustain the environmental needs and unique character of the area. Options 3 and 4 would allow for development of the land, but in partnership with the community.

*'Our community needs council help in creating sustainable healthy homes that keep people in the community they love.'*

### **Option 4 - Transfer ownership to the community**

44 people chose Option 4, with 36 people providing comments.

Feedback on this option was similar to Option 3 – submitters want to keep the covenants over the gullies and the walkways or make them in to reserves. They also want a combination of options.

Six people want to have a combination of Options 3 and 4. These submitters feel a few more houses in the area would be good, but that the developer would need to work with the community so they understand what the area needs.

Three people want Options 2 and 4 – they would like to see some development in the area but want to keep some of the area for a dog park and recreation.

*'The area should be developed by the community for the community'.*

#### **Option 5 - Status quo**

60 people chose Option 5, with 50 people making comments.

Eight people do not want to see any development what-so-ever on this land as they believe the village feel and connection would be lost. They also feel the water and roads infrastructure would not support any more development.

However, mostly the feedback was similar to Options 3 and 4 – keep the covenants over the gullies and the walkways, or make them into reserves.

Ten people want to see a combination of the options. The majority of these comments stated that Option 5 would not shut out the other options in the future, but that it is not the time to change the area dramatically, all in one go.

Five submitters would like to see some development on the land, but for some to be kept as green space to keep the rural feel in the area.

*'This land is a great asset to the community. It provides a place for people to walk and enjoy wildlife, run their dogs, enjoy the farm animals and lambs in springtime. As other local areas get built up it will be a very important space where people can find peace and quiet in both open landscape and bushland.'*

**To:** Christchurch City Council  
PO Box 73017  
Christchurch 8156  
Email: Sam.Sharland@ccc.govt.nz

**Submission On:** 27 Hunters Rd and 42 Whero Ave Land Options

**By:** Te Pātaka o Rākaihautū / Banks Peninsula Community Board

**Contact:** Lyttelton Service Centre  
PO Box 73027  
Christchurch 8154  
Email: Katie.Matheis@ccc.govt.nz

**Date:** 14 February 2021

## 1. INTRODUCTION

The Te Pātaka o Rākaihautū/Banks Peninsula Community Board (the "Board") appreciates the opportunity to share its feedback with the Christchurch City Council on the 27 Hunters Rd and 42 Whero Ave Land Options consultation.

The Board's statutory role is "to represent, and act as an advocate for, the interests of its community" and "to prepare an annual submission to the territorial authority for expenditure within the community" (Local Government Act 2002, Section 52). The Board is providing this submission in its capacity as a representative of the communities in the Banks Peninsula Ward – Akaroa, Ōhinehou Lyttelton, Te Waipapa Mount Herbert, and Wairewa Little River.

## 2. SUBMISSION

The Board urges the Council to place a covenant over Sam's Gully, Morgan's Gully and the third, unnamed gully, and for these gullies to be retained in Council ownership so that these areas can be classified as a reserve to ensure the strongest long-term protection available. The revegetation of the three gullies and the indigenous biodiversity of the area should be safeguarded against any future development. Furthermore, the Board urges the Council to protect the existing walking tracks, as identified by the community, by easements, so that the community can continue to rely on access to these well-used, and valued walkways.

The Board also has concerns about the impacts of future development of this land, especially any large-scale housing initiatives, due to the existing limitations of infrastructure within Diamond Harbour. The wastewater, stormwater, drinking water, education, and roading infrastructure is inadequate to support wide-spread housing development in the area. Due to these limitations and the risks and disruption increased traffic would create, the Board strongly believes that any plan for future use of the land should prioritise infrastructure needs and limitations, and community aspirations.

The Board believes that it is critical that the community have an opportunity to shape the outcome of any future land development, and that decisions be made collaboratively. Possibilities such as establishing a retirement village, retail and hospitality venues, and/or recreational opportunities should be explored, and incorporate and have due regard for community feedback. Any development of this land should only take place after comprehensive urban planning for the whole of Diamond Harbour has taken place. The Board only supports development of the land if this is able to be undertaken with the safeguards and protections requested above guaranteed using appropriate mechanisms. The Board therefore only supports a sale of all or part of the land to any developer with appropriate legal arrangements in place to ensure this. The Board asks the Council to ensure protection of the gullies and that the community's needs, including adequate infrastructure, are prioritised in its considerations.

Yours sincerely,



**Tori Peden**  
Chairperson  
Te Pātaka o Rākaihautū/Banks Peninsula Community Board





## 12. Ihutai-Estuary and Coastal Stormwater Management Plan

Reference / Te Tohutoro: 22/614439

Report of / Te Pou  
Matua:

Paul Dickson, Drainage Engineer, paul.dickson@ccc.govt.nz  
Clive Appleton, Healthy Waterways Programme Lead,  
clive.appleton@ccc.govt.nz  
Hannah Ballantyne, Engagement Advisor,  
hannah.ballantyne@ccc.govt.nz

General Manager /  
Pouwhakarae:

Jane Davis, General Manager Planning and Regulatory Services,  
jane.davis@ccc.govt.nz

### 1. Purpose of the Report Te Pūtake Pūrongo

- 1.1 The purpose of this report is to inform the Council about the outcome of public consultation on the draft Ihutai-Estuary and Coastal Stormwater Management Plan.
- 1.2 To present the finalised Stormwater Management Plan for Council adoption so that it can be submitted to Canterbury Regional Council by 30 June 2022.
- 1.3 The Stormwater Management Plan is a requirement of the Comprehensive Stormwater Network Discharge Consent CRC214226 (Comprehensive Consent) that was granted to the Council by Canterbury Regional Council, on 20 December 2019.
- 1.4 Condition 4 of the Comprehensive Consent requires the Council to develop Stormwater Management Plans for areas across the City and Banks Peninsula settlements where there are stormwater networks.
- 1.5 Condition 8 of the Comprehensive Consent requires public consultation of each draft Stormwater Management Plan and, where applicable, to incorporate feedback to finalise the Plan.
- 1.6 The decision in this report is of medium-to-high significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by considering that the Stormwater Management Plan is important to all Māori, river care/community associations, Community Boards and the Christchurch-West Melton Zone Committee (as evidenced by the feedback).

### 2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Receive the attached Ihutai-Estuary and Coastal Stormwater Management Plan (Attachment A).
2. Adopt the Ihutai-Estuary and Coastal Stormwater Management Plan (Attachment A).

### 3. Reason for Report Recommendations Ngā Take mō te Whakatau

- 3.1 The recommendations in this report are to enable the Council to submit the finalised Ihutai-Estuary and Coastal Stormwater Management Plan to Canterbury Regional Council by 30 June 2022, as required by the Comprehensive Consent.

#### 4. Alternative Options Considered Ētahi atu Kōwhiringa

- 4.1 Two optional approaches have been considered for SMPs generally: Option A – compliance and aspirational and Option B – compliance.
- 4.2 A Stormwater Management Plan corresponding to Option A would develop aspirational contaminant load reduction targets to be effected by at-source controls. This option would contain measures known to be generally approved by consultees. However Option A would involve committing the Council to (a) unfunded actions, (b) contaminant reduction programmes that while desirable are not definitely attainable, and (c) contaminant reduction methods that would need to obtain legal support. It was concluded that the risks for the Council of adopting this option were too high.
- 4.3 This Stormwater Management Plan has been developed from the second (compliance) Option B. It (a) complies with all consent conditions, (b) adopts a programme of capital work already in the Long Term Plan and (c) introduces regulatory processes that are within the Council's powers under the Local Government Act.

#### 5. Detail Te Whakamahuki

- 5.1 The Stormwater Management Plan was developed in consultation with parties specified in the consent conditions:
  - Te Ngai Tūahuriri Rūnanga
  - The Christchurch-West Melton Zone Committee
  - The Waitai Coastal-Burwood and Waikura Linwood-Central-Heathcote Community Boards
  - The Department of Conservation
  - The Canterbury Regional Council Regional River Engineer.
- 5.2 The decision affects the following wards/Community Board areas:
  - Waitai Coastal-Burwood and Waikura Linwood-Central-Heathcote.
- 5.3 Consultation on the Stormwater Management Plan ran from 28 February to 26 April 2022.
- 5.4 During this consultation period we sent out emails to key stakeholders, distributed consultation documents, put a public notice in necessary print publications, and attended a residents' association forum.
- 5.5 We received 16 submissions – 7 from individuals and 9 from organisations.
- 5.6 A predominant theme of submissions supports actions to reduce sediment discharges. Submitters strongly encourage the Council to be proactive in addressing erosion sites through stabilisation works, planting and greater use of regulatory powers to control construction sites.
- 5.7 The second most common theme is to ask the council to address coastal flooding caused by the tide or by impeded flow paths (e.g. behind sea walls).
- 5.8 Some submitters advocated on-site mitigation of stormwater quantity and quality.
- 5.9 Feedback from commercial organisations could not be easily summarised into themes and tended to address matters related to the nature or specific interests of the organisation.
- 5.10 Attachment B to this report includes a summary of submissions, and Attachment C the table of submissions received.

## 6. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

### Strategic Alignment Te Rautaki Tīaroaro

- 6.1 The activity supports the Integrated Water Strategy 2019.
- 6.2 This report supports the [Council's Long Term Plan \(2021 - 2031\)](#):
  - 6.2.1 Activity: Stormwater Drainage
    - Level of Service: 14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network - ≥40% satisfaction

### Policy Consistency Te Whai Kaupapa here

- 6.3 The decision is consistent with Council's Plans and Policies, being a plan generated for the purpose of statutory compliance.

### Impact on Mana Whenua Ngā Whai Take Mana Whenua

- 6.4 The Council is required to work in partnership with Papatipu Rūnanga, with assistance from Mahaanui Kurataiao Ltd, to implement the Comprehensive Consent. The Comprehensive Consent deals with a wide range of significant decisions to be made in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does specifically impact Mana Whenua, their culture and traditions.
- 6.5 The impact on Mana Whenua can be assessed with reference to Policies and Issues in the Maahanui Iwi Management Plan which states expected outcomes for activities covered by the Stormwater Management Plan. The Plan acknowledges the Iwi Management Plan Policies but cannot deliver on some Issues due to constraints on its scope. This may limit Mana Whenua support as indicated in the Mahaanui Kurataiao Ltd Cultural Impact Assessment for the Ihutai-Estuary and Coastal Stormwater Management Plan.
- 6.6 The Council is working, with assistance from Mahaanui Kurataiao Ltd, to ensure that implementation of the Plan both minimises impacts and enhances Mana Whenua values, where possible, as outlined in the Cultural Impact Assessment.

### Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

- 6.7 Climate change is taken into account in references to planning and design rainfall intensities.

### Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

- 6.8 Accessibility is not relevant to this plan.

## 7. Resource Implications Ngā Hīraunga Rauemi

### Capex/Opex / Ngā Utu Whakahaere

- 7.1 Cost to Implement – this Plan does not initiate any additional capital projects.
- 7.2 Maintenance/Ongoing costs – operational costs are business as usual, however operating costs will increase as new treatment basins are built.

## 8. Legal Implications Ngā Hīraunga ā-Ture

### Statutory power to undertake proposals in the report / Te Manatū Whakahaere Kaupapa

- 8.1 Local Government Act 2002.




### Other Legal Implications / Ētahi atu Hīraunga-ā-Ture

- 8.2 There is no legal context, issue or implication relevant to this decision because the Stormwater Management Plan is produced to enable the Council to comply with a resource consent condition under the Resource Management Act.
- 8.3 This report has not been reviewed and approved by the Legal Services Unit. However the Legal Services Unit has been involved in the preparation of Plans.

### 9. Risk Management Implications Ngā Hīraunga Tūraru

- 9.1 The Canterbury Regional Council may question aspects of the Plan including how targets were set for contaminant load mitigation. In this case the two organisations can discuss how targets could be revised. This could also happen at any stage after the Plan has been submitted within its ten year review period as more effective treatment/ mitigation options become available.

### Attachments / Ngā Tāpirihanga

No.	Title	Page
A 	Ihutai-Estuary and Coastal Stormwater management Plan ( <i>Under Separate Cover</i> )	
B 	Ihutai-Estuary and Coastal draft Stormwater Management Plan - Submission table for web	129
C 	Ihutai-Estuary and Coastal Stormwater Management Plan - Report on Consultation	167

In addition to the attached documents, the following background information is available:

Document Name	Location / File Link
Not applicable	Not applicable

### Confirmation of Statutory Compliance / Te Whakatūtutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

### Signatories / Ngā Kaiwaitohu

<b>Authors</b>	Paul Dickson - Drainage Engineer Hannah Ballantyne - Engagement Advisor
<b>Approved By</b>	Helen Beaumont - Head of Three Waters Jane Davis - General Manager Infrastructure, Planning & Regulatory Services

## Submissions for the Ihutai-Estuary and Coastal draft Stormwater Management Plan

Submission ID	First name	Last name	Organisation	Do you have any feedback on this plan's proposed goals?	Do you have any other comments on this plan?
45006	Juliet	Neill		The goals are laudable, and more can be done regarding stormwater at source.	To help solve the problem of stormwater, plus help people retain roof water for drought situations, please encourage people to have their own rainwater tanks for gardening purposes and non-drinking water. Also, please find a way to encourage people to have their own water reticulation schemes for grey water. These two actions could divert a lot of water from reaching the storm water system in the first place, and help green the city.
45007	Toni	Harris-Daw		How about dredging the Avon / Heathcote rivers, clearing the liquefaction the rose the riverbed so that they can hold more water and stop flooding the city areas, along with Flockton Street etc, also Southshore.	Form a decent channel in the Estuary.
45120	Pat	McIntosh		Goal 1.  Regarding goals for sediment discharges, I do not agree with accepting 5-10% non compliance.  This sets the bar much too low. The goal should be zero consented construction activities reported non compliant. Non compliance should be considered non-negotiable. Compliance should be expected, supported and monitored. By allowing yourselves a degree of non-compliance you are obviating the effect of the regulations.	
45264	Redcliffs	Residents Association	Redcliffs Resident Association	[see attached]	[see attached]
45267	Felicity	Blackmore	Christchurch International Airport Ltd	[see attached]	[see attached]
45268	Tim	Hobbs		I live in Sumner and have done for the last 30 years and while I respect and approve of your desire to have clean storm water, I think we spend too much tax on something that has been happening for years. Maybe a subsidy for different roofing - no zinc.	Will reducing the copper content in vehicle breaks reduce their effectiveness? If not then go ahead with our plans. The crux of the problem is there are too many vehicles! When I was a child, no fellow students owned a car and most families had only one car. In my time in Sumner, flooding is not an issue and if my friends on the esplanade get hit by a tidal wave then perhaps they should not have bought there! Maybe the North-West where I am from.
45499	Susan	Carbines	South Shore Residents Association (SSRA)	The goals about improving storm water outflow quality are admirable but we are concerned that there are not goals pertaining to improving the efficiency of the path of the stormwater water	This plan seems be primarily focused on the quality of the storm water ie reducing contaminates. We are unclear who is responsible for the maintenance, repair and improvement of the storm water system. Is this within the SMP scope?. If it is, then there are not clear goals and tasks associated with this. If it is not within the SMP scope then it would be helpful to see how this plan relates to other plans, so we have a full picture. SSRA would suggest that there is a diagram that shows the SMP and how it relates to other plans and specifically what aspects of work each is responsible for. Eg- district plan

## Submissions for the Ihutai-Estuary and Coastal draft Stormwater Management Plan

					<p>– building site management, LDRP etc. You need to indicate with more clarity what this plan is responsible for and equally what it is not.</p> <p>This is the Coastal plan. As coastal we get water from all other areas via the rivers. SSRA understand that there are 7 plans. It would be helpful to see the other 7 plans and how they are being managed. SSRA would like to understand what aspects of the Coastal SMP will be generic and carried over to other plans. It would be helpful if you could indicate which items are plan specific and which are plan general.</p> <p>SSRA would suggest for balance you need a section that includes</p> <ul style="list-style-type: none"> <li>a) How the CCC are managing the compliance of CCC own businesses in the Coastal area- walking the talk</li> <li>b) How they are managing the compliance of their own infrastructure. Clearing of drains, improving stormwater flow etc</li> <li>c) Indicate what the public can do to help- subsidies for roof water collection tanks, encouragement of storm water self-management via on site sumps where appropriate.</li> </ul> <p>If the scope of the SMP is the functionality of the storm water system, then the SSRA wish to indicate that our stormwater system does not function efficiently at present. We do believe there are newly designed one-way valves being installed at some point. As these will be new and untested, we would like to suggest theses are monitored to check efficiency and to ascertain what ongoing maintenance and care they would require</p> <p>We would like the CCC to consider in future a more permanent pump solution and find a better engineered out flow system for beach suburbs in general.</p> <p>There are too few water grates along the beach(East) side of rocking horse road. From the end(south) of RHR the first grate is outside 191a, which is well North of Mermaid (over 300 meters) and this contributes to very large volumes flowing to a single collection point. At times the water volume collected from such a distance is more than this single grate can cope with. More grates at a closer distance would result in less build up.</p> <p>Thank you SSRA</p>
45577	Rosemary	Neave		I support the submission of the Redcliffs Residents Association on this matter. I live in Redcliffs and work actively with them to restore, manage and develop Te Awa Kura - Barnett Park.	
45696	Bebe	Frayle	Waitai Coastal-Burwood Community Board	[see attached]	[see attached]
45972	Charlot	Hudson	Sumner Community	In Sumner the issues are both from rainfall/storm water flooding and tidal flooding. There are management issues of the beach stormwater drains on Sumner beach needing to be dug out in advance of predicted storms and high tide events. We believe some investigation needs to be initiated to make the	We do strongly support management of contaminants in construction, road works, roofing and hill side earthworks. We would be happy to assist with an communications campaign in Sumner through our local networks.

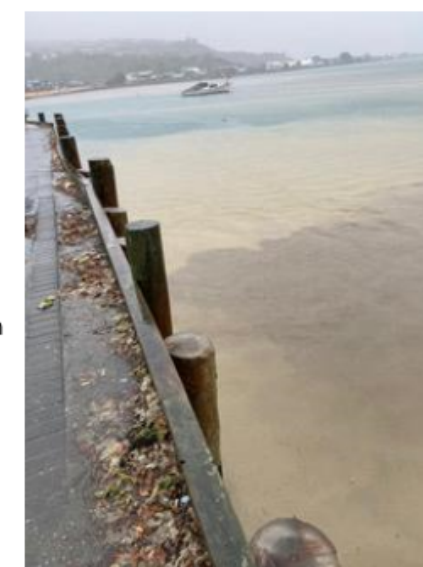


## Submissions for the Ihutai-Estuary and Coastal draft Stormwater Management Plan

			Residents' Association	clearing of the beach storm water outlets more efficient. In addition the management of tidal flooding is a priority in Sumner. The seawall needs maintenance - especially towards Cave Rock end of the esplanade. managing the seawall protection in addition to more efficient passage for the storm water drains will help protect Sumner from future flooding events.	
45990	Peter	Foster	P&F Global Ltd – Kaitaia Office	Great goals	<p>A friend who lives in this area brought my attention to the Ihutai-Estuary and Coastal Draft Stormwater Management Plan Draft and I felt that it was an opportunity to bring to attention that the persistence of policy makers not to change away from traditional products is hindering more resilient, better environmentally friendly options and economical solutions.</p> <p>Concrete pipes are often not the best solution for stormwater management: in marine/coastal soil or peat types, to protect stream fauna and aquatic life, and in seismic prone areas.</p> <p>HDPE is a more sustainable and seismic resilient material and easier on the environment than concrete.</p> <p>Check these reports:</p> <p><a href="https://www.nzgs.org/library/nzgs20_roberts3/">https://www.nzgs.org/library/nzgs20_roberts3/</a></p> <p>Quote: "In 2014 Whangarei District Council identified problems with buried pipe work in a development in Ruakaka as concrete within the storm water system had begun to suffer chemical corrosion. Investigations into the cause of the corrosion identified the presence of acid sulphate soils. Extensive earthworks and lowering of the water table occurred during development. The continual draining of the site through subsoil drains caused sulphides in the soils to react with oxygen and release sulphuric acid. The acid then corroded the concrete pipes (Whangarei District Council, 2017). The local press have reported that this has resulted in a claim by Whangarei District Council in the order of \$8 million against the designer and contractor (NZ Herald, 2016)."</p> <p><a href="https://pandfglobal.com/news/safe-and-sustainable-pipe-systems/">https://pandfglobal.com/news/safe-and-sustainable-pipe-systems/</a></p> <p>Quote: "A US paper Environmental Benefits of HDPE Pipe, produced by the Plastics Pipe Institute, details HDPE's growing reputation as "the greenest pipe available". The paper is focused on the use of HDPE pipes in municipal water and wastewater systems and talks about its wide use as a "sustainable, low-cost, leak-proof alternative to other piping". The paper details multiple benefits of HDPE pipes and their performance in relation to alternative pipe materials."</p> <p><a href="http://resources.quakecentre.co.nz/wp-content/uploads/2020/02/3WaterResilience_Simplified-Assessment-Method_Final.pdf">http://resources.quakecentre.co.nz/wp-content/uploads/2020/02/3WaterResilience_Simplified-Assessment-Method_Final.pdf</a></p> <p>Check page 15 part way down the chart "Gravity Network...."</p>
45992	Andrea	Davis	Andrea Davis Landscapes	<p>The first five goals about sediment and contaminants caused by human waste and building materials is applauded, my feedback is on goal 6 which relates to storm water runoff and surface flooding. The Greater New Orleans Urban Water Plan and the Living with Water projects which Slow, Store and Use and remove when the storm is over. go to this link</p> <p><a href="https://scenariojournal.com/strategy/living-with-water/">https://scenariojournal.com/strategy/living-with-water/</a></p>	<p>If you pass this plan will your building consent approvals have the teeth to not allow copper cladding on houses next to the water. ie the Cass Bay massive house fully clad in Copper, how will this not be repeated? Will we start to see the use of incentives with rebates for those who use green roofs and reduced house sizes and permeable driveways, will the roading units install bioswales to filter and store rain water?</p> <p>[see attached]</p>

## Submissions for the Ihutai-Estuary and Coastal draft Stormwater Management Plan

				[see attached]	
46010	Annabelle	Hasselman	Ōpāwaho Heathcote River Network	[see attached]	[see attached]
46019	Ashley	Rule	Cliff Street Residents		<p>We understand that the Stormwater Management Plan, when completed, addresses only discharges from Council owned infrastructure.</p> <p>The Council requires building sites to put in place erosion and sediment control measures to manage on-site erosion and sediment.</p> <p>My submission is that the Council is discharging significant amounts of sediment from sub divisions and building sites into the Ihutai-Estuary through accepting and consenting poorly designed sediment containment on these sites.</p> <p>This, and a lack of monitoring and overseeing compliance are leading to heavy silt loads entering the estuary in even modest rainfall. As an example, there are two Council pipes discharging stormwater from Cliff Street, Redcliffs, into the Avon Heathcote Estuary/Ihutai from the Christchurch Yacht Club car park.</p> <p>Sediment is entering these pipes via surface runoff from the consented subdivision at the end of Cliff Street where development activity underway has left extensive areas of unprotected loess and poorly consolidated volcanic ash exposed to surface water flows from the hillsides above. At the downhill margin of part of the subdivision is a narrow strip of youthful shrubs widely spaced and with some sort of matting. Neither this presumed sediment detention arrangement nor the silty flows down the sealed driveway prevent accumulations of silt into the Council owned stormwater pipes discharging into the Estuary or the accumulation of silt in gutters, across the road, footpath and into driveways.</p> <p>Photos of hillside sediment runoff into the estuary on 12th February 2022 at the Christchurch Yacht Club Car Park, Main Rd Redcliffs, from Cliff Street drains.</p> <p>The Council requires building sites to put in place erosion and sediment control measures to manage on-site erosion sediment. If the plan stipulated standards of water quality in place at the source, this would be easier to</p>





### Submissions for the Ihutai-Estuary and Coastal draft Stormwater Management Plan

					<p>force compliance rather than focusing on a design which may not produce acceptable water quality and places the onus on the developer.</p> <p>We would like to see the plan:</p> <ul style="list-style-type: none"> <li>• Dictate stormwater quality standards for runoff prior to it entering the Council system</li> <li>• Increase enforcement and monitoring of sites</li> <li>• Give the Council recourse, after consent, if the quality of the runoff water is not to a required standard prior to entering the Council infrastructure.</li> </ul> <p>From Cliff Street residents: Ashley and Meg Rule. Marion Archer. Andrew Davidson. Matt Sawyer. Dean Smith. Martin Ward</p>
46024	Nicolle	Vincent	New Zealand Steel Limited	[see attached]	[see attached]

Submission #45264



## Redcliffs Residents Association

21 March 2022

### Submission on the Ihutai-Estuary and Coastal Draft Stormwater Management Plan

The Redcliffs Residents Association commends the City Council for developing this plan and ask for it to be strengthened and implemented without delay to reduce the sediment and contaminant release from our hillsides and walking tracks, and subdivisions resulting in siltation in the waterways and the estuary.

Our principal concern is the control of sediment run off which is an environmental problem at both source and destination and one that also concerns groups of property owners on slopes below the roads and in some lower lying streets.

In particular we support:

1. "Possible ways to control contaminants" (pages 10 and 11). This table sets out the contaminants of concerns for this management plan and their sources, and lists controls. We comment on two sources and advocate for the inclusion of a third.

1.1 "Sediment". (from construction and excavation sites). The document notes that "The Council requires building sites to put in place erosion and sediment control measures to manage on-site erosion sediment.", and comments that "This has been a difficult and often poorly managed on-site. However, erosion and sediment control measures are now being regularly checked by building inspectors."

It is pleasing to see that the Council recognises that this issue has been poorly managed in the past and the Association has received complaints from residents on this matter which have been relayed to Council staff. However, we are not confident that the requirement for sediment control measures to manage on-site erosion and sediment is actually being implemented which suggests that Building Inspectors may not be enforcing these requirements.

1.2 "Port Hills sediment". (from slips, underground tunnelling, bank erosion). The possible controls identified are to "Fence and vegetate unstable valleys, slips and watercourses".

We strongly support this approach and advocate for additional measures; to create local detention structures like dams, ponds, and wetland areas to intercept flood flows and silt runoff.

1.3 Missing source. In addition to the two sediment sources above which are listed in the table on pp10/11, there is one further important source of sediment discharge. It is from existing poorly designed and operating disposal systems or ones that have failed completely. The dispersal system servicing parts of Craigieburn Lane is an example of the latter. There are others that we can show you.

The omission of this source of contaminants is a significant gap in the draft plan and we ask for it to be included in the final plan with suitable and effective controls.



Submission #45264

2. Goal 1.4 "To have less than 10 percent of all consented construction activities on the Port Hills reported non-compliant due to sediment discharges – by 2025" (page 12).

We support this goal but urge the final plan to identify serious and persistent offending sites to be targeted first with enforcement of controls set in rules and consent conditions. One such persistent source of silty discharges in Redcliffs is the Emily Heights Subdivision.

3. Goal 1.5 "To investigate ways to reduce the environmental effects of sediment discharges – by 2022" (page 12).

The plan should note that priority would be given locations where greatest environmental damage is currently underway in particular those ones where the discharge plumes from major single point stormwater discharge points enter the estuary. Monitoring in erosion prone areas is needed also to respond to discharges from post construction works such as irrigation systems which can result in erosion.

The following two recommended actions for the **Surface Water Improvement Plan** flowing from these goals (1.7 and 1.8) are supported with qualification.

4. Goal 1.7 to "Plant severely eroding natural areas of the Port Hills from Sumner to Hoon Hay Valley." (page 12).

We request that this approach be more flexibly applied to not just severely eroding but areas where erosion poses greatest risk of ecological/environmental damage or its reduction or elimination gives greatest ecological/environmental benefit based on ecological assessment. The area addressed should include as much of the catchment above these locations as possible.

5. Goal 1.8 to "Put in place best-practise sediment controls on Port Hills roads and tracks – by 2025" (page 12).

Once again, a priority should be given locations where greatest environmental damage is currently underway in particular those ones where the discharge plume from major single point stormwater discharge points enter the estuary.

6. Goal 6. "To limit the quantity of stormwater from all new development sites to pre-development levels, and minimise stormwater increases from re-development sites through consent conditions".

This is a commendable Goal but one that requires a much greater commitment from Council in monitoring and enforcement than it has shown in the past. Progress on this Goal requires more resourcing of consent (and rule) monitoring and enforcement. Operational funds need to be allocated for these activities in the Annual and Long Term plans to help ensure this Goal can be met.

7. Two missing Goals. We believe the plan needs to have added two further goals if its overall objectives are to be met.

7.1 To identify, redesign and implement new stormwater disposal systems where existing ones are discharging silty sediment and or creating under runners.

This self-evident Goal should be high on the Council's list and its implementation will help ensure rapid progress is made to address current silty flows into waterways and the estuary.



Submission #45264

7.2 To approve only those stormwater collection and disposal systems for new developments that do not result in overground or under runner flows onto neighbouring land. Design standards for individual or group stormwater discharges on the hill suburbs in the past have included flow dissipaters and spreaders, and velocity checking structures many of which have failed by erosive overflow and downslope channelling. The continuing failure of these designs brings into question their efficacy and the sense of them being approved by the City Council for use by developers.

8. Absent from this draft plan is mention of the infrastructure carrying the stormwater from land to sea (estuary). Regular checks and routine maintenance have not been a strong feature of the Council's management of the discharge structures and in the particular hinged flaps at the pipe terminals have been held open by debris resulting in salt water intrusion into residents garden.

Climate change induced sea level rise will reduce the effectiveness of some of these outfall structures and assessment of resilience to this certainty needs to be on the Council's agenda together with an improved monitoring programme.

**In summary we seek:**

1. more targeted attention on reducing the source and destination impacts of actual and potential silty discharges from already consented subdivisions, Council owner hillside land and walking tracks,
2. Improved design of stormwater discharge arrangements for new activities of all types,
3. Repair and replacement of existing stormwater systems that are failing to contain silty runoffs and under runners, and
4. Innovation in silt runoff interception through use of valley floor detention structures.



Submission #45267



[Christchurchairport.co.nz](http://Christchurchairport.co.nz)

21 March 2022

Christchurch City Council  
53 Hereford Street  
Christchurch

**CHRISTCHURCH CITY COUNCIL IHUTAI-ESTUARY AND COASTAL DRAFT DRAFT  
STORMWATER MANAGEMENT PLAN**

Submitter: Christchurch International Airport Limited (CIAL).

**Introduction**

- 1 Thank you for the opportunity to comment on Ihutai-Estuary and Coastal Draft Draft Stormwater Management Plan.
- 2 CIAL supports three key purposes of the plan:
  - 2.1 To meet the targets for lowering stormwater contaminants under the Comprehensive Stormwater Network Discharge Consent (CSNDC)
  - 2.2 To propose extra targets for lowering stormwater contaminants above and beyond the CSNDC
  - 2.3 To describe the ways stormwater discharges will be improved over time to meet environmental objectives.
- 3 CIAL also recognise the main issues for the Ihutai-Estuary and Coastal Draft is water quality and ecological health and flooding risks.

**Bird Strike Risk**

- 4 Bird strike is when a bird or flock of birds collide with an aircraft. This can cause damage to the aircraft, which compromises safety and, in many instances, forces an emergency landing.
- 5 Bird strike risk is increased by flocks of birds flying across flight paths between different parts of the city. Birds fly across the city every day between roosting areas, feeding areas, areas of standing water.

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- 6 The more activities / sites near the airport that attract birds, the more likely it is that birds will fly across flight paths between these activities / sites and increase the risk that bird strike will occur at the Airport. Any new activities or habitats which will attract birds should be managed to ensure that they will not increase bird strike risk at the Airport.
- 7 CIAL would like to highlight the risk of bird strike is applicable to an area greater 3km, activities that have the potential to impact bird strike risk extend out to 13km radius of the runway thresholds. 13km radius is the "shared" airspace and is the area which both Aircraft and birds occupy, hence creates potential for bird strike.
- 8 The International Aviation Authority states "typically a 13km (or 7NM) circle is considered a large enough area for an effective wildlife management plan. It also recommends "For any new off-airfield developments being proposed that may attract birds or flight lines across the airport, it is important that the airport operator be consulted and involved in the planning process to ensure that its interests are represented"<sup>1</sup>
- 9 Activities which may result with a change to the existing environment including the potential to change behaviours of bird flight paths for CIAL high risk species require specific assessment, this includes the creation of new water bodies.
- 10 The planning framework in the Christchurch District Plan specifically, strategic objective 3.3.12, policy 6.7.2.1.2, and policy 8.2.3.4 provides for the assessment of birds strike risk outside of the 3km bird strike risk management area.
- 11 CIALs would like to engage with CCC on the creation of new water bodies which have the potential to change the risk of bird strike within a 13km radius of the runway thresholds.

Dated 21 march 2022



**Felicity Blackmore**  
Environment and Planning Manager




<sup>1</sup> ICAO (2020). Airport Services Manual. Part 3. Wildlife Hazard Management. Fifth Edition.

Submission #45696

**SUBMISSION TO:** Christchurch City Council

**ON:** Ihutai-Estuary and Coastal Draft Stormwater Management Plan

**BY:** Waitai Coastal-Burwood Community Board

**CONTACT:** Bebe Frayle  
Chairperson, Submissions Committee  
C/- PO Box 73023  


## 1. INTRODUCTION

The Waitai Coastal-Burwood Community Board appreciates the opportunity to make a submission to the Christchurch City Council on the Ihutai-Estuary and Coastal Draft Stormwater Management Plan.

The Board wishes to be heard in support of this submission.

In preparation for this submission, the Board hosted a Resident's Association Forum to get feedback from the residents in our Wards on this plan. The feedback we received is reflected in this document.

## 2. SUBMISSION

Do you have any feedback on this plan's proposed goals?

### Goal 1 – 4

The Board recognises the importance of controlling contaminants entering our waterways and stormwater system, and supports the mitigations described in the plan.

We note that some of the mitigations involve changes that residents may be asked to make (e.g. painting their roof or changing brake pads). The Board recommends that the Council consider providing a subsidy for this, or preferably, advocating for a central government subsidy to assist with the financial impact of these mitigations.

While we understand that reduction/removal of contaminants is important, it is not the most pressing concern our residents have around Ihutai Estuary stormwater issues – earthquake legacy issues are far more important. Until these are resolved, it is difficult to focus on other matters.

### Goal 5

Engaging with residents and providing them with information about what they can do to help mitigate stormwater contamination is a good first step. The Board sees this as a starting point for a conversation about the importance of cleaning up our waterways.

Because this issue impacts on our Coastal residents more than it might on other suburbs, there is a concern that residents in other parts of the city will be less concerned about issues that are not happening in their area. The education needs to stress that stormwater management requires a city-wide response, it's not just an issue for riverside or coastal communities to deal with.



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**Goal 6**

The main feedback from our residents on the management plan is that it is important for the Council to focus on resolving our earthquake legacy issues FIRST before any other actions are taken in relation to stormwater and Ihutai Estuary management.

The remediation required to deal with damage from the earthquakes, and mitigations required for stormwater management need to be treated as separate issues. It is good to see that the management plan acknowledges the work that has recently begun on coastal hazards adaptation planning (CHAP). It is important that these processes proceed in tandem.

A comment from the Resident's Association Forum summarises this concern well:

*As a matter of principle, we need to distinguish between flood risk and protection as a result of climate change (CHAP) and flood risk and protection resulting from the 2011 earthquakes. Returning the stormwater and drainage network to the same functionality as before the earthquakes needs to be the baseline, the datum, for any discussion that CCC has with its community in respect to CHAP. First fix the damage from the earthquakes, and then let's deal with the impact of climate change.*

As our Wards are the receiving environment for stormwater across the city, resolving existing earthquake issues, and providing top-quality stormwater infrastructure and maintenance in our Wards is essential.

As noted in the Resident's Association Forum:

*Most stormwater in metropolitan Christchurch eventually ends up in the estuary; when it rains in Sydenham or the CBD, it will end up in the estuary.*

The Resident's Association Forum also raised the issue of equity, one person commenting that:

*It would be inequitable for coastal communities if stormwater from extreme weather events is simply disgorged into the estuary from the other metropolitan catchments. This is a metropolitan-wide issue that needs to be shared and managed across the city – whether environmentally through, for example, the development of swales and floodplain along the OARC or additional storage capacity in other metropolitan catchments.*

Do you have any other comments on this plan?

It would be good if this management plan was more specifically linked to the other management plans, given the concerns about our Board area being the receiving environment for stormwater from other parts of the city.

Funding – it is noted that the management plan will be funded through the Long Term Plan. It is important that this important work is given priority in the Long Term Plan, and that the funding is not pushed out as is often the case with this kind of work – it has no immediate tangible benefit so is an easy target for deferment.



Bebe Frayle  
Chairperson, Submissions Committee  
**WAITAI COASTAL-BURWOOD COMMUNITY BOARD**

5 April 2022

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Is green infrastructure a viable strategy for managing urban surface water flooding?

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## Is green infrastructure a viable strategy for managing urban surface water flooding?

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### ABSTRACT

Green infrastructure strategies are often cited as best practice for urban water management; however, limited research has been undertaken to compare intervention effectiveness during moderate to extreme intensity rainfall events which are typically responsible for surface water flooding. This research responds to this through applying a cellular automata-based rapid scenario screening framework to predict the flood management performance of green infrastructure strategies across an urban catchment in Melbourne City Centre (Australia). Key findings indicate an intensive application of green infrastructure could substantially reduce flood depth and velocity in the catchment but that residual risk remains, particularly during extreme flood events. The best performing intervention strategy in the study area was found to be catchment-wide decentralised rainwater capture. The research also evidences the utility of rapid scenario screening tools to complement existing flood modelling approaches through screening management strategies, exploring scenarios and engaging a wide range of multi-disciplinary stakeholders.

### ARTICLE HISTORY

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### KEYWORDS

Decision support, urban flooding, stormwater runoff, SuDS, water sensitive urban design

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### Introduction

Intensive development in urban centres can result in them becoming particularly susceptible to flooding during intense rainfall, which can lead to extensive damage and disruption. Engineers, architects and planners must, therefore, manage surface water runoff in urban areas to minimise a population's exposure to flooding hazards. Runoff is influenced by a number of factors, including the volume and intensity of rainfall, the percentage of impermeable area and availability of space and infrastructure to manage exceedance via storage and conveyance (Chocat et al. 2007; Butler et al. 2018). These factors are predicted to worsen in response to climate change, rapid population growth and ageing drainage infrastructure (Ana and Bauwens 2010; Howard et al. 2010; IPCC 2014). Historic and contemporary approaches towards flood risk management have focussed on capturing and conveying runoff within piped systems. However, the expense and complexities of expanding subterranean infrastructure, in combination with the need to apply more cost-

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effective, resilient and sustainable management techniques, has resulted in increasing interest in the use of alternate interventions, such as green infrastructure.

Green infrastructure is frequently cited as a desirable method with which to manage surface water and build resilience in urban environments (Balmforth et al. 2006; Environment Agency 2007; Duffy et al. 2008; Wong and Brown 2009; Woods Ballard et al. 2015; Bowen and Lynch 2017). Terminology describing such approaches varies, including a range of synonyms such as Water Sensitive Urban Design (WSUD), Sustainable Drainage Systems (SuDS), and Best Management Practices (BMP). In this paper, green infrastructure is applied as a generic term for drainage interventions which manage surface water by mimicking natural hydrologic processes, for example, infiltration and retention (Fletcher et al. 2015). Examples of such interventions include green roofs, rainwater capture, rain gardens and permeable paving, among many others (Woods Ballard et al. 2015). Despite established inclusion of green infrastructure within academic, government and commercial discussion, several gaps regarding application in cities are still apparent (Pitt 2008; Burns et al. 2015b; Schubert et al. 2017). This paper responds to two of these gaps, namely, the application of a rapid and quantitative analysis to screen and identify suitable interventions for a given context, and the ability of these interventions to manage a range of rainfall events.

Quantitative comparison of green infrastructure flood-mitigation performance can be constrained by the high time and computational cost of hydrodynamic modelling required for context-specific analysis of the many permutations for intervention types and locations possible within an urban environment (Elliott and Trowsdale 2007; Hunter et al. 2008; Mikovits, Rauch, and Kleidorfer 2015; Löwe et al. 2017). Restrictions on time, budget and data can lead to decision-makers considering only tried and tested interventions, resulting in institutional inertia and stifling innovation (Cettner 2012; O'Donnell, Lamond, and Thorne 2017). A range of alternative selection processes have been proposed to respond to this gap; however, these typically increase speed through sacrificing simulation of flood dynamics in favour of faster and simpler qualitative analysis or subjective expert-led judgement (Ellis et al. 2004; Makropoulos et al. 2008; Young et al. 2010). Recent developments in the field have proposed the application of novel rapid scenario screening frameworks to achieve computationally efficient intervention assessment whilst still simulating flood routing to generate quantitative outputs (Ghimire et al. 2013; Guidolin et al. 2016; Webber et al. 2018a).

This study advances previous research through the application of a rapid scenario screening framework to a real-world case study in collaboration with multi-disciplinary stakeholders and planners. The aim of the paper is to evaluate the effectiveness of green infrastructure strategies to reduce flooding during intense rainfall events in urban areas. The paper is structured through introducing the framework and then describing how a range of strategies are co-designed with catchment stakeholders and examined using a case study in the City Centre of Melbourne, Australia. Results and discussion explore how green infrastructure interventions can be implemented to manage flooding across a range of rainfall events.

## Materials and methods

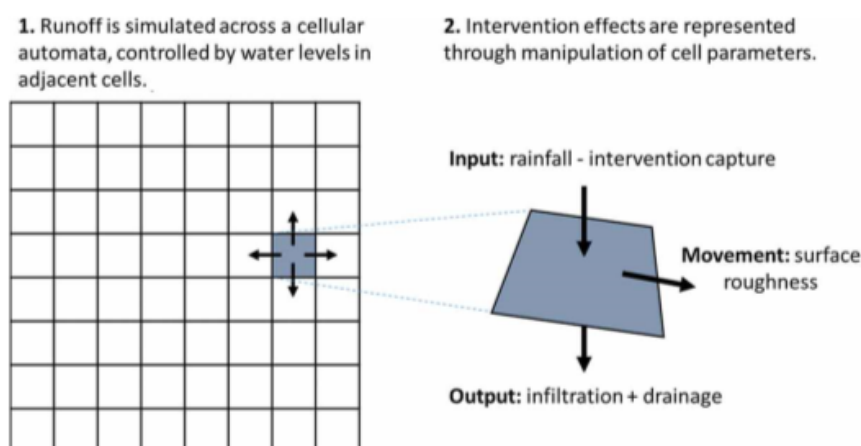
### *Evaluating many strategies using a rapid scenario screening framework*

The viability of green infrastructure to manage urban flooding was tested using the rapid scenario screening framework presented in Webber et al. (2018a) and validated in Webber et al. (2018b). The framework applies a simplified representation of catchment land use and flood interventions alongside a computationally efficient cellular automata flood model 'CADDIES'. CADDIES achieves fast simulation speeds through modelling 2D runoff using simplified routing rules across a regular cellular automata grid (Ghimire et al. 2013; Guidolin et al. 2016; University of Exeter 2017). The grid is composed of individual cells in which parameters specify surface elevation (m), water input (mm/h), water output (mm/h) and the velocity of water runoff across the cell surface (via Manning's  $n$ ). Spatial and temporal adjustment of these

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parameters across the grid controls water movement and is used as a simplified representation of land use, interventions and rainfall (Figure 1).



**Figure 1.** Runoff simulation using cellular automata, adapted from (Webber, Fu, and Butler 2018c).

The advantage of this approach is a speed increase versus traditional modelling techniques, enabling development and analysis of many interventions and rainfall scenarios (Liu et al. 2018). Previous research has identified comparable accuracy with a 5 to 20 time speed increase using CADDIES compared with other models such as Infoworks ICM (Gibson et al. 2016; Wang et al. 2018). This speed increase occurs at a trade-off versus the representation of several underlying physical processes, notably through: including representation of the piped drainage system through a cell output rate rather than detailed representation through a coupled 1D simulation; and representing interventions through cell water balance (input/output rates) and roughness parameters. Previous studies have validated these simplifications as suitable for the purposes of initial catchment screening, applicable in the early stages of flood management using easy to access data (Webber et al. 2018b). It is envisaged that this style of catchment screening is used for scenario exploration across multi-disciplinary stakeholders and to steer later flood management actions, including prioritising data collection and steering future detailed modelling using hydrodynamic 1D-2D models. Simplified model development and fast analysis is advantageous for this application of engaging stakeholders, collaboratively developing and then screening the potential of many green infrastructure scenarios in an urban catchment using accessible and inexpensive data sources.

The framework is applied in four stages: characterising the study area, representing interventions, simulating scenarios and analysing intervention performance.

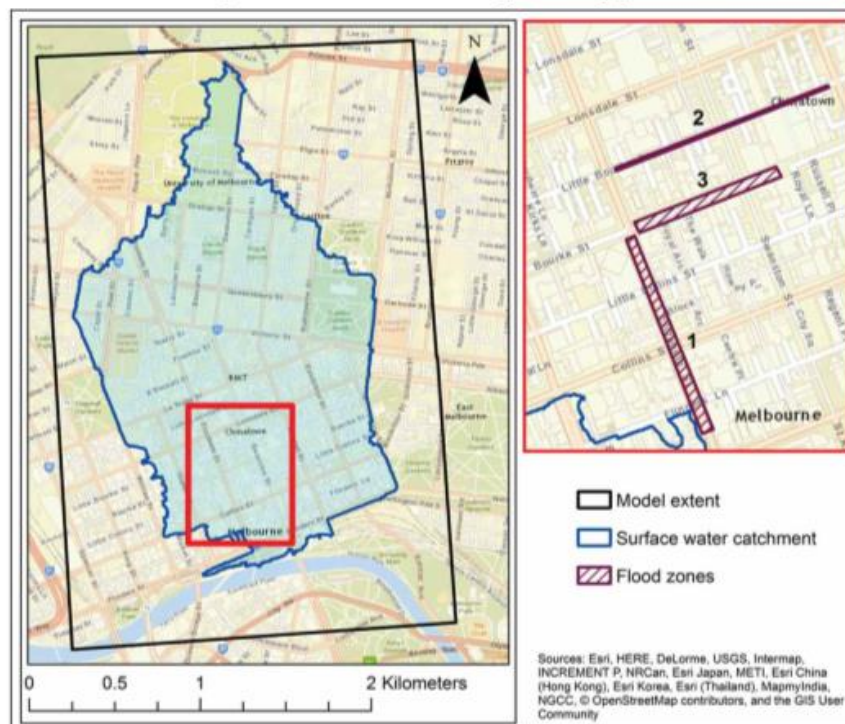
### **Characterising study area and rainfall**

The study catchment is a  $4.4 \times 3.4$  km area in the City Centre of Melbourne, Australia (Figure 2). The catchment is intensely urbanized and constitutes a major hub of commerce, entertainment and governmental function in Melbourne. Surface water flooding in the catchment is of concern due to large historic floods in 1972 and 2010. During both of these events, surface water flows faster than 2 m/s flowed down the catchment's main street before ponding in front of the central railway station.



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**Figure 2.** Identifying the study catchment and areas of investigation in Melbourne, Australia.

Buildings are typically of high rise commercial and residential structures, several of which are recognised with national heritage status. Significant infrastructure sites are located in the catchment, including a major railway station, local government offices and transport connections across the city. The highest risk area in the catchment is located in the south of the study area. This corresponds to the low point on one of the city's busiest streets, which is built on top of a natural creek. The north of the catchment includes urban parkland, national heritage sites, hospitals and the campus' of several large universities. The 'upper catchment' described in this paper refers to the region north of La Trobe Street. The south of the study catchment is bordered by the Yarra River. It should be noted that this is a highly engineered and canalised channel which is at a significantly lower elevation than the rest of the catchment, and as such fluvial flooding and interactions between surface water and the river are unlikely and, as such, are not included in this study.

Catchment elevation was represented using a 1 m resolution DEM model (10 cm vertical accuracy), which was derived from LiDAR survey. Land use was characterised into eight specifications, representing urban spaces, buildings, vegetation and transport infrastructure (Table 1). Surface roughness was attributed based on specifications for Manning's n coefficient from literature (Arcement and Schneider 1989; Hamill 2001; Syme 2008; XP Solutions 2017; Butler et al. 2018). Buildings were represented using a high Manning's n coefficient to represent water being held up within the structure (Syme 2008). Infiltration was specified based on typical rates of clay soils from the region (City of Melbourne 2018).

**Table 1.** Land use parameterisation in the study catchment. The geospatial data for the land use categories were sourced from the city (Kunapo et al. 2018). (Table view)

Land use type	Roughness(Manning's n)	Cell output rate (mm/h)*
Residential high density space	0.350	15
Buildings	0.400	15
Cemetery	0.100	1



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Land use type	Roughness(Manning's n)	Cell output rate (mm/h)*
Minimal vegetation	0.040	1
Moderate vegetation	0.060	1
Heavy vegetation	0.090	1
Roads and pavements	0.020	15
Railway	0.125	15

\*Higher rates associated with impervious surfaces represent losses due to the underground surface drainage system.

The underground surface drainage system was represented through adjusting the cell water balance through increasing the output rate in areas assumed to be drained by the piped system. This included residential high-density space, buildings, railway, roads and pavements. A rate of 15 mm/h was applied to represent a system designed to convey the average intensity of an 18% AEP, 2-h event, specified by stakeholders as a conservative estimate of the system's flow capacity based on design standards in the city. The rate was specified as it is equivalent to the average intensity of the design standard event as specified by the Australian Bureau of Meteorology (<http://www.bom.gov.au/water/designRainfalls/afd/>, Ball et al. 2016).

It should be noted that the approach of applying a uniform infiltration rate across the drainage catchment is suitable for a catchment-wide application and evaluation of flood risk downstream of the contributing area; however is not likely to be suitable for evaluating highly localised flooding where a small contributing area is likely to be heavily influenced by local variation in drainage capacities. Consideration of finer resolution representation of drainage through variation depending on the trunk capacity in sub-catchments was not possible for this assessment due to incomplete data regarding the pipe network in the area. This simplified representation of drainage systems facilitated rapid screening of interventions and was able to simulate overland flooding due to the rain intensity during extreme rainfall events exceeding pipe capacity. It should be noted that this trade-off between model complexity and speed is only suitable for initial strategic comparison and not for the detailed design of options.

#### *Validation using records from the 1972 flood event*

To validate the simple representation of the catchment's underground surface drainage system, predicted model outputs from a large rainfall event were compared against available observational evidence including photographs and anecdotal information. The flood model was driven using the hyetograph of the 1972 event, one of the most intense on record where rainfall intensities exceeded 100 mm/h for approximately 20 min. The model predicted localised flooding deeper than 1 m, which compared well with photographs depicting flood waters exceeding the height of cars (e.g. <http://marvmelb.blogspot.com/2014/02/the-great-flash-flood-of-72.html>). This high-level validation builds confidence that the flow routes and approximate depths are acceptable to use for an initial and relative assessment, aimed at high-level option comparison.

#### *Design rainfall generation and identification of a 'catchment critical event'*

Engineers typically base designs for surface water management systems on a critical duration event where all upstream areas are contributing rainfall to a specific location. This approach is not possible when considering flood hazard across an entire catchment due to the spatial complexities and differing intensities generated from a range of rainfall profiles. The study overcame this restriction by taking advantage of simulation speeds to analyse a range of rainfall profiles and compare maximum flood depths to identify a 'catchment critical event'. A total of 30 rainfall events were assessed, including five different frequencies (18%, 10%, 5%, 2% and 1% AEP) across six different durations (30, 60, 120, 180, 270 and 480 min).



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Design rainfall was derived using methods outlined in Australian Rainfall and Runoff (Ball et al. 2016). This analysis identified peak flooding during the 1-h rainfall profile for all annual exceedance probabilities; therefore, this was used for analysing intervention effectiveness.

Throughout the paper, the likelihood of design rainfall is described in terms of annual exceedance probability (AEP). This terminology was selected to address potential ambiguity for multi-disciplinary stakeholders unfamiliar with hydrology, due to misconceptions regarding implied periods of 'safety' between event recurrences when presenting findings using return periods, i.e. '1 in X year'. This is important for a study partially responding to the need for decision-support suited to stakeholders of varied training and professional backgrounds.

### Developing and representing intervention strategies

The research team collaborated with the catchment's local government to devise potential surface water management strategies which could be applied within the area. This involved a series of workshops with key organizational staff from a range of departments, including engineering, environmental management, and urban planning. Workshop participants identified a range of strategies, which included specific sites for green infrastructure retrofit along with the possibility of broad implementation of interventions across the entire catchment.

Translation of the strategies into the flood modelling framework involved editing the rainfall input, output and roughness data for all relevant cells within the study catchment (Figure 1, Webber et al. 2018a; Webber et al. 2018b). The effect of each strategy is applied uniformly across every cell specified. A percentage of catchment treated is described for each strategy to indicate the scale and scope of the intervention. The following section outlines each of the scenarios examined, describing the adjustments to cell parameters and extent of the intervention effect relative to the total area of the catchment. A summary of all strategies is presented in Table 2.

**Table 2.** Intervention scenarios applied to the catchment. (Table view)

Intervention	Distribution (% of study area)	Roughness (Manning's n)	Infiltration (mm/h)	Rainfall capture (l per cell)
Base case model	n/a	Land use	Land use	n/a
Green roofs on all buildings	39.4	Land use	Land use	10.00
Green roofs in the upper catchment	7.8	Land use	Land use	7.50
Rainwater capture tanks on all buildings	39.4	Land use	Land use	25.00
Rain gardens across all impermeable spaces*	43.5	Land use	Land use	7.00
Tree pits in the upper catchment*	43.4	Land use	Land use	0.12
Permeable paving across all impermeable spaces*	43.5	Land use	Land use (plus 1.0)	10.00
Rainfall storage in the university campus	6.6	Land use	Land use	3.30
Rainfall storage in university buildings	0.3 (zone 1) 0.7 (zone 2)	Land use	Land use	46.00 (zone 1) 10.00 (zone 2)
Enhanced catchment storage	15.6 (zone 1) 52.2 (zone 2)	Land use	Land use	8.10 (zone 1) 4.50 (zone 2)

<https://www.tandfonline.com/doi/epub/10.1080/1573062X.2019.1700286?needAccess=true>

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Intervention	Distribution (% of study area)	Roughness (Manning's n)	Infiltration (mm/h)	Rainfall capture (l per cell)
Increase park space	0.9	0.040	1.0	100.00
Pipe duplication	17.1	Land use	30.0	n/a

\*Intervention capture rates averaged over all cells; therefore, underlying land-use parameters are used to represent infiltration and roughness.

### Base case

The base case represented a business-as-usual scenario where the catchment was simulated as described in 'characterising study area and rainfall', with no interventions applied. This was used as a comparative baseline to measure the performance of each intervention strategy against.

### Green roofs applied across the entire catchment

This scenario represented retrofitting green roofs on all buildings within the catchment. Application across all roofs constituted 39% of the total catchment area. This was deemed to be an aspirational strategy, achievable in the medium to long term through changes in city-level planning. Green roofs were modelled through editing input hyetographs to represent capturing rainfall within a cell. Each m<sup>2</sup> of a green roof captured 10 l of rainfall, based on a review of the green roof literature (Mentens, Raes, and Hermy 2006; Stovin, Vesuviano, and Kasmin 2012; Woods Ballard et al. 2015). Such levels of rainfall retention represented a conservative estimate, irrespective of antecedent conditions, taking into account a range of typical values associated with varying roof slope, substrate storage capacities and climates.

### Green roofs applied across the upper catchment

This was a more cautious strategy devised by the local government, enabling the study to investigate a range of green roof values and to accommodate strategies suggested by multiple stakeholders. The scenario only added green roofs to specific buildings in the upper catchment, representing 8% of the total catchment area. Rainfall capture with this intervention was further limited to a more conservative 7.5 l per m<sup>2</sup> of the green roof.

### Rainwater capture tanks applied across the entire catchment

Rainwater capture tanks were applied across all buildings in the catchment. It was assumed that rainfall would be captured on roof surfaces and transmitted through the downpipe to storage tanks within each building. This constituted 39% of the total catchment area.

A storage capacity of 2500 l per 100 m<sup>2</sup> of roof space was applied across all buildings. This value represents an estimate for rainwater capture supported by literature and common practice (Burns et al. 2012; Hamel and Fletcher 2014; Schubert et al. 2017). It was assumed that the entire capacity was available for storage, attributed to real-time control operation draining the tank in preparation of a predicted rainfall event, and that the downpipe would not throttle water into the tank (Xu et al. 2018).

### Rain gardens distributed across the entire catchment

Rain gardens were applied across impermeable areas within the catchment. A 2 m<sup>2</sup> garden was specified to drain 100 m<sup>2</sup> of impermeable catchment. The rainfall capture effect was represented through a uniform application of this capture capacity across all contributing cells, representing 43% of the total catchment area.

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Rainfall is captured in rain-gardens through surface ponding and infiltration into porous filter media. Surface ponding was specified to a depth of 200 mm of water across the 2 m<sup>2</sup> surface (equating to 400 l of storage). The filter media were assumed to be 500 mm deep with a porosity of 0.4, but an effective porosity of 0.30 to account for likely antecedent soil moisture. Therefore, each rain-garden had a total storage capacity of 700 l (400 l at the surface and 300 l within the filter media). The filter media were lined and assumed to flow into the surface water sewer system, so no allowance for infiltration was included within the intervention. The value of 700 l was applied uniformly across all cells in the 100 m<sup>2</sup> catchment to generate a representative average capture effect of 7 mm of rainfall per m<sup>2</sup>.

#### *Tree pits distributed across the upper catchment*

The effect of locating 1000 tree pits across the upper catchment was modelled through assuming the storage capacity of a 1 m<sup>2</sup> tree pit to be 350 l, using the same assumptions as for rain gardens (above). This capacity was multiplied by 1000 and then applied as a uniform capture volume of 0.12 l/m<sup>2</sup> across the entire upper catchment, which constituted 43% of the total study area.

#### *Permeable paving distributed across the entire catchment*

Permeable paving was modelled through assuming all impermeable areas within the catchment, constituting 44% of the study area, could runoff to a permeable paving unit. Typical paving structure comprises 200 mm depth gravel with a porosity of 0.5 (Melbourne Water 2005; Yong et al. 2011; Mohammadinia et al. 2018). This equates to 100 mm of interception across each 1 m<sup>2</sup> paving unit. It was assumed that each permeable paving unit served 10 m<sup>2</sup> of contributing area; therefore, this effect was averaged and distributed evenly, represented through 10 mm captured from each contributing cell. An ongoing infiltration rate of 1 mm/h was based on a typical permeability of the underlying clay catchment.

#### *Enhanced catchment storage*

The local government was interested to test the potential combined effect of large-scale distributed storage applied across the entire catchment. This scenario represented the possible effects of a collaboration between all property planners and owners (both public and private) in the catchment. It was assumed storage would be implemented through a wide application of sustainable drainage features, which may also offer additional benefits to the city.

Previous investigations by the local government found that a value of 4.5 l/m<sup>2</sup> could be achieved across the catchment and an enhanced storage capacity of 8.1 l/m<sup>2</sup> would be possible in strategically targeted areas of the upper catchment. This is a strategic development zone within the city centre where extensive works are currently being planned in collaboration with major landowners. No detail could be provided regarding locating sites at this early stage of option analysis; therefore, this intervention was modelled through capturing rainfall landing within each cell of the catchment. Standard storage capacity was applied across 52% of the total catchment area and the enhanced capacity was applied across a further 16% of the catchment area.

#### *Storage at a major university campus*

Further storage was considered across the City's major university campus in the north of the city centre. A total of 1.5 Ml of storage was proposed, achievable through intensive application of surface water control measures such as permeable pavement, rain gardens and rainwater capture across the campus. Storage was implemented in the modelling framework using an assumption of uniform capacity across the entire campus, which constituted 6.6% of the total catchment area. The effect over this area was estimated to be 3.3 l/m<sup>2</sup>.

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### *Storage at university buildings integrated within the city centre*

Similar storage was proposed across the other university in the catchment. These buildings are located across multiple sites clustered in the north of the city centre. It was proposed that 1 Ml could be captured on roofs of campus buildings the northern subset and 0.5 Ml could be captured on roofs in the southern distribution. This was modelled through capture volumes of 46 l/m<sup>2</sup> in the north (0.3% of the total catchment area) and 10 l/m<sup>2</sup> in the south (0.7%).

### *Park expansion at city squares*

The local government proposed expanding the pervious area of three major parks in the catchment. The parks were expanded across the roads to increase the park space up to 0.9% of the total catchment area. Each 1 m<sup>2</sup> section of park space was specified to capture 100 l of rainfall, with a continuing rate of 1 mm/h infiltrating into the underlying clay soil. Roughness was attributed a uniform Manning's n coefficient of 0.040 to represent minimal vegetation coverage across the square.

### *Increasing drainage capacity in the strategic sub-catchments*

A 'grey' intervention proposed was to increase the drainage capacity in two key areas through duplicating current pipes in two surface water drainage sub-catchments, representing 17% of the catchment area. Limited data exist regarding the pipe capacities, so a high-level assumption was used to represent the scenario where the drainage rate used in the analysis was doubled to 30 mm/h output per cell across both areas.

### *Simulating scenarios*

In total, 60 simulations were executed, which consisted of the 12 intervention scenarios across the five rainfall magnitudes. Simulation was undertaken using CADDIES run on an 'Nvidia Tesla K20c'. Average simulation time for each scenario was 2.1 h at a minimum model time step of 0.01 s.

### *Analysing intervention performance*

#### *Areas of investigation*

Intervention performance was assessed in three zones across the catchment. These were selected through correlating flood ponding and conveyance routes during the base case scenario with expertise and observations from local government. Each transect corresponded to a major road within the catchment and was corroborated as areas of interest through historical flood observations (Figure 2).

#### *Using peak flood depth as a flood hazard metric*

Performance of interventions was assessed using peak flood depths in cells within each transect identified in Figure 2. Peak values were chosen for analysis as these represent the worst-case flooding and allow one image to effectively communicate overall flood hazard to stakeholders.

## **Results**

For brevity, not all results appear in the paper. The 5% AEP event is presented to represent flooding during a design standard event and the 1% AEP event is used to present a low probability flood scenario, such as the 1972 event (Ball et al. 2016). Where discussion references the performance of interventions across other events, further results are available in the supplementary information.

### *Catchment flood characteristics*

<https://www.tandfonline.com/doi/epub/10.1080/1573062X.2019.1700286?needAccess=true>

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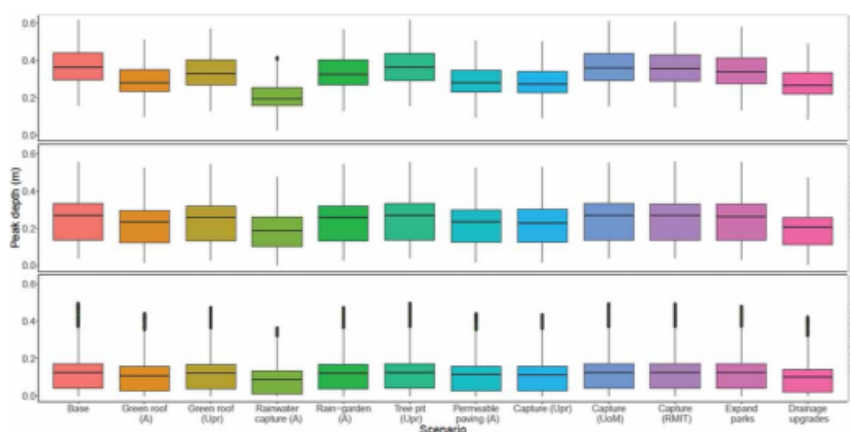
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Surface water flooding was observed during the 1-h rainfall event in all scenarios and at all exceedance probabilities. Analysis of the distribution of peak flood depths per simulation indicates that the deepest mean and maximum peaks are observed in the base case scenario for all transects and during all return periods, demonstrating that no intervention had a negative effect on flooding within the study area.

### Intervention performance during the 5% AEP event

The majority of interventions reduced flood depth across the three transects during the 5% AEP rainfall event. Figure 3 shows the distribution of peak flood depth across all cells for all strategies in each of the three transects. All scenarios are presented within this graph so they can be evaluated in terms of their relative flood reduction effect. The peak flood depth metric is used to provide an absolute reference point to assist in communicating effectiveness to a wide range of stakeholders. It should be noted that as a high-level scenario exploration tool it is most appropriate for these depths to be compared relatively and further detailed modelling with additional data is required to develop these results into values appropriate for full design.



**Figure 3.** Comparison of peak flood depth distribution for all transects in the 5% AEP event.

The maximum mean peak depth in the base case scenario, approximately 0.38 m, was observed in Zone One. The deepest peak flood depth, over 0.61 m, was also identified in this zone. Zone One is located at the furthest downstream point of the catchment and will have the largest contributing area when flows exceed the drainage capacity. Flooding across the other zones was on average shallower, due to smaller contributing areas.

The largest reduction in peak depth was observed in Zone One, where several strategies reduced the mean peak flood depth by 25% to 50%. The most effective interventions were those applied across large areas of the catchment, including rainwater capture, green roofs, permeable paving and the introduction of enhanced storage in the upper catchment. Rainwater capture was consistently the most effective intervention, reducing the mean peak flood depth to less than 0.2 m in Zone One and Two, and to less than 0.1 m in Zone Three. The strategy of increasing drainage capacities also results in reducing flood depths. Tree pits and capturing runoff at the city's universities demonstrated a negligible reduction in flood depth versus the base scenario. It is suggested that, in this instance, these interventions only capture enough rainfall to delay the timing of the flood peak, rather than reduce peak magnitude.

Interventions demonstrate similar performance rankings in each zone. The most effective performances were observed in Zone One with similar, albeit a smaller range of, values exhibited in the other study areas. No interventions completely eliminated flooding; however, rainwater capture does remove all flooding from

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certain cells in Zone Two, a benefit which is not present in the base scenario. All interventions demonstrated cells with no flooding in Zone Three.

### Intervention performance during the 1% AEP event

Deeper flooding is observed across all scenarios during the 1% AEP event (Figure 4). Intervention performance generally approaches the base case scenario, with less variation in performance relative to lower return periods. Ranking of interventions remains consistent, but less apparent.

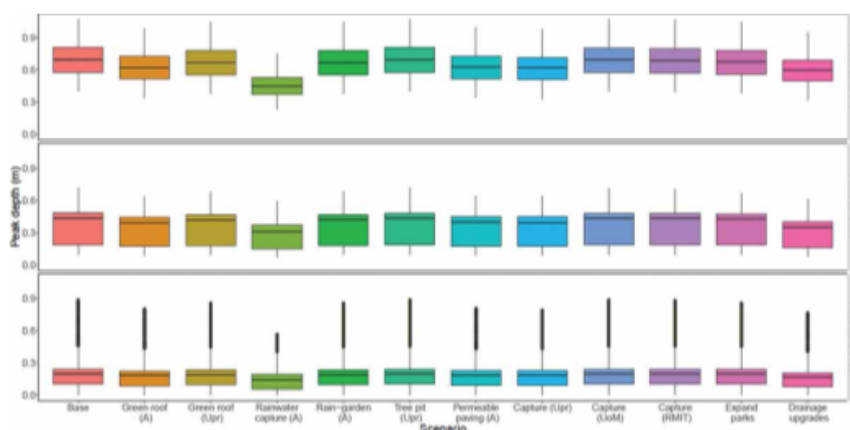


Figure 4. Comparison of peak flood depth distribution for all transects in the 1% AEP event.

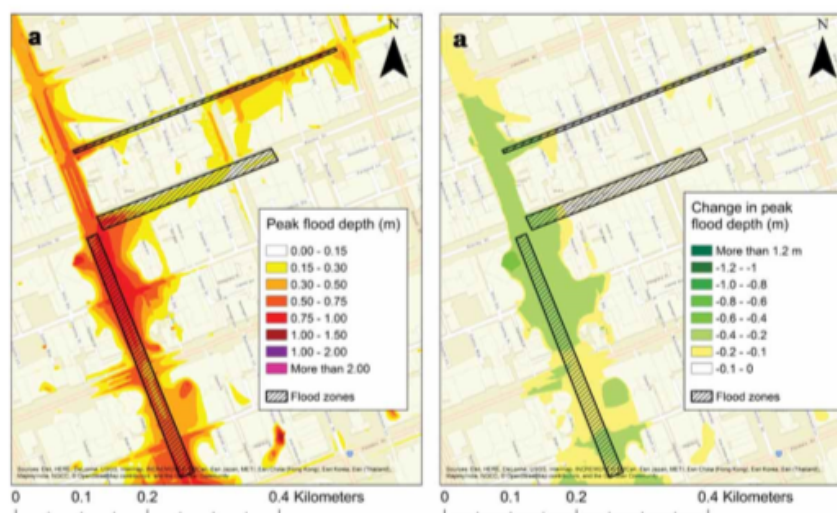
No interventions worsen flood depths; however, tree pits and capturing 1.5 MI at the University of Melbourne and RMIT campuses show negligible differences to the base case across all transects. Other strategies based on a defined capture volume, such as green roofs in the upper catchment, rain gardens and park expansion also have little impact on flood depths. Limited performance is attributable to rainfall exceeding capture capacities during the event and therefore interventions leading to a delay, rather than reduction, in peak runoff volume. This effect is partly mitigated by strategies applied across the whole catchment or large areas, such as rainwater capture, green roofs, enhanced catchment storage and permeable paving which capture sufficient volume to reduce peak depths. Strategically targeted and intensive options such as increasing drainage capacities also demonstrate an improvement versus the base case.

Interventions flood reduction performance was less apparent in Zones Two and Three. It is suggested that this is due to the transects chosen, which receive input from smaller areas of the catchment, reaching their respective time of concentration faster after rainfall volume exceeds capture capacities.

Analysis of depth distribution is a useful tool for identifying strategic performance trends during decision support. However, it is also important for decision-makers to consider the location of flooding, in order to conceptualise and manage risk. Figure 5 presents a visualisation of peak depths in the base case scenario during the 1% AEP event (panel A) with a comparison of the reduction in flooding created by the application of the most effective intervention, rainwater capture (panel B).

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**Figure 5.** Effect of catchment scale rainwater capture on peak flooding during the 1% AEP event. (a) Base case and (b) Difference in peak floods using rainwater capture.

This figure shows that rainwater capture reduces peak flood depths by 0.2 to 0.6 m across the entire width of Zone One along approximately 300 m of the transect. This demonstrates a substantial public safety and damage reduction improvement versus the base case scenario.

## Discussion

### *Green infrastructure to manage surface water*

Many interventions reduced peak flood depths, and no strategy performed more poorly than the base case approach. Of particular note were interventions applied as part of a decentralised and catchment-wide strategy.

The apparent limited performance of certain localised or independent interventions should be considered in the context of an incremental development step towards a larger catchment management approach. In addition to this, although local strategies may not reduce the peak depth in the downstream catchment, their local effect and delaying flood peaks may facilitate more effective movement around areas of severe flooding which are consistent with large rainfall events.

A reduction in peak flood depth will likely correlate with a decrease in flood damage costs (Penning-Rowsell et al. 2005; Hammond et al. 2015). Reduction in flood volume will also reduce the duration of flooding, which in turn will reduce the disruption and hazard exposure to the general public. Delaying the occurrence of peak flood depths will also provide an opportunity for additional warning time, enabling more effective application of flood resilience measures and early warning systems, potentially providing safer emergency evacuations of the at-risk areas and allowing diversions to limit disruption in a key economic hub of the city (Parker, Priest, and McCarthy 2011).

No interventions completely prevented surface water flooding in the zones studied during any rainfall event. This is likely due to a very high capacity of storage and conveyance systems required to capture runoff from the large contributing area in combination with the high intensity of rainfall predicted during short duration events. Despite this, many strategies demonstrated a reduction in flood depth within the flood zones studied. Many interventions also created safe areas, where water levels were reduced to either zero or very low values. Safe areas prevent damage in the locality, but also have a far wider reach in minimising disruption and consequences through establishing evacuation routes which can provide the public with an opportunity to minimise hazard exposure.



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Application of frameworks such as this which facilitate analysis of many simulations may have a role in iteratively combining smaller local strategies to project the impact of combined future projects and develop towards greener urban catchments. This mode of analysis could also provide useful in identifying tipping points, where the combined effect of interventions will reduce rather than delay the peak flood and limit the requirements for financially and environmentally expensive subsurface drainage upgrades.

### ***Effect of AEP on green infrastructure performance***

Fast analysis of strategies enabled evaluation of performance across multiple rainfall AEP scenarios. This analysis has identified a clear trend where, as events become more intense (i.e. AEP decreases), intervention performance to reduce peak flood depth and velocity become less effective. It should be noted that this finding is made relative to the peak values and does not include the intervention effect on hazard duration. However, in the case of surface water flooding, the peak depth rather than flood duration is likely to be the controlling factor in flood damage (Penning-Rowsell et al. 2005).

The reduction in intervention performance during more intense rainfall is attributed to strategies reaching capacity and then ceasing to reduce the flow rate versus the base case scenario. This pattern of interventions becoming less effective at reducing peak values during high-intensity events is observed during the 1% AEP event, where differences between interventions were negligible.

Assessing the response of green infrastructure to changing rainfall intensities is significant as it informs understanding the effective flood management beyond design standards. Green infrastructure is frequently cited as a desirable method with which to manage surface water and build resilience in urban environments (Wong and Brown 2009; Woods Ballard et al. 2015; Bowen and Lynch 2017). Finding that performance of certain interventions reduces in response to high-intensity rainfall indicates that resilience of interventions needs to be assessed in relation to a range of events when building urban resilience, particularly in light of increasing intensity and frequency of future hazards (Howard et al. 2010; IPCC 2014).

### ***Supporting practical application of green infrastructure through collaborative strategy screening***

It is imperative that catchment stakeholders understand the performance of flood management techniques in order for benefits to be applied to cities (Pitt 2008; Burns et al. 2015a; Schubert et al. 2017). Historic approaches have been limited by restrictions on time, budget and data which can lead to decision-makers considering only tried and tested interventions, resulting in institutional inertia and stifling innovation (Cettner 2012; O'Donnell, Lamond, and Thorne 2017). This research sought to develop the application of new methods to address this institutional barrier through collaborating with key personnel from the local government to devise intervention strategies. There is thought that such civic experimentation can change standard practice (Karvonen 2011), and in this case, could increase the capacity of the local government to implement green infrastructure. This is particularly important because case study results suggest that substantial reductions in flood risk are made possible when green infrastructure is applied across large areas of a catchment, requiring buy-in and communication between many stakeholders. Rapid analysis using the framework enabled a series of workshops in quick succession, in which stakeholders could communicate and test strategies with fast feedback upholding a collaborative momentum.

Achieving high levels of green infrastructure implementation will likely take time and trusting partnerships between those involved (Burns et al. 2015a). Planners, therefore, need to develop and articulate aspirational strategies which gradually implement actions towards catchment-wide surface water flood management. It is important to note that although the more localised interventions appear less effective, these will play a vital role in achieving larger scale ambitions. Communicating that substantial outcomes could take time will be an important part of stakeholder consultation efforts.



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### **Limitations and future research**

The approach applied constitutes a fast process which appears very well suited to intervention screening and to facilitating collaboration between catchment stakeholders. The tool is subject to several limitations which need to be recognised during implementation and evaluated when applying findings to direct further flood management actions.

The main limitation is the simplified inclusion of the underground drainage network. The constant infiltration approach is able to represent the recession process (Wang et al. 2018), but is unable to simulate hydraulic events such as downstream pipe surcharge or throttling (Webber et al. 2018b). Therefore, application of results should be used to direct and prioritise requirements for further detailed modelling which incorporates the sub-surface system. It should be noted that aside from speed, a further benefit of this simplified representation is that only limited understanding of a drainage network is required for setting up and screening models to examine the surface water runoff. This is of particular importance where components of the drainage system may be unknown: A common problem in many urban areas.

A further useful addition to the framework would be the inclusion of the multiple benefits associated with each intervention. Current literature regarding assessment of cost-effectiveness within this framework is available (Webber, Fu, and Butler 2019) however inclusion of cutting edge additional benefit measurement techniques would provide a greater opportunity for application as an integrated decision support framework able to manage resilience and sustainability (Guswa et al. 2014; CIRIA 2015; Kunapo et al. 2018).

This study has also focussed on evaluating uniform strategies so as to familiarise a wide range of stakeholders with a simplified version of the scenario exploration and to communicate the relative benefits of a diverse range of intervention types and strategies. This is particularly beneficial to disseminate a direct demonstration of the utility of green infrastructure versus more traditional hard engineered approaches to stakeholders from a range of backgrounds. It is recommended that future developments of this methodology expand the scenario development to include the effectiveness of combinations of interventions to explore the synergies and compounding benefits of heterogeneous strategies. Further refinement of the work would also consider the effect of antecedent conditions on runoff capture.

### **Conclusions**

This study successfully implemented real-world application of a research-based framework to determine the positive effect catchment scale application of green infrastructure can convey upon urban flood management. The efficient implementation of the framework in collaboration with catchment stakeholders provided a clear and concise strategic intervention development mechanism to explore multiple intervention scenarios. Analysis of interventions indicated a range of strategies which were effective at reducing flooding when built up across the catchment, and that multiple smaller intervention strategies accumulate towards catchment scale benefits. This poses a future research question regarding where the tipping point for catchment-scale benefits lies.

Rapid simulation times achieved using the framework enabled a collaborative and efficient option screening process. The simplified development of intervention strategies provided a clear communication tool which supported the multi-disciplinary investigations required for screening urban planning in a complex environment. Future research should develop the utility of the rapid scenario screening approach to include cost-effectiveness, including multiple benefits.

### **Acknowledgements**

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### Disclosure statement

No potential conflict of interest was reported by the authors.

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### Supplementary material

Supplemental data for this article can be accessed [here](#).

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Submission #46010

**Submission on the**  
**Christchurch City Council**  
**Ihutai-Estuary & Coastal**  
**Draft Stormwater Management Plan**



25 April, 2022

**Ōpāwaho Heathcote River Network Inc.**

Website: [www.ohrn.nz](http://www.ohrn.nz)

Facebook: OpawahoHeathcoteRiver

**Item 12**

**Attachment B**

Submission #46010

Thank you for the opportunity to make a submission on the Christchurch City Council (CCC) Ihutai-Estuary & Coastal Draft Stormwater Management Plan.

## The Ōpāwaho Heathcote River Network – Who are we?

The Ōpāwaho Heathcote River Network (OHRN) is a community-based catchment group that cares deeply about the health and mauri of the river; about connecting the community around the river and about advocating for the river. We facilitate and support the values, efforts and needs of our local river care organizations and communities along the river.

We have become a voice for the river and a recognised player in the community-led delivery of collaborative actions to support the work carried out by both ECan and the CCC, to improve the health of the river and to strengthen the community connection to the river.

### **Our Vision is:**

**An ecologically healthy river that people take pride in, care for and enjoy.**

### **Our Purpose is:**

**We are a voice for the Ōpāwaho Heathcote River, advocating on its behalf to:**

- promote the regeneration of the health and mauri of the awa, and
- connect with and support communities within the river catchment.

## The Ihutai-Estuary and the Ōpāwaho Heathcote River

The Ōpāwaho Heathcote River, including many of its tributaries, has some of the poorest water quality in the city of Christchurch. The river has a complex catchment which includes part of the Port Hills, industrial areas, and concentrated urban and residential zones.

It flows into the Ihutai-Estuary where increased salinity and reduced speed means that much of the sediment is deposited. The loss of water quality and ecological health has resulted in a loss of cultural wellbeing, mahinga kai and indigenous biodiversity and a loss of mauri for the Ōpāwaho Heathcote River and the Ihutai-Estuary.

From its inception, the Ōpāwaho Heathcote River Network has included the Ihutai-Estuary in its field of endeavour, seeking to improve the water quality from the headwaters of the river to where those waters meet the sea. Issues for the Ihutai-Estuary are equally issues for the Ōpāwaho Heathcote River. Indeed, the Avon Heathcote Estuary Ihutai Trust was a foundation member of Ōpāwaho Heathcote River Network and continues to be an important member of the Network.

## The Ihutai-Estuary Principal Issues

We **support** the plan's indication that the principal issues for the the Ihutai-Estuary are:



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- Poor **water quality and ecological health** caused by 160 years of contamination by metals and sediment combined with the effects of oxygen depletion and elevated nutrient levels.
- **Flood risk** caused by sedimentation, land subsidence, increased inundation from climate change and the imminent effects of sea level rise.

Since all of these issues arise in part from the Ōpāwaho Heathcote River, we take a particular interest in this Ihutai-Estuary & Coastal Draft Stormwater Management Plan.

## Feedback on the Ihutai-Estuary & Coastal Draft Stormwater Management Plan

1. The OHRN commends the Council for the comprehensive detail provided in the background information sections of the Stormwater Management Plan (SMP) and for the clarity with which that information has been presented.
2. In general, the OHRN **supports** the Ihutai-Estuary & Coastal Draft Stormwater Management Plan's goals.
  - a. In particular, we **support** the comment, "To make a difference to the existing fair to poor water quality in receiving waters, it will be necessary to not only mitigate any adverse effects from new urban growth, but also implement stormwater quality mitigation measures in existing developed areas."<sup>1</sup>
  - b. We **seek** greater commitment through funding in the Long Term Plan (LTP) to "implement stormwater quality mitigation measures in existing developed areas".
3. We **encourage** the Council to implement measure to reduce the numbers of Canadian geese on the river as a means of reducing E. coli.
  - a. The OHRN **will support** the Council when it "seeks a mandate from the community to reduce water fowl numbers"<sup>2</sup> by culling Canadian geese on the river and elsewhere.
4. We **encourage** the Council to continue the process of naturalising the City Outfall Drain as a long-term renewal project to "assist in future-proofing this catchment against growth"<sup>3</sup> by means of property acquisition.
  - a. While we **encourage** naturalisation of all waterways where possible, this will do little in itself to address the issue of water quality.

<sup>1</sup> Ihutai-Estuary and Coastal Draft Stormwater Management Plan 2022, p16

<sup>2</sup> Ibid, p52

<sup>3</sup> Ibid, p59

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- b. The phrase “future-proofing this catchment against growth” appears to mean in this context an increase in the capacity of this waterway to cope with increased stormwater drainage. Is this the intended meaning?
  - c. We **seek** greater clarity within the plan as to what is meant by the phrase “future-proofing this catchment against growth” for the City Outfall Drain.
  - d. We **encourage** the Council to investigate improving the water quality in the City Outfall Drain by treatment in wetlands, or if this is not feasible, to trial use of a bioreactor to treat the water.
  - e. We **seek** the renaming of this waterway to remove the perjorative name “Drain” and to help focus the community on improving the water quality in this waterway through elevating the name of this waterway to that of “Stream”.
5. We **encourage** the Council to accelerate the creation of a wetland on the Linwood Paddocks to treat stormwater from the Bromley industrial area. We believe that this important project deserves greater priority in the Long Term Plan.
6. We **support** *Objective 1: Control sediment discharges* with the following qualifications:
- a. **Objective 1.2:** We believe that this objective should cover not only new treatment facilities but also the operation and maintenance of previously constructed treatment facilities.
    - i. While the Council can control new treatment facilities through the normal Council planning, design and procurement process, it also has taken to itself through the new 2022 Stormwater and Land Drainage Bylaw, clause 24, the power to require property owners to ensure that private stormwater systems are maintained and operated as consented.
    - ii. We **seek** that this SMP objective should reflect this new power and indicate that the Council will use it to enforce proper operation of private stormwater facilities.
    - iii. We **urge** the Council to build into its processes some appropriate degree of inspection, monitoring and/or enforcement of such private stormwater facility consents over time to ensure that erosion and sediment control measures continue to perform adequately particularly on hillside properties.
  - b. **Objectives 1.3 and 1.4:** We **seek** reassurance that building inspectors are indeed monitoring and enforcing the sediment and erosion prevention measures on building sites. The reduction of sediment from these sources is vital. The strategy adopted and highlighted in these objectives depends ultimately on the actions of individual building inspectors being of sufficient importance to builders. At a time when the pressure on building inspections is acute, casual observation

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indicates that this strategy may be undermined by time constraints and greater priorities experienced by the building inspection team.

- c. **Objective 1.6:** We **seek** greater priority and funding for the creation of rain gardens and similar for treatment of runoff from busy roads.
- d. **Objective 1.7:** We **strongly support** the planting of "severely eroding natural areas of the Port Hills from Heathcote Valley to Hoon Hay Valley".
  - i. We **seek extension** of this strategy to planting of areas above and wider than "severely eroding natural areas" to help to reduce the erosion pressure that the "severely eroding natural areas" experience.
  - ii. We **seek extension** of this strategy to planting of areas which may at this time not be "severely eroded" but which are at risk of becoming so. Such a preventive programme would make ecological as well as economic good sense.
  - iii. Such a significant planting project will require adequate resourcing for not only the propagation and preparation of plants from locally sourced seed but also the maintenance and protection of planted areas over years of establishment.
  - iv. We **seek** appropriate priority of funding for all aspects of this vital project in the Council LTP.
- 7. We **support** *Objective 2. Control zinc contaminants* with the following qualification:
  - a. Objectives 2.2 & 2.3: We **support and encourage** the Council to embark on a programme encouraging commercial property owners in particular to paint bare zinc-plated roofs. We are prepared to assist the Council in this regard.
- 8. We **support** *Objective 3. Control copper contaminants* with the following qualification:
  - a. We **strongly support** the Council investigating a Regional Rule change to eliminate the use of architectural copper. The time scale for NZ-wide legislation or District Plan rule changes to achieve this is much too long and the river should not have to experience this contamination while we wait.
- 9. We **support** *Objective 4. Control industrial site contaminants* with the following qualification:
  - a. We **seek** the extension of "Industrial site contaminants" to include zinc contamination of stormwater from roof and wall runoff.
    - i. Industrial buildings are often of extensive size and covered with the cheapest cladding possible which is too often unpainted zinc-plated steel.

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- ii. It follows, therefore, that unlike residential areas, industrial sites will be the creators of the greatest zinc contamination of stormwater. To ignore this source of zinc contamination is to ignore the most identifiable source.

10. We **strongly support** *Objective 5. Engagement and education*

- a. As one of the community groups endeavoring to engage with the public and our membership on the subject of prevention of contamination, we look forward to an even closer relationship with the Council on this and related matters.
- b. In particular, we look forward to a close understanding of Council planning and assistance with disseminating the messages that will assist the community to feel involved in reducing contamination of stormwater.

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Thank you for the opportunity to provide a submission on the Ihutai-Estuary & Coastal Draft Stormwater Management Plan.

We wish to be heard on this submission

***Annabelle Hasselman***

Chair

Ōpāwaho Heathcote River Network

Submission #46024



Job No: 29847.2000  
26 April 2022

Christchurch City Council  
53 Hereford Street  
Christchurch 8154

Attention: Hannah Ballantyne

Dear Hannah

### **Ihutai-Estuary and Coastal Draft Stormwater Management Plan**

New Zealand Steel Limited (NZ Steel) is a major supplier of roofing products nationwide and the largest supplier in Christchurch. NZ Steel produce a range of zinc/aluminium coated roofing and cladding products which have significantly reduced zinc loads from roofs when compared to traditional galvanised products.

NZ Steel made a submission in relation to the Christchurch City Council's (the Council) Comprehensive Stormwater Network Discharge Consent CRC190455 (CSNDC) and presented evidence at the hearing. NZ Steel was disappointed that the issues identified in their submission and reiterated at the hearing were not addressed at the same time the CSNDC was granted. Many of these concerns were carried through to the SMPs for the Ōpāwhao/Heathcote River and Huritini/Halswell River which NZ Steel also submitted on.

This submission on the draft SMP has been prepared by Tonkin & Taylor Ltd (T+T) on behalf of NZ Steel.

#### **1 Changes since previous Draft SMPs**

As above, NZ Steel made submissions on both the Draft SMPs for the Ōpāwhao/Heathcote River and Huritini/Halswell River. These submissions outlined the concerns held by NZ Steel including the terminology used in the SMPs and the reference to NZ Steel propriety products.

NZ Steel is pleased to see the reference to NZ Steel propriety products, including ColorSteel® was removed from and does not appear in the Ihutai-Estuary and Coastal draft SMP.

#### **2 Engagement with NZ Steel**

The Council's methods to progressively improve stormwater under the CSNDC will be set out within the relevant SMPs and the future Surface Water Improvement Plan (SWIP). The SMP for Ihutai-Estuary and Coastal makes reference to consulting with key stakeholder to identify a long-term zinc strategy which is consent with current technologies. Excluding the opportunity to comment on the draft SMPs through this process, NZ Steel is unaware of any opportunities to provide comment on the SWIP to date or in the future. As the largest supplier of roofing product in Christchurch, NZ Steel is a key stakeholder in this matter.

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NZ Steel has undertaken considerable research on the environmental effects of its produces and would welcome involvement in the cost/benefit analysis evaluating best practicable options and development a long-term zinc strategy. Given the timeframes set out in the SMP and in relation to the SWIP, engagement with NZ Steel should commence expediently.

### 3 Draft Ihutai-Estuary and Coastal Draft Stormwater Management Plan

The SMP notes that roofing creates approximately  $\frac{3}{4}$  of urban zinc while roads create approximately  $\frac{1}{4}$ . Other sources include galvanised steel fencing, fungicides, paint pigments and wood preservatives. Table 2: Contaminant Sources, identifies three roof-derived sources of zinc, being bare galvanised roofs, old painted roofs, bare zinc-aluminium coated steel roofs. For all roof-derived sources, the possible mitigation methods identified are the same: replacing the roof with a non-metal roof; a pre-painted zinc-aluminium coated steel roof; or painting with a low zinc paint.

NZ Steel is concerned with this approach for a number of reasons.

- Requiring bare zinc-aluminium coated steel roofs be replaced (or painted) effectively requires that low-cost building products be substituted for higher cost building products resulting in additional expense with questionable environmental benefits.
- Specifying the replacement roof type potentially reduces the use of new or recently developed products.

The CSNDC requires the Council to use best practicable options to mitigate the effects of the stormwater discharge. In relation to zinc, the best practicable options is to investigate the feasibility and legality of zinc control measures for building cladding. The SMP notes that considerably more information, such as the long-term costs and benefits of maintain roof coatings or substituting roof material, would be required before Council would consult on and select a best practicable option.

The SMP indicates that Council will have investigated zinc mitigation measures and carried out cost/benefit analyses towards identifying their effectiveness and best practicable options by 2022. By 2025 the Council aims to have consulted with key stakeholders and identified a long-term zinc strategy consistent with current technologies. NZ Steel considers that evaluation and identification of a best practicable option should occur in conjunction with consultation with key stakeholders and identification of a long-term zinc strategy, not in advance of this work. Investigating possible zinc mitigation measures and undertaking analyses without engaging with key stakeholders during this evaluation reduces the robustness of any best practicable options identified. As previously stated, NZ Steel considers genuine consultation should occur throughout the process to ensure options identified meet the relevant objectives are truly the best practicable i.e. they are consistent with current technologies and do not preclude future technologies.

Table 5 identified potential at-source mitigations for contaminants. NZ Steel is interested in potential control options for zinc from bare steel roofs and poorly maintained painted roofs. NZ Steel considers an approach addressing both new and existing roofs is more equitable than focusing solely on new roofs, which make a significantly smaller contribution to zinc contamination in runoff.

In relation to bare steel roofs, potential control measures include potential District Plan rules to require roof runoff to be treated on site; and discouraging the use of bare zinc roofing. NZ Steel oppose both of these options. The requirement for onsite stormwater treatment facilities would potentially require significant additional land area to be provided to treat runoff, resulting in inefficient use of land for little or no environmental benefits. This is a significant concern for a city that is seeking to contain its urban footprint and is experiencing a high demand for new housing on increasingly smaller sites. For the reasons stated previously NZ Steel opposes any requirement to replace bare zinc aluminium coated roofs.



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In relation to poorly maintained painted roofs, the potential control options include a possible incentive to repaint them. The SMP notes that investigations are underway regarding the cost and benefits of painting poorly maintained roofs when compared to replacing roofs or civic scale stormwater treatment. NZ Steel is generally supportive of incentives to replace old or poorly maintained painted roofs and would welcome a suitable partnership arrangement to help achieve this.

Overall, NZ Steel remains concerned that the SMP creates uncertainty around the ongoing use of steel roofing products in Christchurch. Based on the timeframes set out within the SMP, it appears the uncertainty might continue until 2025. It is important that potential mitigation is effective and achieves the best practicable option, rather than being ideologically based and that various steel roof types are correctly and consistently identified. NZ Steel is well placed to assist with these investigations and welcomes all opportunities for meaningful engagement with the Council in this regard.

We would be happy to meet with you and discuss NZ Steel's submission. If you wish to take up this offer, please contact the undersigned.

Tonkin & Taylor Ltd

Environmental and Engineering Consultants

Report prepared by:

Authorised for Tonkin & Taylor Ltd by:



Nicolle Vincent  
Planner



Peter Cochrane  
Project Director

NIVI  
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## Summary of submissions



# Ihutai-Estuary and Coastal Stormwater Management Plan

## Basis for consultation

The Stormwater Management Plan (SMP) is delivered to comply with Condition 4 of the Comprehensive Stormwater Network Discharge Consent CRC214226 (CSNDC). Consultation was carried out to meet two conditions and for two purposes.

1. Condition 4 requires that “The consent holder shall develop SMPs in consultation with:
  - i. Papatipu Rūnanga
  - ii. The relevant Zone Committees
  - iii. The relevant Community Boards
  - iv. The Department of Conservation, and
  - v. The Canterbury Regional Council Regional Engineer and any relevant Rating District Liaison Committee”
2. Condition 8 requires that the parties above, and the public, shall be given notice of completion of the draft SMP and shall have a period of not less than 40 working days to provide feedback.

## Pre-engagement

Presentations were made to the Christchurch-West Melton Zone Committee and to the Waitai/Coastal-Burwood and Waikura/Linwood-Central-Heathcote Community Boards.

Exchanges of information occurred with the Department of Conservation and the Canterbury Regional Council Regional Engineer, as preferred by those organisations.

Mahaanui Kurataiao was asked to prepare a Cultural Impact Assessment (CIA). Council staff were advised that consultation with the Rūnanga should be effected through the CIA.

The SMP that went out for public consultation was developed from a second option which (a) complies with all consent conditions, (b) adopts a programme of capital work already in the Long Term Plan and (c) introduces regulatory processes within the Council's powers under the Local Government Act.

## Consultation

Consultation on the Stormwater Management Plan ran from 28 February until 26 April 2022. The full Stormwater Management Plan, along with a condensed consultation document, was available on the Council website and in libraries and service centres.

We emailed stakeholders, community groups and interested residents, letting them know that consultation had started and inviting them to forward the information on to their networks. In addition, we also promoted the consultation via a [Newsline story](#) and a post on the Council's Facebook page.

### Breakdown of submissions

We received 16 submissions on the Stormwater Management Plan – 7 from individuals and 9 from organisations:

- Christchurch International Airport Ltd
- Waitai/Coastal-Burwood Community Board
- Redcliffs Residents' Association
- Ōpāwaho-Heathcote River Network Inc.
- Southshore Residents' Association
- Tonkin + Taylor for New Zealand Steel Limited
- Sumner Community Residents' Association
- Avon Heathcote Estuary Ihautai Trust Board
- P&F Global Ltd

The most common theme in the individual submissions was flooding, with some references to flooding at individual properties and some suggestions about catchment-scale flood mitigation. Litter interception was also mentioned, and one submitter advocated for reduction of copper content in brake pads.

An overview of submissions from organisations, and staff responses where appropriate, are outlined in more detail below:

- **Waitai/Coastal-Burwood Community Board**

The most pressing concern for Waitai/Coastal-Burwood Community Board is coastal flooding, which residents perceive as an earthquake legacy. The Board supports proposed mitigations and would like the organisation to engage with residents about contaminant control and supports subsidies for individual mitigation measures.

- **Redcliffs Residents' Association**

The Redcliffs Residents' Association commends the Council for developing the plan and asks for it so be strengthened to reduce sediment release from hillsides. Detention structures should be installed to trap sediment coming off the hills, and failed stormwater outfalls should be remediated. Unstable areas and hillsides above these areas should be planted. The Association is concerned that building sites may not be adequately overseen for compliance with erosion and sediment control measures and seeks more monitoring and enforcement. Stormwater disposal systems should not cause erosion.

- **Ōpāwaho Heathcote River Network Inc.**

The Ōpāwaho Heathcote River Network (OHRN) made a very comprehensive submission on a wide range of environmental subjects. Many are positive environmental initiatives for the Council to consider or pursue, although some are outside the scope of this Stormwater Management Plan.

Submission	Council response
Supports the draft SMP's goals (mitigating new development) but asks the Council to treat existing areas.	
Encourage the council to implement measures to reduce the number of Canadian Geese as a means of reducing E. coli.	Will probably be in the Surface Water Implementation Plan
Asks Council to naturalise City Outfall Drain, and treat stormwater in and rename the drain.	Treatment is possible with funding in the LTP, subject to Council approval.
Supports a stormwater treatment wetland in Linwood Paddocks.	Noted.
Rename "storm-water" as "rain-water" to change perceptions about its value. Rename drains as streams.	Good idea, (although noting that the consent refers to "storm-water").
Support sediment controls but: <ol style="list-style-type: none"> <li>1. Use the new Stormwater Bylaw through the SMP to improve the performance of private stormwater treatment devices.</li> <li>2. Want assurance about inspections and monitoring of building sites</li> <li>3. Greater priority for rain gardens, etc</li> <li>4. Support planting eroding areas on Port Hills</li> </ol>	<ol style="list-style-type: none"> <li>1. These powers not necessarily better enforced through the SMP than other ways.</li> <li>2. Council believes enforcement processes are sufficient.</li> <li>3. Too early to commit to wide-scale rain garden installation.</li> <li>4. Noted</li> </ol>
Would like Council to encourage commercial build owners to paint bare roofs.	New target added to implement this submission.
Support a District Plan rule change to eliminate architectural copper.	New target added to address this submission.
Strongly supports engagement and education	Noted

- **Christchurch International Airport Ltd**

Christchurch International Airport Ltd (CIAL) is concerned about the risk of bird strike to planes and wishes to be consulted about new stormwater basins with 13 km of the airport.

- **Southshore Residents' Association**

Southshore Residents' Association would like the Council to find a better solution to stormwater drainage of beach suburbs. It considers that Southshore's stormwater system is impaired by legacy effects from the 2010/11 earthquakes.

- **Sumner Residents' Association**

The Association perceives issues with both stormwater and tidal flooding. Beach outfalls can become clogged by sand. Managing these and improving the sea wall will help to protect Sumner from flooding events.

- **New Zealand Steel Ltd**

NZ Steel asked to be more directly involved in developing zinc reduction strategies, saying that it has done considerable research on the environmental effects of its products.

- **Avon-Heathcote Estuary Ihutai Trust**

Submission	Council response
The Trust would like the SMP to target litter by increasing the frequency of street sweeping in sub-catchments that flow directly into the estuary.	Will include litter in the list of contaminants.
Considers the SMP is unclear about the function and effects of sea walls in coastal protection.	The SMP is unable to prescribe future coastal protection solutions such as seawalls, etc. The Council will need to develop appropriate designs at the time. Designs will be tested through consenting processes.
Sea level rise means Linwood Paddocks is not a suitable site for a stormwater treatment wetland.	The investigation and design process may find that the Linwood Paddocks site is compromised by present or future sea levels. Pumping into an elevated wetland is a possible solution, and pumping may be necessary for any treatment option other than source control.
Suggests a treatment wetland in Barnett Park.	Noted.

- **P&F Global Ltd**

P&F Global Ltd promoted its plastic pipes.

## 13. Hearings Panel Report to the Council on the Water Supply, Wastewater and Stormwater Bylaw Review

Reference / Te Tohutoro: 22/449569

Report of / Te Pou  
Matua:

Councillor Phil Mauger, Bylaw Hearings Panel Chairperson

General Manager /  
Pouwhakarae:

Lynn McClelland, Assistant Chief Executive Strategic Policy and Performance, [Lynn.McClelland@ccc.govt.nz](mailto:Lynn.McClelland@ccc.govt.nz)

### 1. Purpose of Report Te Pūtake Pūrongo

- 1.1 The purpose of this report is to present to the Council the Hearings Panel recommendations following the consultation and hearings process on the two draft bylaws proposed to replace the Water Supply, Wastewater and Stormwater Bylaw 2014.
- 1.2 The Hearings Panel recommends that the Council adopts both bylaws, largely as proposed, but with some changes as a result of the consultation and hearings process. The recommended changes are mainly clarifications and improvements based on the submissions received.
- 1.3 If the Council accepts the Hearings Panel recommendations and adopts the bylaws as attached, the new bylaws will come into force on 1 July 2022, and replace the Water Supply, Wastewater and Stormwater Bylaw 2014.

#### *Decision-making matters*

- 1.4 The Hearings Panel has no decision-making powers but, in accordance with its delegation, has considered the written and oral submissions received on the proposal and is now making recommendations to the Council. The Council can then accept or reject those recommendations as it sees fit bearing in mind that the Local Government Act 2002 s.82(1)(e) requires that “the views presented to the local authority should be received by the local authority with an open mind and should be given by the local authority, in making a decision, due consideration.”
- 1.5 The Council, as the final decision-maker, should put itself in as good a position as the Hearings Panel having heard all the parties. It can do so by considering this report which includes a summary of the written and verbal submissions that were presented at the hearings, any additional information received and the Hearings Panel’s considerations and deliberations. A link to the written submissions is also available should you want to review them.

Agenda: [https://christchurch.infocouncil.biz/Open/2022/03/BHPCC\\_20220325\\_AGN\\_7959\\_AT.PDF](https://christchurch.infocouncil.biz/Open/2022/03/BHPCC_20220325_AGN_7959_AT.PDF)

Minutes: [https://christchurch.infocouncil.biz/Open/2022/03/BHPCC\\_20220325\\_MIN\\_7959\\_AT.PDF](https://christchurch.infocouncil.biz/Open/2022/03/BHPCC_20220325_MIN_7959_AT.PDF)

Attachments: [https://christchurch.infocouncil.biz/Open/2022/03/BHPCC\\_20220325\\_MAT\\_7959.PDF](https://christchurch.infocouncil.biz/Open/2022/03/BHPCC_20220325_MAT_7959.PDF)

### 2. Hearings Panel Recommendations Ngā Tūtohu o Te Tira Taute

That the Council:



### Water Supply and Wastewater Bylaw 2022

1. Adopt the Christchurch City Council Water Supply and Wastewater Bylaw 2022, in its final form (**Attachment A**).
2. Note the following changes to the clauses of the Christchurch City Council Water Supply and Wastewater Bylaw 2022, as a result of the consultation and hearings process (as so shown in **Attachment A**):
  - a. Insert a new definition of **Council water supply** in clause 3(1) as follows:
  - b. **Council water supply** means a public water supply system owned and managed by the Christchurch City Council.
  - c. Replace the definition of **private drainage system** with a definition of **private wastewater drains** in clause 3(1) as follows:
  - d. **Private wastewater drains** means the system of pipes and fittings installed on the customer's side of the point of discharge to convey wastewater off the property to the public wastewater system.
  - e. Amend the definition of prohibited waste in clause 3(1) so that it refers to prohibited wastes instead of prohibited substances.
  - f. Amend clause 7(4) (restricted activities within maintenance access corridors) so that it refers to the water supply system instead of the stormwater network.
  - g. Amend clause 9(6)(b) (protection of source water and the water supply system) so that it refers to chemical or agricultural applications.
  - h. Amend clause 17(1) (supplementary water storage for Banks Peninsula water supply areas) to update the specified water supply areas by including Takamatua within the Akaroa supply, as well as clarifying that the clause applies where connection to the Council water supply is sought.
  - i. Replace the references in clause 29 (restricted activities within maintenance access corridors) to the water supply system with references to the wastewater system.
  - j. Amend clause 18(2)(c) (backflow prevention) to refer to the Water Services Act 2021 instead of the Health Act 1956.
3. Note that a number of additions and improvements are made to the preamble and explanatory notes contained in the Christchurch City Council Water Supply and Wastewater Bylaw 2022 as a result of the consultation and hearings process (as so shown in **Attachment A**).
4. Determine, in accordance with section 155(2) and (3) of the Local Government Act 2002, that the Christchurch City Council Water Supply and Wastewater Bylaw 2022 is the most appropriate form of bylaw, and that it is not inconsistent with the New Zealand Bill of Rights Act 1990.
5. Approve the Christchurch City Council Water Supply and Wastewater Bylaw 2022 coming into force on 1 July 2022.
6. Approve that staff are otherwise authorised to make any typographical changes or correct minor errors as the case may be before the Christchurch City Council Water Supply and Wastewater Bylaw 2022 comes into force.

7. Give public notice as soon as practicable that the Christchurch City Council Water Supply and Wastewater Bylaw 2022 has been made by the Council, that it comes into effect on 1 July 2022 and that copies of the Christchurch City Council Water Supply and Wastewater Bylaw 2022 may be inspected and obtained at the Council's offices or on its website, without payment.
8. Revoke from 1 July 2022 the Council's Policy on Water Supply Pipes Installed in Private Land 2001, noting that the terms of the Policy have been included in the Christchurch City Council Water Supply and Wastewater Bylaw 2022.
9. Delegate to the Chief Executive the authority to amend any explanatory notes in the Christchurch City Council Water Supply and Wastewater Bylaw 2022 as the case may be, and that this power may be sub-delegated.

#### **Stormwater and Land Drainage Bylaw 2022**

10. Adopt the Christchurch City Council Stormwater and Land Drainage Bylaw 2022, in its final form (**Attachment B**).
11. Note the following changes to the clauses of the Christchurch City Council Stormwater and Land Drainage Bylaw 2022, as a result of the consultation and hearings process (as so shown in **Attachment B**):
  - a. Delete clause 10 relating to the requirement for on-site stormwater management, as the requirement is provided by clause 7 of the bylaw and a new explanatory note.
  - b. Amend clause 11 (managing drainage from artesian springs and wells on private land) so that it applies in a more limited way and now refers to preventing nuisance and damage from unmanaged artesian water.
  - c. Amend clause 13 (restricted activities related to discharge of water other than stormwater) so that it more clearly states the types of water (other than stormwater) referred to.
  - d. Amend clause 15(1) (restricted activities related to waterways) so that it allows a person with written authority from the Council or an authorised agent of the regional council to carry out certain activities in a waterway.
  - e. Insert a new clause 15(2) so that clause 15(1)(restricted activities related to waterways) does not apply to fencing near waterways in rural zones, which is regulated by the District Plan.
  - f. Amend clause 15(3) (restricted activities related to waterways) to allow certain actions by the regional council or where a person is undertaking temporary erosion and sediment control measures under an approved Erosion and Sediment Control Plan.
  - g. Amend clause 22(1) (erosion and sediment control plans) so that it specifically refers to any person intending to undertake earthworks where there is any risk that sediment generated by the works could become entrained in stormwater.
  - h. Amend clause 32(1)(b) (industrial stormwater audit programme) to refer to further information being provided on request.
  - i. Amend clause 35(2) (transitional arrangements for industrial stormwater dischargers with individual consents with Canterbury Regional Council) to clarify that an occupier needs to apply for a licence under this bylaw prior to surrendering a stormwater discharge resource consent held with the regional council.

12. Note that a number of additions and improvements are made to the explanatory notes contained in the Christchurch City Council Stormwater and Land Drainage Bylaw 2022 as a result of the consultation and hearings process (as so shown in **Attachment B**).
13. Determine, in accordance with section 155(2) and (3) of the Local Government Act 2002, that the Christchurch City Council Stormwater and Land Drainage Bylaw 2022 is the most appropriate form of bylaw, and that it is not inconsistent with the New Zealand Bill of Rights Act 1990.
14. Approve the Christchurch City Council Stormwater and Land Drainage Bylaw 2022 coming into force on 1 July 2022.
15. Approves that staff are otherwise authorised to make any typographical changes or correct minor errors as the case may be before the Christchurch City Council Stormwater and Land Drainage Bylaw 2022 comes into force.
16. Give public notice as soon as practicable that the Christchurch City Council Stormwater and Land Drainage Bylaw 2022 has been made by the Council, that it comes into effect on 1 July 2022 and that copies of the Christchurch City Council Stormwater and Land Drainage Bylaw 2022 may be inspected and obtained at the Council's offices or on its website, without payment.
17. Delegate to the Chief Executive the authority to amend any explanatory notes in the Christchurch City Council Stormwater and Land Drainage Bylaw 2022 as the case may be, and that this power may be sub-delegated.
18. Resolve under clause 27 of the Christchurch City Council Stormwater and Land Drainage Bylaw 2022, to adopt the Register of Industrial and Trade Activities (to come into force on 1 July 2022), as set out in **Attachment C** in its final form, and noting the following changes as a result of the consultation and hearings process:
  - a. Adding two footnotes to the bottom of the first page of the Register which confirm that properties not meeting the thresholds in the Register are not required to apply for an industrial stormwater discharge licence; and the date the Register comes into force.
  - b. Making a clarification to the hydrocarbon entry under the heading "Bulk storage and handling centres" for the exclusion of service stations, truck stops and commercial refuelling facilities.
  - c. Making a clarification to the entry under the heading waste management and resource recovery industries by deleting the reference to chemical containers.
  - d. Amend the compliance timeframe from 6 months (1 January 2022), to 7 months (1 February 2022) to avoid it falling on a public holiday.

### 3. Background / Context Te Horopaki

- 3.1 Three Waters Bylaws enable the Council to protect essential public infrastructure, protect public health, and ensure the three waters systems are functioning efficiently.
- 3.2 The review of the Council's Water Supply, Wastewater and Stormwater Bylaw 2014 was initiated due to new regulatory requirements for drinking water, and the new resource

consent the Council holds for the discharge of stormwater to the environment<sup>1</sup>. The proposed replacement bylaws enable the Council to meet new obligations associated with these regulatory changes.

- 3.3 The Three Waters Infrastructure and Environment Committee considered the review of the existing bylaw on 10 November 2021, and approved two separate draft bylaws for consultation. One for water supply and wastewater, and the other for stormwater and land drainage.
- 3.4 The background was well documented in the staff report to the Three Waters Environment and Infrastructure Committee ([Agenda 10 November 2021, items 9 to 11](#)) which contains: information about the review of the bylaw; reasons for the proposed changes to the bylaw; and, the required legislative considerations. It also includes the two Statements of Proposal – one for the proposed Water Supply and Wastewater Bylaw 2022, and the other for the proposed Stormwater and Land Drainage Bylaw 2022.

#### *Legislative Requirements*

- 3.5 The Local Government Act 2002 sets out the authorising provisions for bylaws, as well as the process, considerations and requirements for making a new bylaw, or proposing changes to a bylaw. The Act also requires a Special Consultative Procedure (**SCP**) to be undertaken when proposing significant changes to a bylaw or making a new bylaw. In this instance, the SCPs for each draft bylaw were run together.
- 3.6 The two bylaws are made under sections 145 and 146 of the Local Government Act 2002, and these sections together form the scope of matters the bylaw can regulate.
  - 3.6.1 Section 145 is the more general bylaw-making power, for the purposes of: protecting the public from nuisance; protecting, promoting and maintaining public health and safety; and, minimising the potential for offensive behaviour in public places.
  - 3.6.2 Section 146(b) is the activity specific bylaw-making power, and enables bylaws to be made to protect water supply, wastewater and stormwater infrastructure from damage and misuse<sup>2</sup>.
- 3.7 There are also legal determinations which must be considered by the Council when reviewing and making bylaws. These are set out under section 155 of the Act and are: whether the bylaw is the most appropriate way to address a perceived problem; whether the bylaw is the most appropriate form of bylaw; and, whether the bylaw gives rise to any implications under the New Zealand Bill of Rights Act 1990. The Council determined that bylaws are the most appropriate way to address the perceived problems in 2021. Determinations about whether the bylaws are the most appropriate form of bylaw and whether the bylaws give rise to any implications under the New Zealand Bill of Rights Act 1990 are reflected in the Hearings Panel's recommendations to the Council.

<sup>1</sup> CRC214226: A comprehensive Resource Consent to Discharge Stormwater from within Christchurch City onto or into Land, into Water and into Coastal Environments. The Comprehensive Stormwater Network Discharge Consent (CSNDC) was granted in December 2019. It is a resource consent granted under Environment Canterbury's Land and Water Regional Plan, and enables the Council to discharge stormwater from its reticulated stormwater network to land and water.

<sup>2</sup> Section 146(1)(b) says that a territorial authority may make bylaws for its district for the purposes of managing, regulating against, or protecting from damage, misuse or loss, or for preventing the use of, the land, structures or infrastructure associated with: water supply; wastewater, drainage and sanitation; and, land drainage.



## 4. Consultation Process and Submissions Te Tukanga Kōrerorero / Ngā Tāpaetanga

- 4.1 Feedback on the proposed replacement bylaws was sought through an SCP. Consultation opened on 29 November 2021 and closed on 9 February 2022.
- 4.2 Consultation information was made available on the Council's [Have Your Say webpage](#). The opportunity to provide feedback was publicised via Newsline and social media. Approximately 600 identified stakeholders were contacted directly.
- 4.3 An information session on the Industrial Stormwater Discharge Licence was held on 1 February 2022, which was attended by 19 representatives from organisations.
- 4.4 Mahaanui Kurataiao Ltd (MKT) facilitated advice from Ngai Tahu and the Papatipu Rūnanga on the bylaw review from January 2021, through to the formal SCP stage. Verbal feedback on the direction of the proposed changes was provided to Council and considered prior to the draft bylaws being adopted for consultation. MKT also made a joint submission on behalf of the Papatipu Rūnanga through the SCP.
- 4.5 27 submissions were received, of which, 16 indicated that they would like to be heard.
- 4.6 Submitters comprised of eight individuals, five Community Boards, four environmental organisations, four businesses, three industry bodies, the Canterbury Regional Council, the Canterbury District Health Board and MKT.
- 4.7 The [Council Officers' Report to the Hearings Panel](#) contains a comprehensive analysis of the submissions including detailed responses to the key themes, however, a summary of the feedback on the key proposals of each bylaw can be found below:

### Draft Water Supply and Wastewater Bylaw

Proposal	Balance of Submissions	Comment
<b>Backflow prevention</b> <i>A new requirement to notify change in activity or to provide information (cl.18).</i>	Submitters <b>supported</b> this proposal.	All submitters who commented on this proposal were in support.
<b>Prohibition of certain equipment that may cause pressure surges</b>	Submitters <b>supported</b> this proposal.	Most submitters who commented on this proposal were in support.
<b>Aerial applications</b> <i>A new requirement to notify Council if undertaken near community drinking water protection zones.</i>	Overall this proposal is <b>supported</b> by the majority of submitters.	Two submitters sought clarification on the notification process; or whether it applied to drone technologies. One submitter suggested Papatipu Rūnanga are also notified.
<b>Notification of chemical spills near community drinking water zones</b> <i>A new requirement to notify the Council of spills near community drinking water protection zones</i>	Overall this proposal is <b>supported</b> by submitters.	MKT recommended they are also notified of spills within or near sites of significance.
<b>Banks Peninsula supplementary water storage tanks</b> <i>A change to allow one tank to meet multiple regulatory purposes.</i>	Submitters <b>supported</b> this proposal.	All submitters who commented on this proposal were in support.

Proposal	Balance of Submissions	Comment
<b>Water wastage</b> <i>New clause making water wastage an offence.</i>	Overall this proposal is <b>supported</b> by the majority of submitters.	Some submitters raised concerns regarding how “excessive” will be defined and applied, including not penalising tenants. Two requested the Council lead by example by promptly addressing network leaks.
<b>Water meter accessibility</b> <i>A new requirement for Council-owned meters to be installed on Council land; and authority to relocate the meter.</i>	Submitters <b>supported</b> this proposal.	All submitters who commented on this proposal were in support. One submitter recommended contingency not to charge for meter relocation if, for any reason, the location is not under the control of the householder.
<b>Tree roots – damage to network infrastructure</b> <i>Prohibits planting in locations where it is likely to cause damage; and requires removal/trimming if found to be restricting access or causing damage.</i>	Overall this proposal appears to be <b>supported</b> by the majority of submitters, but concerns were raised.	Concerns were raised about it being difficult to comply with (i.e. not knowing requirements or where underground services are), and whether the costs associated are fairly allocated.
<b>Prohibited waste</b> <i>Strengthened provisions around what is not permitted to be disposed of into the wastewater network, including defining what is considered “prohibited waste”.</i>	Overall, this proposal is <b>supported</b> by submitters.	Some submitters thought this clause should be strengthened (i.e. no exceptions) and well-promoted.
<b>New application and approval clauses for wastewater</b>	Overall, this proposal is <b>supported</b> by submitters.	One submitter sought clearer links with the Council’s Trade Waste Bylaw.



Stormwater and Land Drainage Bylaw

Proposal	Balance of Submissions	Comment
<b>Industrial Stormwater Discharge Licence</b> <i>A new requirement for all industrial premises (where business activity has the potential to contaminate stormwater) to obtain an Industrial Stormwater Discharge Licence (ISDL), pay an annual risk-based fee, and be subject to audits and monitoring.</i>	Overall, <b>views were mixed</b> on the ISDL proposal.  <b>Half of the submitters supported the proposal</b> (either fully or specified elements) and <b>the other half highlighted concerns.</b>	Concerns were primarily centred on the justification of the proposed fees and insufficient implementation details.  One submitter proposed the ISDL should also be a control for zinc contamination (i.e. runoff from large roofs).
<b>Requirements for Earthworks (ESCPs)</b> <i>Requirement for Erosion and Sediment Control Plans for earthworks where this is not otherwise required through a building or resource consent. The bylaw provisions are part of a new, wider system for the better management of erosion and sediment from development sites.</i>	Overall, this proposal is <b>supported</b> by the majority of submitters.	Some submitters raised concerns about threshold requirements or the scope of work covered by the definition of “earthworks”.
<b>Notification of spills</b> <i>A new requirement to notify the Council of any spills or discharges of prohibited substances.</i>	Submitters <b>supported</b> this proposal.	One submitter suggested Council consider a self-reporting platform to manage notifications.
<b>Prohibited substances must not enter the network</b> <i>Strengthened provisions around what is not permitted to be disposed of into the stormwater network, including defining “prohibited substances”.</i>	Overall, submitters <b>supported</b> this proposal.	A number of submitters highlighted the need for public education.  MKT requested they are also notified of spills within or near sites of significance.  Two submitters sought tighter definition of “prohibited substance” (e.g. specified substances or limits).
<b>Stormwater Quality Standards</b> <i>Improved clarity around potential standards that may be made by resolution of the Council (i.e. what they might include and how they might apply)</i>	Overall, views of submitters on this proposal were <b>mixed</b> . The majority commenting on this clause of the bylaw raised concerns.	One third supported this proposal as is, while the others had concerns around the uncertainty of what these standards might be.
<b>Maintenance of Private Stormwater Devices</b> <i>A new requirement for property owners where private stormwater devices (e.g. sediment traps) have been required, to maintain the device in good operating condition, and to make operation and maintenance records available to the Council on request</i>	Submitters <b>supported</b> this proposal.	All submitters who commented on this proposal were in support.

Proposal	Balance of Submissions	Comment
<b>Drainage from springs and artesian wells</b> <i>New clause prohibiting the flow or discharge of water from an artesian spring or well on a private property from entering a neighbouring property, and clarifying it is the responsibility of the property owner (with the spring or well) to remedy the drainage issue.</i>	Overall the majority of submitters <b>supported</b> this proposal.	Some submitters highlighted the importance of protecting waipuna/springs, which may appear to be in conflict with this clause.
<b>Setbacks for activities near waterways</b> <i>Proposal to increase the setback distance from waterways for certain activities (e.g. building structures) from one metre to three metres.</i>	Overall the majority of submitters appear to support this proposal	Some submitters considered the proposal too restrictive – either due to the setback distance or the number and type of activities that are controlled.

#### Both bylaws

Proposal	Balance of Submissions	Comment
<b>Maintenance Access Corridors</b> <i>Ensuring access to any part of the water supply, wastewater or stormwater network for maintenance purposes, particularly where the infrastructure is in non-Council land, and an easement does not exist. Restricts some activities within the Maintenance Access Corridor.</i>	Overall, feedback on this proposal was <b>mixed</b> .	Two submitters supported this proposal, and three had concerns that it was overly-restrictive, or that there should be exceptions.
<b>Requirement to maintain and repair private wastewater and stormwater laterals.</b> <i>A new requirement for property owners to maintain private drains and investigate and rectify issues.</i>	Overall, this proposal is <b>supported</b> by the majority of submitters.	Some submitters highlighted the need to raise public awareness.  Some submitters raised concerns that the clause was unreasonable, that the cost to remedy might be high, or that people were unlikely to be aware of the state of their pipes.

## 5. The Hearing Te Hui

- 5.1 The Hearings Panel consisted of Councillor Phil Mauger (Chairperson), Councillor Pauline Cotter and Councillor Celeste Donovan.
- 5.2 The Hearings Panel convened via audio-visual link on Friday 25 March, Monday 28 March and Wednesday 6 April 2022 to consider and deliberate on all submissions received on the proposal, including information provided by Council Officers.
- 5.3 On Friday 25 March, prior to hearing oral submissions, Council officers presented a brief overview of the proposed replacement bylaws and the submissions received. Council Officers

spoke to the Hearings Panel agenda report 'Submissions on the Proposed Replacement Bylaws for the Council's Three Waters Services', and particularly the attachments which provided a comprehensive summary of submissions, staff advice in relation to the submissions, and suggested changes to the bylaws as a result of the submissions received.

5.4 Officers also tabled the following [supplementary documents](#):

- A summary of submissions of those wishing to be heard, in order of appearance to assist proceedings; and
- Drafting of three possible changes to the bylaws that had been indicated as 'to be drafted' in Attachment A to the staff report when the agenda was published.

5.5 Throughout the process, Hearings Panel Members raised questions in relation to the Council Officers' report and presentation and oral submissions. The responses were made by Council Officers at the Hearings Panel meetings to assist the Hearings Panel with its considerations and deliberations.

## 6. Oral Submissions

6.1 The Hearings Panel heard 10 oral submissions (refer to the [Hearings Panel Minutes](#) for a list of presenters).

6.2 The views expressed by the submitters who presented in person are best captured in their own words in their original submissions and/or subsequent documents that were tabled at the hearings (refer to the [Hearings Panel Minutes Attachments](#)). Most key issues raised in the oral submissions are similar in content to those presented in the original written submissions and the Council Officers' responses to those written submissions are detailed in the Council Officers' Report to the Hearings Panel. Below are some of the key points that were raised during oral submissions:

6.2.1 There is a lack of public understanding regarding public responsibility for stormwater and wastewater which needs to be addressed through education;

6.2.2 Council needs to ensure that its own infrastructure is maintained to an appropriate standard before pointing the finger at private landowners;

6.2.3 Some submitters felt that industries that have been labelled as 'high risk' in the Register of Industrial and Trade Activities are being disproportionately treated compared to the risk they actually pose. More scrutiny should be applied across the spectrum of sites through use of an auditing mechanism;

6.2.4 Federated Farmers requested that the proposed Rural Advisory Group be set up immediately to help with understanding around rural water supplies and issues;

6.2.5 More resources are needed to ensure the fulfilment of the regulatory function of the bylaws and support the community vision around managing waterways;

6.2.6 The fee associated with the Industrial Stormwater Discharge Licence does not seem fair for 'high risk' industries and the money that will have to be paid could be used by businesses to remediate their problems; and,

6.2.7 There should be a list of instances that may trigger a licence review.



## 7. Consideration and Deliberation of Submissions Ngā Whaiwhakaaro o Ngā Kōrero me Ngā Taukume

- 7.1 On Monday 28 March and Wednesday 6 April, the Hearings Panel considered and deliberated on all submissions received on the proposal as well as information received from Council Officers during the hearing.
- 7.2 To assist the Hearings Panel with deliberations, Council Officers tabled tracked changes versions of both the Water Supply and Wastewater Bylaw, and the Stormwater and Land Drainage Bylaw. A tracked changes version of the Register of Industrial and Trade Activities was also tabled.
- 7.3 The Hearings Panel considered and deliberated on all submissions and additional information received on the two bylaw proposals. The key issues that were considered by the Hearings Panel and its conclusions, are as follows:

### **Both Bylaws:**

Issue	<i>Unknown <b>damage to private wastewater or stormwater laterals</b>, and whether the onus is entirely on the private property owner for maintenance and repair.</i>
Advice	<ul style="list-style-type: none"> <li>The relevant bylaw clauses help to address the blockage, infiltration and capacity issues which can be prevented (ratepayer cost included) if private laterals feeding into the system are maintained. This is a particular issue in Christchurch because of earthquake damage.</li> <li>There will be cases where damage is genuinely undetected for a period of time. This clause is intended to specifically help the Council to address instances where the damage <u>is known</u>, repair claims have been settled, but the private pipes have remained unrepaired.</li> <li>The onus is on the private property owner to maintain the pipes on their property – this is not a new responsibility under the proposed replacement bylaw. It would not be considered reasonable or appropriate for the Council to take responsibility for private pipes in terms of funding the repairs or private property rights.</li> </ul>
Conclusion	The Hearings Panel does not recommend any changes to the clauses as drafted, but recommends the Council raise public awareness of the issues, responsibility to maintain private pipes, and information on inspections and initiating the insurance claim process.

Issue	<i>Ability for private landowners to place <b>temporary structures within maintenance access corridors</b></i>
Advice	<ul style="list-style-type: none"> <li>The intent of the clause is not to outright prohibit activities, but to talk to the Council first to ensure it is not going to present an access issue if urgent maintenance is required.</li> <li>Case-by case approval is proposed because where one occupier may have equipment and means to be able to easily move a structure (e.g. temporary placement of containers) another may not.</li> </ul>
Conclusion	The Hearings Panel discussed the need for flexibility in certain circumstances and agreed to the case-by-case approach. The Hearings Panel does not recommend any changes to the clauses as drafted.

**Stormwater and Land Drainage Bylaw:**

Issue	<i>The possibility of <b>addressing zinc contamination</b> through the Industrial Stormwater Discharge Licence</i>
Advice	<ul style="list-style-type: none"> <li>• Zinc contamination comes from widespread sources and is not constrained to industrial premises. The ISDL is designed to deal with the specific risks that exist with industrial sites.</li> <li>• The Council is approaching issues associated with zinc more globally.</li> <li>• It would be possible to collect information on roofing material as part of the ISDL licensing process to begin to gather relevant data on the extent of the issue.</li> <li>• Requiring any commercial property over a certain size to obtain an ISDL would be a significant change to the proposal which would trigger the need to re-consult on the bylaw.</li> </ul>
Conclusion	The Hearings Panel acknowledges zinc contamination is an issue but does not recommend the Council extend its Industrial Stormwater Discharge Licence to apply to large commercial buildings.

Issue	<i>The basis of the annual <b>fees associated with the Industrial Stormwater Discharge Licence</b> (amounts and how calculated)</i>
Advice	<ul style="list-style-type: none"> <li>• The annual fee is set on a cost-recovery, exacerbator pays basis. (Otherwise it is funded by everyone in the serviced area).</li> <li>• The Council is legislatively bound to only charge reasonable costs.</li> <li>• Costs are for staff time and laboratory testing, based on the average hours spent on over 100 audits conducted to date.</li> <li>• Fees will be reviewed annually and adjusted as we work through the Programme to ensure we are only recovering actual costs.</li> </ul>
Conclusion	The Hearings Panel noted that the costs should not be prohibitive to making the necessary improvements, but were satisfied the costs were justified. The Hearings Panel does not recommend any changes to the proposed fee structure, and in any case noted that the actual amounts are determined through the annual plan process.

Issue	<i>Assigning <b>risk classification</b> under the Industrial Stormwater Discharge Licence</i>
Advice	<ul style="list-style-type: none"> <li>• Risk classification is assigned based on the individual characteristics of each business (e.g. management practices) rather than being assigned based on industry type.</li> <li>• Risk classification for the purpose of an ISDL will be determined after engagement with the individual business.</li> </ul>
Conclusion	The Hearings Panel is satisfied the application of the relevant clauses is fair (i.e. will be relevant to the individual applicant) and does not recommend any changes to the bylaw in relation to ISDL risk classifications.

Issue	<i>Whether the <b>waterway setbacks</b> should be applied in rural settings (i.e. for stock exclusion)</i>
Advice	<ul style="list-style-type: none"> <li>• This is not intended to apply to fencing (whether temporary or permanent) for the purpose of excluding stock from waterways, if the fencing complies with all other regulatory requirements.</li> <li>• The District Plan controls fencing along waterways within rural zones and allows fencing across waterways.</li> </ul>

Conclusion	The Hearings Panel <b>recommends the addition of a new clause</b> so that restricted activities related to waterways (clause 15(1)) does not apply to fencing near waterways in rural zones.
Issue	<i>The role of the Bylaw in <b>managing water from springs</b>, particularly in the context of the cultural importance of protecting waipuna/springs.</i>
Advice	<ul style="list-style-type: none"> <li>• The intent of this clause was to address unmanaged water in urban environments, which can affect infrastructure and cause public health issues (e.g. moisture in homes, building subsidence, boggy berms or algae causing a slip hazard on footpaths).</li> <li>• New springs that have emerged as a result of the earthquakes has been a common source of unmanaged water in urban environments in recent years.</li> <li>• Some responsibilities sit with Environment Canterbury under the Land and Water Regional Plan.</li> <li>• The Council has responsibilities to regulate against nuisance and damage.</li> <li>• Submissions have highlighted the need for this clause to be more specific in its intent, and that it should deal with springs in a more sympathetic and caring way.</li> </ul>
Conclusion	The Hearings Panel <b>recommends the clause is amended</b> to apply in a more limited way which focusses on preventing nuisance and damage, and does not imply capping as a preferred solution. The Hearings Panel also consider that the Council should be notified if anyone is intending to cap or modify a spring, and recommend an explanatory note is added to this effect.

- 7.4 Upon considering all the information put before it, the Hearings Panel formulated its recommendations. The Water Supply and Wastewater Bylaw 2022, and the Stormwater and Land Drainage Bylaw 2022, as recommended by the Hearings Panel, are attached to this report. All changes from what was proposed in the draft bylaws are marked up in each document.
- 7.5 A large proportion of the changes recommended by the Hearings Panel are for the purpose of clarifying or improving the bylaw, without any significant change of intent. There are also a number of changes to explanatory notes to improve context and understanding of each bylaw. These changes are in response to submissions received, and are documented in the [Staff Report to the Hearings Panel](#)<sup>3</sup>.
- 7.6 The Hearings Panel discussed the compliance timeframe given for industrial premises to apply for an Industrial Stormwater Discharge Licence and recommended that this is extended for businesses so it does not fall on a public holiday during the Christmas/New Year period.
- 7.7 The Hearings Panel is recommending that the Council's Policy on Water Supply Pipes Installed in Private Land (2001) is revoked, given that the policy is now incorporated into the Water Supply and Wastewater Bylaw 2022.
- 7.8 The Legal Services Unit reviewed the changes proposed to ensure they comply with the provisions of the Local Government Act 2002, including that they were the most appropriate and proportionate ways of addressing the perceived problems.
- 7.9 The Legal Services Unit also considered the tenor of the changes proposed in light of the submissions made, and the parameters of the consultation materials. The Unit advised the

<sup>3</sup> See Attachment 1: *Summary of submissions and advice for deliberations on the proposed replacement bylaws*, which contains a summary of submissions, staff advice and drafted amendments for consideration by the Hearings Panel.



Hearings Panel that the changes proposed were appropriate refinements of the proposal that was consulted on, and that further consultation is not required because of the changes recommended by the Hearings Panel.

- 7.10 In addition to its recommendations, the Hearings Panel also noted the following:
- 7.10.1 There were a large number of comments from submitters about the need for public education around stormwater contaminants and the need for resourcing to support the mindset shift;
  - 7.10.2 There were a large number of comments from submitters about erosion and sediment control challenges and a lack of resourcing for monitoring and enforcing this;
  - 7.10.3 The request from Federated Farmers to set up the agreed Rural Advisory Group urgently;
  - 7.10.4 While there is a desire to achieve stormwater quality improvements as quickly as possible, the Hearings Panel noted the legitimate challenges for businesses making the transition to the new ISDL system. The Hearings Panel urged that Council supports businesses to navigate the process, has some flexibility where required, and gives advice where possible to enable compliance with new requirements. This may require additional resourcing.

## 8. Reference Documents







Document	Location and Description
Hearings Panel Agenda	<a href="https://christchurch.infocouncil.biz/Open/2022/03/BHPCC_20220325_AGN_7959_AT.PDF">https://christchurch.infocouncil.biz/Open/2022/03/BHPCC_20220325_AGN_7959_AT.PDF</a> This includes the Council officer report on submissions on the proposed replacement bylaws, as well as staff advice in response to submissions to support the deliberations of the Hearings Panel.
Hearings Panel Minutes	<a href="https://christchurch.infocouncil.biz/Open/2022/03/BHPCC_20220325_MIN_7959_AT.PDF">https://christchurch.infocouncil.biz/Open/2022/03/BHPCC_20220325_MIN_7959_AT.PDF</a>
Hearings Panel Minutes Attachments	<a href="https://christchurch.infocouncil.biz/Open/2022/03/BHPCC_20220325_MAT_7959.PDF">https://christchurch.infocouncil.biz/Open/2022/03/BHPCC_20220325_MAT_7959.PDF</a> The attachments include additional information provided by submitters during hearings and the two bylaws marked up with changes as recommended by the Hearings Panel at the conclusion of deliberations.
Have Your Say Webpage	<a href="https://www.ccc.govt.nz/the-council/haveyoursay/show/472">https://www.ccc.govt.nz/the-council/haveyoursay/show/472</a> This comprises consultation materials including the proposed replacement bylaws as consulted on.
Committee Agenda 10 November 2021	<a href="https://christchurch.infocouncil.biz/Open/2021/11/TWIA_20211110_AGN_5462_AT.PDF">https://christchurch.infocouncil.biz/Open/2021/11/TWIA_20211110_AGN_5462_AT.PDF</a> Staff reports to adopt the draft bylaws for consultation (items 9-11).

## Signatories Ngā Kaiwaitohu

Author Andrew Campbell - Hearings Advisor

Approved By Councillor Phil Mauger - Chair of Hearings Panel

## Attachments Ngā Tāpirihanga

No.	Title	Page
A  	Water Supply and Wastewater Bylaw 2022 (Tracked Changes Version)	186
B  	Stormwater and Land Drainage Bylaw 2022 (Tracked Changes Version)	210
C  	Register of Industrial and Trade Activities (Tracked Changes Version)	232

## Item 13

21/1654214

# ~~DRAFT~~ Water Supply and Wastewater Bylaw 2022

The Christchurch City Council makes this bylaw under sections 145 and 146 of the Local Government Act 2002.

## Preamble

*This preamble is explanatory and is not part of the bylaw: This bylaw replaced the water supply and wastewater parts of the Water Supply, Wastewater and Stormwater Bylaw 2014 as part of a bylaw review process, and was adopted in 2022 as a standalone bylaw.*

*Trade waste is covered by a separate bylaw, the Trade Waste Bylaw 2015, which regulates the discharge of trade waste and tankered waste to the wastewater system.*

## 1 SHORT TITLE AND COMMENCEMENT

- (1) This bylaw is the Christchurch City Council Water Supply and Wastewater Bylaw 2022.
- (2) This bylaw comes into force on 1 July 2022.

## 2 PURPOSE

- (1) The purpose of this bylaw is to:
  - (a) manage, regulate and protect from misuse or damage the Council's water supply and wastewater systems; and
  - (b) protect the public from nuisance, and protect, promote and maintain public health and safety.

## 3 INTERPRETATION

- (1) In this bylaw, unless the context otherwise requires:

**Approval** means any licence, permit or consent issued under this bylaw or any relevant legislation.

**Backflow** means the unplanned reversal of flow of water or mixtures of water and contaminants into the water supply system.

**Boundary** means any boundary which is shown on a survey plan approved by the Chief Surveyor and which is deposited with Land Information New Zealand, whether or not a Record of Title has been issued.

**Chief Executive** means the Chief Executive of the Christchurch City Council.

21/1654214

**Commercial supply** means a metered water supply for all purposes other than domestic use and which may be subject to specific conditions, limitations, fees and charges. Commercial supply includes, but is not limited to, the supply of water to Trade Premises and educational and health services.

**Condensing water** means any water used in any trade, industry, or commercial process or operation in such a manner that it does not materially change its chemical or physical state.

**Connection box** or 'meter box' means the service valve, meter (where fitted), and associated fittings installed and maintained by the Council at a location convenient to the Council on the service pipe or at the supply pipe or at the point of supply.

**Council** means the Christchurch City Council, or any person authorised to act on its behalf.

**Council water supply** means a public water supply system owned and managed by the Christchurch City Council.

**Customer** means the person, or the authorised agent, who uses, or has approval to use, the water supply or wastewater system supplied by the Council.

**District** means the territorial authority area of Christchurch City Council.

**District Plan** means any relevant operative or proposed district plan prepared by the Christchurch City Council under the Resource Management Act 1991.

**Drain** means a pipe intended to convey wastewater to the public wastewater system, and drainage has a corresponding meaning.

**Environment** has the same meaning as defined in section 2 of the Resource Management Act 1991.

**Fire protection system** means a fixed system of sprinklers, pipes, tanks, control valves, outlets and related fixed components used to control or extinguish fires but does not include fire hose reels.

**Fire connection** means a connection for the supply of water to a property solely for the purpose of being used in the event of fire.

**Fitting** means any apparatus or appliance, together with the necessary accessories and connection, which;

- (a) may be attached to, or associated with, the plumbing or private drainage system of any premises; or
- (b) is intended for the collection or retention of any waste materials or liquid wastes for ultimate discharge to a drain.

**Groundwater** means the water found underground within aquifers to emerge as springs or to be abstracted via wells as part of the Council's water supply system.

**Infiltration** means stormwater or groundwater that seeps into the public wastewater system or a private wastewater system through broken pipes or joints.

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**Inflow** means stormwater or surface water that enters the public wastewater system, or a private wastewater system, through unauthorised connections (e.g. stormwater downpipes connected to a wastewater pipe) or ponding that overflows directly into gully traps.

**Maintenance Access Corridor** means the land required to access any part of the water supply system or the wastewater system for maintenance purposes.

**Meter** means a Council-owned device to measure the volume of water supplied.

**On demand supply** means a water supply which is available 'on demand' directly from the point of supply subject to the agreed level of service.

**Point of discharge** means the point where responsibility for ownership and maintenance of the wastewater pipe passes from the customer to the Council. The point of discharge is where the pipe crosses the boundary, unless the property is serviced by a Council-owned pressure system, in which case the point of discharge is where the drain feeds into the tank.

**Point of supply** means the point where the responsibility for ownership and maintenance of the water pipe passes from the Council to the customer. The point of supply is where the supply pipe or service pipe crosses the property boundary.

**Private ~~wastewater drains drainage system~~** means the system of pipes and fittings installed on the ~~customer's side of the point of discharge property~~ to convey wastewater off the property to the public wastewater system, ~~and, where a public system is not available, includes any approved disposal systems within or outside the confines of the property.~~

**Private property** means any property or land held in private ownership and includes any private road, right of way or easement relating to a property.

**Prohibited waste** means anything not normally or intended to be disposed of through the wastewater system. The wastewater system is designed and intended to dispose of wastewater from domestic activities and discharges from authorised trade waste. Prohibited ~~substances-wastes~~ in the wastewater system include, but are not limited to:

- (a) hazardous substances other than household cleaning products (such as oil and automotive liquids; paint and solvents; pesticides and herbicides);
- (b) personal care items (such as wet wipes, condoms, sanitary products or nappies);
- (c) gravel-like substances (such as cat litter or stones from an aquarium);
- (d) things that will not breakdown and may cause pipe or equipment blockages or damage (such as fabric or plastics);
- (e) stormwater and groundwater; and
- (f) unauthorised trade wastes (trade and industrial waste are managed under the Trade Waste Bylaw).

**Property** means:

- (a) a parcel of land shown as an allotment on a survey plan deposited with or approved by Land Information New Zealand, and for which a Record of Title is available; or
- (b) land or a building or part of a building for which a unit title under the Unit Titles Act 2010, or a cross-lease title, and for which a Record of Title or a company share title is available; or
- (c) land held in public ownership (e.g. reserve) for a particular purpose.

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**Residential supply** means a category of metered water supply to a residential building which is available on demand directly from the point of supply, subject to an agreed level of service and any rates, or fees and charges as set out in the Council's Long Term and/or Annual Plans.

**Regional Plan** means any relevant operative or proposed regional plan prepared by the Canterbury Regional Council (Environment Canterbury) under the Resource Management Act 1991 e.g. the Canterbury Land and Water Regional Plan.

**Restricted supply** means a category of water supply connection where a small flow is supplied through a flow control device (restrictor) at a regulated flow rate, as determined by the Council and charged on a per unit basis.

**Restrictor** means a device installed within the connection to control the flow of water to a property.

**Secondary meter** means a privately owned and maintained device on the customer's side of the connection box that measures the water consumption (for billing purposes) of each occupier when a single property has multiple occupiers.

**Service pipe** means the section of pipe between the water main or sub-main and the point of supply.

**Service valve** means the Council's valve in the connection box or on the Council's side of the point of supply. (Also known as a toby or shut off valve).

**Site works** means any substantial earthworks, including excavation, grading, significant landscaping, installation of septic tanks, trenches, construction of pavement and driveways, and any works associated with the construction, alteration, demolition or removal of a building.

**Sub-main** means an underground pipe of less than 100mm diameter in a system of pipes for supplying potable water to properties.

**Supply pipe** means the privately-owned pipe on the customer's property from the point of supply.

**Surface water** means water in rivers, watercourses and artificial waterbodies, lakes, wetlands, springs or coastal waters; and rainwater that collects on the surface of the ground but excludes groundwater.

**Temporary supply** means a water supply which is for an event or fixed length of time.

**Trade premises** means any property used or intended to be used for carrying on any trade or industry; and includes any land or property wholly or mainly used (whether for profit or not) for agricultural or horticultural purposes.

**Waste disposal unit** means a device designed to disintegrate organic waste material to a state suitable for disposal to a wastewater drain.

**Wastewater pipe** means a pipe primarily for the reception and discharge of wastewater and includes any fittings owned by the Council whether on private or public land, such as the fittings associated with a pressure wastewater system.



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**Wastewater system** means all pipes, pump stations, storage tanks, wastewater treatment plants, manholes, outfalls and other related structures or access points owned by or under the control of the Council and used for receiving, transporting, treating or disposing of wastewater.

**Water main** means the principal underground pipe in a system of pipes for supplying potable water to properties.

**Water supply system** means all those components of the public water supply network between the point of abstraction from the natural environment to the point of supply. It does not include privately-owned components such as pipes, tanks, or other devices.

- (2) This bylaw contains explanatory notes, which are not part of the bylaw. The Council may add, amend or delete explanatory notes at any time without amending the bylaw.

***Explanatory note:** Explanatory notes are used for a number of reasons, including to explain the intent of a clause in less formal language, to include additional helpful information, or because the information may be subject to change and need to be updated before the bylaw itself has to be updated.*

## PART 1: WATER SUPPLY

### 4 OBJECTIVES

- (1) The objectives of this part of the bylaw are to:
- (a) promote the efficient use of water, manage demand for water and protect against waste or misuse of water;
  - (b) protect the water supply from contamination;
  - (c) regulate the use of land, structures and infrastructure associated with the water supply system to protect these assets from damage, misuse, or loss;
  - (d) prevent unauthorised connection to the water supply system;
  - (e) define the obligations of the Council, installers, owners and the public in matters related to the water supply system; and
  - (f) determine the volumes of water consumed on any property for charging purposes or to locate any water leaks at the property.

***Explanatory note:** Objectives, policies and standards relevant to this part of the bylaw can be found in the Council's Te Wai Ora o Tāne Integrated Water Strategy, the Infrastructure Design Standards and in the consents that the Council holds for water takes for the public water supplies. [The bylaw is part of how the Council can give effect to Te Mana o te Wai.](#)*

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## 5 APPROVAL REQUIRED FOR CONNECTION, SUPPLY, DISCONNECTION AND OTHER WORKS

- (1) No person may, without the Council's written approval -
  - (a) connect, or allow the connection of any fittings to the water supply system;
  - (b) disconnect from the water supply system;
  - (c) change the location of the point of supply;
  - (d) install an additional point of supply or supply of water;
  - (e) install cross-boundary connections;
  - (f) provide water from the Council supply to any other party or property;
  - (g) obtain a temporary water supply;
  - (h) install a connection and supply for a fire protection system; or
  - (i) install a privately-owned supply pipe on Council-owned property.
- (2) A written application for approval of any matter in subclause (1) must be made in the form required, must contain all information requested and must be accompanied by the relevant fee (if any).
- (3) An authorised officer considering an application may require the applicant to provide further information, at the applicant's cost, in order to process an approval.
- (4) The Council may impose conditions as part of an approval. Any conditions must be complied with in the exercise of the approval.
- (5) Any approval will state:
  - (a) the type of supply (on-demand or restricted supply, and either residential, commercial or temporary supply);
  - (b) whether or not the applicant must pay for and install a backflow prevention device approved by the Council; and
  - (c) any other conditions related to the supply.
- (6) Where a single point of supply serves more than one property, and the water supply needs to be separated, the property owner is (or property owners are) responsible for all costs associated with separating the supply, unless otherwise agreed by the Council.

*Explanatory note: The requirement to separate private supplies may be triggered by subdivision, an upgrade to water supply infrastructure, or changing regulatory requirements.*
- (7) Without limitation, the Council may decline approval to connect to the water supply system where, in the Council's reasonable opinion:
  - (a) there is insufficient capacity in the network to accommodate the connection;
  - (b) the design of the proposed connection does not meet Council standards or requirements;
  - (c) the connection is outside the area currently served by the water supply system, regardless of its proximity to any specific component of the water supply system; or
  - (d) refusal is necessary to protect the water supply system, the health and safety of any person, or the environment.
- (8) Where the Council declines an application it will notify the applicant of the decision, giving reasons.

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- (9) If a connection to the water supply system is not physically made within twelve months of an approval being granted, the approval will be deemed to have lapsed and a new application will be required.
- (10) Where the Council approves a disconnection:
- (a) the point of disconnection will be determined by the Council on a case by case basis; and
  - (b) the works must be undertaken by an authorised agent of the Council; and
  - (c) the person who has been granted approval for the disconnection is responsible for all costs of this work, including the removal of any Council-owned pipes.

*Explanatory note: The point of disconnection is generally at the sub-main or water main, rather than the point of supply. This is to prevent 'dead ends' in the network and water stagnating at these points, which could result in bacteria growth that compromises the safety of the drinking water supply.*

- (11) A customer with a current connection may request that the Council change:
- (a) the type of supply (e.g. from restricted to on demand);
  - (b) the classification of the supply (e.g. from residential to commercial supply); or
  - (c) the terms and conditions of supply.
- (12) The Council may require a new application for any request under subclause (11).
- (13) The Council may, at any time, review a connection approval and any conditions.
- (14) Following the review, and after obtaining and considering the written views of the customer, the Council may;
- (a) vary or add any conditions that the Council considers necessary; or
  - (b) require a new application for connection to be submitted within the timeframe specified.

## 6 TEMPORARY CONNECTIONS

- (1) The Council may assess and recover the value of any water drawn and any other associated costs incurred by the Council for any temporary connections to the water supply system.
- (2) No person may access, or take any water from a standpipe or hydrant unless that person is -
- (a) an authorised agent of the Council; or
  - (b) authorised by the Council to take water from a hydrant under clause 5; or
  - (c) approved by the Council to make a temporary connection to the water supply system; or
  - (d) operating on behalf of Fire and Emergency New Zealand, for the purpose of fighting fires, emergency management, training and testing.
- (3) Any person accessing water from a standpipe must use a Council-supplied standpipe fitted with a backflow prevention device and a water meter, and pay the Council for the cost of the water supplied.

*Explanatory note: Approved standpipes can be hired from Council authorised agents.*

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## 7 RESTRICTED ACTIVITIES WITHIN MAINTENANCE ACCESS CORRIDORS

- (1) This clause applies to parts of the water supply system that are located underground and within non-Council land. The Council requires that these parts of the water supply system are accessible in order to repair, replace, or otherwise maintain these parts of the water supply system.
- (2) This clause does not apply where there is an easement in favour of the Council registered against a Record of Title for a property that enables adequate maintenance access for the water supply system, irrespective of the width of the easement strip created by that easement.
- (3) No person may, without the Council's written approval under this bylaw, carry out the following restricted activities:
  - (a) build, place or install, or allow to be built, placed or installed, any building or structure (other than a boundary fence), over or within a Maintenance Access Corridor;
  - (b) lay or permit any utility service or private pipe across or along the line of an existing part of the water supply system within a Maintenance Access Corridor; or
  - (c) undertake site works within a Maintenance Access Corridor.

***Explanatory note:** Structures include temporary or relocatable buildings (such as sheds), shipping containers, storage tanks, decks, hard landscaping, etc. Each request will be considered on a case-by-case basis, taking into account the particular set of circumstances involved, and the likely access needs for maintenance. Reinstatement of areas after access for maintenance will be completed to a safe standard, and may not be to the exact prior condition (eg: it may not be possible to reinstate or match some features or finishes, such as coloured or textured concrete).*

*Written approval for a similar purpose under a revoked version of this bylaw is considered written approval under this bylaw, in accordance with the savings provisions in this bylaw (clause 41).*

*Any person who believes that compliance with the requirement in clause 7 would adversely affect them or their business, without a corresponding public benefit, can apply to the Council for a dispensation from compliance with this requirement under clause 13 of the General Bylaw 2008.*

- (4) No person may plant any tree within a Maintenance Access Corridor that is likely to cause a nuisance or damage to any part of the [stormwater network](#) [water supply system](#).
- (5) Where the Council's infrastructure or asset is a pipe, the Maintenance Access Corridor width is calculated by the Council as the greater of either:
  - (a) twice the buried depth of the pipe (surface to trench base), plus the outside diameter of the pipe; or
  - (b) 1.5 metres from either side of the centre of the pipe.
- (6) Where the infrastructure or asset is not a pipe, the Maintenance Access Corridor is one metre of the asset's border in all directions (eg a manhole).

***Explanatory note:** The details of each specific site and the width and location of the Maintenance Access Corridor will be determined by the Council. Deeper, and usually larger, pipes require a greater area for maintenance access.*



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## 8 APPLICATIONS AND APPROVALS FOR RESTRICTED ACTIVITIES WITHIN A MAINTENANCE ACCESS CORRIDOR

- (1) A written application for approval of a restricted activity within a maintenance access corridor must be made in the form required, must contain all information requested, and must be accompanied by the relevant fee (if any).
- (2) An authorised officer considering an application may require the applicant to provide further information, at the applicant's cost, in order to process an approval.
- (3) The Council may impose conditions as part of an approval. Any conditions must be complied with in the exercise of the approval.
- (4) Where the Council declines an application it will notify the applicant of the decision, giving reasons.

## 9 PROTECTION OF SOURCE WATER AND THE WATER SUPPLY SYSTEM

- (1) No person, other than the Council and its authorised agents, may enter any fenced area, building, or facility set aside by the Council for the protection of source water or as a public water supply facility, without prior written approval of the Council.
- (2) No person, other than the Council and its authorised agents, may access any part of the water supply system without prior written approval of the Council, except to operate the service valve.
- (3) No person may enter, make any connection with, discharge into, tamper or otherwise interfere with any part of the water supply system without prior written approval of the Council.
- (4) Unless approved by the Council, no person may install quick-closing valves, pumps or any other equipment on any piping on the customer's side of the point of supply which may cause pressure surges or fluctuations to be transmitted within the water supply system, or compromise the ability of the Council to maintain its levels of service. If such unauthorised devices are found, the Council will require these are removed or replaced with an acceptable valve, at the owner's cost, to minimise potential damage to Council assets.

***Explanatory note:** Pressure surges, or changes in pressure, can cause contamination of the water supply and damage to the water supply system. Examples of devices that may cause surges include, but are not limited to; actuators, solenoids, large irrigators, or any other equipment causing large draw from the network.*

- (5) Any person responsible for, or aware of, a chemical or hazardous substance spill within a community drinking water protection zone must immediately report the spill to the Council.

***Explanatory note:** Any spill within a community drinking water protection zone has the potential to contaminate source water. Examples of spills include (but are not limited to): diesel, fertilisers and pesticides. Environment Canterbury must also be notified of any such spill.*

- (6) Any person intending to undertake the aerial application of any chemical in the vicinity of a community drinking water protection zone, including but not limited to, fertilisers, herbicides or pesticides, must notify the Council of the activity -
  - (a) as soon as practicable for application of any fire-fighting chemical; or
  - (b) at least two working days prior to application for any other chemical or agricultural application.

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***Explanatory note:** Notifying the Council of intended aerial spraying applications in the vicinity of Council intakes (water catchment areas) helps the Council to better mitigate any contamination risk to drinking water supplies. Environment Canterbury's Land and Water Regional Plan controls aerial application activities, and provides setback distances for protection of community drinking water supplies. The drinking water protection zones can be viewed on Canterbury Maps.*

- (7) No person may:
- (a) plant any tree in a position that is likely to cause a nuisance or damage to any part of the water supply system; or
  - (b) allow the roots of any tree on their property to cause damage, interference, or blockage to any part of the water supply system, or to otherwise restrict access to any part of the water supply system.
- (8) Where, in the Council's opinion, tree roots from a tree located on private property are causing damage, interference or blockage to any part of the water supply system, or are otherwise restricting access:
- (a) the Council may require the property owner to remove the tree or trim the roots; or
  - (b) the Council may remove the tree or trim the roots, and may seek to recover costs from the property owner.

***Explanatory note:** Where tree roots from a tree on private property are found to be preventing access or causing damage to the water supply system, the Council will, where possible, prune the roots in such a way that the health or stability of the tree is not compromised.*

## 10 CONTINUITY OF SUPPLY

- (1) The Council does not guarantee a constant flow of water or any maximum or minimum pressure.
- (2) Nothing in this bylaw should be construed as obliging the Council to provide or continue to provide a supply of water to any property. No allowance or compensation will be made or allowed by the Council if the water supply is restricted or interrupted, or if there is any change of pressure in the supply.
- (3) If a customer has a particular requirement for an uninterrupted flow, pressure or quality of water supply, it is the responsibility of that customer to provide any necessary storage, back up facilities or equipment necessary to meet that level of service.

***Explanatory note:** The Council as water supplier has certain obligations under Section 69S of the Health Act 1956 the Water Services Act 2021 for the supply of drinking water. For example, the Council must ensure that an adequate supply of a "sufficient quantity" of drinking water is provided to each point of supply except for necessary interruptions e.g. due to an emergency or during planned work on the water supply system or related infrastructure. Planned interruptions to supply may exceed eight hours if the Council gets the approval of the Medical Officer of Health Taumata Arowai and takes all practicable steps to inform affected customers.*

## 11 POINT OF SUPPLY AND SUPPLY PIPES

- (1) There will only be one point of supply for each property, except where specifically approved (e.g. for a fire protection system).
- (2) A supply pipe must serve only one property and the customer must not extend the supply pipe, by hose or any other pipe, to any other property.

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- (3) The Council will own and maintain any pipe up to the point of supply and the connection box, including the service valve, meter (where fitted), any restrictor (where fitted) isolation valve, and unions either side of the meter.
- (4) Water mains installed in residential private property (or residential right of way), fitted with one or more fire hydrants and for the benefit of more than one landowner, are maintained by the Council, up to and including, the hydrant(s).
- (5) Any pipe installed within an easement, and utilised by the person with the benefit of the easement or the landowner is owned and maintained by the named parties at their expense. Water mains protected by an easement in favour of the Council are owned and maintained by the Council.
- (6) While the customer may access and use the service valve to isolate the supply to the customer's property, the Council does not guarantee the serviceability of the service valve.
- (7) Where the connection box is located on private property, the customer must maintain the area in and around the connection box by keeping it free of vegetation, or other matter or any obstruction which prevents, or is likely to prevent convenient access. Where the customer fails to keep access to the connection box free of growth or other obstructions, the Council may carry out any work necessary to remove any obstruction and may charge the customer for the cost of such work.
- (8) The customer will own and maintain the service pipe where it is located on private property and the supply pipe and any fittings on the customer's side of the point of supply (e.g. backflow prevention device).
- (9) Where in the opinion of the Council, any pipe or fitting on the customer's side of the point of supply has been damaged or is of inferior quality or workmanship, or is causing or is likely to cause water to be wasted or is insufficient for the proper supply of water, the Council may give the customer notice in writing requiring any work specified in the notice to be carried out in within the timeframe specified in the notice.
- (10) Where the customer fails to carry out any required work within the time period specified in the notice under subclause (9), in addition to any other remedies, the Council may charge the customer for the excess supply of water.

## 12 FIREFIGHTING SUPPLIES AND FIRE PROTECTION SYSTEMS

- (1) A fire protection system must be constructed, installed and operated so that water cannot be drawn from it for any purpose other than fire protection, and must be independent of any other water connection or supply on the property.
- (2) Where, in the opinion of the Council, an existing fire connection is constructed or located so water is, or is likely to be drawn from it or from any part of it by any person for purposes other than firefighting, the Council will require a meter to be installed on the fire connection.
- (3) The Council will not charge for water used for the purpose of extinguishing fires.
- (4) No person may install or connect a fire hose reel to a fire connection. A fire hose reel must be connected to a mains water supply.

***Explanatory note:** The water supplied to fire protection systems is from a fire connection, which can only be used for fire protection (for example, a fire protection sprinkler system). Fire hose reels must be connected to the mains water supply, as a fire hose can be used at any time and may be used for purposes other than fire protection.*

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- (5) Where a private water supply pipe is connected to a fire hydrant and the supply is not a dedicated firefighting supply, the Council may require that:
- (a) the connection supplying the fire hydrant is converted into a dedicated firefighting supply; and
  - (b) all other water on the site is supplied by a separate new point of supply; and
  - (c) if required, the property owner(s) apply for a new water connection for the new point of supply; and
  - (d) all works and applications are paid for by the property owner(s).

### 13 LIABILITY

- (1) The Council is not liable for any damage to any private plumbing system or for any loss or inconvenience to any customer as a result of being connected to the water supply.

### 14 WATER SUPPLY NO LONGER REQUIRED DUE TO DEMOLITION, REMOVAL OR ABANDONMENT OF BUILDINGS

- (1) When any property supplied with water by the Council no longer requires a supply of water (for example, due to the removal, demolition or abandonment of buildings), the customer must give notice in writing to the Council within one month of the date from which the water supply is no longer required, and apply to disconnect the water supply under clause 5, if applicable.

*Explanatory note: Clause 14(1) does not apply if the property is being renovated, repaired, or redeveloped immediately following demolition or removal of buildings.*

- (2) Where the customer fails to contact the Council as required by subclause (1), the Council may disconnect the water supply to a property where the removal, demolition or abandonment of buildings has occurred, and where the water supply connection:
- (a) has not been used for a period of 12 months; or
  - (b) is left in a condition that could be detrimental to the water supply system.
- (3) If reconnection is required after such a disconnection, an application must be made in accordance with clause 0.

### 15 COUNCIL MAY IMPOSE WATER RESTRICTIONS

- (1) The Chief Executive may restrict or prohibit the use of water supplied to premises in the district where the Council's ability to maintain an adequate supply of drinking water is, or may be, at risk due to:
- (a) drought;
  - (b) emergency;
  - (c) maintenance;
  - (d) excessive demand; or
  - (e) ~~for~~ any other reason.
- (2) Any restriction under subclause (1) may:
- (a) specify types of use that are restricted (e.g. limiting outdoor water use);
  - (b) apply to the entire district or one or more parts of the district; and
  - (c) apply for any specified length of time.

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***Explanatory note:** Types of restrictions may include (but are not limited to): volume restrictions per property, hand-held garden watering only, restrictions on the time of day, or day of garden watering (e.g. only after sunset or on specific days).*

- (3) The Council will give notice of any restriction in any manner the Chief Executive considers is appropriate and reasonable in the circumstances of the restriction.
- (4) No person may use any water, or allow any water to be used in contravention of any restriction or prohibition made under this clause.

## 16 WATER EFFICIENCY AND PREVENTION OF WASTE

***Explanatory note:** The Council can restrict the water supply for any of the reasons set out in section 193 of the Local Government Act 2002, including for any breach of this bylaw. This includes failure to remedy a water leak. Any restricted supply must still provide ~~an adequate supply~~ a sufficient quantity of drinking water ~~under Part 2A of the Health Act 1956 in accordance with section 25 of the Water Services Act 2021~~.*

- (1) Unless specifically approved by the Council, the customer must not use water for:
  - (a) a single pass heating or cooling system;
  - (b) the dilution of trade waste prior to disposal; or
  - (c) driving lifts, generators, condensers, machinery, or other similar devices.
- (2) The customer must have water conservation equipment as part of any system using water from a Council water supply for heating or cooling purposes (e.g. air conditioning, industrial plant) so that the consumption is limited to that required to make up reasonable losses due to evaporation, wind, flushing, and similar effects.

***Explanatory note:** Discharge of cooling water must comply with part 2 of this Bylaw and with the Council's Stormwater and Land Drainage Bylaw.*

- (3) A customer must not waste water, or allow water to be wasted, from any pipe, tap, or other fitting on their property.

***Explanatory note:** Wasting water is an offence under sections 192 and 224 of the Local Government Act 2002 and may result in disconnection or restriction of the supply and/or prosecution. Examples of water being wasted include (but are not limited to): watering in areas where it is not required (e.g. driveways), excessive watering (including water flowing off the customer's property i.e. to the footpath, road or a neighbouring property or causing flooding), and unrepaid leaks. Excessive water use will also be charged in accordance with the excess water supply targeted rates from 1 July 2022.*

## 17 SUPPLEMENTARY WATER STORAGE FOR BANKS PENINSULA WATER SUPPLY AREAS

- (1) For all new residential or commercial properties constructed within the Council water supply areas of Akaroa (including Takamatua), Duvauchelle, ~~Takamatua~~, Wainui, Pigeon Bay, Little River and Birdlings Flat, and where connection to the Council water supply is sought; the customer must install a tank or facility with a minimum capacity of 5,000 litres for the purpose of collecting and storing rainwater for non-potable usage.

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***Explanatory note:** Examples of non-potable water use include toilet flushing and watering the garden.*

- (2) For the purposes of subclause (1), the construction of new properties means:
- (a) the construction of a residential or commercial building on an undeveloped site; or
  - (b) the construction of a replacement residential or commercial building that increases the footprint area of the pre-existing building on the site;
  - (c) but does not include:
    - i. the construction of a replacement building that has a footprint area that is the same or less than the pre-existing building;
    - ii. repairs or alterations to any existing building;
    - iii. the construction of a garage or outbuilding; or
    - iv. the construction of a temporary building that has an intended life of less than five years.

***Explanatory note:** This bylaw requires supplementary water storage for non-potable purposes in Banks Peninsula, but there are additional requirements for water storage tanks for other purposes and in other areas of the Christchurch district.*

- (3) Where multiple tanks are required on a property for different purposes, the Council may give permission for a single tank to meet multiple requirements.

***Explanatory note:** Tanks may be required for the purposes of stormwater detention, fire-fighting, or other non-potable purposes. Tanks must meet all other regulatory requirements, including backflow prevention in order for the Council to consider granting approval.*

*Additionally, if any person believes that compliance with the requirement in clause 17 would adversely affect them or their business, without a corresponding public benefit, they can apply to the Council for a dispensation from compliance with this requirement under clause 13 of the General Bylaw 2008.*

## 18 BACKFLOW PREVENTION

- (1) At the Council's request, the customer must provide any information about any use or activity at their property in relation to backflow risks, and take any action requested by the Council to ensure backflow prevention is achieved to the Council's satisfaction.
- (2) Where there is a change of use or activity carried out at their property that may alter the hazard rating or the risk of backflow occurring, the customer must:
- (a) notify the Council of any change of use or activity; and
  - (b) demonstrate how backflow prevention will be achieved in relation to the change, to the Council's satisfaction; and
  - (c) install a backflow prevention device if one is required, or comply with any requirement made by Council under section [69ZZZ of the Health Act 1956](#) [27 of the Water Services Act 2021](#).
- (3) A backflow prevention device must not be bypassed unless the bypass is also fitted with a backflow prevention device appropriate for the same hazard rating and approved by the Council.



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- (4) The Council may charge for site audits and applications for changes in hazard rating, and may recover costs for installing, testing and maintaining backflow prevention devices.

***Explanatory note:** Backflow is a risk of contamination of our public water supply. Backflow prevention measures are intended to protect the quality and safety of our drinking water.*

*Property owners are required to install the appropriate level of backflow prevention in relation to the backflow risks arising from activities on their site. This may be either by ensuring an adequate air gap or by installing a Council-approved backflow prevention device.*

*It is the customer's responsibility under [the Health Act 1956](#) and [legislation such as the Building Act 2004](#) to take all necessary measures on the customer's side of the point of supply to prevent water which has been drawn from the Council water supply from returning to that supply (i.e. backflow prevention measures).*

*To change the hazard rating, the property owner can request the Council review the hazard rating on their property. The property owner must pay any relevant fee for inspection as outlined in the Council's Schedule of Fees and Charges. Alternatively, the customer may provide the Council with a report from a suitably qualified person advising of the risk category for the property.*

*Where a customer cannot demonstrate that the risk of backflow is adequately managed, in accordance with section [69ZZZ of the Health Act 1956](#) [27 of the Water Services Act 2021](#), the Council may fit a backflow prevention device on the public side of the point of supply, and recover the costs from the property owner for the design, installation, maintenance and testing of the device.*

*More information on the requirements for backflow prevention can be found on the Council's website – [www.ccc.govt.nz](http://www.ccc.govt.nz).*

## 19 INSTALLATION OF METERS

- (1) For any property there shall be only one metered supply, unless otherwise approved by the Council.
- (2) All new connections for fire protection systems must have a meter of a type that has minimal pressure loss characteristics as specified by the Council.
- (3) All meters (other than secondary meters referred to in subclause(6)) are supplied, installed and maintained by the Council, and remain the property of the Council.
- (4) All Council-owned water meters are to be located on Council property unless prior written approval is given otherwise.
- (5) If a meter becomes difficult to access due to changes made by the customer, the Council may relocate it to a more accessible location and recover the costs of relocation from the customer.
- (6) Where one or more secondary meters are fitted, whether as a result of a requirement of the Council or at the request of the customer(s), all such meters are the property of the customer(s) who must pay for all costs relating to these secondary meters including for the installation, maintenance, monitoring and reading of the meters.

***Explanatory note:** It is the Council's policy to install water meters on all supplies for the purposes of monitoring water consumption and detecting leaks, and for volumetric charging where applicable.*

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## 20 METERS ON PRIVATE PROPERTY

- (1) Where meters are to be installed on a property the customer must:
  - (a) provide a Council approved location within the property for the meter;
  - (b) take sufficient precautions to protect the meter from damage at all times;
  - (c) enclose the meter in a suitable box or other enclosure and, in cases where natural support is absent, provide suitable wall brackets or other support; and
  - (d) ensure that the meter is readily accessible for reading and servicing at all times.

## 21 READING OF METERS AND ACCOUNTS

- (1) Meters will be read, and where applicable, accounts rendered, at such intervals as the Chief Executive may determine.
- (2) Meter readings made at the request of the customer will be charged for as set out in the Council's schedule of fees and charges.
- (3) The customer must pay all charges for the supply of water as determined by the Council.
- (4) A customer must give the Council five working days' notice to arrange a final water meter reading and pay any relevant fee for the final reading as set out in the Council's schedule of fees and charges.

## 22 ESTIMATED ACCOUNTS

- (1) If any meter ceases to register, is difficult to access or is unable to be read, the Council will estimate the consumption based on the average of the previous available consumption periods for that customer.
- (2) If the previous available consumption periods for that customer contain large variations for seasonal or other reasons, the Council will determine a reasonable estimate based on the available information.
- (3) Where a restrictor is damaged, without prejudice to other remedies available, the Council may assess and recover the value of water drawn over and above what would have been supplied if the restrictor was in working order.
- (4) The Council's decision under this clause is final, and the customer must pay the estimated account.

## 23 TESTING OF METERS

- (1) If a customer disputes the accuracy of a meter, the customer may request that the Council have it tested. The customer must pay the cost of having the meter tested.
- (2) If any tested meter is found to be reading inaccurately, the Council will adjust the customer's account accordingly, and either refund or charge the customer according to the adjusted account.

## 24 WORKS MUST COMPLY

- (1) Any person responsible for the construction of infrastructure which is to be vested in Council and become part of the water supply system, must comply with all relevant codes of practice, standards, specifications, approvals and conditions relating to such infrastructure.



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- (2) Any person responsible for the construction or maintenance of infrastructure which is to connect to the water supply system must comply with all relevant codes of practice, standards, specifications, approvals and conditions relating to the connection.
- (3) The Council is not required to accept the vesting of infrastructure, or a connection to the system which does not comply with subclauses (1) and (2).

## 25 IDENTIFY UNDERGROUND SERVICES PRIOR TO SITE WORKS

- (1) Any person undertaking site works must view and verify the as-built plans held by the Council prior to the commencement of works to establish whether or not Council services are located in the vicinity of the proposed work.
- (2) If any pipe, drain or other asset is found not to be on as-built plans, or incorrectly shown on the as-built plans, the person must determine what the pipe, drain or other asset is, and supply that information to the Council.

*Explanatory note: Any works to be undertaken within the road corridor (which includes the road, footpath and berm) is regulated under the Utilities Access Act 2010 and the Council's Traffic and Parking Bylaw, and requires the submission of a Corridor Access Request to the Council.*

## PART 2: WASTEWATER

### 26 OBJECTIVES

- (1) The objectives of this part of the bylaw are to:
  - (a) regulate the use of land, structures and infrastructure associated with the wastewater system to protect these assets from damage, misuse or loss;
  - (b) prevent unauthorised access and interference with a connection to the wastewater system;
  - (c) protect the wastewater system from stormwater inflow and groundwater infiltration; and
  - (d) define the obligations of the Council, installers, owners and the public in matters related to the wastewater system.

*Explanatory note: Objectives, policies and standards relevant to this part of the bylaw can be found in the Council's Te Wai Ora o Tāne Integrated Water Strategy, the Infrastructure Design Standards and in the resource consents that the Council holds for the public wastewater system. The bylaw is part of how the Council can give effect to Te Mana o te Wai.*

### 27 APPROVAL REQUIRED FOR CONNECTION, DISCHARGE AND DISCONNECTION

- (1) No person may, without the Council's written approval
  - (a) connect, or allow the connection of any fittings, to the wastewater system;
  - (b) disconnect from the wastewater system;
  - (c) change the location of the point of discharge;
  - (d) increase the number of residential units connected to an existing connection; or

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- (e) increase the commercial discharge (flow or volume) through an existing connection.

*Explanatory note: Written approval may be under this bylaw, or under the Trade Waste Bylaw, where relevant.*

- (2) A written application for approval of any matter in subclause (1) must be made in the form required, must contain all information requested, and must be accompanied by the relevant fee (if any).
- (3) An authorised officer considering an application may require the applicant to provide further information, at the applicant's cost, in order to process an approval.
- (4) The Council may impose conditions as part of an approval. Any conditions must be complied with in the exercise of the approval.
- (5) Without limitation, the Council may decline approval to connect to the wastewater system where, in the Council's reasonable opinion:
- (a) connection would or may give rise to wastewater overflows;
  - (b) there is insufficient capacity in the system to accommodate the connection;
  - (c) the connection could compromise the Council's ability to maintain levels of service;
  - (d) the connection is outside the area currently served by the wastewater system, regardless of its proximity to any specific component of the wastewater system; or
  - (e) refusal is necessary to protect the wastewater system, the health and safety of any person, or the environment.
- (6) Where the Council declines an application it will notify the applicant of the decision, giving reasons.
- (7) The Council may, at any time, review a connection approval and any conditions.
- (8) Following the review, the Council may, after obtaining and considering the written views of the customer;
- (a) vary or add any conditions that the Council considers necessary; or
  - (b) require a new application for connection to be submitted within the timeframe specified.

## 28 RESTRICTIONS ON ACCESS TO THE WASTEWATER SYSTEM

- (1) No person may, without the Council's approval, carry out any of the following restricted activities:
- (a) enter any fenced area, building, or facility that is part of the wastewater system;
  - (b) access, tamper with, or otherwise interfere with any part of the wastewater system;
  - (c) make any connection to or discharge into, any part of the wastewater system; or
  - (d) remove, cover, or otherwise interfere with any manhole cover, inlet or other equipment associated with the wastewater system.

## 29 RESTRICTED ACTIVITIES WITHIN MAINTENANCE ACCESS CORRIDORS

- (1) This clause applies to parts of the water-supply-wastewater system that are located underground and within non-Council land. The Council requires that these parts of the water-supply-wastewater system are accessible in order to repair, replace, or otherwise maintain these parts of the water supply-wastewater system.

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- (2) This clause does not apply where there is an easement in favour of the Council registered against a Record of Title for a property that enables adequate maintenance access for the ~~water supply~~ ~~wastewater~~ system, irrespective of the width of the easement strip created by that easement.
- (3) No person may, without the Council's written approval under this bylaw, carry out the following restricted activities:
- (a) build, place or install, or allow to be built, placed or installed, any building or structure (other than a boundary fence), over or within a Maintenance Access Corridor;
  - (b) lay or permit any utility service or private pipe across or along the line of an existing part of the wastewater system within a Maintenance Access Corridor; or
  - (c) undertake site works within a Maintenance Access Corridor.

***Explanatory note:** Structures include temporary or relocatable buildings (such as sheds), shipping containers, storage tanks, decks, hard landscaping, etc. Each request will be considered on a case-by-case basis, taking into account the particular set of circumstances involved, and the likely access needs for maintenance. Reinstatement of areas after access for maintenance will be completed to a safe standard, and may not be to the exact prior condition (eg: it may not be possible to reinstate or match some features or finishes, such as coloured or textured concrete).*

*Written approval for a similar purpose provided under a revoked version of this bylaw is considered written approval under this bylaw, in accordance with the savings provisions in this bylaw (clause 39).*

*If any person believes that compliance with the requirement in clause 29 would adversely affect them or their business, without a corresponding public benefit, they can apply to the Council for a dispensation from compliance with this requirement under clause 13 of the General Bylaw 2008.*

- (4) No person may plant any tree within a Maintenance Access Corridor that is likely to cause a nuisance or damage to any part of the ~~stormwater network~~ ~~wastewater system~~.
- (5) Where the Council's infrastructure or asset is a pipe, the Maintenance Access Corridor width is calculated by the Council as the greater of either:
- (a) twice the buried depth of the pipe (surface to trench base), plus the outside diameter of the pipe; or
  - (b) 1.5 metres from either side of the centre of the pipe.
- (6) Where the infrastructure or asset is not a pipe, the Maintenance Access Corridor is one metre of the asset's border in all directions (eg a manhole).

***Explanatory note:** The details of each specific site and the width and location of the Maintenance Access Corridor will be determined by the Council. Deeper, and usually larger, pipes require a greater area for maintenance access.*

### 30 APPLICATIONS AND APPROVALS FOR RESTRICTED ACTIVITIES WITHIN A MAINTENANCE ACCESS CORRIDOR

- (1) A written application for approval of a restricted activity within a Maintenance Access Corridor must be made in the form required, must contain all information requested, and must be accompanied by the relevant fee (if any).

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- (2) An authorised officer considering an application may require the applicant to provide further information, at the applicant's cost, in order to process an approval.
- (3) The Council may impose conditions as part of an approval. Any conditions must be complied with in the exercise of the approval.
- (4) Where the Council declines an application it will notify the applicant of the decision, giving reasons.

### 31 DISCHARGES INTO THE WASTEWATER SYSTEM

- (1) No person may cause or allow any of the following to enter a wastewater pipe or fitting, a drain connected with a wastewater pipe, or the wastewater system, without the Council's written approval under clause 27, or an approval or consent under the Council's Trade Waste Bylaw:
  - (a) stormwater or groundwater (including from a water pipe, an artesian well or spring, surface water, subsoil drainage or roof water);
  - (b) water from any hydraulic appliance, or de-watering or construction process;
  - (c) condensing or cooling water;
  - (d) fat, oil, food waste, sediment or other extraneous matter from a non-residential property where food is prepared, processed or served;
  - (e) food waste other than domestic household food waste from a waste disposal unit; or
  - (f) any steam, or any other matter (solid or liquid), at a temperature higher than 40°C.

- (2) No person may cause or allow any prohibited waste to enter any plumbing fixture or drain connected with a wastewater pipe, or the wastewater system.

**Explanatory note:** The wastewater system takes away the wastewater from toilets, and from basins, showers, baths, washing machines, sinks and dishwashers. The system is designed to handle wastewater produced during normal daily activities. This may contain soaps, household cleaners, detergents, cooking by-products, toilet paper and bodily fluids. To avoid blockages and damage to private pipes and the public wastewater system, do not dispose of substances or things down sinks, drains or toilets that the system is not designed to handle.

Things that **mustn't** be disposed of down a toilet or sink are: wipes (wet wipes, baby wipes or any kind of "flushable" wipes), nappies, sanitary products or condoms; gravel-like substances, such as cat litter or fish tank gravel; hazardous substances, such as fuel or poisons (other than household cleaning products); fat or cooking oil (other than from washing dishes); clothing; or plastic. Many things people have attempted to inappropriately dispose of down their toilet or sink have blocked their own pipes, caused a blockage in the wastewater system, or damaged the equipment used to treat our wastewater.

- (3) Customers with a pressure wastewater system, or any other system that is connected to the public wastewater system, must use that system in accordance with any operating manual or guidelines for that system.

**Explanatory note:** The guidelines for pressure systems owned and/or installed by, or required by the Council are available on the Council's website under 'Wastewater'.

- (4) Where a blockage in the public wastewater system is caused by prohibited waste generated from within a private property, the Council will recover the costs of repairs to the network from the property owner.



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### 32 MAINTENANCE OF PRIVATE WASTEWATER DRAINS

- (1) The customer owns the private wastewater drains within the customer's property and on the customer's side of the point of discharge, and is responsible for all repairs and associated costs.  
*Explanatory note: The Council owns and is responsible for maintenance of the public wastewater system including the pipe and the fittings from the point of discharge.*
- (2) Private wastewater drains must be maintained in a state which is free from cracks and other defects which may allow infiltration, leakage, or cause blockages.
- (3) If the Council believes that wastewater drains on private property are deficient, damaged, blocked, receiving excessive inflow and infiltration, are leaking, or are otherwise not in a satisfactory operating state; the Council may require the property owner to investigate the drain and rectify any issues, at the owner's cost.  
*Explanatory note: Wastewater leaching from substandard drains can cause public health or environmental health issues (such as contaminating groundwater, producing a foul odour or attracting flies). Stormwater, groundwater, tree roots, sediment and other contaminants can enter the public wastewater system from cracks and damage in private wastewater drains, and overload or block the public wastewater system, or cause damage to the system or its machinery.*
- (4) Where the Council requires a property owner to investigate and rectify any issues, a property owner must:
  - (a) Engage a suitably qualified person to undertake a camera investigation (or other agreed method of investigation) of the drain, and prepare a report on the findings; and
  - (b) Submit the report to the Council on the condition of the drains, prepared by a registered drainlayer, that includes either an appropriate repair strategy, or confirmation that the drain is in a satisfactory operating state (ie: contains no cracks, substandard joins, tree roots or other signs of blockage); and
  - (c) If repairs or replacements are necessary to fulfil the repair strategy, the property owner must demonstrate, to the Council's satisfaction that the repairs or replacements have occurred.
- (5) Where the Council requires a property owner to investigate and rectify a drain under subclauses (3) and (4), the investigation and any repairs or replacements must be completed within timeframes as specified or agreed by the Council.

*Explanatory note: The requirements of this bylaw do not limit the Council from taking action under section 459 of the Local Government Act 1974.*

### 33 PROTECTION FROM DAMAGE CAUSED BY TREES

- (1) No person may plant any tree in a position that is likely to cause a nuisance or damage to any part of the wastewater system, or allow any tree or its roots to cause a nuisance or damage to any part of the wastewater system.

*Explanatory note: Where the roots of any tree on private property are causing damage, interference or blockage of any part of the wastewater system, or otherwise restricting access to any part of the network, the Council may take action to remove the tree, or to trim the roots of the tree, under sections 355 or 468 of the Local Government Act 1974, as appropriate. Where tree roots from a tree located on private property are found to be preventing access or causing damage to the wastewater*

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*network, the Council will, where possible, prune the roots in such a way that the health and stability of the tree are not compromised.*

### 34 WORKS MUST COMPLY

- (1) Any person responsible for the construction of infrastructure which is to be vested in Council and become part of the wastewater system, must comply with all relevant codes of practice, standards, specifications, approvals and conditions relating to such infrastructure.
- (2) Any person responsible for the construction or maintenance of infrastructure which is to connect to the wastewater system must comply with all relevant codes of practice, standards, specifications, approvals and conditions relating to the connection.
- (3) The Council is not required to accept the vesting of infrastructure, or a connection to the system which does not comply with subclauses (1) and (2).

### 35 IDENTIFY UNDERGROUND SERVICES PRIOR TO SITE WORKS

- (1) Any person undertaking site works must view and verify the as-built plans held by the Council prior to the commencement of works to establish whether or not Council services are located in the vicinity of the proposed work.
- (2) If any pipe, drain or other asset is found not to be on as-built plans, or incorrectly shown on the as-built plans, the person must determine what the pipe, drain or other asset is, and supply that information to the Council.

***Explanatory note:** Any works to be undertaken within the road corridor (which includes the road, footpath and berm) is regulated under the Utilities Access Act 2010 and requires the submission of a Corridor Access Request to the Council.*

## PART 3: GENERAL AND ADMINISTRATIVE

### 36 MONITORING AND INSPECTIONS

- (1) The Council may carry out monitoring and inspections of any property for the purposes of determining compliance with approvals and this bylaw.
- (2) The occupier of any property must co-operate with any monitoring and inspections required at the discretion of an authorised officer, including, but not limited to:
  - (a) enabling access to enter the property; and
  - (b) providing documents, plans and other information.

***Explanatory note:** The Local Government Act 1974, the Local Government Act 2002, and the Christchurch District Drainage Act 1951 also contain various powers for entry and inspection of private property, and the Council may also rely on those powers from time to time.*

### 37 OFFENCE AND PENALTY

- (1) Every person who breaches this bylaw commits an offence and is liable on conviction to a fine not exceeding \$20,000, as set out in the Local Government Act 2002.



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***Explanatory note:** There are also offences and penalties provided for in the Local Government Act 2002 and the ~~Health Act 1956~~ Water Services Act 2021 (and other Acts) concerning water related issues, or damage to Council property. For example, see sections 175-176, 224-228, 232, and 242 of the Local Government Act 2002, and sections ~~66(1) and 69ZZO of the Health Act 1956~~ 173 of the Water Services Act 2021.*

### 38 RECOVERY OF COSTS

- (1) Where any breach of this bylaw causes damage to the water supply system or wastewater system, the Council may recover the cost of repairing the damage and any associated losses or expenses incurred by the Council from the person responsible for the breach.

***Explanatory note:** Under section 175 of the Local Government Act 2002, the Council has a right to recover against any person who wilfully or negligently damages Council property.*

### 39 FEES

- (1) Where this bylaw provides for the Council to issue an approval, or give any authority for any thing (for example, a change in hazard rating), or carry out an inspection, monitoring, review or audit, the Council may require the payment of a fee.
- (2) Where this bylaw provides for a connection to the water supply system or the wastewater system, or the provision of any good, service, or amenity the Council may require payment of a fee for that service.

***Explanatory note:** Any fees are set out in the Council's Annual Plan or Long Term Plan. The Council also charges targeted rates in relation to water supply and wastewater. The rates charged and how they are calculated is set out in the Funding Impact Statement of either the Council's Annual Plan or Long Term Plan, as applicable for the particular year. The purpose of these rates is to recover the operating costs of providing the water supply and wastewater systems, plus a significant share of the expected cost of asset renewal and replacement.*

*The Council can restrict the water supply for non-payment of any water-related charges. Any restricted supply must still provide ~~an adequate supply~~ a sufficient quantity of drinking water ~~under Part 2A of the Health Act 1956~~ in accordance with section 25 of the Water Services Act 2021.*

### 40 CHRISTCHURCH CITY COUNCIL GENERAL BYLAW 2008

- (1) The provisions of the Christchurch City Council General Bylaw 2008 and any bylaw passed in amendment or substitution are implied into, and form part of this bylaw.

### 41 REVOCATIONS AND SAVINGS

- (1) The Christchurch City Council Water Supply, Wastewater and Stormwater Bylaw 2014 is revoked.
- (2) Any permission, consent, agreement, approval or any other act of authority which originated under the Christchurch City Council Water Supply, Wastewater and Stormwater Bylaw 2014, or which was continued by that bylaw and which is still in force at the commencement of this bylaw continues to have full force and effect for the purpose of this bylaw.
- (3) This bylaw is implied into and forms part of any permission, consent, agreement, approval, or any other act of authority continued by this clause.

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- (4) The revocation of the Christchurch City Council Water Supply, Wastewater and Stormwater Bylaw 2014 does not prevent any legal proceedings, criminal or civil, being taken to enforce that bylaw and such proceedings continue to be dealt with and completed as if that bylaw had not been revoked.

The initial resolution to make this bylaw was passed by a Committee of Council on 10 November 2021, and was confirmed, following consideration of submissions received during a special consultative procedure, at a subsequent meeting of the Council held on 9 June 2022.

Item 13

Attachment A

# ~~DRAFT~~ Stormwater and Land Drainage Bylaw 2022

The Christchurch City Council makes this bylaw under sections 145 and 146 of the Local Government Act 2002.

## Preamble

*This preamble is explanatory and is not part of the bylaw: This bylaw replaced the stormwater parts of the Water Supply, Wastewater and Stormwater Bylaw 2014 as part of a bylaw review process, and was adopted in 2022 as a standalone bylaw.*

## 1. SHORT TITLE AND COMMENCEMENT

- (1) This bylaw is the Christchurch City Council Stormwater and Land Drainage Bylaw 2022.
- (2) This bylaw comes into force on 1 July 2022.

## 2. PURPOSE

- (1) The purpose of this bylaw is to:
  - (a) manage and regulate the land, structures, and infrastructure associated with land drainage and the stormwater network; and
  - (b) protect the Council's land drainage infrastructure and stormwater network from misuse or damage.
  - (c) protect the public from nuisance and maintain public health and safety.

## 3. OBJECTIVES

- (1) The objectives of this bylaw are to:
  - (a) prevent the unauthorised use of, or discharge into, the stormwater network;
  - (b) manage the volume of runoff and entry of contaminants into the stormwater network;
  - (c) enable the Council to meet relevant objectives, policies and standards for discharges from the stormwater network;
  - (d) define the obligations of the Council, installers, occupiers, and the public regarding the discharge of stormwater and management of the stormwater network; and
  - (e) manage the risk of flooding and protect land drainage infrastructure.

***Explanatory note:** This bylaw is to help manage stormwater within the district so as to protect people, property and the environment by minimising the impact of flooding, erosion and contamination of stormwater. It is in addition to controls on stormwater imposed by the Canterbury Regional Council and Christchurch City Council under the Resource Management Act 1991, the Building Act 2004, or any other act, regulation or bylaw.*

*The Council holds a Comprehensive Stormwater Network Discharge Consent from Environment Canterbury for the discharge of stormwater. This places obligations on the Council to improve the quality of stormwater that enters the network and is discharged to the environment. Waterways are part of the receiving environment for stormwater and form part of the network that carries stormwater to the sea. Council has a stewardship role in the protection, restoration and management of waterways and their margins. Land associated with waterways also forms part of our flood protection infrastructure e.g. stopbanks. The Local Government Act 2002 enables the Council to regulate to protect land and infrastructure associated with land drainage (section 146). The bylaw is part of how the Council can give effect to Te Mana o te Wai.*

Objectives, policies and standards relevant to this bylaw can be found in the Council's Te Wai Ora o Tāne Integrated Water Strategy, the Waterways and Wetlands Natural Asset Management Strategy, the Infrastructure Design Standards and in the consent that the Council holds for the discharge of stormwater from its network (CSNDC).

#### 4. COVERAGE

- (1) This bylaw applies to the stormwater network owned and operated by the Christchurch City Council, and anything discharged into the stormwater network. It also controls activities that may affect the integrity or effective operation of the stormwater network, or the Council's land drainage infrastructure.

#### 5. INTERPRETATION

- (1) In this bylaw, unless the context otherwise requires:

**Approval** means any approval, licence, permit or consent issued under this bylaw or any relevant legislation.

**Boundary** means any boundary which is shown on a survey plan approved by the Chief Surveyor and which is deposited with Land Information New Zealand, whether or not a new title has been issued.

**Chief Executive** means the Chief Executive of the Christchurch City Council.

**Condensing water** means any water used in any trade, industry, or commercial process or operation in such a manner that it does not materially change its chemical or physical state.

**Contaminant** has the same meaning as defined in section 2 of the Resource Management Act 1991.

**Council** means the Christchurch City Council, or any person authorised to act on its behalf.

**CSNDC** means the Comprehensive Stormwater Network Discharge Consent issued by Canterbury Regional Council (CRC214226), which enables the Council to discharge stormwater to land, water and coastal environments, in accordance with certain conditions, and includes any variations to the consent.

**Customer** means the person, or authorised agent, who uses, or has approval to use, the stormwater network supplied by the Council.

**District** means the territorial authority area of Christchurch City Council.

**District Plan** means any relevant operative or proposed district plan prepared by the Christchurch City Council under the Resource Management Act 1991.

**Drain** means an open channel or pipe for conveying stormwater; and **drainage** has a corresponding meaning.

**Earthworks** means any mechanical excavation, or substantial manual excavation, such as levelling, filling, retaining, contouring or landscaping a site; and includes moving, removing, placing or replacing earth, rock or soil.

**Environment** has the same meaning as defined in section 2 of the Resource Management Act 1991.

**Erosion and Sediment Control Plan (ESCP)** means a plan that identifies the environmental risks associated with erosion and sediment from a site and describes the methods and controls that will be used to mitigate and manage those risks.

**Floodplain** means an area of low-lying land adjacent to a waterway that is inundated by water during heavy rainfall or a flood event.

**Flood protection infrastructure** means any stopbank, bund, embankment or other structure associated with a waterway that helps to manage stormwater and reduce the risk of flooding, and which is owned or administered by the Council. It does not include protective works that do not have a land drainage function, such as sea walls.

**Industrial premises** means any site undertaking any business activity that is listed in the Register of Industrial and Trade Activities, as well as any site where the Register does not apply, but activities occur in an area or way that the Council considers may contaminate stormwater.

**Industrial Stormwater Audit Programme** means the Council's programme of work to monitor and improve the stormwater discharges from industrial premises.

**Land drainage** means the draining of surface and sub-surface water from the land by natural or constructed drainage channels.

**Maintenance Access Corridor** means the land required to access any part of the underground stormwater network for maintenance purposes.

**Nuisance** means:

- (a) something harmful, obnoxious, offensive or objectionable to members of the public; or
- (b) a private nuisance at law (the unreasonable interference with a person's right to the use or enjoyment of an interest in land); or
- (c) a public nuisance at law (an interference which materially affects the reasonable comfort and convenience of life of a class of the public).

**Occupier** means the owner, operator, or site manager of a premises or property, as is applicable.

**Overland flow path** means any flow path taken by stormwater on the surface of the land.

**Private stormwater system** means any stormwater system that serves one or more properties and is not owned, managed or maintained by the Council. It includes any component that drains water from a property up to the point of service connection with the stormwater network.

**Prohibited substance** means a contaminant in stormwater that has not been expressly authorised by the Council. Prohibited substances include, but are not limited to: sediment, cement, construction by-products, green waste, litter, detergents, soap, swimming/spa pool water, metal residues, leachate, petrochemicals, pesticide, solvents, substances labelled “biodegradable” or similar, and any other hazardous substance.

**Property** means the following:

- (a) a parcel of land shown as an allotment on a survey plan deposited with or approved by Land Information New Zealand, and for which a Record of Title is available; or
- (b) land or a building or part of a building for which a unit title under the Unit Titles Act 2010 or a cross-lease title, and for which a Record of Title or a company share title is available; or
- (c) land held in public ownership (e.g. reserve) for a particular purpose.

**Regional Plan** means any relevant operative or proposed regional plan prepared by Canterbury Regional Council (Environment Canterbury) under the Resource Management Act 1991, such as the Canterbury Land and Water Regional Plan (LWRP).

**Register of Industrial and Trade Activities** means the Register established under this bylaw, which sets out industrial and trade activities that may contaminate stormwater.

**Restricted activity** means an activity in relation to the stormwater network which is regulated in clauses 13-17 of this bylaw.

**Risk classification** means the level of risk for stormwater contamination, as assessed by the Council, based on the activities and practices of an industrial premises.

**Site works** means any substantial earthworks, including excavation, grading, significant landscaping, installation of septic tanks, trenches, construction of pavement and driveways, and any works associated with the construction, alteration, demolition or removal of a building.

**Stabilised** means an area of land sufficiently covered by erosion-resistant material (such as but not limited to; grass, mulch, weed matting, bark, aggregate, asphalt, concrete, or paver blocks), to prevent erosion of the underlying soil by water.

**Stormwater** means the water resulting from precipitation (e.g. rain or snow) that is:

- (a) collected, channelled, diverted, intensified or accelerated by modification of the land surface; or
- (b) runoff from the external surface of any building or structure.

**Stormwater connection approval** means an approval in writing given by an authorised officer of the Council, permitting a person to connect to the stormwater network.



**Stormwater device** means any system, facility or equipment designed or installed to receive stormwater and to store it, delay runoff, control flow, filter contaminants or sediment, monitor, or otherwise manage the quality or quantity of stormwater.

**Stormwater discharge approval** means an approval in writing given by an authorised officer of the Council, permitting a person to discharge stormwater to the stormwater network.

**Stormwater network** means any infrastructure, facilities and devices operated, owned or administered by the Council, for the management of stormwater or for the purpose of land drainage. This includes, but is not limited to: pipes, drains and waterways; kerbs and channels; swales and detention ponds; flood protection infrastructure, such as bunds or stopbanks; and treatment and measuring devices or facilities.

**Surface water** means water in rivers, watercourses and artificial waterbodies, lakes, wetlands, springs or coastal waters, but excludes groundwater (water below the surface).

**Waterway** includes a watercourse (as defined in section 2 of the Soil Conservation and Rivers Control Act 1941) and drainage channel (as defined in section 503 of the Local Government Act 1974), and any open drain or waterway as defined in the relevant district plan and the regional plans.

- (2) Explanatory notes are not part of the bylaw. The Council may add, amend or delete explanatory notes at any time without amending the bylaw.

*Explanatory note: Explanatory notes are used for a number of reasons, including to explain the intent of a clause in less formal language, to include additional helpful information, or because the information may be subject to change.*

## CONNECTIONS AND DISCHARGE

### 6. APPROVAL REQUIRED FOR STORMWATER CONNECTIONS AND DISCHARGE

- (1) No person may, without the Council's written approval under this bylaw:

- (a) connect to, or alter an existing connection to, the stormwater network; or
- (b) discharge stormwater to the stormwater network.

*Explanatory note: Generally, two approvals are required: one for connection to the stormwater network ('stormwater connection approval'), and one for discharge into the stormwater network ('stormwater discharge approval'). The applications for each approval may be combined into one application form, or may be granted in connection with another consent, such as a resource consent or building consent.*

*All existing connections, unless advised otherwise by the Council, are considered to have both connection and discharge approval; noting that a review of any approval can be undertaken under clause 7.*

- (2) A written application for approval of any matter in subclause (1) must be made in the form required by the Council. The application must contain all information requested by the Council to consider issuing an approval, and be accompanied by the relevant fee (if any).
- (3) An authorised officer considering an application may require the applicant to provide further information at the applicant's cost in order to process an approval under this clause.

***Explanatory note:** The type of connection will determine the level of information required to process the application, (e.g. large connection pipes will require an engineering plan; or industrial premises will need to provide evidence of their contingency management procedures), as well as how the approval is granted (e.g. small connection pipes will typically be approved through the building consent process).*

- (4) The Council may grant approval to an applicant, and may impose conditions as part of the approval. Any conditions must be complied with in the exercise of the approval.
- (5) Where the Council does not grant approval, it will notify the applicant of the decision and give reasons for the refusal.
- (6) Without limitation, the Council may refuse to grant a stormwater connection or stormwater discharge approval where:
  - (a) the proposed connection is outside an area currently serviced by the stormwater network; or
  - (b) in the Council's reasonable opinion, there is insufficient capacity within the stormwater network in that location; or
  - (c) the requirements of this bylaw, the conditions of any relevant resource consent, or the outcomes sought by the Council under the CSNDC are not demonstrated as fulfilled in the application.

***Explanatory note:** Requirements under this bylaw and any relevant resource consent include adequately meeting the Council's stormwater quality objectives, such as any standard set under clause 8 of this bylaw, or in any Stormwater Management Plan.*

- (7) If there is insufficient capacity in the stormwater network in the location relating to the application, then despite clause 6(6)(b), a stormwater connection approval may be granted if, at the cost of the applicant:
  - (a) the stormwater network is upgraded; or
  - (b) the discharge of the stormwater will be adequately controlled within the applicant's property; or
  - (c) another solution that is acceptable to the Council can be agreed upon.

## 7. REVIEW OF CONNECTION AND DISCHARGE APPROVAL

- (1) The Council may, at any time, review a stormwater connection or stormwater discharge approval, and any associated conditions.

***Explanatory note:** By way of example, the Council may initiate a review and reassess if there is any increased discharge or risk of stormwater contamination if it has reason to believe:*

- the nature, quality, or quantity of stormwater discharge has changed; or
- the customer has failed to comply with any condition of an approval, or any other part of this bylaw.

- (2) Following the review, and after obtaining and considering the written views of the customer, the Council may;
  - (a) vary or add conditions that the Council considers necessary;
  - (b) require a new application for a stormwater connection or discharge approval to be submitted; or
  - (c) suspend or cancel the stormwater discharge approval.

*Explanatory note:* Clause 38 applies where a stormwater discharge approval is suspended or cancelled.

*Conditions may include, but are not limited to: on-site stormwater management practices or the installation of a stormwater device to manage the quality or quantity of stormwater being discharged from a property.*

## 8. VARIATIONS TO CONNECTION AND DISCHARGE ACTIVITIES

- (1) The occupier must notify the Council in writing of any changes to the nature of activities, practices or developments on their property, or any other changes that may alter their stormwater discharge quality or quantity.

*Explanatory note:* The Council may need to reassess the conditions of a stormwater connection or stormwater discharge approval if there is an increased risk of stormwater contamination. Examples of changes include, but are not limited to:

- the addition of new impervious surfaces, a net increase in hardstanding area, or cumulative increases exceeding 150 square metres, within the property;
  - varying the type or concentration of potential stormwater contaminants, including any new spill risks;
  - varying the method of treatment of stormwater under an existing stormwater discharge approval.
- (2) The occupier must seek a new stormwater connection or stormwater discharge approval, or a variation to such an approval, if the Council advises it is required, and within the timeframe specified by the Council.
  - (3) Any application to vary a stormwater connection or stormwater discharge approval must be accompanied by the relevant fee (if any).

## 9. STORMWATER QUALITY STANDARDS

- (1) The Council may, by resolution, specify standards for discharges to the stormwater network.

*Explanatory note:* For example, standards may be set for contaminants including, but not limited to: sediment and heavy metals.

- (2) A resolution under this clause may:
  - (a) specify standards generally, or for specific situations, activities or industries, or for types of property;
  - (b) apply to all of the district, or to any specified part or parts of the district, i.e. a stormwater catchment; and
  - (c) apply immediately or come into force at a specified time.
- (3) Once a standard comes into force, the occupier of any property or premises to which the standard applies, must comply with the standard.
- (4) The Council may require the occupier of any property or premises to reduce or prevent contaminants from entering the stormwater network in quantities or concentrations that exceed a standard. This may include, but is not limited to:
  - (a) changing on-site practices; or
  - (b) installing a stormwater device or treatment process.

*Explanatory note: Before making any resolution under this clause, the Council will consider the views and preferences of persons affected by the decision, applying the principles in section 82 of the Local Government Act 2002 and the Council's Significance and Engagement Policy. All resolutions made under this clause will be recorded in a register available on the Council's website.*

#### 10. REQUIREMENT FOR ON-SITE STORMWATER MANAGEMENT

- (1) The Council may require a stormwater device to be retrofitted to manage the stormwater quality or quantity being discharged from a property.
- (2)(5) The Council may require the implementation of specific site management practices to manage discharges from all or part of the property.

#### ARTESIAN SPRINGS

##### 11. ~~MANAGING DRAINAGE FROM ARTESIAN SPRINGS AND WELLS ON PRIVATE LAND PREVENTING NUISANCE AND DAMAGE FROM UNMANAGED ARTESIAN WATER~~

- (1) No person may ~~cause or~~ allow water from an artesian spring or well in their property to flow or discharge beyond the boundary of their property ~~in a way that causes or is likely to cause nuisance or damage to any neighbouring property~~. The occupier must manage any such water so it does not create a nuisance or damage to any neighbouring property.

*Explanatory note: Where necessary this may include capping the spring or installing appropriate drainage.*

- (2) The Council may require the property owner to install appropriate drainage or otherwise manage the water to prevent any nuisance or damage to neighbouring properties.

*Explanatory note: Neighbouring property includes Council land (such as the road corridor). A resource consent may be required from Environment Canterbury in relation to any spring water under the Land and Water Regional Plan. Where possible, water from artesian sources should feed into waterways. Sometimes this is not possible, for example, if a new spring emerges in a developed part of the city where old waterways have been modified, or where a spring has been capped, but the cap has degraded. The Council should be notified if anyone is intending to cap or modify a spring.*

#### PROTECTION OF THE NETWORK AND LAND DRAINAGE INFRASTRUCTURE

##### 12. PROTECTION OF THE STORMWATER NETWORK

- (1) No person, other than the Council and its authorised agents, may access or enter any part of the stormwater network that is not open to the public, without prior written approval of the Council.
- (2) No person may make any connection to, disconnect from, or discharge into, any part of the stormwater network without the written approval of the Council.
- (3) Works to connect to the stormwater network, or alter a connection, can only be carried out by a Council-approved contractor, and the contractor must comply with all relevant codes of practice, standards, specifications, approvals and conditions.



- (4) No person may tamper with, or otherwise interfere with any part of the stormwater network.
- (5) No person may do any thing that causes a nuisance or damage to any part of the stormwater network, including with a vehicle or allowing any animal to do any such thing.
- (6) No person may plant any tree in a position that is likely to cause a nuisance or damage to any part of the stormwater network, or allow any tree or its roots to cause a nuisance or damage to any part of the stormwater network.

***Explanatory note:** Where the roots of any tree on private property are causing damage, interference or blockage of any part of the stormwater network, or otherwise restricting access to any part of the network, the Council may take action to remove the tree, or to trim the roots of the tree, under sections 355 or 468 of the Local Government Act 1974, section 27 of the Land Drainage Act 1908, or sections 43-43A of the Christchurch District Drainage Act 1951, as appropriate. Where tree roots from a tree located on private property are found to be preventing access or causing damage to the stormwater network, the Council will, where possible, prune the roots in such a way that the health and stability of the tree are not compromised.*

- (7) No person, other than the Council and its authorised agents, may cover, remove, alter or block (partially or fully) any service opening such as a manhole, sump or any other stormwater infrastructure, without the prior written approval of the Council.

### 13. RESTRICTED ACTIVITIES RELATED TO DISCHARGE OF WATER OTHER THAN STORMWATER

- (1) No person may, without the Council's written approval under this bylaw, discharge, or allow to be discharged, any water other than stormwater to the stormwater network. This includes, but is not limited to, the discharge of condensing or cooling water, processing water, and water from dewatering activities, ~~commercial wash-down water or water from swimming pools or spa pools.~~

***Explanatory note:** ~~Where possible, wash vehicles, boats, bicycles etc, on grassed or shingle surfaces. This should not be done on sealed surfaces as the wash-down water will run into the kerb and channel and then enter the stormwater network, contaminating our waterways.~~*

### 14. RESTRICTED ACTIVITIES RELATED TO OVERLAND FLOW PATHS AND FLOODPLAINS

- (1) No person may, without the Council's written approval under this bylaw, build or place any structure or material on, or remove any material from, any overland flow path, or floodplain.

***Explanatory note:** Obstructions or alterations to overland flow paths and floodplains restrict or change the containment and flow of stormwater in periods of heavy rain, and could cause flooding, property damage, or threats to public safety. Examples include constructing buildings, fences, or retaining walls; laying concrete; and undertaking other site works, landscaping or earthworks.*

### 15. RESTRICTED ACTIVITIES RELATED TO WATERWAYS

- (1) No person, except a person with written authority from the Council or an authorised agent of the regional council may: ~~without the Council's written approval under this bylaw~~
  - (a) build or install, or allow to be built or installed, any structure in, on, over, or within three metres of any waterway;

- (b) lay or permit any utility service or private pipe across, within, or along the line of an existing waterway;
- (c) dig or undertake earthworks on, in, or within three metres of any waterway;
- (d) modify the bank or bed of any waterway; or
- (e) alter the course or flow of any waterway.

***Explanatory note:** Structures include, bridges, culverts, pipes, dams, weirs, crossings, or any retaining or hard landscaping structures. Each request will be considered on a case-by-case basis, taking into account the particular set of circumstances involved.*

*The three metre setback distance is measured from the waterline – the point at which the water normally meets the bank. For normally dry waterbodies, the setback distance is measured from the point at which a horizontal line 60cm above the lowest point of the bed of the waterway touches the bank on either side. A diagram setting out setback distances in relation to water bodies can be found in the Christchurch District Plan (appendix 6.11.5.3).*

*Additional permissions other than written approval under this bylaw (such as a resource consent from the Canterbury Regional Council) may be required for some works in and around waterways.*

*(2) Subclause (1) does not apply to fencing near waterways in rural zones, which is regulated by the District Plan.*

*(2)(3) No person may remove any existing covering material from a waterway, or install or place any additional material over or along any waterway, unless that person:*

- (a) is an authorised agent of the Council *or the regional council*; or
- (b) has written approval from the Council; or
- (c) *is implementing erosion and sediment control measures under clause 23: is undertaking temporary erosion and sediment control measures under an approved Erosion and Sediment Control Plan.*

*(3)(4) No person may plant or remove any vegetation on the banks of any waterway in such a way as to:*

- (a) impair the flow of stormwater;
- (b) cause destabilisation of the banks of the waterway;
- (c) impede access by machinery or apparatus used to clean, maintain or improve the waterway; or
- (d) otherwise cause nuisance or damage.

*(4)(5) No person may deposit any rubbish or other debris within or alongside any waterway, or in such a manner that it may enter any waterway.*

## **16. RESTRICTED ACTIVITIES RELATED TO FLOOD PROTECTION INFRASTRUCTURE**

- (1) No person may undertake works that could damage, destabilise or undermine the structure of any flood protection infrastructure.
- (2) No person may, without the Council's written approval under this bylaw, undertake any of the following in, on, over, under, or within one metre of any flood protection infrastructure;
  - (a) build or install, or allow to be built or installed, any structure;
  - (b) dig, excavate, fill, or undertake earthworks;
  - (c) insert or install any pipe or thing;



- (d) plant or remove any vegetation, including trees; or
- (e) modify, remove, add to, or otherwise alter any flood protection infrastructure.

***Explanatory note:** Flood protection infrastructure related to land drainage is regulated by this bylaw, but other protective assets such as sea walls are excluded. As well as any bylaw offence, damage to any local authority works or property is also an offence under section 232 of the Local Government Act 2002. Section 232 of the Local Government Act applies to sea walls.*

## 17. RESTRICTED ACTIVITIES WITHIN MAINTENANCE ACCESS CORRIDORS

- (1) This clause applies to parts of the stormwater network that are located underground and within non-Council land. The Council requires that these parts of the stormwater network are accessible in order to repair, replace, or otherwise maintain these parts of the stormwater network.
- (2) This clause does not apply where there is an easement in favour of the Council registered against a Record of Title for a property that enables adequate maintenance access for the stormwater network, irrespective of the width of the easement strip created by that easement.
- (3) No person may, without the Council's written approval under this bylaw, carry out the following restricted activities:
  - (a) build, place or install, or allow to be built, placed or installed, any structure (other than a boundary fence), over or within a Maintenance Access Corridor;
  - (b) lay or permit any utility service or private pipe across or along the line of an existing underground part of the stormwater network within a Maintenance Access Corridor; or
  - (c) undertake earthworks or site works within a Maintenance Access Corridor.

***Explanatory note:** Structures include, temporary or relocatable buildings (such as sheds), shipping containers, storage tanks, decks, hard landscaping, etc. Each request will be considered on a case-by-case basis, taking into account the particular set of circumstances involved, and the likely access needs for maintenance. Reinstatement of areas after access for maintenance will be completed to a safe standard, and may not be to the exact prior condition (e.g. it may not be possible to reinstate or match some features or finishes, such as coloured or textured concrete).*

*Written approval for a similar purpose under a revoked version of this bylaw is considered written approval under this bylaw, in accordance with the savings provisions in this bylaw (clause 42).*

*Any person who believes that compliance with the requirement in clause 17 would adversely affect them or their business, without a corresponding public benefit, can apply to the Council for a dispensation from compliance with this requirement under clause 13 of the General Bylaw 2008.*

- (4) No person may plant any tree within a Maintenance Access Corridor that is likely to cause a nuisance or damage to any part of the stormwater network.
- (5) Where the Council's infrastructure or asset is a pipe, the Maintenance Access Corridor width is calculated by the Council as the greater of either:
  - (a) twice the buried depth of the pipe (surface to trench base), plus the outside diameter of the pipe; or
  - (b) 1.5 metres from either side of the centre of the pipe.
- (6) Where the infrastructure or asset is not a pipe, the Maintenance Access Corridor is one metre of the asset's border in all directions (e.g. a manhole).

***Explanatory note:** The details of each specific site and the width and location of the Maintenance Access Corridor will be determined by the Council. Deeper, and usually larger, pipes require a greater area for maintenance access.*

## 18. APPLICATIONS AND APPROVALS FOR RESTRICTED ACTIVITIES

- (1) A written application for any restricted activity must be made in the form required, must contain all information requested, and must be accompanied by the relevant fee (if any).

***Explanatory note:** A building or resource consent does not constitute approval for any restricted activity under this bylaw. A separate approval is required. The restricted activities in this bylaw (clauses 13-17) are to protect the stormwater network. Building and resource consent approvals regulate different matters. Where possible, the package of approvals may be administratively managed together.*

- (2) An authorised officer considering an application may require the applicant to provide further information, at the applicant's cost, in order to process an approval.
- (3) The Council may impose conditions as part of an approval. Any conditions must be complied with in the exercise of the approval.
- (4) Where the Council declines an application, it will notify the applicant of the decision and give reasons for the refusal.

## 19. PROHIBITED SUBSTANCES MUST NOT ENTER THE NETWORK

- (1) No person may cause or allow any prohibited substance to:
- (a) enter the stormwater network, either directly or indirectly; or
  - (b) be stored, handled or transferred in a manner that may enter the stormwater network, including in the event of spillage, or as a result of rain.

***Explanatory note:** Prohibited substances, or water contaminated with prohibited substances, cannot be disposed of down stormwater inlets, or washed into roadside gutters, and must be disposed of appropriately. Substances that are prohibited and should not enter the stormwater network include, but are not limited to; sediment, cement, construction by-products, green waste, litter, detergents, soap, swimming/spa pool water, metal residues, leachate, petrochemicals, pesticide, solvents, substances labelled "biodegradable", and any other hazardous substance.*

***Explanatory note:** Where possible, wash vehicles, boats, bicycles etc and other equipment should be washed; on grassed or shingle surfaces, or at a commercial car wash. This should not be done on sealed surfaces as the wash-down water will run into the kerb and channel and then enter the stormwater network, contaminating our waterways.*

*Preventing prohibited substances from entering the stormwater network may require preventative and spill control measures such as secondary containment, indoor storage, bunding, and spill kits.*

- (2) Any person responsible for, or aware of, any spill or discharge of a prohibited substance to the stormwater network or to land, must immediately notify the Council of the incident.

***Explanatory note:** Spills and similar accidents, whether directly into a waterway or onto land (including roads), have the potential to enter stormwater and contaminate waterways. The Canterbury Regional Council also requires notification of such incidents.*

## 20. WORKS MUST COMPLY

- (1) Any person responsible for the construction of infrastructure which is to be vested in Council and become part of the stormwater network, must comply with all relevant codes of practice, standards, specifications, approvals and conditions relating to such infrastructure.
- (2) Any person responsible for the construction of infrastructure which is to connect to the stormwater network must comply with all relevant codes of practice, standards, specifications, approvals and conditions relating to the connection.
- (3) The Council is not required to accept the vesting of infrastructure, or a connection to the network which does not comply with subclauses (1) and (2).

## 21. IDENTIFY UNDERGROUND SERVICES PRIOR TO SITE WORKS

- (1) Any person undertaking site works must view and verify the as-built plans held by the Council prior to the commencement of works to establish whether or not Council services are located in the vicinity of the proposed work.
- (2) If any pipe, drain, or other asset is found that is not on the as-built plans, or is incorrectly shown on the as-built plans, the person must determine what the pipe, drain or other asset is, and supply that information to the Council.

***Explanatory note:** Any works to be undertaken within the road corridor (which includes the road, footpath and berm) is regulated under the Utilities Access Act 2010 and requires the submission of a Corridor Access Request to the Council before work commences.*

## REQUIREMENTS FOR EARTHWORKS

***Explanatory note:** Reducing erosion and sediment from earthworks helps to prevent habitat degradation in our waterways and protects the stormwater network from damage or reduced functionality from sediment.*

## 22. EROSION AND SEDIMENT CONTROL PLAN

- (1) Any person intending to undertake earthworks **where there is any risk that sediment generated by the works could become entrained in stormwater** must, before stripping vegetation or beginning earthworks, engage a suitably qualified person to prepare an Erosion and Sediment Control Plan that sets out how erosion and sediment from the site will be managed during the earthworks.
- (2) The Erosion and Sediment Control Plan must set out how the site of the earthworks will be managed to:
  - (a) prevent earth or sediment from being washed off the site or otherwise carried in water onto neighbouring properties, roads, or into the stormwater network;
  - (b) stabilise land to prevent earth slipping onto neighbouring properties, roads, or into the stormwater network;
  - (c) stabilise entranceways and prevent earth or sediment from being spilled or tracked off the site by people or vehicles; and
  - (d) control or minimise dust.
- (3) An Erosion and Sediment Control Plan must be prepared by a suitably qualified person and in accordance with Environment Canterbury's Erosion and Sediment Control Toolbox.

- (4) Any person undertaking earthworks must make the Erosion and Sediment Control Plan available to the Council on request.
- (5) The site manager or person undertaking the earthworks must ensure the measures set out in the Erosion and Sediment Control Plan are implemented, monitored and fit for purpose.

***Explanatory note:** Erosion and sediment control requirements for earthworks associated with a building or resource consent will be managed in the consent conditions. Projects that are exempt from building consent requirements (such as demolishing a building or replacing a small driveway), will need to prepare and implement an Erosion and Sediment Control Plan to meet the requirements of this bylaw.*

*The skills and experience of a person suitably qualified to prepare an Erosion and Sediment Control Plan will vary depending on the complexities and level of risk associated with the earthworks, including the extent of the works, proximity to any waterways and the slope of the site.*

*The Council's Traffic and Parking Bylaw has clauses to prevent material or debris from being deposited on roads, and enforcement action could be taken under that bylaw or under section 357 of the Local Government Act 1974 (Penalties for damage to roads) in relation to mud on roads, or under this bylaw in relation to stormwater contamination arising from mud on roads.*

## 23. MEASURES MUST BE IN PLACE BEFORE AND DURING EARTHWORKS, AND UNTIL THE SITE IS STABILISED

- (1) To ensure that any risk of sediment entering the stormwater network is minimised, a person undertaking earthworks must:
  - (a) put appropriate erosion and sediment control measures in place before beginning the earthworks;
  - (b) keep those erosion and sediment control measures in place until such time as the area disturbed by the earthworks has been stabilised, and the risk has sufficiently diminished; and
  - (c) remove and appropriately dispose of all erosion and sediment control measures once the site has been stabilised.

***Explanatory note:** The appropriate measures will depend on the scale and duration of the earthworks, the slope of the site, the closeness to any waterways, and the potential for rainfall. Likely measures include preventing runoff, protecting waterways, installing perimeter controls, and managing vehicle access to prevent mud and sediment being tracked or deposited onto the road near the site.*

## MAINTENANCE REQUIREMENTS

### 24. PRIVATE STORMWATER SYSTEM MAINTENANCE RESPONSIBILITIES

- (1) The occupier(s) of any property with a private stormwater system must:
  - (a) ensure that the private stormwater system is maintained in good operating condition, and allows for the free flow of stormwater;
  - (b) discharge stormwater from the site or sites in accordance with any controls the Council specifies (including any operative resource consent); and



- (c) not cause or contribute to nuisance in a storm event.
- (2) The occupier(s) of any property with a private stormwater system must, on request by the Council:
  - (a) provide information to demonstrate that the stormwater system is operated and maintained to achieve its purpose;
  - (b) remove any leaves, vegetation or other debris that obstructs, or is likely to obstruct the free flow of water; and
  - (c) carry out any works that are required to ensure the stormwater system meets its purpose.

## 25. MAINTENANCE OR REPAIR OF PRIVATE STORMWATER DRAINS

- (1) The customer owns the private stormwater drains within the customer's property and on the customer's side of the point of discharge, and is responsible for all repairs and associated costs.

*Explanatory note: Council owns and is responsible for maintenance of the public stormwater system including the pipe and the fittings up to the point of service connection.*

- (2) The occupier of any property must ensure their private stormwater drains are maintained in a satisfactory operating state, free from cracks, damage and other defects.
- (3) If the Council believes that stormwater drains on private property are damaged, blocked, or otherwise not in a satisfactory operating state, the Council may require the property owner to investigate the drain and rectify any issues, at the owner's cost.

*Explanatory note: Tree roots, sediment and other contaminants can enter the stormwater network from cracks and damage in private stormwater drains, and block or cause damage to the public stormwater network or its machinery. Stormwater pipes that do not effectively convey stormwater may contribute to flooding, erosion, ponding or damp buildings.*

- (4) Where the Council requires a property owner to investigate and rectify any issues, a property owner must:
  - (a) engage a suitably qualified person to undertake a camera investigation (or other agreed method of investigation) of the drain, and prepare a report on the findings;
  - (b) submit the report to the Council on the condition of the drains, prepared by a registered drain layer, that includes either an appropriate repair strategy, or confirmation that the drain is in a satisfactory operating state (i.e. contains no cracks, substandard joins, tree roots or other signs of blockage); and
  - (c) if repairs or replacements are necessary to fulfil the repair strategy, the property owner must demonstrate, to the Council's satisfaction, that the repairs or replacements have occurred.
- (5) Where the Council requires a property owner to investigate and rectify a drain under clause 25(3) and 25(4), the investigation and any repairs or replacements must be completed within timeframes specified or agreed by the Council.

*Explanatory note: Where a property owner fails to comply with any request under subclause (5), the Council may undertake the work specified and recover the costs from the property owner under section 459 of the Local Government Act 1974.*

## 26. MAINTENANCE OF PRIVATE STORMWATER DEVICES

- (1) Where the Council has required an occupier to install a privately-owned stormwater device, the occupier must maintain the device in good operating condition.

*Explanatory note: A privately-owned stormwater device may have been required by the Council as part of a Building Consent or Resource Consent or as a condition of either a discharge approval, or an Industrial Stormwater Discharge Licence.*

- (2) Any person with a privately-owned stormwater device must retain the operations and maintenance manual, as-built drawings, and maintenance records for the device; and make these available to the Council on request.

## MANAGEMENT OF STORMWATER DISCHARGE FROM INDUSTRIAL PREMISES

### 27. REGISTER OF INDUSTRIAL AND TRADE ACTIVITIES

*Explanatory note: Discharges from industrial premises are at higher risk of stormwater contamination due to the nature of the activities being carried out on-site. Contaminants that enter the stormwater network jeopardise the Council's ability to comply with the CSNDC.*

- (1) The Council may, by resolution, adopt a Register that sets out:
  - (a) industrial and trade activities; and
  - (b) land areas for industrial and trade activities that are of interest to the Council; and
  - (c) timeframes for compliance with the industrial premises requirements of this bylaw.
- (2) The Council may, by resolution, amend or revoke the Register at any time.

### 28. REQUIREMENT TO APPLY FOR AN INDUSTRIAL STORMWATER DISCHARGE LICENCE

*Explanatory note: There are two ways a business may be considered an industrial premises under this bylaw. Either the business is undertaking an activity listed on the Register of Industrial and Trade Activities, and at a scale indicated in the Register; or where the Council considers that the business activity may be occurring in an area or way that is likely to contaminate stormwater (where the business activity or area is not otherwise captured by the Register).*

- (1) The occupier of every industrial premises undertaking an activity at a scale listed in the Register of Industrial and Trade Activities must apply for an Industrial Stormwater Discharge Licence within the compliance timeframe specified in the Register.

*Explanatory note: This requirement applies to new and existing industrial premises. Clause 35 sets out when industrial premises holding individual resource consents to discharge stormwater issued by Canterbury Regional Council will have to comply with this clause.*

*For the avoidance of doubt, occupiers of industrial premises with written approval from an audit process prior to this bylaw coming into force, must apply for an Industrial Stormwater Discharge Licence in accordance with subclause (1).*

- (2) Where an industrial premises is established after the compliance timeframes set out in the Register, the occupier must apply for an Industrial Stormwater Discharge Licence within three months of the business commencing operation.
- (3) Where the business activity or area is not captured by the Register, but the Council considers the activity is occurring in a way that may contaminate stormwater, the Council will notify the



occupier, setting out a timeframe to apply for an Industrial Stormwater Discharge Licence. The occupier must apply within the timeframe specified in the notification.

- (4) The occupier must apply for an Industrial Stormwater Discharge Licence in the form required, provide all information required by the Council, and pay the applicable fee (if any).
- (5) Where an occupier of an industrial premises fails to apply for an Industrial Stormwater Discharge Licence within the timeframe specified in subclause (1), (2) or (3), the Council will issue a final warning notification. If an occupier fails to apply within the timeframe specified in the final warning notification, clause 30 applies.

## 29. RISK CLASSIFICATION AND LICENSING OF INDUSTRIAL PREMISES

- (1) The Council will assign a risk classification to an industrial premises based on the information provided by the occupier in the application for an Industrial Stormwater Discharge Licence, and on any other relevant information.

***Explanatory note:** The risk classification of an industrial premises will determine the applicable annual licence fee. The higher the stormwater contamination risk, the higher the applicable fee. The premises will be entered into the Industrial Stormwater Audit Programme, and will require monitoring and engagement commensurate with their risk status.*

- (2) When a risk classification has been assigned to an industrial premises, the occupier has 20 working days to object and request a re-assessment. If no objection is received, the risk classification is confirmed after 20 working days.
- (3) If the occupier requests a reassessment of the risk classification assigned, the occupier must:
  - (a) pay any relevant fee for risk classification reassessment; and
  - (b) provide sufficient information to the Council to demonstrate that a reduction in risk classification is appropriate.
- (4) When a risk classification has been confirmed, the occupier must pay any applicable Industrial Stormwater Discharge Licence fee.
- (5) The industrial premises is considered licensed under this bylaw upon payment of any applicable Industrial Stormwater Discharge Licence fee, and will be included in the Council's Industrial Stormwater Audit Programme.
- (6) As part of the licensing process, the Council may impose conditions on the stormwater discharge from any premises. The occupier of a licensed industrial premises must comply with any conditions set out in their licence.

***Explanatory note:** Conditions may also be imposed by the connection and discharge approval requirements under clause 6. A default condition on all Industrial Stormwater Discharge Licences is compliance with any corrective actions required as part of an industrial stormwater audit.*

## 30. INDUSTRIAL PREMISES HIGH RISK BY DEFAULT

- (1) Where an occupier of an industrial premises fails to comply with clause 28(5), the occupier will be issued with a High Risk Industrial Stormwater Discharge Licence by default and must pay the applicable licence fee.

***Explanatory note:** A fee will be charged as the premises will be entered into the Industrial Stormwater Audit Programme, and will require monitoring and engagement at the level of a high*

risk premises until further information can be confirmed about the site. The licence fee will be equivalent to a high risk Industrial Stormwater Discharge Licence fee.

### 31. REVIEW OF INDUSTRIAL STORMWATER DISCHARGE LICENCES

- (1) The Council may review an Industrial Stormwater Discharge Licence (including its risk classification or conditions) at any time.

*Explanatory note:* Reasons for a review may include, but are not limited to:

- changes to the site, or its activities or practices, that may change the quality, quantity or nature of the stormwater discharge;
- an audit undertaken as part of the Industrial Stormwater Audit Programme;
- the results of any monitoring, tests or samples;
- non-compliance with any licence condition or this bylaw;
- non-compliance with any resource consent or other bylaw where it may impact on the quality, quantity or nature of the stormwater discharge; or
- new or amended stormwater quality standards.

- (2) The occupier of any industrial premises may request a review of their licence at any time.

- (3) If an occupier has requested a review of their licence, they must:

- (a) provide all information as required by the Council; and
- (b) pay any applicable fee.

- (4) The Council may, after obtaining and considering the written views of the occupier;

- (a) remove, vary or add licence conditions;
- (b) change the risk classification;
- (c) confirm the existing licence; or
- (d) suspend or cancel the stormwater discharge approval under clause 38.

### 32. INDUSTRIAL STORMWATER AUDIT PROGRAMME

*Explanatory note:* Every occupier holding an Industrial Stormwater Discharge Licence (including High Risk by default premises) will be included in the Industrial Stormwater Audit Programme.

- (1) The occupier of an industrial premises must co-operate with the Council's Industrial Stormwater Audit Programme, including, but not limited to:

- (a) enabling access to enter the premises;
- (b) providing documents, plans and other information on request; and
- (c) enabling on-site sampling and testing.

- (2) The Council may require corrective actions to be undertaken by the occupier of an industrial premises as a result of an audit. These may relate to:

- (a) a plan and timeframes for improving the stormwater discharge from the site; and
- (b) any other matters that the Council considers appropriate.

- (3) The Council may review an Industrial Stormwater Discharge Licence (including its risk classification or conditions) under clause 31 as the result of an audit process.

### 33. INDUSTRIAL STORMWATER DISCHARGE MONITORING

- (1) An industrial premises may be monitored or inspected to determine compliance with:

- (a) any conditions imposed as part of an Industrial Stormwater Discharge Licence;
- (b) any corrective action required as part of an industrial stormwater audit;
- (c) any requirements of the CSNDC; and
- (d) this bylaw.

(2) Monitoring and inspections may include, at the discretion of an authorised officer;

- (a) entering the premises; and
- (b) seeking and being provided with information about on-site practices or documentation; and
- (c) sampling and testing stormwater discharges.

*Explanatory note: clause 36(3) and (4) apply in relation to any monitoring of industrial premises under this clause.*

*An authorised officer will give notice to the occupier prior to entering any site, in accordance with entry powers under the Local Government Act 2002.*

### 34. CHANGE OF USE OR OWNERSHIP OF INDUSTRIAL PREMISES

(1) The occupier of any industrial premises must advise the Council within three months of:

- (a) any increase to the size of the site used for the industrial or trade activity; or
- (b) any change of use or activity which may alter the quality, quantity or nature of the stormwater discharge from the premises.

(2) The new occupier of an industrial premises must advise the Council within three months of any change of ownership of the property or business.

(3) Any change in the size of the site, discharge characteristics, or ownership may result in a review of the Industrial Stormwater Discharge Licence under clause 31.

### 35. TRANSITIONAL ARRANGEMENTS FOR INDUSTRIAL STORMWATER DISCHARGERS WITH INDIVIDUAL CONSENTS WITH CANTERBURY REGIONAL COUNCIL

*Explanatory note: Some sites hold a resource consent for the discharge of stormwater, issued by Canterbury Regional Council. As part of the implementation of the CSNDC most of these sites will transition from management under a Canterbury Regional Council resource consent to management under this bylaw. Sites assessed as presenting an unacceptably high risk of surface water or groundwater contamination will remain under the regulation of Canterbury Regional Council. Sites that will not transition and sites that pose an unacceptably high risk are excluded from the CSNDC.*

(1) Any industrial premises that poses an unacceptably high risk and is excluded from the CSNDC does not have to apply for an Industrial Stormwater Discharge Licence under clause 28.

*Explanatory note: The risks related to these premises will be managed under a resource consent to discharge stormwater issued by Canterbury Regional Council.*

(2) The occupier of any premises that has a resource consent to discharge stormwater from the Canterbury Regional Council, and that will transition to the Council's regulation under this bylaw, must apply for an Industrial Stormwater Discharge Licence under clause 28 prior to surrendering a consent, or six months before the later of either:

- (a) the expiry of the resource consent; or

- (b) 1 January 2025.

***Explanatory note:** The occupier of any premises discharging to the Council's stormwater network will also need to meet the connection and discharge approval requirements under clause 6, regardless of any consent held with the Canterbury Regional Council.*

## MONITORING AND COMPLIANCE

### 36. MONITORING AND INSPECTIONS

- (1) The Council may carry out monitoring and inspections of any property for the purposes of determining compliance with approvals and this bylaw.
- (2) The occupier of any property must co-operate with any monitoring and inspections required at the discretion of an authorised officer, including, but not limited to:
  - (a) enabling access to enter the property;
  - (b) providing documents, plans and other information; and
  - (c) enabling on-site sampling and testing.
- (3) Where any samples or tests are taken:
  - (a) the sampling, preservation, transportation and analysis of the samples will be undertaken by an authorised officer or agent of the Council; and
  - (b) the occupier will be advised of the result of the sampling in writing.
- (4) The Council may require the payment of an additional fee to meet the actual costs of any monitoring, lab costs or sampling costs.

***Explanatory note:** The Local Government Act 1974, the Local Government Act 2002, the Land Drainage Act 1908 and the Christchurch District Drainage Act 1951 also contain various powers for entry and inspection of private property, and the Council may also rely on those powers from time to time.*

### 37. OFFENCE AND PENALTY

- (1) Every person who breaches this bylaw commits an offence and is liable on conviction to a fine not exceeding \$20,000, as set out in the Local Government Act 2002.

***Explanatory note:** There are also offences and penalties provided for in the Local Government Act 2002 ~~and the Health Act 1956~~ (and other Acts) concerning water related issues, or damage to Council property. For example, see sections 175-176, 232, and 242 of the Local Government Act 2002.*

- (2) For the avoidance of doubt, failure to comply with this bylaw includes (without limitation):
  - (a) failure to comply with any condition of any approval under this bylaw, or any clause of this bylaw;
  - (b) any event, action, inaction, or discharge that, in the opinion of the Council, threatens to cause damage to any part of the stormwater network or threatens the health or safety of any person or waterway;
  - (c) any activity that may cause a breach of a resource consent held by the Council; or
  - (d) failure to pay fees and charges set in relation to this bylaw by the due date.



***Explanatory note:** In addition to enforcement taken under this bylaw, the Council may also require the removal of any structure, material, or other debris that is in breach of the bylaw under the applicable legislative power (i.e. section 163 of the Local Government Act 2002, section 43 of the Christchurch District Drainage Act 1951, or section 62 of the Land Drainage Act 1908).*

### 38. SUSPENSION OR CANCELLATION OF APPROVAL TO DISCHARGE STORMWATER

- (1) Any failure to comply with this bylaw, or conditions imposed as part of any approval under this bylaw, is a breach of the bylaw and may result in the Council suspending or cancelling a stormwater discharge approval.

***Explanatory note:** The process set out in clause 9 of the Christchurch City Council General Bylaw 2008 will apply to any suspension or cancellation of any approval under this bylaw.*

- (2) Where approval to discharge has been suspended, the Council will give written notice to the occupier to set out the steps that must be taken, or the criteria that must be met, for the site to be able to resume discharging into the stormwater network, and a timeframe for complying.
- (3) The Council must give written notice withdrawing a suspension and authorising stormwater to be discharged from the site before the site operator is able to resume discharging stormwater.
- (4) Discharge approval will be cancelled for any suspension that has not been withdrawn within the timeframe specified in the suspension notice.

***Explanatory note:** Once cancelled, an occupier can no longer discharge to the stormwater network, and will need to seek the appropriate consents from the Canterbury Regional Council to discharge stormwater to land or water. If an occupier wishes to reconnect to the stormwater network, they will need to apply under clause 6.*

### 39. RECOVERY OF COSTS

- (1) Where any breach of this bylaw causes damage to the stormwater network or the Council's land drainage infrastructure, the Council may recover the cost of repairing the damage and associated losses or expenses incurred by the Council from the person responsible for the breach.

***Explanatory note:** Under section 175 of the Local Government Act 2002, the Council has a right to recover against any person who wilfully or negligently damages Council property. Other statutes such as the Christchurch District Drainage Act 1951 and the Land Drainage Act 1908 also allow the Council to recover the costs of certain works where an owner or occupier has failed to carry out those works at the direction of the Council.*

## GENERAL AND ADMINISTRATIVE

### 40. FEES

- (1) Where this bylaw provides for the Council to issue an approval, or give any authority for any thing, or carry out an inspection, monitoring, review or audit, the Council may require the payment of a fee.
- (2) Where this bylaw provides for a connection to the stormwater network, or the provision of any good, service, or amenity, the Council may require payment of a fee for that service.

***Explanatory note:** Any fees are set out in the Council's Annual Plan or Long Term Plan. The Council also sets a targeted rate in relation to land drainage.*

#### 41. CHRISTCHURCH CITY COUNCIL GENERAL BYLAW 2008

- (1) The provisions of the Christchurch City Council General Bylaw 2008 and any bylaw passed in amendment or substitution are implied into, and form part of this bylaw.

#### 42. REVOCATIONS AND SAVINGS

- (1) The Christchurch City Council Water, Wastewater and Stormwater Bylaw 2014 is revoked.
- (2) Any permission, consent, agreement, approval or any other act of authority which originated under the Christchurch City Water Supply, Wastewater and Stormwater Bylaw 2014, or which was continued by that bylaw and which is still in force at the commencement of this bylaw continues to have full force and effect for the purpose of this bylaw.
- (3) This bylaw is implied into and forms any part of any permission, consent, agreement, approval, or any other act of authority continued by this clause.
- (4) The revocation of the Christchurch City Council Water Supply, Wastewater and Stormwater Bylaw 2014 does not prevent any legal proceedings, criminal or civil, being taken to enforce that bylaw and such proceedings continue to be dealt with and completed as if that bylaw had not been revoked.

*The initial resolution to make this bylaw was passed by a Committee of Council on 10 November 2021, the Christchurch City Council at a meeting of the Council held on: and was confirmed, following consideration of submissions received during a special consultative procedure, by a resolution at a subsequent meeting of the Council on 9 June 2022.*



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## Register of Industrial and Trade Activities

*This register was adopted by a resolution of the Christchurch City Council on 9 June 2022, under clause 27 of the Stormwater and Land Drainage Bylaw 2022.*

Category	Activity or Process Description	Site Area Threshold <sup>1</sup>	Compliance Timeframe (months) <sup>2</sup>
<b>Agricultural support industries including feedstuffs</b>	Livestock dip and spray race operations	Any	12
	Fertiliser manufacturing, storage or handling	1,000m <sup>2</sup>	12
	Agrichemical handling		
<b>Chemical industries</b>	Livestock/pet food manufacturing, storage or handling (non-retail)		
	Battery manufacturing	Any	12
	Pesticide, timber preservative or related product manufacturing		
	Acid, alkali or solvent product manufacturing		
	Cosmetic, toiletry, soap and other detergent manufacturing	500m <sup>2</sup>	12
	Explosive and pyrotechnic manufacturing		
	Paint, pigment, ink or dye manufacturing		
	Polish, adhesive, lubricant or sealant manufacturing		
	Synthetic resin manufacturing		
	Industrial gas (e.g. bottling)	1,000m <sup>2</sup>	12
<b>Animal transfer and processing industries</b>	Medicinal, pharmaceutical or veterinary product manufacturing		
	Vitamin, supplement or other nutritional product manufacturing		
	Raw fibre or textile dying		
	Other chemical product (e.g. fibreglass, reinforced plastic) manufacturing		
	Tanneries, fellmongers or fisheries	Any	12
<b>Electronics, photographic and optical goods industries</b>	Rendering or fat extraction		
	Wool or fleece production (e.g. scouring, carbonising)		
	Manufacturing, storage or handling non-food products derived from animals (e.g. gelatin, fertiliser)	1,000m <sup>2</sup>	12
	Slaughterhouses		
<b>Food and beverage industries</b>	Circuit board manufacturing (excluding assembly only)	500m <sup>2</sup>	12
	Photo processing		
	Photographic equipment manufacturing		
	Optical goods manufacturing		
	Bakery product manufacturing	1,000m <sup>2</sup>	12
	Beverage or malt product manufacturing		
	Flour mill or cereal manufacturing		
	Animal products including seafood and dairy manufacturing		
	Oil or fat product manufacturing		
	Other foodstuff manufacturing		

<sup>1</sup> Properties not meeting these thresholds are not required to apply.

<sup>2</sup> Applies from the date the Stormwater and Land Drainage Bylaw 2022 comes into force.

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Category	Activity or Process Description	Site Area Threshold <sup>1</sup>	Compliance Timeframe (months) <sup>2</sup>
Landscape and garden suppliers	Soils or compost storage and handling Mulch or aggregate storage and handling Potted plant storage and handling	1,000m <sup>2</sup>	12
Machinery and equipment manufacturers and workshops	Machinery or equipment manufacturing Motor vehicle or parts manufacturing Engineering workshops	500m <sup>2</sup>	76
Non-metallic mineral industries	Concrete batching plants	Any	76
	Cement, lime, sand, gravel, rock and associated products manufacturing, handling or storage	500m <sup>2</sup>	76
	Clay, gypsum, plaster and associated products manufacturing, handling or storage		
	Glass manufacturing or cutting	1,000m <sup>2</sup>	76
Metal industries	Metal finishing (e.g. plating, anodising, polishing)	500m <sup>2</sup>	76
	Metal blasting or coating (excluding spray painting)		
	Ore refining	1,000m <sup>2</sup>	76
	Metal processing (e.g. smelting, casting) Metal manufacturing (e.g. sheet and structural products)		
Petroleum and coal product industries	Bitumen/asphalt product (e.g. premix, hot mix, roofing supplies) manufacturing	Any	76
	Hydrocarbon refining or manufacturing (e.g. oil, grease, fuel)		
	Coal and/or coke product manufacturing		
Printing and publishing facilities	Printing or publishing	1,000m <sup>2</sup>	76
Bulk storage and handling centres	Chemical storage and handling	1,000m <sup>2</sup>	12
	Hydrocarbon <del>(non-service station)</del> storage and handling <u>(excluding service stations, truck stops and commercial refuelling facilities)</u>		
	Pesticide storage and handling		
	Explosive and pyrotechnic storage and handling		
Waste management and resource recovery industries	Automotive dismantling	Any	76
	Batteries recycling or disposal		
	Chemicals including hydrocarbons <del>or chemical containers</del> recycling, reuse or disposal		
	Liquid waste treatment, recycling or disposal		
	Solid waste handling or disposal (e.g. landfills, waste transfer stations)		
	Explosive recycling or disposal		
	Crushing, grinding or separation works (e.g. metal, slag, road base, demolition material)		
	Non-metal recycling (e.g. composting, glass, paper, paperboard, electronics)		
	Tyre recycling or disposal		

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Hearings Panel Version (track changes) to recommend to Council

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Category	Activity or Process Description	Site Area Threshold <sup>1</sup>	Compliance Timeframe (months) <sup>2</sup>
Rubber industries	Tyre manufacturing or retreading	500m <sup>2</sup>	76
	Synthetic rubber manufacturing		
	Other rubber product manufacturing		
Land, water and air transport and related industries	Service and refuelling facilities	Any	76
	Depots <u>with</u> mechanical servicing		
	Boat or ship construction, repair or maintenance	1,000m <sup>2</sup>	76
	Depots <u>without</u> mechanical servicing		
	Railway workshops		
	Airports		
Wood and paper industries	Washdown facilities (e.g. carwash)	Any	76
	Timber treatment		
	Treated timber storage	500m <sup>2</sup>	76
	Log storage yards (outside of forested areas)	1,000m <sup>2</sup>	76
	Plywood or veneer manufacturing		
	Particleboard or other wood panel manufacturing		
	Pulp, paper or paperboard manufacturing		
	Building products fabrication (e.g. truss and frame)		

## 14. Plan Change 6 (Homebase Extension) Decision Recommendation

Reference / Te Tohutoro: 22/524172

Report of / Te Pou Emily Allan, Senior Policy Planner, Emily.allan@ccc.govt.nz

Matua: Mark Stevenson, Manager - Planning, Mark.Stevenson@ccc.govt.nz

General Manager /  
Pouwhakarae: Jane Davis, General Manager Infrastructure, Planning and  
Regulatory Services jane.davis@ccc.govt.nz

### 1. Purpose of the Report Te Pūtake Pūrongo

- 1.1 The purpose of this report is to present the Hearings Panel's recommendations on Private Plan Change 6 (Homebase extension) and to recommend the Council adopts the recommendations as its decision.
- 1.2 The decision in this report is of medium significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance has been determined as medium on the basis of the effects and the degree of risk (i.e. concerning primarily effects on the Shirley Key Activity Centre and adjoining residential area).

### 2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Receives the report and recommendations of the Hearings Panel on Plan Change 6 (Homebase extension);
2. Accepts, accepts in part or rejects the submissions on PC6 as recommended by the Hearings Panel and attached to their report for the reasons set out in the Hearing Panel's report in Attachment 1.
3. Adopts, as the decision of the Council, the recommendations of the Hearings Panel that Plan Change 6 be approved as per the Hearing Panel's report as Attachment 1, under clause 10 of Schedule 1 of the Resource Management Act 1991.

### 3. Reason for Report Recommendations Ngā Take mō te Whakatau

- 3.1 The private plan change request is to rezone the adjoining land to the north of the existing Homebase retail centre on Marshland Road from Residential Suburban zone to Commercial Retail Park.
- 3.2 The scope of the plan change is to rezone the land, remove references to the Mairehau Final Development Area from the District Plan (delete 14.3.i.i.l, 14.4.3.1.3, 14.4.3.2.7c and Figure 5) and to amend Chapter 15 Rule 15.7.2.4 by adding a new rule that applies a 32.4 degree recession plane at the western boundary of the site.
- 3.3 The staff recommendation is to adopt the recommendations of Commissioners Sarah Dawson, Ian Munro and Ken Fletcher (Referred to hereafter as 'Hearings Panel' or 'Panel') on proposed plan change 6. This has regard to the statutory process that the plan change has been through to this point and the Panel's consideration of the submissions and evidence received by the Hearings Panel.

- 3.4 The Hearings Panel have determined that the proposed plan change is appropriate with amendments as outlined in paragraph 5.8.

#### 4. Alternative Options Considered Ētahi atu Kōwhiringa

- 4.1 The Council can adopt the Panel's recommendation as its own decision, but the adoption must be of the recommendations in their entirety.
- 4.2 The Council cannot reject a recommendation outright or substitute its own decision as it has not heard the submissions and evidence. Legal advice is that natural justice principles would be infringed if the Council were to make a decision on the plan change that differs from the recommendation given by the Panel unless the Council gave the submitters the right to be heard when the Council reconsiders the proposed plan change.
- 4.3 Accordingly, the options available to the Council, if it does not wish to adopt the Panel's recommendation as its decision, are to:
- Ask the Panel for clarification of any aspect of the Panel's recommendations;
  - Refer the plan change back to the Panel with a direction that they reconsider all or any part of their recommendation, and then adopt the subsequent recommendation of the Panel – which may be unchanged from the current recommendation. If the Council wishes to refer the matter back to the Panel, it must be satisfied that there are sufficient grounds for doing so. For example, if an issue the plan change is seeking to address has been overlooked. Those grounds do not exist here.
  - Appoint different commissioners or for Council to consider the plan change and supporting reports itself, ensuring that the new decision makers hear from the submitters.

#### 5. Detail Te Whakamahuki

##### Plan Change and Background

- 5.1 The private plan change request is to rezone the adjoining land to the north of the existing Homebase retail centre on Marshland Road from Residential Suburban zone to Commercial Retail Park.
- 5.2 The scope of the plan change request is to rezone the land, remove references to the Mairehau Final Development Area from the District Plan (delete 14.3.i.i.l, 14.4.3.1.3, 14.4.3.2.7c and Figure 5) and to amend Chapter 15 Rule 15.7.2.4 by adding a new rule that applies a 32.4 degree recession plane at the western boundary of the site.
- 5.3 The decision on clause 25 of Schedule 1 of the RMA to accept the plan change request for notification and processing was made at the Urban Development and Transport Committee on 7 October 2020.

##### Submissions and Hearing

- 5.4 The plan change was publicly notified on the 15 October 2020 with the submissions period closing on 16 November 2020. Sixty-eight (68) submissions were received on PC6, comprising 119 submission points. Of these, 11 submission points supported or supported in part PC6, 26 sought amendments to PC6, 3 were neutral, and 79 opposed or opposed in part PC6. The main issues raised by the submitters were:
- Traffic effects including access from the site to Clearbrook Palms subdivision.
  - Economic effects on the centres based framework for Christchurch.
  - Urban Design effects and possible mitigations.

- 5.4.4 Environmental Health concerns regarding noise and light spill.
- 5.4.5 The loss of residential zoned land.
- 5.4.6 Concerns regarding sufficiency of infrastructure.
- 5.5 Further submissions were sought on 18 January 2021 and closed 1 February 2021. The further submission time period was extended under s37 of the RMA by 1 week to 9 February 2021 to enable a submitter to prepare a submission due to unforeseen events.
- 5.6 Council appointed a Hearings Panel to hear the submissions. The hearing was held in July 2021 and resumed in November 2021 following a request from the Panel for additional planning and economic evidence.

**Panel's Recommendation**

- 5.7 The Panel's recommendation is to adopt PC6 as set out in Attachment 1 and to accept, accept in part or reject the submissions on PC6 as appended to their report.

**Summary of Key Changes Recommended by the Hearings Panel**

- 5.8 The Panel has recommended that the Proposed Plan Change for the rezoning of the land from Residential Suburban Zone to Commercial Retail Park Zone is approved, with the following changes:
  - 5.8.1 A limit on the total amount of floorspace for all activities to 20,000 m<sup>2</sup> and limits on the total amount of floorspace for retail activities prior to October 2026 and October 2031;
  - 5.8.2 Restrictions on store types that can establish on the site prior to October 2031 including clothing or footwear stores and a supermarket;
  - 5.8.3 Specific rules for the site in respect of maximum building height, a recession plane, minimum setbacks from the boundaries, and a requirement for landscaping,
  - 5.8.4 A requirement for pedestrian and cycle access through the site from either Sanctuary Gardens or Havana Gardens to Marshland Road, and not permitting vehicle access over the western boundary,
  - 5.8.5 Additions to the matters to be assessed for any high trip generating activity exceeding thresholds defined in the Transport chapter, including pedestrian and cycle access and CPTED.
- 5.9 The Panel also supports the removal of the Mairehau Development Plan references in the District Plan.

**Reasons for Recommending Approval of the Proposed Plan Change**

- 5.10 The Panel referred to the economic expert's advice in stating that the site is well suited to and consistent with the locational characteristics typical of large format retail activity<sup>4</sup>. As Council's economic expert stated, it is a "cracking site"<sup>5</sup>.
- 5.11 The Panel accepted that there is currently an imbalance in the supply of large format retail across the City, with under-provision in the north and east of the City compared to the south and central areas<sup>6</sup>.
- 5.12 The Panel heard no evidence that the operative residential suburban zone would address any local housing shortage or other residential problem in the same way that they accepted the

<sup>4</sup> Paragraph 353 of Panel's report

<sup>5</sup> Paragraph 353 of Panel's report

<sup>6</sup> Paragraph 355 of Panel's report



proposed Commercial Retail Park Zone would assist to address a medium to long-term shortfall of supply for retail activity in the area, reduce retail leakage out of the area, and reduce vehicle kilometres travelled<sup>7</sup>. These are in the Panel's view benefits to the community provided by a Commercial Retail Park Zone on this site.

- 5.13 The Panel have found that Council's economic expert's proposed staging, including the exclusion of specific store types over ten years will mitigate the adverse retail distribution effects of the proposal on The Palms, Shirley to a significant extent and avoid significant adverse effects on that District Centre (KAC)<sup>8</sup>.

**Panel's Conclusions on Council's Recommendations**

- 5.14 Council recommended that further consideration be given to the loss of residential land. It was concluded by the Panel that the anticipated residential capacity of the site (70 dwellings)) was inconsequential and would have no implications for the Council to meet its residential land supply obligations<sup>9</sup>.
- 5.15 Council, through planning evidence, sought to draw attention to the efficiency reduction through losing the ability to develop and use land that is located well within the City's urban area and with servicing capability already available<sup>10</sup>. The Panel acknowledged the Applicant's planning evidence that it had not undertaken a detailed evaluation of the costs and benefits of using this site for housing versus the need to develop alternative land elsewhere. However, the Panel were not persuaded that these matters are of sufficient consequence to demonstrate that it is more appropriate for this site to remain available to assist in meeting the City's housing requirements<sup>11</sup>. The Panel considered that it would have minimal implications for costs to the Council, or the community, of meeting future residential land supply requirements<sup>12</sup>.
- 5.16 Council's economic expert advised that the proposal would result in significant retail distributional effects on The Palms, Shirley<sup>13</sup>, being beyond the effects ordinarily associated with trade competition. Furthermore, the Panel found that The Palms has not recovered from the effects of the earthquakes and is in a vulnerable state of retail health. On this basis, staging of the development was proposed and the Panel determined that the staging proposed by Council's economic expert will mitigate the adverse retail distribution effects of the proposal on The Palms, Shirley to a significant extent<sup>14</sup>. The Panel went further and considered supermarkets should be added to the store type exclusions over the first 10 years<sup>15</sup>. The Panel also determined that any development in excess of these limits as discussed should be a non-complying activity, consistent with Council's planning evidence on this point.
- 5.17 Council's evidence also raised concern about how the proposed rezoning would fit in the context of the urban form due to the proximity to The Palms, Shirley and how commercial development at the Homebase site would be consistent with the centres hierarchy of the District Plan. The Panel considered that the District Plan is silent on where or in what circumstances large format retail activities should or should not be positioned, including

<sup>7</sup> Paragraph 358 of Panel's report

<sup>8</sup> Paragraph 360 of Panel's report

<sup>9</sup> Paragraph 249 of Panel's report

<sup>10</sup> Paragraph 253 of Panel's report

<sup>11</sup> Paragraph 253 of Panel's report

<sup>12</sup> Paragraph 253 of Panel's report

<sup>13</sup> Paragraph 184 of Panel's report

<sup>14</sup> Paragraph 236 of Panel's report

<sup>15</sup> Paragraph 236 of Panel's report

relative to other types of urban centres<sup>16</sup>. The Panel stated that they did not see the ‘strategic fit’ argument as having merit. The Panel considered that effects relating to the distribution of large format retail activities relate to economic effects and not to urban design effects<sup>17</sup>.

- 5.18 Both Council’s urban design and landscape evidence recommended a more intensive building setback and landscape mitigation outcome along the road boundaries of QEII Drive and Marshland Road comparative to other rural urban boundaries in Christchurch. These recommendations included restrictions relating to building frontages and transparency along the road frontage, continuous building length limits and signage restrictions. The Panel accepted Council’s expert evidence on the need for increased setbacks and planting, but recommended that these setbacks are reduced in extent from the level proposed by Council<sup>18</sup>. The Panel did not accept the need to include additional rules sought by Council relating to transparent glazing, continuous building length and signage<sup>19</sup>.
- 5.19 The Panel concluded that the 3m shared path recommended by Council urban design and landscape experts could be accommodated in the setback provided, but that it was Council’s responsibility to provide the infrastructure as it would benefit the broader transport network around the PC6 site and there was no resource management justification to attribute this infrastructure cost to the Applicant, which is limited to addressing the effects of the proposed change in zoning<sup>20</sup>.
- 5.20 With regards to the boundary treatment for the western boundary of the site adjoining the Sanctuary Gardens subdivision, Council’s urban design expert proposed a reduced height of 11m relative to what was initially proposed of 15m, and a setback from the boundary of 11m. Council’s urban design expert also sought a restriction on building length. The Panel agreed with the proposed setback on the western boundary of 11m while proposing a height limit of 12m<sup>21</sup>. The Panel did not agree that there was a basis for requirements restricting building length<sup>22</sup>.
- 5.21 Council’s transport expert supported access from the Sanctuary Gardens subdivision by requiring pedestrian and cycle access, but restricting vehicle access. The Panel found that prohibited activity status for vehicle access would not be justified but did recommend non-complying activity status for this activity<sup>23</sup>. Many submitters opposed access including pedestrian and cycle access<sup>24</sup>, and the Applicant’s transport expert proposed that pedestrian and cycle access should be encouraged but not required<sup>25</sup>. The Panel agreed with Council’s transport expert that pedestrian and cycle access should be required and also included a Crime Prevention through Environmental Design provision to ensure that access will be provided in a safe manner<sup>26</sup>.
- 5.22 Council’s urban design expert sought for a pedestrian and cycle access to be provided from the site to QEII Drive to reflect the historic Mairehau Development Plan. The Panel considered that this was not necessary as access would be required to Marshland Road<sup>27</sup>.

<sup>16</sup> Paragraph 258 of Panel’s report

<sup>17</sup> Paragraph 260 of Panel’s report

<sup>18</sup> Paragraph 269 of Panel’s report

<sup>19</sup> Paragraph 270 of Panel’s report

<sup>20</sup> Paragraph 273 of Panel’s report

<sup>21</sup> Paragraph 297 of Panel’s report

<sup>22</sup> Paragraph 295 of Panel’s report

<sup>23</sup> Paragraph 279 of Panel’s report

<sup>24</sup> Paragraph 280 of Panel’s report

<sup>25</sup> Paragraph 285 of Panel’s report

<sup>26</sup> Paragraphs 287 – 288 of Panel’s report

<sup>27</sup> Paragraph 313 of Panel’s report

- 5.23 Council's ecological expert noted that although commercial land use would result in a greater occurrence of flashier flows in the waterways and an increase in the concentrations of stormwater contaminants, these effects could be mitigated through appropriate stormwater management. The Panel concluded that they were satisfied those consenting processes would enable appropriate consideration of ecological effects (as well as effects on neighbouring properties where relevant)<sup>28</sup>. Council's ecological expert also sought that the references to the Mairehau Development Plan were retained due to the ecological enhancement of waterways and landscaped areas provided in the Plan to protect and improve biodiversity in the area and downstream. The Panel found that the provision in the Mairehau Development Plan would not achieve the biodiversity protection sought by Council's ecology expert, and have preferred to include specific requirements for building setbacks and landscape planning<sup>29</sup>.
- 5.24 With regards to Water Supply and Wastewater infrastructure, geotechnical engineering and land contamination, both the Council experts and the Applicant experts were aligned in their opinions and the Panel accepted these positions without change.

## 6. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

### Strategic Alignment Te Rautaki Tīaroaro

- 6.1 This report supports the [Council's Long Term Plan \(2018 - 2028\)](#):

6.1.1 Activity: Strategic Planning, Future Development and Regeneration

- Level of Service: 9.5.4 Process private plan change requests. - 100% of any proposed private plan changes comply with statutory processes and timeframes

### Policy Consistency Te Whai Kaupapa here

- 6.2 The decision is consistent with Schedule 1 of the Resource Management Act and is consistent with Council's Plans and Policies to enable public participation and engagement.

### Impact on Mana Whenua Ngā Whai Take Mana Whenua

- 6.3 The decision involves a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, having regard to waterways within and near the site. The decision therefore impacts on Mana Whenua, their culture and traditions.
- 6.4 Mana Whenua were advised of the private plan change request directly by the Applicant prior to lodgement and did not make a submission on the plan change.

### Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

- 6.5 Objective 8 of the National Policy Statement on Urban Development Objective 8 requires that New Zealand's urban environments support reductions in greenhouse gases; and are resilient to the current and future effects of climate change. Notwithstanding this, the Panel concluded that there is nothing directive as to the appropriateness of one alternative zoning or the other.

### Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

- 6.6 The rezoning of the land for commercial activities supports access to employment and services by walking, cycling and private vehicle, with provision made for access to the adjoining residential area.

<sup>28</sup> Paragraph 337 of Panel's report

<sup>29</sup> Paragraph 339 of Panel's report

- 6.7 Access for mobility impaired will be considered through the consenting process including requirement for mobility parking.

## 7. Resource Implications Ngā Hīraunga Rauemi

### Capex/Opex / Ngā Utu Whakahaere

- 7.1 Adopting the proposed plan change will not result in additional costs to Council beyond what has been budgeted for.
- 7.2 The costs of staff time on Proposed Plan Change 6 has been charged to the applicant consistent with Council's fees and charges policy.

## 8. Legal Implications Ngā Hīraunga ā-Ture

### Statutory power to undertake proposals in the report / Te Manatū Whakahaere Kaupapa

- 8.1 Section 73(2) of the Resource Management Act enables any person to request a change to the District Plan and sections 74 and 75 prescribe the matters that Council is to consider in changes to the District Plan. The Panel's report has applied the appropriate considerations under the RMA.
- 8.2 The Resource Management Act requires the Council to make a decision on the Panel's recommendation on this private plan change request. The plan change proponent and submitters have the right to appeal to the Environment Court on the Council's decision on proposed plan change 6.







### Other Legal Implications / Ētahi atu Hīraunga-ā-Ture

- 8.3 The process requirements if the Council wishes there to be a reconsideration of any part of the Panel's recommendations are set out in paragraph 4.3 above.

## 9. Risk Management Implications Ngā Hīraunga Tūraru

- 9.1 There is a risk that the applicant and/or submitters consider that there is insufficient evidence and/or inadequate consideration has been to issues raised during the process. This has been mitigated by the appointment of independent commissioners to objectively assess the merits of the request and to hear evidence and submissions. There also remains the opportunity for those parties to appeal the decision to the Environment Court for further testing.

## Attachments / Ngā Tāpirihanga

No.	Title	Page
A  	Attachment 1 Panel's report	243
B  	Attachment 2 Plan Change 6 as recommended by Panel	339
C  	Attachment 3 Panel's recommendations on submissions	349

In addition to the attached documents, the following background information is available:

Document Name	Location / File Link
Not applicable	Not applicable

## Confirmation of Statutory Compliance / Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

## Signatories / Ngā Kaiwaitohu

<b>Authors</b>	Emily Allan - Senior Policy Planner Mark Stevenson - Manager Planning
<b>Approved By</b>	John Higgins - Head of Planning & Consents Jane Davis - General Manager Infrastructure, Planning & Regulatory Services

**BEFORE THE CHRISTCHURCH CITY COUNCIL**

**UNDER**

The Resource Management Act 1991

**AND**

**IN THE MATTER OF**

Proposed Plan Change 6 to the Christchurch  
District Plan: Homebase Extension

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**REPORT AND RECOMMENDATIONS OF INDEPENDENT HEARING COMMISSIONERS**

**Sarah Dawson (Chair)**

**Ken Fletcher**

**Ian Munro**

**7 March 2022**

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## PRELIMINARY

### Introduction

1. This report contains the recommendations of the Panel of Independent Hearing Commissioners appointed to consider Plan Change 6 (PC6) and the decisions sought in the submissions. The Commissioners have reviewed and considered Proposed PC6, the s32 Report, the written submissions and further submissions received, the s42A Report, all evidence received at the hearing (both written and oral) and other relevant information. Having considered this information and deliberated between themselves, the Commissioners' recommendations to the Council are set out in this report.

### Terminology Used in this report

2. Throughout this report the following terms and abbreviations are used:

Act	Resource Management Act 1991
Applicant	Reefville Properties Limited
Applicant's Final PC6	The version of PC6 attached to the Closing Legal Submissions for the Applicant, 3 August 2021
CCZ	Commercial Core Zone
Consented supermarket / consented supermarket site	The supermarket development and/or its site for which resource consent has been obtained on part of 215 Marshland Road (RMA20163708), located within the Homebase CRPZ and immediately to the south of the PC6 site
Council	Christchurch City Council
Council's Final PC6	Proposed PC6, with the amended provisions provided by the Council on 29 July 2021 and those attached as Appendix A to the Supplementary Evidence of Emily Allan, 4 October 2021
CRDP	Christchurch Replacement District Plan
CRPS	The operative Canterbury Regional Policy Statement, 2013, republished in July 2021 to incorporate changes made since 2013
CRPZ	Commercial Retail Park Zone
District Centre	District Centre as defined in the District Plan
District Plan	The operative Christchurch District Plan

EIC	Evidence-in-chief. May also be referred to as s42A Report when prepared on behalf of the Council.
Existing Homebase	The existing Homebase retail centre development on Marshland Road (excluding the consented supermarket to the north)
FAR	Floor area ratio
GCRA	Greater Christchurch Regeneration Act 2016
GFA	Gross floor area
GLFA	Gross leasable floor area
Homebase LFC / Homebase CRPZ	The Large Format Centre zoned CRPZ in the operative District Plan. This includes the existing Homebase and the consented supermarket site. This is referred to in the District Plan as Shirley Homebase.
Homebase extension	The retail centre that could be developed on the PC6 site, subject to the rezoning request in Proposed PC6
IHP	Independent Hearings Panel responsible for making decisions on the proposals for the CRDP, including changes to the notified proposals
JWS	Joint Witness Statement
KAC	Key Activity Centre as defined in the District Plan
LFC	Large Format Centre as defined in the District Plan
LURP	Land Use Recovery Plan
Mairehau Development Plan	Development Plan - Mairehau Final Development Area, as identified in Figure 5 of Section 14.4.3 of the District Plan
ME Report	Homebase Plan Change Economic Assessment, ME Consulting, 30 June 2020
Modelled Development	The development of the PC6 site as modelled by the Applicant and shown in Fig 3.3 of Appendix 2 to the Application
NESCS	National Environment Standard for Assessing and Managing Contaminants in Soil to Protect Human Health
NPS-UD	National Policy Statement on Urban Development 2020
NPS-UDC	National Policy Statement on Urban Development Capacity 2016

Panel	Panel of Independent Hearing Commissioners appointed to consider Proposed PC6 and the decisions sought in the submissions
PC5	Plan Change 5 to the operative Christchurch District Plan
PC6	Plan Change 6 to the operative Christchurch District Plan
PC6 Site / PC6 site	The land subject to the rezoning request in Proposed PC6 being 229 and 241 Marshland Road, and parts of 24 Sanctuary Gardens and 215 Marshland Road
Proposed PC6	Plan Change 6 to the operative Christchurch District Plan, as publicly notified on 15 October 2020
QEII Drive	Queen Elizabeth II Drive
RMDZ	Residential Medium Density Zone
RNNZ	Residential New Neighbourhood Zone
RSZ	Residential Suburban Zone
s32 Report	The report prepared by the Applicant evaluating PC6 in terms of s32 of the Act at the time that Proposed PC6 was publicly notified (Christchurch District Plan, Private Plan Change 6, Section 32 Evaluation and AEE)
s42A Report	The Council Planning Officer's Report prepared by Emily Allan under s42A of the Act which makes recommendations on the submissions and further submissions received on Proposed PC6 (dated 25 June 2021)
Shirley / Palms	The District Centre and Key Activity Centre zoned Commercial Core Zone (including community facilities within walking distance (400 metres) of the commercial zone) in the vicinity of Marshland Road, New Brighton Road and Golf Links Road, as shown on the District Planning Maps and as described in Table 15.1 of the District Plan
The Palms	The Palms shopping centre/mall and associated carparking which forms part of the Shirley / Palms District Centre

### Summary of, and Background to, Proposed Plan Change 6

- PC6 is a privately requested plan change by Reefville Properties Limited (the Applicant) which seeks to rezone approximately 4.7975ha of land, located on the south-west corner of Marshland Road and QEII Drive to the north of the existing Homebase LFC on Marshland Road, from Residential Suburban Zone (RSZ) to Commercial Retail Park Zone (CRPZ).
- The land subject to the rezoning request comprises 229 and 241 Marshland Road, and parts of 24 Sanctuary Gardens and 215 Marshland Road (the PC6 site).

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Report of Commissioners – Plan Change 6 to Christchurch District Plan

5. The scope of the Plan Change is to:
  - a. rezone the land from RSZ to CRPZ by amending Planning Map 25A;
  - b. remove references to the Mairehau Final Development Area from the District Plan (delete Rules 14.3.i.i.i, 14.4.3.1.3, 14.4.3.2.7c and Figure 5); and
  - c. amend Chapter 15 Rule 15.7.2.4 by adding a new rule that applies a 32.4 degree recession plane at the western boundary of the site.
6. The PC6 site was rezoned from rural to residential in 1989 and confirmed as residential in the Christchurch City Plan in 1995<sup>1</sup>. It was then identified as RSZ in the CRDP.
7. The existing Homebase retail centre on Marshland Road (existing Homebase) was initially established by way of resource consent approval in 2007<sup>2</sup>. Variation 86 to the Christchurch City Plan (which became operative in 2009) rezoned the existing Homebase site as Business Retail Park Zone<sup>3</sup>. Through the CRDP process, the existing Homebase site and an adjoining area of vacant land to its north was zoned as CRPZ. The vacant land, which is immediately to the south of the PC6 site, is subject to a recently approved resource consent for the development of a 4,000m<sup>2</sup> supermarket<sup>4</sup> with access via a new signalised intersection with Marshland Road<sup>5</sup> (the consented supermarket).
8. The Applicant lodged the private plan change request with the Council on 1 July 2020. Further information was requested by the Council. On 7 October 2020, the plan change request was accepted by the Council for notification and processing. The private plan change request contained the following information, all of which was available at the time of notification to anyone interested in the requested private plan change and was also provided to the Panel prior to the hearing:
  - a. The application form;
  - b. A Section 32 Evaluation and assessment of effects on the environment (AEE) taking into account clauses 6 and 7 of Schedule 4 of the Act. This included the following Appendices:
    - i. Records of Title for the properties
    - ii. Economic Assessment;
    - iii. Retail Assessment;
    - iv. Urban Design, Landscape and Visual impact Assessment;
    - v. Integrated Transportation Assessment;
    - vi. Noise Assessment;
    - vii. Servicing Assessment;
    - viii. Flood Hazard peer Review;
    - ix. Ecological Assessment;

<sup>1</sup> s42A Report, at [3.2.1]

<sup>2</sup> s32 Report, at [3.1.3]

<sup>3</sup> s32 Report, at [3.1.4]

<sup>4</sup> Statement of Evidence of Derek Foy – Economics, 9 July 2021 (Foy EIC), at [27]

<sup>5</sup> Statement of Evidence of David Smith – Transportation, 9 July 2021 (Smith EIC), at [18]



- x. Geotechnical Assessment;
  - xi. Soil Contamination Assessment; and
  - xii. Archaeological Assessment.
- c. The Proposed Plan Change showing the amendments sought to the District Plan;
  - d. Responses to the Council's requests for further information.

### Notification and Submissions

- 9. Proposed PC6 was publicly notified on 15 October 2020. The periods for submissions and further submissions closed on 16 November 2020 and 1 February 2021 respectively. As set out in the s42A Report<sup>6</sup>, 68 submissions were received requesting 119 separate decisions on the plan change (submission points). Eleven submission points expressed support or support in part for PC6. 79 submission points opposed or opposed in part PC6. 26 submission points requested specific amendments to the provisions of PC6 without indicating their general support or opposition. Three submission points were neutral to the plan change. 50 further submissions points were also received from one further submitter<sup>7</sup> supporting or opposing the decisions requested in the submissions. A summary of the submissions and further submission received was attached to the s42A Report<sup>8</sup>.

### Appointment of Commissioners

- 10. Under section 34A of the Act, a Panel of independent hearing commissioners was appointed to hear from the Applicant, the Council and those submitters who requested to be heard on Proposed PC6, and to make recommendations to the Council on Proposed PC6 and the submissions and further submissions received.
- 11. Appointed to this Panel were: Sarah Dawson, Ken Fletcher and Ian Munro. Sarah Dawson was appointed as Chair of the hearing with authority to determine procedural and jurisdictional matters consistent with the requirements of the Act.

### Procedural Steps

- 12. On 10 June 2021, the Chair issued directions relating to the hearing and the exchange of evidence prior to the hearing date<sup>9</sup>. The Council's s42A Report and associated expert evidence was to be available first, followed by expert evidence from the Applicant, then expert evidence from any submitter (none was received), and finally expert rebuttal evidence (received from the Council only). Written legal submissions were also to be provided prior to the hearing. The hearing was set down to commence on 26 July 2021.
- 13. On 5 July 2021, the Panel requested<sup>10</sup> the Council and the Applicant, and any submitters who wished to do so, to address us as to the implications for the Panel's consideration of PC6 of a

<sup>6</sup> s42A Report, at [8.1.2]

<sup>7</sup> Ann-Marie and Bob Kearney (FS1), also S10

<sup>8</sup> As Appendix 2

<sup>9</sup> Plan Change 6: Homebase Extension - Hearings Procedures and Panel Directions, 10 June 2021

<sup>10</sup> Minute 1 – Relevance of NPS-UD to Proposed Plan Change 6, 5 July 2021

recent Environment Court decision<sup>11</sup> which considered the relevance of the NPS-UD to a privately requested plan change.

14. Various amendments to the Panel's earlier directions for the hearing and evidence exchange were allowed by way of Minute 2 on 25 July 2021<sup>12</sup>, including directions for expert witness conferencing by the stormwater experts and their preparation of a JWS.
15. Following completion of the three days of hearing, the Panel considered additional economics and associated planning evidence were necessary for it to properly consider the maximum extent and staging of development on the PC6 site. Following a teleconference between the Panel Chair and counsel for the Applicant and the Council<sup>13</sup>, and a subsequent Joint Memorandum of Counsel<sup>14</sup>, expert witness conferencing and a JWS from the economics and retail witnesses were sought as the initial step<sup>15</sup>. Agreement was reached regarding the maximum extent of development, but not regarding the retail distribution effects of staging that development<sup>16</sup>. Counsel for the Applicant and the Council did not reach agreement as to the steps which should follow the production of the JWS<sup>17</sup>. Having considered the position of the parties, the Panel sought supplementary expert economics and retail evidence, with associated expert planning evidence and legal submissions, on the staging standards proposed by the Applicant and the Council. An indicative date for a resumed hearing was also directed<sup>18</sup>.
16. Finally, prior to the resumed hearing, the Panel requested additional information from the Applicant and the Council (as part of their legal submissions to the resumed hearing) on three matters it considered would assist it in its deliberations<sup>19</sup>:
  - a. How, where, and by whom, the Council is able to manage off-site parking associated with activity at the PC6 site;
  - b. Information regarding the content of, reasons for and relevance of Proposed PC5; and
  - c. The nature of the development occurring in the CCZ at Belfast / Northwood.

### The Hearing

17. The initial hearing was held on 26<sup>th</sup> to 28<sup>th</sup> July 2021.
18. The format of the hearing reflected the Chair's procedural directions that expert evidence in chief and rebuttal evidence (where applicable) be pre-circulated. Legal submissions also were provided in advance of the hearing, at the Chair's request. As a result, expert witnesses

<sup>11</sup> *Eden-Epsom Residential Protection Society Incorporated v Auckland Council*. [2021] NZEnvC 082

<sup>12</sup> Minute 2 – Various Amendments to Directions, 25 July 2021

<sup>13</sup> On 16 August 2021

<sup>14</sup> Joint Memorandum of Counsel for Reefville Properties Limited and the Christchurch City Council, 19 August 2021

<sup>15</sup> Minute 3 – Additional Economics and Associated Planning Evidence, 20 August 2021

<sup>16</sup> JWS – Economics, 3 September 2021

<sup>17</sup> Joint Memorandum of Counsel for Reefville Properties Limited and the Christchurch City Council, 8 September 2021

<sup>18</sup> Minute 4, Supplementary Economics Evidence and Reconvened Hearing, d16 September 2021

<sup>19</sup> Minute 5, Additional Information to Assist Commissioners, 29 September 2021

presented only a brief summary statement at the hearing. Lay submitters were similarly limited to a brief summary statement. In some cases, lay submitters who presented verbal representations helpfully provided us with a written statement of their presentation. As a result, the Panel was able to focus on questions of counsel and witnesses, which we found the most effective way to utilise the hearing time.

19. We note here that Mr Maw expressed concern at the length of the written legal summary provided by Mr Carranceja at the start of the Council's presentation to the hearing. Mr Carranceja responded that he had included his written responses to matters that had arisen during the hearing itself, rather than present these verbally. We accepted this as a more efficient way of proceeding.

20. Parties appearing at the hearing were:

*The Applicant*

- Philip Maw (Counsel) assisted by Imogen Edwards
- Glen Perkasky (Director of Reefville Properties Limited)
- Derek Foy (Retail and Urban Form Analyst)
- Nora Farren (Property Market Research consultant) by videolink
- Evan Harris (Retail Property consultant)
- Mark Taylor (Freshwater Ecologist)
- David Compton-Moen (Urban Designer / Landscape Architect)
- Neil Charters (Geotechnical Engineer)
- David Robotham (Environmental Scientist)
- Nicholas Cable (Archaeologist)
- Elliot Duke (Civil Engineer - Servicing)
- Robert Kerr (Civil Engineer – Flood Hazard)
- David Smith (Transportation Planner)
- Elizabeth White (Planner)
- Gary Walton (Acoustic consultant) – Mr Walton was excused from attending the hearing due to an injury. He responded to the Panel's question in writing.

*Diana Plesovs<sup>20</sup>*

*Martinus Bakker<sup>21</sup>*

*Martinus Brevoort<sup>22</sup>*

*Ray Jackson<sup>23</sup>*

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<sup>20</sup> Submission S51 & Further Submission FS2

<sup>21</sup> Submission S66

<sup>22</sup> Submission S16

<sup>23</sup> Submission S64

*Bede Kearney<sup>24</sup>*

*Joclyn Burnside<sup>25</sup>*

*Council*

- Cedric Carranceja (Counsel)
  - Tim Heath (Retail Analyst and Urban Demographer)
  - Jane Rennie (Urban Designer)
  - Jennifer Dray (Landscape Architect)
  - Isobel Stout (Environmental Health Officer)
  - Mark Gregory (Transport Planner)
  - Tim Preston (Civil Engineer - Stormwater) – Mr Preston provided a written statement to the hearing following the expert conferencing of stormwater and flooding experts
  - Emily Allan (Planner and author of the s42A Report)
  - Michelle McDonald (Civil Engineer - Water and Wastewater) – Ms McDonald was not required to present at the hearing as the Panel had no questions for her
  - Katie Noakes (Waterways Ecologist) – Ms Noakes was not required to present at the hearing as the Panel had no questions for her
  - Jesse Dykstra (Geotechnical Engineer) – Dr Dykstra was not required to present at the hearing as the Panel had no questions for him
21. In accordance with the Panel's Directions, the expert witnesses addressing stormwater and flooding issues for the Applicant and the Council met during the first day of the hearing to consider the stormwater modelling for the pre-developed and post-developed PC6 site and the mitigation measures necessary to managed potential effects on the site and surrounding area. Following this expert conferencing, a JWS<sup>26</sup> was prepared, signed by all witnesses involved and provided to the Panel and all parties to the hearing. The relevant witnesses were able to address this statement later in the hearing.
22. The Panel provided Mr Walton (the acoustic witness for the Applicant) with one written question, which he responded to by way of an additional statement of evidence on 27 July<sup>27</sup>. Ms Stout (the Council's acoustic witnesses) was able to respond to Mr Walton's additional statement when she appeared on 28 July.
23. Following her appearance on the morning of 28 July, Ms Rennie (the Council's urban design witness) provided the Panel with a written response<sup>28</sup> to our question as to the height limit for buildings on the PC6 site that she considered would be acceptable from an urban design

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<sup>24</sup> Submission S40

<sup>25</sup> Submission S45

<sup>26</sup> JWS – Stormwater, July 2021

<sup>27</sup> Statement of Evidence of Gary Walton in Response to Panel Question, 27 July 2021

<sup>28</sup> Response to Questioning by Hearing Panel, Jane Maree Rennie on behalf of Christchurch City Council, Urban Design, 28 July 2020

perspective. Ms Rennie presented her response to the Panel in the afternoon of that day.

24. At the Panel's request, on 29 July Ms Allan (the Council's planning witness) provided all parties to the hearing with a compilation of the recommended amendments to Proposed PC6 from all the Council's witnesses<sup>29</sup>. Ms Allan helpfully provided footnotes identifying where in the Council's evidence each recommendation could be found. These amendments did not include changes proposed by the Applicant, however the Council offered to provide additional evidence on those matters, if the Panel considered it appropriate.
25. Counsel for the Applicant presented oral closing submissions at the end of the hearing on 28 July, with written closing legal submissions being provided on 3 August.
26. In its closing legal submissions, the Applicant offered additional restrictions on development within the PC6 site, beyond those contained in Proposed PC6 or recommended by its witnesses in their evidence<sup>30</sup>. These were:
  - a. A maximum building height of 12 metres;
  - b. A maximum extent of GLFA of 20,000m<sup>2</sup>; and
  - c. Staging of development on the PC6 site so that more than 10,000m<sup>2</sup> of retail GLFA can be developed during the first 3 years after rezoning.
27. As set out above, following the initial hearing, the expert economics and retail witnesses (Mr Foy, Mr Harris and Mr Heath) provided a JWS<sup>31</sup>. This addressed retail distribution effects on The Palms (beyond those ordinarily arising as a result of trade competition) resulting from the maximum extent of GLFA and staging of retail development on the PC6 site offered by the Applicant, as well as any additional and/or alternative staging mechanisms that the witnesses considered necessary. Mr Foy and Mr Harris stated their opinions that without any staging in place retail distribution effects<sup>32</sup> on The Palms would not be significant and no staging or limit is required. However, Mr Heath's opinion was that, even with the Applicant's proposed staging, the retail distributional effects on The Palms would likely be significant. Mr Heath set out an alternative staging mechanism that he considered would be required to result in those effects being less than significant. On this basis, as directed by the Panel, supplementary economics and retail evidence, with associated planning evidence and legal submissions<sup>33</sup>, were provided to address the staging standards proposed by the Applicant and the Council.
28. A resumed hearing was held on 15<sup>th</sup> November 2021. As a result of COVID 19 restrictions in Auckland, Commissioner Munro, Mr Foy and Mr Heath appeared by videolink. As with the initial hearing, expert witnesses presented only a brief summary statement of their supplementary evidence and the hearing focussed on the Panel's questions of the expert witnesses and counsel.

<sup>29</sup> Amended Provisions from PC6 reflecting Council evidence, provided on 29 July 2021

<sup>30</sup> Closing Legal Submissions for the Applicant, 3 August 2021 (Applicant's Closing Submissions), at [79] – [86] and Appendix 5

<sup>31</sup> JWS – Economics, 3 September 2021

<sup>32</sup> Beyond those ordinarily arising as a result of trade competition

<sup>33</sup> The three additional questions from the Panel (Minute 5) were also addressed in the legal submissions

29. Parties appearing at the resumed hearing were:

*The Applicant*

- Philip Maw (Counsel) assisted by Imogen Edwards
- Derek Foy (Retail and Urban Form Analyst)
- Evan Harris (Retail Property consultant)
- Elizabeth White (Planner)

*Council*

- Cedric Carranceja (Counsel)
- Tim Heath (Retail Analyst and Urban Demographer)
- Emily Allan (Planner)

30. Others were in attendance in support of the Applicant, as well as one submitter, Ms Joclyn Burnside<sup>34</sup>.
31. Counsel for the Applicant presented oral closing submissions at the end of the resumed hearing, with these being subsequently provided in writing<sup>35</sup>.
32. At the close of the hearing, it was agreed Mr Foy and Mr Heath would liaise and provide the Panel with information regarding the appropriate inflation adjusted figure that should be applied in respect of The Palms' annual turnover figure from 2009. If agreement could not be reached, then each was to provide their individual position. The information from the retail economists<sup>36</sup> was provided on 23 November, with an associated Joint Memorandum from Counsel for the Applicant and the Council.<sup>37</sup>
33. The Memorandum of Counsel noted the limited nature of the Panel's request for further information regarding the appropriate inflation adjustment rate and the Panel's specific direction not to adduce further evidence beyond its specific request. Both counsel observed that Section 4 of the JWS (*Interpretation of Results*) appeared to go beyond the scope of the Panel's direction and made legal submissions accordingly. However, counsel for the Applicant and the Council made different submissions in respect of the weight the Panel should give to this additional information. We return to this matter later in our report.

### Site Visits

34. On 29 July 2021, the Panel undertook a day of site visits to places of relevance to our consideration of PC6. After a site induction from a construction consultant<sup>38</sup> on behalf of the Applicant, the Panel was able to walk over the PC6 site, the consented supermarket site and the

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<sup>34</sup> Submission S45

<sup>35</sup> Legal Submissions for the Applicant, 15 November 2021

<sup>36</sup> JWS - Retail Economics, 22 November 2021

<sup>37</sup> Joint Memorandum of Counsel for Reefville Properties Limited and the Christchurch City Council, 23 November 2021

<sup>38</sup> Who had not provided evidence at the hearing



surrounding road frontages. We also visited:

- The existing Homebase
- The Clearbrook Palms residential area to the west of the PC6 site, including the lots on Sanctuary Gardens and Havana Gardens that provide access to the site
- The Shirley/Palms District Centre / KAC, including the undeveloped area of CCZ to the north of The Palms and the surrounding RMDZ
- The District Centres / KACs at Papanui/Northlands, Shirley/Palms, Eastgate/Linwood, Belfast/Northwood and Riccarton
- The Large Format Centres at Moorhouse Avenue and Tower Junction, as well as the CRPZs that form parts of the District Centres at Belfast/ Northwood and Papanui/Northlands
- The Neighbourhood Centres at Prestons, Cranford and Edgeware
- The Local Centre at Hills Road / Warrington Street
- The Residential New Neighbourhood Zones at Prestons, Highfield Park and East Papanui.

## STATUTORY REQUIREMENTS

### General Approach

35. The statutory requirements for making a request to change the District Plan are set out in ss73(2) and Part 2 of Schedule 1 of the Act<sup>39</sup>. There was no disagreement regarding the applicability of these provisions.
36. The statutory requirements for consideration of a proposed plan change can be derived generally from the comprehensive summary in the Environment Court's decision in *Colonial Vineyard Limited v Marlborough District Council*<sup>40</sup>. We were referred to this decision by Ms Allan in the s42A Report<sup>41</sup> and in the legal submissions for the Council<sup>42</sup>. No party suggested we adopt a materially different approach to our consideration of PC6.
37. We note that the *Colonial Vineyard* decision predated the 2013<sup>44</sup> and 2017<sup>45</sup> amendments to the Act coming into effect. Accordingly, the tests posed by the Environment Court in *Colonial Vineyard* also need to be read subject to those amendments. Together, the *Colonial Vineyard* requirements and those recent amendments provide the legal tests we have applied in

<sup>39</sup> s32 Report, at [2.1.2] – [2.1.4]; Opening Legal Submissions for the Applicant, 23 July 2021 (Applicant's Opening Submissions), at [16] – [18]; and s42A Report, at [4.1.3]

<sup>40</sup> [2014] NZEnvC 55 (*"Colonial Vineyard"*)

<sup>41</sup> At [4.1.2]

<sup>42</sup> Legal Submissions for the Christchurch City Council on Proposed Private Plan Change 6, 23 July 2021 (Council's Opening Submissions), at [2.8] and Appendix 1 Case Extract

<sup>43</sup> The relevant provisions of the Act were also referred to in the Applicant's Opening Submissions, at [22] – [27]

<sup>44</sup> In particular, amendments to ss74(1) and s32

<sup>45</sup> In particular, amendments to s6(h), s31(1)(aa), s32 (to a minor extent) and ss74(1)(ea)

considering Proposed PC6.

38. PC6 must be prepared in accordance with the obligations to prepare an evaluation report for a proposed plan change in accordance with s32 of the Act and to have particular regard to that report. The Applicant prepared a s32 Report at the time of public notification which sets out the s32 requirements and evaluates Proposed PC6 in terms of those requirements<sup>46</sup>. These requirements were addressed further by Ms White<sup>47</sup> and Ms Allan<sup>48</sup>.
39. We note the requirement in s32AA to undertake a fresh evaluation of any changes we recommend to the Proposed PC6 provisions before us. A further evaluation needs to employ the same tests that should already have been applied in the initial s32 evaluation. Section 32AA(1)(c) directs that our further evaluation must be undertaken at a level of detail corresponding to the scale and significance of the changes. We have the option of either preparing a separate report or referring to those matters in our recommendation report<sup>49</sup>. We have adopted the latter approach. Accordingly, there is no separate s32AA evaluation report and our recommending report contains our reasoning in terms of s32AA.

#### Higher Order Planning Documents

40. The only National Policy Statement (NPS) or National Environment Standard (NES) referred to us as being of relevance to our evaluation of PC6 was the NPS-UD<sup>50</sup> addressed by both the Applicant and the Council, and the NESCS<sup>51</sup> referred to by Ms Allan.
41. Ms Allan referred us to Objectives 3 and 8 of the NPS-UD<sup>52</sup> as being of relevance to our consideration of PC6. Objective 3 sets out criteria for determining appropriate locations for increased businesses and community services – in or near centres or other areas with many employment opportunities; areas well serviced by existing or planned public transport; and where there is high demand for business land in the area. Objective 8 requires that New Zealand's urban environments support reductions in greenhouse gases; and are resilient to the current and future effects of climate change.
42. We return later in this report to the question we asked counsel to address as to the relevance of the NPS-UD to a private plan change.
43. The s32 Report<sup>53</sup> referred to the National Planning Standards which were gazetted in April 2019 and, over time, require District Plans to be amended to align with the Standards to achieve consistency across the country. It pointed out that the CRPZ in the District Plan most closely

<sup>46</sup> At sections 4, 5 & 6 of the s32 Report

<sup>47</sup> Statement of Evidence of Elizabeth Jane White – Planning, 9 July 2021 (White EIC), in particular at [29] – [32]

<sup>48</sup> s42A Report, in particular at Section 9

<sup>49</sup> s32AA(1)(d)

<sup>50</sup> s42A Report, at [5.1]; Council's Opening Submissions, at Section 3; and Applicant's Opening Submissions, at [29] – [37]

<sup>51</sup> s42A Report, at [5.2]

<sup>52</sup> s42A Report, at [5.1]

<sup>53</sup> s32 Report, at [8.5.4]-[8.5.6]

aligns with the “*Large Format Retail Zone*” of the National Planning Standards and, when the District Plan is changed to align with the Standards, the CRPZ could be changed to this national zone. The s32 Report stated that there is nothing in Proposed PC6 that would inhibit the District Plan being amended to give effect to the National Planning Standards. The Council has until April 2026 to align its zones with those of the National Planning Standards, so there is no requirement for us to take action as part of this plan change. We received no advice to the contrary, so have proceeded accordingly.

44. Ms Allan provided an overview of those provisions of the CRPS she considered most relevant to our evaluation of PC6<sup>54</sup>, particularly Chapter 6 – Development of Greater Christchurch. Similar provisions from Chapter 6 were assessed in the s32 Report<sup>55</sup>. Ms White<sup>56</sup> also referred us to relevant objectives and policies from the CRPS.
45. We note that Chapter 6 of the CRPS provides a framework for the recovery, rebuilding and development of Christchurch City<sup>57</sup>. Its urban form and settlement pattern is to be managed in accordance with this direction<sup>58</sup>. This includes a focus on supporting and maintaining the existing hierarchy of the Central City, Key Activity and Neighbourhood Centres as focal points for commercial, community and service activities during the recovery period, and avoiding significant adverse effects on the function and viability of these centres<sup>59</sup>. This focus on centres is reinforced through Policies 6.3.1 and 6.3.6 which require:
  - a. in relation to recovery and rebuilding for Christchurch, to avoid development that adversely affects the function and viability of, or public investment in, Key Activity Centres<sup>60</sup>;
  - b. the provision, recovery and rebuilding of business land in Christchurch to reinforce the role of the Key Activity Centres; and where new commercial activities are located out of the Central City, Key Activity Centres or neighbourhood centres they are not to give rise to significant adverse distributional or urban form effects<sup>61</sup>.
46. Policy 6.3.2 of the CRPS, which is stated as implementing all the Chapter 6 objectives, sets out the principles of good urban design to be given effect to. This is emphasised for the development of business land through Policy 6.3.6(12).
47. The integration of land use and infrastructure, including strategic infrastructure and the transport network, is required through several CRPS objectives and policies<sup>62</sup> including ensuring close proximity for business activities to major transport hubs and passenger transport networks<sup>63</sup>.

<sup>54</sup> s42A Report, at [5.3]

<sup>55</sup> s32 Report, at [3.5.1], [5.1.7] and Section 8.11

<sup>56</sup> White EIC, at [34] & [102]-[103]

<sup>57</sup> CRPS Objective 6.2.1

<sup>58</sup> CRPS Objective 6.2.2

<sup>59</sup> CRPS Objectives 6.2.5 & 6.2.6

<sup>60</sup> Policy 6.3.1(6) – now Policy 6.3.1(8)

<sup>61</sup> Policy 6.3.6(3) & (4)

<sup>62</sup> Objectives 6.2.1 & 6.2.4 and Policies 6.3.4 & 6.3.5

<sup>63</sup> Policy 6.3.6(9)

48. We record that the advanced stage the District Plan has reached, its comprehensive nature, and its consideration by the IHP subsequent to the inclusion of Chapter 6 in the CRPS mean that, in our view, there is likely to be limited need to refer back to the objectives and policies in Chapter 6 of the CRPS (other than, of course, if we consider the changes sought to the District Plan are seeking to veer that plan away from the direction in the CRPS).
49. The more recent release of the NPS-UD means that we cannot rely on the District Plan capturing all elements of that document.

### District Plan

50. As explained by Ms Allan<sup>64</sup>, Chapter 3 Strategic Directions provides the overarching direction for the District Plan and all other chapters must be consistent with its objectives (Section 3.1a of the District Plan). Several of that chapter's Objectives were referred to as being relevant to our consideration of PC6 - in the s32 Report<sup>65</sup>, the s42A Report<sup>66</sup> and the Closing Legal Submissions for the Applicant<sup>67</sup>. We accept the submission of the Applicant<sup>68</sup> and the evidence of Ms Allan<sup>69</sup> that Objectives 3.3.1, 3.3.5, 3.3.7 and 3.3.10 are particularly relevant to PC6, with Objectives 3.3.8 and 3.3.4<sup>70</sup> having relevance in respect of the Central City and housing capacity respectively. In addition, Objective 3.3.12(b) provides direction in relation to strategic infrastructure<sup>71</sup>. In our consideration of PC6, we have taken direction from these objectives in Chapter 3.
51. There was no disagreement between the Applicant<sup>72</sup> and the Council<sup>73</sup> as to the relevant provisions of Chapter 15 of the District Plan – Commercial. We accept the following as being most relevant to our consideration of PC6 – Objectives 15.2.1, 15.2.2 and 15.2.4; Policies 15.2.2.1, 15.2.2.4, 15.2.4.1 and 15.2.4.2; and Table 15.1.
52. With regard to Chapter 14 – Residential, we were particularly referred to Objectives 14.2.1 and 14.2.4; Policy 14.2.1.1; and Table 14.2.1.1a. as being relevant to our consideration of the most appropriate zoning for the PC6 site<sup>74</sup>.

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<sup>64</sup> s42A Report, at [6.1.2]

<sup>65</sup> At [5.1.6]

<sup>66</sup> At [6.1.2]

<sup>67</sup> At [71]

<sup>68</sup> Applicant's Closing Submissions, at [71]

<sup>69</sup> s42A Report, at [6.1.2]

<sup>70</sup> s32 Report, at [5.1.6.c]

<sup>71</sup> s42A Report, at [6.1.2]

<sup>72</sup> Applicant's Closing Submissions, at [73] – [76] and Appendix 2; s32 Report, at [2.2.5], [2.2.7], [3.2.3] & [3.2.4]; and White EIC, at [24] – [26]

<sup>73</sup> Council's Opening Submissions, at Section 4; s42A Report, at [6.1.3] – [6.1.5]; Report by Jane Maree Rennie for the Christchurch City Council's 42A Report (Urban Design), 25 June 2021 (Rennie EIC); and Rebuttal Evidence of Jane Maree Rennie on behalf of Christchurch City Council (Urban Design), 23 July 2021 (Rennie Rebuttal)

<sup>74</sup> s32 Report, at [2.2.2] & [3.2.3]; and Council's Opening Submissions, at Section 5

53. In the s42A Report, Ms Allan referred us to Policies 5.2.2.1.1 and 5.2.2.2.1 in relation to flood and stormwater management<sup>75</sup>; and to Objective 7.2.1 and Policies 7.2.1.2 and 7.2.1.6 for the consideration of potential transport effects<sup>76</sup>.
54. From these District Plan provisions, we have taken the following guidance for our consideration of the relevant aspects of PC6:

*Recovery and Prosperity*

- a. The expedited recovery of Christchurch as a dynamic and prosperous city, meeting immediate and longer-term needs for housing and economic development (Objective 3.3.1)
- b. Business and economic prosperity are of critical importance to Christchurch's recovery and a range of opportunities is to be provided for business activities to establish and prosper (Objective 3.3.5)
- c. Fostering investment certainty is important to the City's recovery (Objective 3.3.1)
- d. Recovery and stimulation of commercial activities to expedite recovery and long-term economic and employment growth, through revitalising centres and providing sufficient and suitable land development capacity (Objective 3.3.10)
- e. Support the recovery of centres that sustained significant damage or significant population loss from their catchment (Objective 15.2.2.a.vii.)

*Centres-based Framework for Commercial Activities*

- f. Commercial activity is focussed in a network of centres, including the Central City, District Centres and LFC's, to meet the wider community's and businesses' needs (Objective 15.2.2) – in a way and at a rate that is consistent with the following:
  - i. The defined role of each centre (Policy 15.2.2.1 and Table 15.1)
  - ii. Supporting intensification within centres that reflects their functions and catchment size (Objective 15.2.2 and Policy 15.2.2.1);
  - iii. Giving primacy (and supporting the recovery of) the Central City, followed by District Centres (KAC), as strategically important focal points for the community and business (Objectives 3.3.7 & 3.3.8, Objectives 15.2.2 & 15.2.4 and Policy 15.2.2.1)
  - iv. Supporting and enhancing the role of District Centres as major focal points for commercial activities, employment, transport and community activities (Objective 15.2.2 and Policy 15.2.2.1)
  - v. Maintaining the role of LFC'S (Policy 15.2.2.1)
  - vi. Providing for the integration of commercial activity with community activity, residential activity and recreation activity in locations accessible by a range of modes of transport (Objective 15.2.2)

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<sup>75</sup> At [6.1.7]

<sup>76</sup> At [6.1.8]

- g. Growth of commercial activity is to be focussed within existing commercial centres. Any outward expansion of a commercial centre must ensure the centre remains commensurate with its role and does not undermine the function of other centres; and is consistent with the scale of increasing residential development opportunities in and around centres (Policy 15.2.2.4)

*Form, Scale and Design of Centres*

- h. The scale, form and design of development in a centre is consistent with its role, including recognising the Central City and District Centres as strategically important focal points for community and commercial investment (Objective 15.2.4 and Policy 15.2.4.1)
- i. The scale, form and design of development in a centre contributes to an urban environment that is visually attractive, safe, easy to orientate, conveniently accessible, and responds to local character and context (Objective 15.2.4 and Policies 15.2.4.1 & 15.2.4.2)
- j. Large floor plates are enabled in KAC and LFC, while maintaining a high level of amenity in the centre (Policy 15.2.4.1)

*Interface with Surrounding Environment*

- k. A scale, form and design of development that manages adverse effects on the surrounding environment, particularly at the interface with residential areas (Objective 15.2.4 and Policies 15.2.4.1 & 15.2.4.2)
- l. Outward expansion of a commercial centre must be undertaken in a manner that manages adverse effects at the interface with the adjoining zone (Policy 15.2.2.4)
- m. The scale, form and design of development in a centre contributes to an urban environment that is visually attractive, safe, and responds to local character and context (Objective 15.2.4)
- n. New commercial development shall achieve a visually attractive setting when viewed from the street and other public spaces (Policy 15.2.4.2)

*Transport*

- o. Outward expansion of a commercial centre must be integrated with the transport network (Policy 15.2.2.4)
- p. New commercial development shall facilitate movement within the surrounding area for people of all mobilities and ages, by a range of modes of transport through well-defined, convenient and safe routes (Policy 15.2.4.2)
- q. Manage the adverse effects of new high trip generating activities by assessing whether they (Objective 7.2.1 and Policies 7.2.1.2 & 7.2.1.6):
  - i. are accessible by a range of transport modes,
  - ii. encourage public and active transport use,
  - iii. would compromise the safe, efficient and effective use of the transport system or optimise its use;
  - iv. integrate and co-ordinate with the transport system, including proposed transport



infrastructure and service improvements.

*Flooding / Stormwater Management*

- r. Ensure that filling in areas at risk of flooding in a major flood does not transfer flooding risk to other people, property, infrastructure or the natural environment (Policy 5.2.2.2.1)

*Housing*

- s. An increased supply of housing that is consistent with the City's strategic requirements for housing capacity and choice and intensification targets (Objectives 3.3.4 & 3.3.7 and Objective 14.2.1)
- t. Provide for low density residential development in (*other*) existing suburban residential areas in accordance with the residential zones identified and characterised in Table 14.2.1.1a. (Policy 14.2.1.1)
- u. High quality, sustainable residential neighbourhoods which have a high level of amenity (Objective 14.2.4)

**Other Relevant Planning Documents**

- 55. In the s42A Report<sup>77</sup>, Ms Allan referred us to the GCRA and the LURP, as matters for us to have regard to. Whilst we have considered those documents, we note the CRPS and the District Plan have been subsequently prepared in accordance with the direction of those documents and consider there is little need for us to refer back to their provisions. We agree with the evidence of Ms White<sup>78</sup> in this regard.
- 56. Ms Allan<sup>79</sup> also referred us to provisions of the Canterbury Regional Land Transport Strategy / Canterbury Regional Land Transport Plan 2015 – 2025; the Christchurch Transport Strategic Plan 2012 – 2042; and the Draft Ōtautahi Christchurch Climate Change Strategy 2021, as matters to us to have regard to. The s32 Report refers to the Council's Long Term Plan 2018 – 2028; the Christchurch Economic Development Strategy; the Greater Christchurch Urban Development Strategy (2007, updated in 2016); and Our Space 2018 – 2048: Greater Christchurch Settlement Pattern Update, as management plans and strategies, prepared under legislation other than the Resource Management Act, that have some relevance to PC6. To the extent we find it necessary, we have had regard to these documents in our consideration of PC6.
- 57. The s32 Report<sup>80</sup> and Ms Allan in the s42A Report<sup>81</sup> set out aspects of the MIMP, as matters for us to take into account. In particular, they refer us to objectives and policies relating to the management of waterways on the PC6 site; management of stormwater, wastewater, earthworks and indigenous biodiversity; and sustainable approaches to transport, water, waste and energy. Where relevant to our consideration of PC6, we have taken these aspects of the MIMP into

<sup>77</sup> s42A Report, at Section 4.2

<sup>78</sup> White EIC, at [97]

<sup>79</sup> s42A Report, at Sections 5.4 – 5.6

<sup>80</sup> s32 Report, at Section 8.9

<sup>81</sup> s42A Report, at Section 5.7

account.

## CONSIDERATION OF PRELIMINARY LEGAL MATTERS

### Scope of the Panel's Recommendation on a Privately Requested Plan Change

58. We asked counsel to address us as to whether the Panel is limited to considering the scope of changes sought by submissions when considering a private plan change request, or whether the Panel's scope is wider. We noted clause 29(4) of schedule 1 of the Act<sup>82</sup> which appears to provide scope for a local authority considering a privately requested plan change to decline, approve, or approve with modifications the plan change.
59. Mr Carranceja addressed us on this matter in his oral submissions<sup>83</sup>. He submitted the issue is moot in this case because there are several submissions requesting that the plan change be refused. The existence of these submissions means that the Panel has full scope to consider approval of the plan change (i.e the Proposed PC6 CRPZ), refusal of the plan change (i.e. retain the operative area-specific RSZ with the Mairehau Development Plan provisions), or something in between. Mr Carranceja provided examples of relief sought in submissions that represented something in between and CRPZ and the area-specific RSZ.
60. In his closing submissions<sup>84</sup> Mr Maw reached the same conclusion, albeit for different reasons. Despite the slight difference in language between the relevant clauses in Schedule 1 for council-initiated and private plan changes, it was his submission that the scope of our recommendations on this private plan change should not be approached any differently from the standard approach for council-initiated plan changes. He referred to the Environment Court's decision<sup>85</sup> on a private plan change request in Arrowtown which found that: "*relief that fairly and reasonably falls in the union of three sets of possibilities:*
- *the plan change; and*
  - *the operative district plan .... to the extent it deals with the resources, the subject of, and the issues raised in respect of them, by the plan change;*
  - *submissions on the plan change (but noting that this set is limited to submissions which are "on" the plan change: ...)*
- *is within the jurisdiction of the court to consider.... "*
61. We thank counsel for their guidance on this matter and have approached our consideration of PC6 accordingly.

<sup>82</sup> Mr Maw helpfully set out the provisions of clause 29 in Appendix 1 to the Applicant's Closing Submissions

<sup>83</sup> Synopsis of Oral Submissions for the Christchurch City Council on Proposed Private Plan Change 6, 27 July 2021 (Council's Synopsis of Oral Submissions), at Section 3

<sup>84</sup> Applicant's Closing Submissions, at [8] – [10] and Appendix 1

<sup>85</sup> *Cook Adam Trustees Ltd v Queenstown Lakes District Council* [2013] NZEnvC 156

### Out-of-Scope Submissions

62. In the s42A Report<sup>86</sup>, Ms Allan listed some submissions she considered to fall outside the scope of PC6. The submissions listed seek the following:
- a. Rates relief for properties in Sanctuary Gardens if this neighbourhood is to be used by trucks from the Homebase extension (D20.2)<sup>87</sup>;
  - b. Properties in the Clearbrook Palms / Sanctuary Gardens area should remain zoned as residential (D49.1, D58.1 & D66.1)<sup>88</sup>.
63. Ms Allan referred us to two well-known decisions in the High Court<sup>89</sup> which identify two limbs which require consideration as to whether a submission is “on” a plan change:
- a. A submission can only fairly be regarded as “on” a variation if it is addressed to the extent to which the variation changes the pre-existing status quo.
  - b. But if the effect of regarding a submission as “on” a variation would be to permit a planning instrument to be appreciably amended without real opportunity for participation by those potentially affected, this is a powerful consideration against any argument that the submission is truly “on” the variation.
64. It was Ms Allan’s evidence that the submission points referred to above fall outside the scope of the plan change because Proposed PC6 does not include the rezoning of land within the Clearbrook Palms subdivision (the planning maps contained in the plan change request clearly show a margin of RSZ along the western boundary of the site) and rates relief is outside the scope of the Act. We received no evidence presenting a contrary position and we accept Ms Allan’s view on these submissions. In Appendix 2, we have listed our recommendations to reject these submissions as being out of scope of PC6.

### Approach to Comparison of Alternatives under Section 32

65. Ordinarily, s32(1)(a) & (b) requires an examination of the extent to which the objectives of the plan change are the most appropriate way to achieve the purpose of the Act; and whether the provisions of the plan change are the most appropriate way to achieve the objectives. However, as PC6 does not propose to amend existing, or introduce new, objectives to the District Plan, s32(6)(b) requires that the “objectives” requiring examination be the “purpose” of the proposal (i.e. the purpose of PC6). As the “purpose” of PC6 goes to the heart of our examination of the most appropriate of the alternatives before us, we need to give consideration to how that purpose is articulated.
66. Mr Maw’s opening submissions<sup>90</sup> quoted the “purpose” of PC6 as set out in the plan change

<sup>86</sup> s42A Report, at Section 8.2

<sup>87</sup> Submission S20 – Joanna Krakowiak

<sup>88</sup> Submission S49 – Christopher Hentschel; Submission S58 – Margaret Goulden; and Submission S66 – Martinus Bakker

<sup>89</sup> *Clearwater Resort Ltd v Christchurch City Council* AP 34/02, 14 March 2013; and *Palmerston North City Council v Motor Machinists Limited* [2013] NZHC 1290

<sup>90</sup> Applicant’s Opening Submissions, at [18] – [19] & [43]

application:

*...to enable an increase in the large format retail offering in the north-east of the city through an extension of the current Commercial Retail Park zoning of the existing development known as 'Homebase'. In particular, the Plan Change seeks to provide for those activities anticipated by a Commercial Retail Park zoning to be enabled on the Site, while appropriately managing the adverse effects of the change in land use on the surrounding area.*

He also summarised the reasons for PC6 as set out in the s32 Report. It was his submission that the purpose of PC6 is clearly and accurately set out in the s32 Report, and it is against this purpose that the assessment of appropriateness needs to be carried out.

67. Ms Allan<sup>91</sup> considered PC6 to have a different "purpose" from the one set out in the plan change application. In her view, the purpose of PC6 was to rezone the site from RSZ to CRPZ. This would change the objectives which apply to the PC6 site from those in Chapter 14 to those in Chapter 15 of the District Plan. She considered this is a more accurate reflection of the purpose of PC6. Ms Allan stressed<sup>92</sup> that the purpose of the plan change is fundamental to how the plan change is assessed as it directs the question that the plan change is seeking to respond to.
68. Mr Carranceja<sup>93</sup> also addressed us on this matter submitting that articulating the purpose of the plan change as stated in the s32 Report is presumptuous as to the most appropriate outcome to be achieved. It acts as a *fait accompli* that a CRPZ is inevitably the most appropriate zone to achieve the statement purpose. In his submission, this masks the full nature of the enquiry the Panel needs to make. Mr Carranceja referred us to a well-known case<sup>94</sup> where the Court was clear that the approach to considering zoning does not start with a presumption that one zone is more appropriate than the other. He quoted from this decision as follows:

*"The Court does not start with any presumption as to one zoning being more appropriate than the other. Its task is essentially to evaluate the provisions of the Plan which are settled, to try to ascertain the intent and context of the two zones, and then to achieve the best fit in terms of the Plan provisions for this land."*

69. It was Mr Carranceja's submission that stating the purpose of PC6 as being to rezone the site from RSZ to CRPZ avoids a presumption that one zoning is more appropriate than the other, and provides the Panel with clarity regarding the full scope of the s32 evaluation that needs to be made, which is to ask what zone is the most appropriate way to achieve the purpose of the Act (and we would add to that – and to achieve the settled objectives of the Plan). He submitted<sup>95</sup> that defining the purpose of PC6 in a manner that is neither presumptuous, nor a *fait accompli* as to the most appropriate zoning, inevitably leads to the need to describe the purpose as

<sup>91</sup> s42 Report, at Section 9

<sup>92</sup> Rebuttal Evidence of Emily Allan on behalf of Christchurch City Council (Planning), 23 July 2021 (Allan Rebuttal), at [4.2]

<sup>93</sup> Council's Opening Submissions, at [2.9] – [2.16]

<sup>94</sup> *Te Kauwhata Action Group Inc v Waikato District Council* [2012] NZEnvC 83

<sup>95</sup> Council's Synopsis of Oral Submissions, at [2.1] – [2.3]

rezoning from RSZ (with the "Mairehau Plan") to a CRPZ (with no "Mairehau Plan").

70. Mr Carranceja also pointed<sup>96</sup> out that, with the legal test being "*most*" appropriate, a comparison between at least two options is required. The only options available to the Panel are the existing area-specific RSZ or rezoning to CRPZ as requested in PC6, or something in between. This requires consideration of the "most appropriate" (or better) between these options.
71. In answer to our questions, Mr Maw accepted that the comparison required for PC6 is the comparison between the two zone alternatives (RSZ and CRPZ) as to what is most appropriate (or better) for this land. However, he emphasized<sup>97</sup> that limiting the purpose of PC6 to simply this change of zoning removes the essential element as to *why* the zoning change is required (that being to increase the large format retail offering in the north-east of the City) and, thereby, fails to accurately recognise all of the essential elements that need to be assessed under s32.
72. Mr Maw returned to this in his closing submissions<sup>98</sup> in which he submitted that it would be futile to compare the two zoning alternatives in a vacuum, and that it is the need for large format retail expansion in the east of Christchurch that is the "why" behind the zoning change sought, and which forms the basis of the s32 assessment. The RSZ is already deemed to be appropriate on the basis that those provisions underwent a Schedule 1 process as part of the CRDP process. In the absence of the "why" for the proposed zoning change, he submitted it would be very difficult to undertake the required assessment of the options. Verbally, he summarised the purpose of PC6 as being to change the zoning from RSZ to CRPZ in order to achieve additional large format retail offering in the north-east of Christchurch.
73. Mr Maw also addressed<sup>99</sup> us on the interpretation of "most appropriate" in the context of s32. In summary, we took the following from his submissions:
- a. That the "most appropriate" zoning for the PC6 site does not have to be the superior or best zoning, rather the CRPZ simply needs to be the "most suitable" for achieving the purpose of the Act and the objectives of the District Plan;
  - b. A value judgement as to what on balance is the most suitable zoning is required, examining all the relevant information, weighing that against the objectives in the District Plan and of PC6, and determining whether the CRPZ is the most suitable. In answer to our questions, he indicated this is not a "*one strike and you're out*" situation, each and every category of effect does not need to be superior, but a broad judgement of competing considerations is required weighing the pros and cons of the alternative zonings.
74. Ms White was critical of Ms Allan's evidence on the basis that she considered Ms Allan had come to her conclusion regarding the appropriateness of PC6 based on a break down by separate discipline as to whether the effects under each discipline are better or worse under the two

<sup>96</sup> Council's Opening Submissions, at [2.16] – [2.17]

<sup>97</sup> Applicant's Opening Submissions, at [44]

<sup>98</sup> Applicant's Closing Submissions, at [15] – [16]

<sup>99</sup> Applicant's Opening Submissions, at [38] – [42]

alternative zonings. In Ms White's opinion, the effects need to be considered in the context of the outcomes sought by the District Plan (and other relevant documents such as the CRPS).

75. Ms Allan responded<sup>100</sup> to Ms White's criticism stating she had addressed the policy framework in relation to each piece of specialist evidence to ensure that the effects raised were considered within the policy framework. She agreed with Ms White that effects need to be considered in the context of the Plan and higher order documents and she had worked with the Council experts to ensure this consideration is met.
76. As noted above, in answer to our questions, Mr Maw accepted that the "most appropriate" or "most suitable" comparison required for PC6 is the comparison between the RSZ and CRPZ as to what is the better option or outcome for this land. Mr Carranceja noted<sup>101</sup> there appeared to be agreement between the Applicant and the Council on this point. He also agreed with Mr Maw that this is not about applying a "tick box" that requires each and every effect arising to be better and that the required judgement involves consideration of all s32 matters, including all costs and benefits of the effects anticipated by the different zoning options before the Panel<sup>102</sup>.
77. We did not find there to be a great deal of difference between the final positions of the Applicant and the Council on this matter. We agree that we need to compare the two zone alternatives – the existing area-specific RSZ (with the Mairehau Development Plan) and the Applicant's requested CRPZ, or something in between. We agree that our comparison is to evaluate the most appropriate, or most suitable, zoning for achieving the purpose of the Act and the settled objectives of the District Plan. This requires consideration of all s32 matters, including all costs and benefits arising from the different zoning options before the Panel. We agree with Mr Maw that our consideration is not to be in a vacuum. Our evaluation of the costs and benefits will inevitably require us to consider the reasons for the proposed rezoning to CRPZ, as this goes to the heart of the benefits put to us in evidence for the Applicant. In doing our evaluation we will need to consider achievement of the settled Chapter 14 and Chapter 15 provisions, as well as the Plan's Strategic Objectives.
78. We have approached our comparison of the alternative zonings for the PC6 site accordingly. We agree with Mr Carranceja that the purpose of the plan change is best expressed simply, as changing the zoning of the PC6 site from the operative area-specific RSZ to the Applicant's requested CRPZ. We have, therefore, compared those two zone alternatives (or something in between). However, in doing so, we have considered the Applicant's stated purpose for the plan change, by taking account of the evidence as to the benefits from achieving additional large format retail offering in the north-east of Christchurch.

<sup>100</sup> Allan Rebuttal, at [4.4]

<sup>101</sup> Council's Synopsis of Oral Submissions, at [2.5] – [2.7]

<sup>102</sup> We refer also to the Council's Opening Submissions, at [2.19] – [2.20]



### Weighing of Competing Evidence

79. In his closing submissions, Mr Maw addressed the key evidential matters that remained in dispute between the Applicant's and the Council's witnesses – retail distribution effects and urban design and landscape effects. He submitted<sup>103</sup>, to the extent that there is competing evidence, the Panel ought to consider the following principles to assist with our weighing of competing evidence:
- The expert's experience and qualifications.
  - The reasons for opinions and simplicity and ease of understanding of the evidence.
  - Whether the evidence is objective and independent or whether there has been an underlying degree of advocacy.
  - Reliability of evidence including general acceptance in the scientific community and supporting scientific studies/research.
  - The basis of analysis undertaken, and whether any key documents or assumptions relied upon are provided for examination by other experts.
80. We accept Maw's submissions on this matter and have considered the evidence accordingly.

### Trade Competition

81. As Mr Maw stated in his opening submissions, the provisions of the Act relating to trade competition are matters we need to carefully examine. We understand s74(3) of the Act requires that, in considering a change to a plan, we must not have regard to trade competition or the effects of trade competition.
82. The Applicant and the Council referred us to case law under the Act that has considered what effects must be disregarded. Both parties agreed the Courts have recognised that:
- Effects may however go beyond trade competition and become an effect on people and communities, on their social, economic and cultural wellbeing, on amenity values and on the environment. In such situations the effects can properly be regarded as being more than the effects ordinarily associated with trade competition*<sup>104</sup>.
83. Mr Maw<sup>105</sup> referred us to the Environment Court's statement that "trade competition" "*equates to those matters arising directly out of rivalrous behaviour occurring between those involved in commerce*". Direct impacts on trade competitors, even to the point of closure, may lie within the ordinary effects of trade competition, as may consequential effects on property owners in terms of reduced rentals and reduced profitability. In Mr Maw's submission, the threshold for effects that go beyond trade competition is set appropriately high, so as to avoid anti-competitive behaviour in the retail environment.
84. It is difficult to determine when effects extend beyond those ordinarily associated with trade competition. To assist us, we were referred to various Court decisions which shed some light on

<sup>103</sup> Applicant's Closing Submissions, at [22] – [24]. References to relevant case law were provided.

<sup>104</sup> *General Distributors Ltd v Waipa District Council* (2008) 15 ELRNZ (HC) at [87]

<sup>105</sup> Legal Submissions for the Applicant, 1 November 2021, at [25]

this, particularly when considering effects between shopping centres. We understand that:

- a. trade competition effects focus specifically on the impacts on individual trade competitors<sup>106</sup>;
  - b. the direct impact on a trade competitor, even to the point of closure, lies within the effects of trade competition<sup>107</sup>;
  - c. significant effects on amenity values would be those which had a greater impact on people and their communities than would be caused simply by trade competition<sup>108</sup>;
  - d. social and economic effects on a neighbouring shopping centre must be "significant" before they can properly be regarded as being beyond the effects ordinarily associated with trade competition<sup>109</sup>;
  - e. "significantly adverse" effects must be taken as meaning 'more than minor, but not necessarily ruinous'<sup>110</sup> or 'major'<sup>111</sup>;
  - f. the effects of the distribution of commercial development are relevant to the preparation of a plan change, provided they are "significant" social and economic effects (i.e. consequential upon or beyond the economic effects ordinarily associated with trade competition on trade competitors)<sup>112</sup>.
85. The Applicant<sup>113</sup> and the Council<sup>114</sup> agreed it is only "*significant*" social and economic effects, consequential upon or beyond those ordinarily associated with trade competition, that may be taken into account, but that significant adverse effects on a shopping centre do not need to be such as to be ruinous for that centre.
86. Various examples can be ascertained from the case law of situations where significant retail distributional effects (beyond those ordinarily associated with trade competition) may arise. These include<sup>115</sup>:
- a. The decline of an existing shopping centre to the extent that it would no longer be viable as a centre, with consequent adverse effects on the community as a whole or at least a substantial section of it;
  - b. Loss of investment in roading and other infrastructure as well as loss of amenity which could result from the closure or serious decline in the attractiveness or viability of the centre as a whole;
  - c. Loss of employment opportunities on a significant scale;

<sup>106</sup> *Northcote Mainstreet Inc v North Shore City Council* (2004) CIV-2003-4040-5292 at [61]

<sup>107</sup> *Progressive Enterprises Ltd v North Shore City Council* (2009) NZRMA 386 at [59]

<sup>108</sup> *Discount Brands Ltd v Westfield (New Zealand) Limited* [2005] 2 NZLR 597 at [119]

<sup>109</sup> *Discount Brands Ltd v Westfield (New Zealand) Limited* [2005] 2 NZLR 597 at [120]

<sup>110</sup> *Progressive Enterprises Ltd v North Shore City Council* [2009] NZRMA 386 at [59]

<sup>111</sup> *Westfield (New Zealand) Ltd v North Shore City Council* [2005] NZRMA 337 at [120] quoted in *Progressive Enterprises Ltd v North Shore City Council* [2009] NZRMA 386 at [58]

<sup>112</sup> *Kiwi Property Holdings Ltd v Christchurch City Council* [2012] NZ EnvC 92 at [48] to [50]

<sup>113</sup> Applicant's Opening Submissions, at [52] & [55]

<sup>114</sup> Council's Opening Submissions, at [4.22]; Council's Synopsis of Oral Submissions, at [4.12]; and Evidence by Timothy Heath for the Christchurch City Council s42A Report (Heath EIC), at [10.7] & [10.9]

<sup>115</sup> *Discount Brands Ltd v Westfield (New Zealand) Limited* [2005] 2 NZLR 597 at [89] & [119]

- d. Important community services associated with an existing shopping centre might cease to be appropriately located to serve persons attracted to the shopping centre;
- e. Premises within an existing centre might change to a different character, with a different mix of customers, patronage might drop, patronage of associated community facilities might drop such that the facilities might close, people may need to travel to other centres with pressure on the roading system;
- f. If there were a large number of empty shops that were not able to be re-tenanted promptly, this could affect the community investment in infrastructure associated with the shopping centre and the social / community function they provide<sup>116</sup>;
- g. Adverse effects on a shopping centre from a competing retail development do not need to be ruinous before they should be considered but they must, at the least, seriously threaten the viability of the centre as a whole with on-going consequential effects for the community served by that centre<sup>117</sup>.

87. As stated in the *Discount Brands* Court decision:

*It is of course necessary for a consent authority first to consider how trading patterns may be affected by a proposed activity in order that it can then make an informed prediction about whether amenity values may be consequentially affected*<sup>118</sup>."

88. The modelling of retail sales impacts shows trade competition effects, which then provide the basis for making predictions about what the wider retail distributional effects might be. Both the Applicant and the Council referred us to the questions that must be asked<sup>119</sup>:

- (a) *Are there effects beyond those caused by trade competition?*
- (b) *Are those effects significant?*
- (c) *Are those significant effects such that, weighed in the balance with all other relevant matters, the plan change should be approved?*

89. The main areas of contention between the Applicant and the Council appeared to us to revolve around their differing interpretations, in this case, of where (or when) significant effects (beyond those ordinarily associated with trade competition) may arise.

90. It was Mr Maw's submission for the Applicant that "*retail distributional effects on The Palms (or any other centre) must be so significant that the competing centre would no longer be viable as a centre*"<sup>120</sup> and that "*movement of retailers from The Palms to Homebase must be at a level that would result in The Palms becoming unviable before any adverse effects of the proposed*

<sup>116</sup> *Pohutukawa Coast Community Association v Auckland Council* [2013] NZEnvC 104 at [71]

<sup>117</sup> Heath EIC, at [10.9]; *Northcote Mainstreet v North Shore City Council* (HC, CIV-2003-404-5292), at [62]

<sup>118</sup> *Discount Brands Ltd v Westfield (New Zealand) Limited* [2005] 2 NZLR 597 at [120]

<sup>119</sup> Legal Submissions for the Applicant, 1 November 2021, at [25]; and Legal Submissions for the Christchurch City Council on Proposed Plan Change 5, 1 November 2021 (Legal Submissions for the Council, 1 November 2021), at [3.5]

<sup>120</sup> Applicant's Opening Submissions, at [56]

*Homebase extension could be considered to go beyond trade competition*<sup>121</sup>. Mr Maw also submitted that *"it is not sufficient for one retailer to leave The Palms and go to an expanded Homebase. Rather, there must be a mass movement of retailers from one centre to another at a level which compromises the exiting centre"*<sup>122</sup>.

91. In response, Mr Carranceja submitted for the Council that "mass movement" or "unviable" tests are not correct statements of the test to apply and are inconsistent with the case law<sup>123</sup>.
92. Mr Carranceja<sup>124</sup> referred us to the *Progressive Enterprises Ltd* case which stated that adverse effects do not need to be "ruinous". He submitted that the test is not whether a centre is ruined and no longer viable, as this goes too far. Impacts on a centre can be "significant" social and economic effects (consequential upon or beyond those ordinarily associated with trade competition) without ruining the centre or making it unviable. Mr Carranceja<sup>125</sup> also submitted that a "mass movement of retailers", as referred to by Mr Maw, was simply a hypothetical example mentioned by the Court and does not establish a new "mass movement" test. A centre ceasing to be viable is at the "extreme end" and not a minimum threshold for significance.
93. Mr Carranceja<sup>126</sup> also pointed us to the District Plan's centres-based approach which does not require impacts on a District Centre to be such as to make a centre ruined and no longer viable before warranting a plan change being refused. He noted the policy framework to "support" and "enhance" the role of District Centres (Policy 15.2.2.1.a.ii) and that the outward expansion of a centre must not "undermine" the function of other centres (Policy 15.2.2.4.b). In his submission, *"it is sufficient for a proposed Homebase extension to weaken or injure The Palms to find a policy basis to decline PC6"*.
94. For the Applicant, Mr Maw<sup>127</sup> disagreed with Mr Carranceja's suggestion that the District Plan allows us to consider trade competition effects if we find that the Homebase extension could weaken or injure The Palms. He submitted this is a lesser test than the requirement for "significant" adverse effects as established in case law. In Mr Maw's submission, case law demonstrates that a high threshold must be met before adverse effects could be said to go beyond trade competition<sup>128</sup>. It remained his submission that this must be at a level that would result in The Palms becoming "unviable" before any adverse effects of the proposed Homebase extension could be considered to go beyond trade competition.

<sup>121</sup> Applicant's Closing Submissions, 3 August 2021, at [35]

<sup>122</sup> Legal Submissions for the Applicant, 1 November 2021, at [26]

<sup>123</sup> Council's Synopsis of Oral Submissions, at [4.11]–[4.12]; and Legal Submissions for the Council, 1 November 2021, at [3.4]

<sup>124</sup> Council's Synopsis of Oral Submissions, at [4.11]–[4.13]

<sup>125</sup> Legal Submissions for the Council, 1 November 2021, at [3.6]–[3.12]

<sup>126</sup> Council's Synopsis of Oral Submissions, at [4.11]–[4.13]; and Legal Submissions for the Council, 1 November 2021, at [3.13]–[3.17]

<sup>127</sup> Applicant's Closing Submissions, at [29] – [35]

<sup>128</sup> *Pohutukawa Coast Community Association v Auckland Council* [2013] NZEnvC 104 at [60], [67]–[71]

95. In response to Mr Maw's submission, Mr Carranceja referred us to the Court of Appeal decision in *General Distributors Ltd*<sup>129</sup>. This noted it is relevant to consider significant effects against the requirements of the relevant planning objectives. In the case of the District Plan, these reflect a centres-based approach, which was recognised in the High Court decision on that case as a legitimate resource management issue that can raise significant social and economic concerns.
96. We have considered the legal submissions relating to trade competition in some detail, as we have the expert evidence on this matter later in our report. Despite their disagreements, we found a considerable degree of alignment between the Applicant and the Council, with differences being predominantly around the scale and context for determining the significance of effects. We have approached our consideration of this matter as follows:
- a. We have evaluated the results of the modelling regarding changes in trading patterns and retail sales, as well as the expert opinions as to how significant these trade competition effects are;
  - b. We have considered the differing expert opinions on whether or not there are social and economic effects consequential on, or beyond, those ordinarily associated with trade competition. We have taken these into account where we have concluded they may be significant;
  - c. We do not consider significantly adverse effects for the Shirley / Palms District Centre need to be ruinous for The Palms, make it unviable, or result in a masses exodus of retailers, for us to consider them potentially significant. However, they do need to be more than minor;
  - d. We have borne in mind the various examples from the case law of situations where significant social and economic effects (beyond those ordinarily associated with trade competition effects) may arise;
  - e. When weighing any significant adverse social and economic effects in our overall conclusion on PC6, we have taken into account the relevant objectives and policies of the centres-based approach in the District Plan.

#### Mr Heath's Rebuttal Evidence

97. In his opening submissions for the Applicant, Mr Maw requested that the first 14 pages of Mr Heath's rebuttal evidence be struck out. In his submission, these pages did not constitute rebuttal evidence but were fresh evidence on retail theory that was not covered in his evidence-in-chief and the Applicant was not now in a position to respond to it.
98. Mr Carranceja responded<sup>130</sup> to Mr Maw's submission stating that Mr Heath was responding to the Applicant's expert evidence from Mr Foy, Ms Farren and Mr Harris by identifying and explaining a key difference between his evidence and that of those witnesses. Mr Carranceja stated that Mr Heath had identified the Applicant's witnesses lacked consideration of PC6 against the economic benefits associated with the centres-based policy framework of the District Plan,

<sup>129</sup> *General Distributors Ltd v Waipa District Council* [2009]15 ELRNZ 196 (CA), at [13]

<sup>130</sup> Council's Synopsis of Oral Submissions, at [4.1] – [4.5]

and the retail impacts on an identified and established Key Activity Centre; and that pages 2 to 14 of Mr Heath's rebuttal explain what that key difference is. Mr Carranceja submitted that identifying and explaining a key difference between witnesses can be raised in rebuttal evidence and can be of assistance to the Panel.

99. When asked by the Panel for his response to Mr Heath's 14 rebuttal pages regarding the centres-based policy framework, Mr Foy took no issue with the philosophy behind this approach and tended to agree with the effects and benefits outlined by Mr Heath. He stated that he agreed with the centres-based approach. Ms Farren confirmed in response to a Panel question that consideration of the centres-based policy framework is not her area of expertise.
100. Although Mr Heath's rebuttal evidence was lengthy and went into substantial detail, we accept Mr Carranceja's explanation that it was in response to identifying and explaining the key differences Mr Heath saw between his evidence and that of Mr Foy, Ms Farren and Mr Harris for the Applicant. We found his evidence helpful. We do not accept Mr Maw's request to strike out those pages of Mr Heath's rebuttal evidence. In any event, the Applicant's witnesses did not take issue with the content of Mr Heath's material and, when asked by the Panel, Mr Foy stated that he agreed with it.

#### Joint Witness Statement Retail Economics – Interpretation of Results

101. As we referred to earlier, Mr Foy and Mr Heath provided the Panel with a JWS<sup>131</sup> agreeing the appropriate inflation adjusted figure that should be applied in respect of The Palms' annual turnover figure from 2009. However, the associated Joint Memorandum from Counsel for the Applicant and the Council,<sup>132</sup> noted that Section 4 of the JWS (*Interpretation of Results*) appeared to go beyond the scope of the Panel's direction. Counsel for the Applicant and the Council made different submissions in respect of the weight the Panel should give to this additional information.
102. Mr Maw submitted that Mr Heath's comments in Section 4 seek to introduce fresh evidence about growth in the overall size of the Christchurch retail market, relative to growth in sales at The Palms. In contrast, Mr Foy continued to rely on the evidence he had previously given. Mr Maw pointed out that Mr Heath's new evidence had not been able to be tested through questions and in these circumstances, the Panel should disregard Section 4.
103. Mr Carranceja considered that Section 4 had been provided by both expert witnesses to assist the Panel by contextualising their answer to the Panel's request and providing a broad interpretation of the results. Mr Carranceja had no objection to Section 4 being provided. He submitted that the Panel is free to give to that section whatever weight it considers appropriate, noting that the general matters covered in Section 4 (including growth in sales of The Palms relative to the Christchurch retail market) were discussed during the course of questioning of the experts by the Panel at the hearing.

<sup>131</sup> JWS - Economics, 22 November 2021

<sup>132</sup> Joint Memorandum of Counsel for Reefville Properties Limited and the Christchurch City Council, 23 November 2021



104. We consider that the important point about Section 4 is that it makes clear that the inflation adjusted result has not caused either expert to change their position. Beyond that, we consider the matters covered were canvassed in evidence and during the hearing. Other than the confirmation that their positions are unchanged, we have made no further reference to Section 4 in this report.

#### Relevance of NPS-UD to a Privately Requested Plan Change

105. In Minute 1, we asked counsel to address us as to the implications for the Panel's consideration of PC6 of a recent Environment Court decision<sup>133</sup> which considered the relevance of the NPS-UD to a privately requested plan change. Mr Maw and Mr Carranceja responded to this in their opening submissions.
106. Mr Maw referred us to the Court's findings in *Eden-Epsom* that only limited objectives and policies from the NPS-UD were relevant to making "planning decisions" on the merits of a requested plan change<sup>134</sup>. Of those limited objectives and policies, Mr Maw submitted that none had relevance in the context of PC6. Mr Maw emphasised the findings of the Court in *Eden-Epsom* that it could not pre-judge, let alone pre-empt, Schedule 1 processes that are yet to be undertaken by the Auckland Council in order to implement the NPS-UD. Mr Maw submitted that the Panel should not pre-judge or pre-empt processes that the District Council and the regional council are required to undertake, including the preparation of housing and business capacity assessments and future development strategies. For these reasons, he submitted that the NPS-UD is not relevant to PC6.
107. Mr Carranceja took a wider position on this matter. He did not consider the *Eden-Epsom* decision went so far as to conclude the NPS-UD provisions, that do not require "planning decisions" at this time, are wholly irrelevant to a private plan change. Whilst he agreed with Mr Maw that these provisions should not drive a plan change request in a manner that would pre-judge or pre-empt Council's own implementation of the provisions, Mr Carranceja considered the operative status of the NPS-UD must still be acknowledged. He submitted that the Panel can still have some regard to these provisions when assessing a private plan change request, but not to the extent that it must give effect to them at this time. In addition, Mr Carranceja referred to other NPS-UD provisions, not referenced in *Eden-Epsom*, which warrant consideration by the Panel. He submitted that not to do so would undermine the intent of the NPS-UD. In particular, he referred us to NPS-UD Objectives 3 and 8 discussed by Ms Allan, Objective 6 and Policies 1 and 6(c), which he considered we could properly consider.
108. We thank counsel for their submissions on this matter. We have turned our minds to the NPS-UD provisions referred to us by the Council. However, as will be evident later in this report, we have found nothing that directs us as to the appropriateness of one alternative zoning or the other

<sup>133</sup> *Eden-Epsom Residential Protection Society Incorporated v Auckland Council* [2021] NZEnvC 082 ("*Eden-Epsom*")

<sup>134</sup> None of which were the provisions referred to by Ms Allan in her evidence

for the PC6 site.

#### Letter from Waka Kotahi / NZ Transport Agency

109. Mr Maw raised another matter of concern to the Applicant in his opening submissions. He expressed concern that the letter provided to the Panel on 23 July from Waka Kotahi / NZ Transport Agency appears to have come about as a result of direct contact with that Agency by the Council's planner, Ms Allan, on 22 July. Mr Maw noted that Waka Kotahi is not a submitter on PC6 and has no standing at this hearing, so the letter should be disregarded by the Panel. In addition, he submitted the circumstances that led to the letter called into question the impartiality of Ms Allan, as she appeared to have contacted the Agency and encouraged it to write to the Panel. In his view, this goes to the impartiality and expert independence of the Council's planner and the Panel should consider this when weighing the planning expert evidence.
110. Mr Carranceja responded<sup>135</sup> to Mr Maw's suggestion regarding Ms Allan's impartiality, submitting that the allegation is unfounded. He submitted that, as the potential for a flooding issue on QEII Drive was not identified until after the period of public notification, Ms Allan was simply advising the public agency responsible for QEII Drive of Mr Preston's evidence (which identified the potential flood issues). In his submission, this was an exercise of transparency and not partiality.
111. Ms Allan also addressed the Panel on this matter. She pointed out that stormwater and flooding had been matters addressed throughout the assessment of PC6 by the Applicant and the Council. However, it was not until the evidence was being prepared and further modelling undertaken that the issue of flooding on QEII Drive was raised, after the close of submissions. Following further modelling on 20 July and associated issues raised by Mr Preston, Ms Allan discussed with others within the Council the need for transparency regarding this issue with Waka Kotahi, which is a key strategic partner of the Council. She contacted the Council's contact person within Waka Kotahi and advised them that information regarding potential flooding on QEII Drive was on the Council's website. Ms Allan advised us that she did not seek or suggest that Waka Kotahi write a letter to the Panel.
112. Mr Carranceja suggested that the Panel has the option of accepting the letter from Waka Kotahi as a late submission, taking into account factors in s37A of the Act. However, we note that although Waka Kotahi seeks reassurance from the Panel regarding stormwater flows on to QEII Drive, it does not ask for the letter to be treated as a late submission. In any event, this stormwater issue is now a matter of an agreed JWS in which the stormwater experts agree the modelling shows no increase in flood water level on QEII Drive.
113. We take no further action on this matter. We accept Ms Allan's explanation as to why she contacted Waka Kotahi. We do not wish to accept the letter from Waka Kotahi as a late submission and we have not had regard to the matters expressed in that letter.

<sup>135</sup> Council's Synopsis of Oral Submissions, at [7.1] – [7.4]

### Withdrawal of Submission from AMP Capital Limited

114. With respect to potential trade competition effects, Mr Maw's submitted in opening<sup>136</sup> that the Panel can place significant weight on the fact that AMP Capital Limited (AMP), the owner of The Palms, has withdrawn its submission. He stated that AMP is a well-resourced and sophisticated owner and operator of shopping centres throughout Australasia. In his submission, if AMP considered PC6 would have a significant impact on The Palms to the extent that the viability of its shopping centre would be compromised, then surely it would have had something to say about it. Mr Maw concluded by submitting that the one party Mr Heath says is the most significantly affected (The Palms) has chosen not to call any evidence and has withdrawn its submission because it is simply not troubled by the potential trade competition that an extended Homebase may bring.
115. In response to Mr Maw, Mr Carranceja submitted<sup>137</sup> that withdrawal of AMP's submission should not be given "significant weight" because:
- AMP did lodge a submission opposing PC6 with a comprehensive list of reasons. This expressed concern about enabling "new commercial activity and growth, in a manner that is contrary to the strategic and commercial objectives in the District Plan", including not supporting the function of, or giving primacy to, the Shirley KAC.
  - Submissions can be withdrawn for many reasons and it is speculative to pick what that reason might have been.
  - Withdrawal of a submission is not evidence that retail distribution effects are negligible.
  - Withdrawal of a submission does not dismiss the need to consider expert retail economic evidence on what the effects will be.
116. We thank counsel for their submissions on this matter. As it is, we have not needed to come to a determination on the weight to be given to the withdrawal of AMP's submission. The question of the potential effects of PC6 on the Shirley / Palms District Centre has been front and centre to our consideration of Proposed PC6, irrespective of AMP's submission or its withdrawal.

### Property Values

117. In his opening legal submissions<sup>138</sup>, Mr Maw noted the number of submitters who have expressed concern that PC6 will decrease their property values. He noted that no submitter has filed evidence on this matter. Mr Maw referred to previous consideration by the Environment Court as to whether property values can be considered in assessing an application for a resource consent. It was his submission that several principles have been distilled from a line of cases in the 1990s regarding property values and are now well-settled. He provided us with relevant parts of an Environment Court decision<sup>139</sup> which helpfully summarised the relevance of property values

<sup>136</sup> Applicant's Opening Submissions, at [63] – [64]

<sup>137</sup> Council's Synopsis of Oral Submissions, at [4.9] – [4.10]

<sup>138</sup> Applicant's Opening Submissions, at [107] – [110]

<sup>139</sup> *Tram Lease Ltd v Auckland Transport* [2015] NZEnvC 137, at [57]-[60]

in Resource Management Act cases.

118. Mr Maw summarised the relevant principles as follows – the effects of proposed activities on property values should not be considered separately when assessing an application for resource consent, as the effect on property values is the quantification of relevant amenity effects. Considering property values separately essentially amounts to double counting the relevant effects. In his submission, the same can be said when considering PC6, as impacts on residential amenity have been addressed by experts in noise, transportation, urban design, landscape and visual impact.
119. We did not hear any submissions expressing a contrary view to that from Mr Maw on this matter. We did not hear evidence from submitters regarding loss of property values. Accordingly, we accept these submissions from Mr Maw and have not had separate regard to the effects of PC6 on property values in the surrounding area.

#### Relevance of Proposed Plan Change 5

120. In Minute 5, we requested the Applicant and the Council to provide us with information regarding the content of, reasons for and relevance of Proposed PC5. PC5 was notified on 22 October 2020, submissions had closed and its s42A Report published, but no hearing had been held by the time of the resumed PC6 hearing.
121. The Council's legal submissions<sup>140</sup> described the various topics traversed by the different parts of Proposed PC5. Parts A, B & F, which propose changes to the commercial Strategic Objectives<sup>141</sup>, the Commercial Chapter and the Planning Maps, were submitted as being of potential relevance to PC6. The Applicant's legal submissions<sup>142</sup> informed us that PC5 proposes to introduce changes to the Commercial Chapter of the District Plan, including the role of centres and the types and scale of retail, offices and other activities that are anticipated in centres.
122. As submitted by Mr Carranceja, to the extent the PC5 provisions may be relevant to PC6, they have been the subject of wide-ranging submissions in support and opposition and remain subject to change following the hearing of those submissions. Both Mr Maw and Mr Carranceja agreed that little or no weight can be given to the provisions proposed in PC5 due to the early stage of that process, not yet having been subject to any independent hearing or decision-making. We accept these submissions and, whilst being mindful of the Proposed PC5 provisions, we have given no weight to them in our consideration of Proposed PC6.

#### Council's Closing Position to Recommend the Panel decline PC6

123. In his summary of legal submissions presented at the resumed hearing<sup>143</sup>, Mr Maw expressed his surprise at the Council's recommendation in its legal submissions that the Panel refuse

<sup>140</sup> Legal Submissions for the Council, 1 November 2021, Section 9

<sup>141</sup> Strategic Objectives 3.3.7, 3.3.8 and 3.3.10

<sup>142</sup> Legal Submissions for the Applicant, 1 November 2021, at [44]-[48]

<sup>143</sup> Legal Submissions for the Applicant, 15 November 2021, at [2]-[3]



PC6<sup>144</sup>. Mr Maw expressed his understanding, following the initial hearing, that there were only a few outstanding issues for determination: the retail distribution effects (the subject of the resumed hearing), and issues such as the height of buildings and some minor landscape matters. His recollection was the Council's planner, Ms Allan, had confirmed that, if the retail distribution effects were addressed through appropriate staging, PC6 was otherwise consistent with the provisions of the District Plan.

124. We were also surprised at the absolute nature of the Council's recommendation in its final legal submissions. Our notes from the initial hearing record that Ms Allan accepted amendments could be made to the PC6 provisions which would make it consistent with the District Plan's objectives and policies and which would make the Homebase extension align better with the Plan's centres-based framework. She referred to staging requirements and a maximum scale of development. However, we also noted Ms Allan was clear she would need to see the detail of these amendments to Proposed PC6 before she could indicate her support, or otherwise, of PC6.
125. In any event, the Council's closing position can only be in the form of a recommendation to the Panel. We have addressed each of the key issues arising from PC6 based on the legal submissions and evidence before us (both written and oral). The Council's final recommendation has not swayed us from our duty to examine that information carefully and with independence.

## CONSIDERATION OF KEY ISSUES

### Retail Distribution

126. As we have noted earlier in our report, the extent of retail distributional effects<sup>145</sup>, and the resultant effect on the centres-based framework of the District Plan, was the main issue in contention between the parties. Fundamental to this issue are: the scale of the retail offer, the nature of the retail offer, the productivity of the retail offer, the catchment that the Homebase extension would draw its custom from, and the overlap between the retail offer at The Palms and that of a LFC like that enabled by Proposed PC6.

#### Scale of the Retail Offer

127. Proposed PC6 places no limit on the GLFA that might eventuate on the PC6 site, seeking only the rezoning of 4.7975 ha to CRPZ. The economic assessment by ME Consulting<sup>146</sup>, prepared by Mr Foy, assumes the site would yield 20,000m<sup>2</sup> GLFA. This is based on the Floor Area Ratio (FAR) of the existing Homebase site plus the consented supermarket (0.41)<sup>147</sup>. This retail offer on the PC6 site of 20,000m<sup>2</sup> was also used in the assessment of Mr Heath<sup>148</sup> and the MacroPlan Report<sup>149</sup>, with the 4,000m<sup>2</sup> supermarket bringing the total new retail offer to be assessed to

<sup>144</sup> Legal Submissions for the Council, 1 November 2021, at [11.1]

<sup>145</sup> Beyond those ordinarily arising as a result of trade competition

<sup>146</sup> Homebase Plan Change Economic Assessment, ME Consulting, 30 June 2020 (ME Report)

<sup>147</sup> ME Report, p 8 Existing Homebase (17,388m<sup>2</sup> + Supermarket 4,000m<sup>2</sup> = 21,388m<sup>2</sup> on 5.2ha (52,000m<sup>2</sup>) = 0.411)

<sup>148</sup> Heath EIC, at [4.2]

<sup>149</sup> Homebase Christchurch Retail Assessment, MacroPlan, June 2020 (MacroPlan Report), p 16

24,000m<sup>2</sup>.

128. As Mr Foy acknowledged to us, there is no magic about the FAR of 0.41. He agreed that a FAR of 0.48-0.49 is not inconceivable. We note that the FAR of the existing Homebase site alone is currently in this range. Mr Compton-Moen stated that it was 0.49<sup>150</sup>, although we calculate it at 0.48. If the PC6 site was developed at a FAR of 0.49, this would yield 23,028m<sup>2</sup> of GLFA.
129. Further, Mr Percasky stated to us that, if PC6 is approved, the consented supermarket would likely be reconfigured to enable direct access from the existing Homebase site to the supermarket and the PC6 site, without the requirement to traverse Marshland Rd. This would require at least an amendment to the resource consent, and potentially a new consent. Given this, we consider it is likely that the PC6 site and the consented supermarket site will be planned and developed in an integrated form, including a supermarket, but not necessarily where or as currently consented.
130. Given the incentive on any developer to maximise the GLFA, it is possible the area of the consented supermarket site would also be developed with a FAR of 0.49. This would result in the combined development containing over 30,000m<sup>2</sup> of new retail space<sup>151</sup>, 50% more than that assumed by Mr Foy.

#### The Retail Offer

131. The ME Report assumes an indicative mix of retail activity floorspace on the PC6 site based on the average mix of activities found at other CRPZ across Christchurch.<sup>152</sup> Average sales productivity (sales/m<sup>2</sup>) by storetype is applied to the storetype breakdown of floorspace, to derive sales by storetype, and hence estimated total sales at the PC6 site is derived. This is reproduced below.<sup>153</sup>

Retail activity	GFA (sqm)	Share	Sales (\$m)
Department stores	6,000	30%	\$ 21.0
Sport and camping equipment	2,000	10%	\$ 8.0
Electrical, electronic and gas appliance	2,000	10%	\$ 8.0
Manchester and other textile goods	1,500	8%	\$ 6.0
Other store-based n.e.c.	1,500	8%	\$ 9.0
Cafes and restaurants	1,500	8%	\$ 6.8
Clothing	1,500	8%	\$ 6.0
Furniture	1,000	5%	\$ 3.5
Houseware	500	3%	\$ 2.3
Pharmaceutical, cosmetic and toiletry goods	500	3%	\$ 6.0
Footwear	500	3%	\$ 1.8

<sup>150</sup> Statement of Evidence of David Compton-Moen – Urban Design, Landscape and Visual Impact 9 July 2021 (Compton-Moen EIC), at [21]

<sup>151</sup> 4.7975 ha PC6 site + 1.55 ha Supermarket site = 63,475m<sup>2</sup> x 0.49 = 31,102m<sup>2</sup>

<sup>152</sup> ME Report, p8

<sup>153</sup> ME Report, Fig 3.3



Motor vehicle parts	500	3%	\$	3.0
Computer and computer peripheral	500	3%	\$	3.3
Other electrical and electronic goods	500	3%	\$	2.3
<b>Total</b>	<b>20,000</b>	<b>100%</b>	<b>\$</b>	<b>86.8</b>

132. Mr Foy advised us that the storetype productivities he used were "middle of the range". We understand that there is no published data on storetype productivities available, and that experts like Mr Foy must draw on such data as they have accumulated in their professional practice from a variety of sources, and make judgements as to what productivities to apply in each case. We acknowledge Mr Foy's statement that the actual tenant mix that eventuates will determine the actual effects that flow from the development of the Homebase extension, and his belief that the assumed mix above would provide a good indication of the likely effects<sup>154</sup>.
133. Mr Heath accepted this assumed retail activity as a basis for assessment, having only one issue with the productivity of cafes and restaurants, considering it to be on the low side<sup>155</sup>, although he noted that the consented supermarket would add \$35-40m to the sales from the PC6 site<sup>156</sup>.
134. In discussion with us, Mr Foy indicated that he did not consider the result particularly sensitive to changes in the tenant mix. We accept this may be correct for changes at the margins. However, given the focus on the Chemist Warehouse as the tenant backfilling the Kmart vacancy at The Palms, and the discussions around whether it would establish at the PC6 site, we note that the Pharmaceutical, Cosmetic and Toiletry Goods storetype has an assumed productivity of \$12,000/m<sup>2</sup><sup>157</sup>, compared to the average across all storetypes of \$5,067/m<sup>2</sup>, and that only 500m<sup>2</sup> had been allocated to this storetype in the assumed tenant mix. We note that most<sup>158</sup> of the former Kmart site of 4,080m<sup>2</sup> has been leased to Chemist Warehouse in The Palms<sup>159</sup>. If a pharmaceutical operation of this scale established at the PC6 site, with the assumed productivity of \$12,000/m<sup>2</sup>, we note that this could increase the total centre sales by something over 40%, which we consider would be significant.
135. Although we accept the assumed tenant mix and storetype productivities as a suitable basis for the assessment, we note that there is considerable uncertainty around the resultant actual centre sales outcomes. These arise from both potential variation in the actual tenant mix, including the possibility of a Chemist Warehouse or similar size operation that has not been factored into the tenant mix, and from potential deviation of actual sales productivities from those assumed.

<sup>154</sup> ME Report, p 28 and Foy EIC, at [51]

<sup>155</sup> Heath EIC, at [4.2]

<sup>156</sup> Heath EIC, at [4.5]

<sup>157</sup> \$6m in sales from 500m<sup>2</sup> = \$12,000/m<sup>2</sup>

<sup>158</sup> Supplementary Statement of Evidence of Evan Eric Harris, 18 October 2021 (Harris Supplementary), at [12(a)]

<sup>159</sup> Supplementary Statement of Evidence of Derek Richard Foy, 18 October 2021 (Foy Supplementary), at [30(b)]

#### The Homebase Extension Catchment

136. The catchment that the Homebase extension would draw its custom from was a major point of contention between the economic experts. It was the one of two fundamental differences that resulted in their different assessments of where the direct trade competition effects would fall, and how the Shirley / Palms District Centre in particular would be affected. This led to their different assessments of the retail distribution effects on Shirley / Palms.

#### Mr Foy and the ME Report

137. In assessing the impact of the Homebase extension on other centres, the ME Report "...adopted a less rigid whole of City catchment, drawing shares of spend from across Christchurch...". This was influenced by how the City's retail environment functioned, the location of major LFCs and other retail centres, as well as how geography influences consumer travel patterns. The report considered that the Homebase extension would draw from a "broad catchment" with the draw from different parts of the city depending on the "...proximity ... to competitors, transport routes and topographical constraints."
138. In the model used in the ME Report, market share varied with distance from Homebase.<sup>160</sup> The report held that the Homebase extension would compete most with

*"...other LFR centres and centres with stores which sell the type of products typically found in larger format stores (and that) the location of those 'competitor centres', and the degree of competitive overlap ... will influence the penetration of the expanded Homebase LFR centre into each part of Christchurch ..."*<sup>161</sup>.

The ME Report held that

*"...LFR has a sub-regional pull, with broad catchments serving large geographical areas..."*<sup>162</sup>.

Mr Foy stated that the Homebase extension will

*"...attract spend from all over Christchurch, but with a heavy emphasis on attracting a larger share of spending from areas nearby, and very low shares from further away"*<sup>163</sup>.

139. Within the city-wide catchment, the trade impacts of the Homebase extension were modelled to affect comparable retail storetypes, regardless of size. The trade impacts of the modelled development would affect both large and small format stores in every centre in Christchurch and standalone large format stores outside centres.<sup>164</sup>

#### Ms Farren and the MacroPlan Report

140. Ms Farren defined the Homebase extension catchment (that she termed the "trade area") to be

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<sup>160</sup> ME Report, p12

<sup>161</sup> ME Report, p14

<sup>162</sup> ME Report, p25

<sup>163</sup> Foy EIC, at [105]

<sup>164</sup> ME Report, p27-28

the area that is served by the retail centre<sup>165</sup>. Her trade area is that shown in pink on the map below<sup>166</sup>. She stated that the trade area was the result of the interaction of a number of factors, including: relative attraction compared to competing retail centres of the same type; the proximity and attractiveness of competing centres; the transportation infrastructure; and any geographical barriers<sup>167</sup>. Specifically, her Homebase extension trade area was the result of: the high profile location and regional accessibility; the critical mass of the large format stores and the consented supermarket; and the location of competing retail facilities, both LFC and traditional shopping centres<sup>168</sup>.



#### Mr Heath

141. Mr Heath defined the Homebase extension "core catchment" as the area from which development of the PC6 site "...would draw the majority of its sales.". He acknowledged that the Homebase extension would draw customers from beyond that area but that it would "...predominantly service ... the ... core catchment".<sup>169</sup> He derived his catchment utilising Marketview data giving the Statistical Areas the retail sales at The Palms originate from. He did not say exactly what percentage of sales at The Palms he considered would determine the boundary of his core catchment, only that over 60% of the sales at The Palms that were from residents in Christchurch City came from within that catchment. He considered this factored in

<sup>165</sup> Statement of Evidence of Nora Farren – Retail, 9 July 2021 (Farren EIC), at [13]

<sup>166</sup> Farren EIC, Map 1.1

<sup>167</sup> Farren EIC, at [13 (a) – (d)]

<sup>168</sup> Farren EIC, at [14(a)-(c)]

<sup>169</sup> Heath EIC, at [5.1]



the roading patterns, geographic features and competing commercial centres. Given the close proximity of the PC6 site to The Palms, (1.4km), he considered the two centres would have the same core catchment.<sup>170</sup> His core catchment is as shown on the map below.

142. We understand the Marketview data to be a Bank of New Zealand (BNZ) product, derived from electronic card transactions by BNZ cardholders. It gives, for every transaction in the dataset, the Statistical Area of residence, the location and storetype of the retailer (as defined by its ANZSIC<sup>171</sup> classification), and the value of the transaction, all in an anonymised form. We further understand that the BNZ has 15-20% of the electronic card market, and that electronic transactions make up about 70% of retail sales<sup>172</sup>.



<sup>170</sup> Heath EIC, at Section 5

<sup>171</sup> Australia and New Zealand Standard Industrial Classification

<sup>172</sup> Heath EIC, at [8.2]

143. Mr Foy considered that Mr Heath was too restrictive in the definition of his core catchment<sup>173</sup>. He reiterated his view that the Homebase extension would draw from a much wider area than Mr Heath had allowed<sup>174</sup>. Further, if Mr Foy had defined a core catchment for the Homebase extension using Mr Heath's methodology, he would have used 70-80% of the sales (rather than Mr Heath's 51%), and this would take in 40% more population in an only slightly larger geographical area<sup>175</sup>. He considered that this would have significant implications for the retail demand projections<sup>176</sup> and how the viability of The Palms was viewed.

*Comparing the Different Catchments Used*

144. The catchments used by the economic experts all had the eastern and northern boundaries in common – the coast and the banks of the Waimakariri River east of State Highway One. Mr Heath's core catchment was the smallest, extending in the south along the line of Bealey Ave-Hills Rd-Avonside Dr-Woodham Rd-Pages Rd-New Brighton, and in the west from SH1 motorway west of Main North Rd, cutting across in a squiggly line to Marshland Rd, then down Marshland Rd to where it crosses the Styx River, then up the river to the point where the Christchurch Northern Corridor (CNC) crosses the Styx River, then down the line of the CNC-Cranford St to Bealey Ave.
145. Ms Farren's trade area extends Mr Heath's core catchment south to the estuary, and a line along the Heathcote River-Ferry Rd then further south down Richardson Tce to SH 76, along SH76 to Waltham Rd, then north along Waltham to Ferry Rd, then north along Fitzgerald Ave to Bealey Ave, and along Bealey to Papanui Rd. On the western side, it is bounded from the Waimakariri River by the motorway before cutting across western Northwood to Englefield Rd and back to Main North Rd. The boundary then follows Main North Rd to south of QEII Drive, then running parallel to Cranford St on the south side of it, to Innes Rd, then down Papanui Rd to Bealey Ave.
146. So, as well as Mr Heath's core catchment, Ms Farren's trade area includes all of South Brighton, Linwood, Ferrymead, half of Woolston, Waltham, Philipstown, St Albans between Cranford St and Papanui Rd, part of Papanui, Redwood between the CNC and Main North Rd, and significant parts of both Northwood and Belfast.
147. Mr Foy's catchment extended Ms Farren's to include the whole city, while acknowledging that the draw from the more distant parts would be very low.
148. There was considerable discussion with the Panel on the differences between the catchments of the three experts. We understand that fundamentally they agree that sales from the Homebase extension will originate from all over the city, with the bulk coming from closer to the site, and only small amounts from further away. The difference between the experts was in how "closer to the site" was defined.

<sup>173</sup> Foy Supplementary, at [11]

<sup>174</sup> Foy Supplementary, at [12]

<sup>175</sup> Foy Supplementary, at [18]

<sup>176</sup> Foy Supplementary, at [19]

149. Mr Heath considered the bulk of the sales would come from the same catchment that The Palms' sales would come from, given the close proximity of the two centres, and the degree of competitive overlap between them. He used a quantitative approach, utilising the Marketview data, to determine where The Palms' sales came from, and applied that catchment to the Homebase extension.
150. Ms Farren used a qualitative approach to assess the area that would be served by the Homebase extension. Although she did not explicitly cover the point in her evidence, her Schedule of Competing Retail Facilities lists centres within her trade area and some outside her trade area. Those outside her trade area are the large CRPZs and the large District Centres of Riccarton and Papanui/Northlands, but not the smaller centres.<sup>177</sup>
151. Mr Foy stated that he assumed a "...customer origin in line with Marketview data we have previously assessed for Christchurch centres..." adjusted to account for the increased large format retailing at the Homebase extension compared to the existing Homebase<sup>178</sup>. He assessed the sales that the modelled development would draw from each centre, considering "...the distance and the competitive overlap between the Site and each centre."<sup>179</sup> We understand that the assessment of the "competitive overlap" between centres is central to the impact of the modelled development's sales on different centres, and that this is an application of his expert opinion. We discuss the question of the competitive overlap below.
152. Mr Foy was critical of Mr Heath's equating the catchment of The Palms to the catchment of the Homebase extension. Mr Foy considered that the 1.4km separation between the two centres, the different tenant mix, built form and proximity to major road links would result in the two centres having different catchments.<sup>180</sup> Mr Foy stated that a catchment for a centre will typically encapsulate 70-80% of the centres sales, while Mr Heath's catchment only captures 51%<sup>181</sup>. Mr Foy considered that if Mr Heath had defined his core catchment to be the area that 70-80% of the centre sales originate from, then Mr Heath's core catchment would be about 40% larger, with 40% more resident spend available to support a greater level of floorspace<sup>182</sup>.
153. We note that the difference between Mr Foy's 51% above, and Mr Heath's claimed "over 60%"<sup>183</sup> comes about due to the different *denominator* they are using. Mr Heath is using The Palms' sales into Christchurch City, while Mr Foy is using The Palms' total sales, 19% of which are to outside of Christchurch City. By our calculation, using the data presented by Mr Heath in Fig 4<sup>184</sup> Mr Heath's core catchment makes up 63% of the sales of The Palms into Christchurch.
154. In response to Mr Foy's criticism, Mr Heath told us that he accepted that the Homebase extension

<sup>177</sup> Farren EIC, at Table 1.3

<sup>178</sup> ME Report, p7

<sup>179</sup> Foy EIC, at [47-48]

<sup>180</sup> Foy EIC, at [100]

<sup>181</sup> Foy EIC, at [106]-[107]

<sup>182</sup> Foy EIC, at [112]

<sup>183</sup> Heath EIC, at [5.3]

<sup>184</sup> Heath EIC, Fig 4 at [8.10]



would sell into the wider city, but that the bulk (over 50%) of its sales would be to the core catchment, the same catchment that the bulk of The Palms' sales comes from. Therefore, the impact on The Palms would be that much greater than Mr Foy had predicted.

#### Competitive Overlap Between the Homebase Extension and The Palms

155. Having discussed the differences between the experts in terms of its catchment, we turn to the issue of the degree of competitive overlap between the Homebase extension and the retail offer at The Palms.

156. The ME Report stated that:

*"...many (of the Christchurch centres) will have only very small competitive overlap due to their different roles ... (and that) it is ... the degree of their competitive overlap (which can change over time) that will influence the penetration of the expanded Homebase LFR centre into each part of Christchurch."*<sup>185</sup>.

This was confirmed by Mr Foy in his statement of evidence<sup>186</sup>.

157. In determining the trade impacts, the ME Report

*"...assessed the current sales of each centre at a storetype level, and the competitive overlap between the assumed proposed development and each centre, taking into account the distance to Homebase and the quantum and type of retail activities in each centre ..."*<sup>187</sup>

As a result, it assessed that the Papanui/Northlands CRPZ would be most impacted by the Homebase extension

*"...because it is the nearest CRP zone and would likely have a large competitive overlap with the Plan Change site."*<sup>188</sup>

This was reiterated by Mr Foy in his evidence<sup>189</sup> where he stated

*"It is notable that four of the ten most impacted centres are CRP zones that are likely to have a significant product overlap with Homebase."*<sup>190</sup>

158. Mr Foy stated that the effect of the Homebase extension on The Palms would not be significant in Resource Management Act terms as, inter alia, The Palms

*"... will have limited functional overlap with an expanded Homebase"*<sup>191</sup>, and *"...it's nearest main competitors (the other CRP zones) are all located 5.5-6.5km away..."*<sup>192</sup>

<sup>185</sup> ME Report, at [4.3], p14

<sup>186</sup> Foy EIC, at [48]

<sup>187</sup> ME Report, at [5.2.1], p 27

<sup>188</sup> ME Report, at [5.2.2], p 28

<sup>189</sup> Foy EIC, at [54(a)]

<sup>190</sup> ME Report, at [5.2.2], p30

<sup>191</sup> Foy EIC, at [57]

<sup>192</sup> Foy EIC, at [58]

159. Mr Foy, supported by Mr Harris and Mr Percasky<sup>193</sup>, clearly considers that there is only a limited degree of competitive overlap between a LFC such as the Homebase extension and a traditional shopping centre made up of smaller specialty shops, supermarkets and department stores. Mr Harris stated that LFCs and District Centres like The Palms:

*"...have different catchments and different customer focused presentations and provide for different retail functions."*

He considered that LFCs like the one proposed provide a "one stop shop" that existing centres like The Palms do not provide<sup>194</sup>, and that:

*"...the retailers (at the proposed development) are generally different to those that exist within traditional Shopping Centres."*<sup>195</sup>

160. Ms Farren held a similar view. She stated that:

*"...a critical mass of large format retailers will impact other such centres more directly, although (it) could impact traditional retail centres, whose offer bears some correlation to the offer of a large format retail centre."*<sup>196</sup>

and that the Homebase extension and The Palms:

*"...serve very different retail needs and would operate as independent shopping destinations"*<sup>197</sup>.

161. Mr Heath has a very different view of the degree of competitive overlap between LFCs like the Homebase extension and traditional shopping centres like The Palms. He considered that, although in origin LFCs sold predominantly "bulky goods", today there was:

*"...no difference in the goods sold in LFR centres and traditional shopping malls and retail centres",*

and that:

*"...today (LFR) centres are just another retail centre"*<sup>198</sup>.

He stated that LFCs compete directly with specialty stores, as the same products are offered in both formats. As such:

*"(t)hey are not separate markets, so the Homebase extension will compete directly for retail spend with these store types within The Palms KAC."*<sup>199</sup>

162. As a result of his different view of the competitive overlap between the Homebase extension and

<sup>193</sup> Statement of Evidence of Glen Percasky, 9 July 2021 (Percasky EIC), at [26]

<sup>194</sup> Statement of Evidence of Evan Harris, 9 July 2021 (Harris EIC), at [12]-[13]

<sup>195</sup> Harris EIC, at [25]

<sup>196</sup> Farren EIC, at [42(d)]

<sup>197</sup> Farren EIC, at [49]

<sup>198</sup> Rebuttal Evidence of Timothy James Heath on behalf of Christchurch City Council, Economic, 23 July 2021 (Heath Rebuttal), at [5.5]

<sup>199</sup> Heath EIC, at [3.2]

specialty stores, Mr Heath considered that Mr Foy and the ME Report had underestimated the competition The Palms would face<sup>200</sup>.

163. We discussed this point of difference with the various experts at some length during the hearing. Messer Foy and Harris et al maintained that the brands and type of stores that were established at The Palms were unlikely to want to establish at the expanded Homebase site, and that the brands and type of stores which were attracted to the Homebase site were not the sort of stores that would locate in a traditional shopping mall like The Palms. This was primarily due to the large footprints of the Homebase site, the different cost structure of LFCs compared to malls, and the different parking provisions at the different centres<sup>201</sup>.
164. Mr Heath considered that it was not the brand or type of store that mattered, but the nature of the goods being sold. He considered that goods being sold at the Homebase extension would be competing with similar goods being sold at The Palms. Using fashion goods as an example, a product range that both sides acknowledged was particularly significant to specialty retail centres like The Palms, he considered that a dollar spent on fashion at an LFC is a dollar not available to be spent elsewhere<sup>202</sup>. Further, he considered that higher margin items sold in traditional specialty stores are increasingly given prominence over bulky goods in LFCs<sup>203</sup>.

#### Trade Competition Effects

165. The ME Report presented the modelled results of the trade competition effects of the Homebase extension for 2022 in Fig 5.1<sup>204</sup>, and Mr Foy presented an update of this to 2023 in Fig 5 of his evidence<sup>205</sup>. The update from 2022 to 2023 results in only marginal differences in the detailed results by centre, with no difference in the total sales at the Homebase extension. Mr Foy's 2023 Fig 5 is reproduced below.

Figure 5: Centre sales with and without PPCR (2023)

Centre name	Centre type	Centre sales (\$m)		Impact		Distance band (km)
		Pre Plan	Post	s	%	
		Change	Change	\$m		
Top 10 impacted centres						
Northlands	CRP	\$ 89.4	\$ 79.8	-\$ 9.6	-11%	4-6
Shirley	Commercial Core	\$ 171.8	\$ 159.8	-\$ 12.0	-7%	0-2
Aranui	Commercial Core	\$ 4.6	\$ 4.4	-\$ 0.2	-4%	4-6
Northlands	Commercial Core	\$ 342.0	\$ 327.2	-\$ 14.7	-4%	4-6
Sydenham	Commercial Core	\$ 50.3	\$ 48.5	-\$ 1.8	-4%	6-8
Moorhouse	CRP	\$ 164.8	\$ 159.9	-\$ 4.9	-3%	6-8
Northwood	CRP	\$ 105.6	\$ 102.5	-\$ 3.1	-3%	6-8
Tower Junction	CRP	\$ 103.7	\$ 101.2	-\$ 2.5	-2%	8-10

<sup>200</sup> Heath EIC, at [11.8]

<sup>201</sup> Harris EIC, at [14]-[15]

<sup>202</sup> Heath Rebuttal, at [5.6]. Note both Messer Foy and Heath used an assumption of no net increase in spend as a result of the Homebase extension

<sup>203</sup> Heath Rebuttal, at [5.7]

<sup>204</sup> ME Report, Fig 5.1, p29

<sup>205</sup> Foy EIC, Fig 5 p18

Edgware	Commercial Core	\$ 58.0	\$ 56.5	-\$ 1.4	-2%	2-4
Merivale	Commercial Core	\$ 116.5	\$ 113.7	-\$ 2.8	-2%	4-6
Sub-total top 10 impacted centres		\$ 1,206.6	\$ 1,153.6	-\$ 53.0	-4%	
<b>Other CRP zones</b>						
Existing Homebase	CRP	\$ 20.5	\$ 19.4	-\$ 1.1	-5%	0
Hornby	CRP	\$ 81.7	\$ 81.4	-\$ 0.3	0%	15-20
Sub-total other CRP zones		\$ 102.2	\$ 100.7	-\$ 1.4	-1%	
<b>Most impacted centres (\$ terms) not accounted for above</b>						
Central City MU	Central City	\$ 855.5	\$ 849.4	-\$ 6.1	-1%	6-8
Riccarton	Commercial Core	\$ 467.9	\$ 463.3	-\$ 4.6	-1%	8-10
Industrial	Industrial	\$ 923.0	\$ 919.3	-\$ 3.6	0%	20+
Residential	Residential	\$ 912.5	\$ 908.9	-\$ 3.6	0%	20+
Central City	Central City	\$ 178.3	\$ 174.9	-\$ 3.4	-2%	6-8
Sub-total other locations		\$ 3,337.1	\$ 3,315.9	-\$ 21.2	-1%	
Not accounted for above		\$ 2,888.6	\$ 2,877.0	-\$ 11.6	0%	

166. Mr Heath referred to Fig 5.1 from the ME Report<sup>206</sup>, reproduced it as a basis for discussion, and made comments on the results presented<sup>207</sup>. However, the table that Mr Heath presented does not reflect the table included in the ME Report. Mr Heath's version is for 2021 (the ME Report table is for 2022) and is significantly different from that presented in the ME Report. For example, Mr Heath's version has the effect of the Homebase extension on Riccarton at \$12.8m, while the ME Report version places this effect at only \$4.6m. We do not know how this came about. We did not notice it until after the hearing, and it appears that neither Mr Heath nor Mr Foy noticed it either. Mr Foy responded to many of the comments Mr Heath made on the results in his version of the table<sup>208</sup>, and even explicitly referred to Mr Heath's figure of \$12.8m for the effect on Riccarton<sup>209</sup>, without mentioning the discrepancy between Mr Heath's figures and those included in the ME Report. We consider that this discrepancy between the versions of the trade competition effects of the Homebase extension means that the detail of Mr Heath's comments at 11.5-11.7 and 11.9-11.12<sup>210</sup> are not relevant.
167. The trade competition effects presented in the ME Report and by Mr Foy are the effects of the Homebase extension alone, and do not include the effect of the consented, but as yet unbuilt, supermarket, on the basis that the consented supermarket is part of the existing environment. As such, we understand that the figures for pre-plan change sales of each centre have been modelled as if the supermarket was built and operating.<sup>211</sup> The retail supply and demand analysis of Ms Farren did include the provision for a 4,000m<sup>2</sup> supermarket generating \$40m of sales

<sup>206</sup> Heath EIC, at [11.1]

<sup>207</sup> Heath EIC, at [11.2]-[11.8]

<sup>208</sup> Foy EIC, at [117]-[123]

<sup>209</sup> Foy EIC, at [123]

<sup>210</sup> Heath EIC, at [11.5]-[11.7], [11.9]-[11.12]

<sup>211</sup> Foy EIC, at [50]

annually, in addition to the 20,000m<sup>2</sup> of large format retail floorspace<sup>212</sup>. As Mr Heath noted<sup>213</sup>, the effects of the supermarket are yet to play out in the market, and that the total sales impact of the Homebase extension combined with the supermarket would be around \$125m rather than the \$87m included in Mr Foy's analysis. In discussion with us, Mr Foy accepted that the cumulative effect of the Homebase extension and the supermarket would be in the order of \$125m per year. It is not clear how the inclusion of the supermarket would alter Mr Foy's numbers in Fig 5 above.

168. Ms Farren approached the question of trade competition impacts differently from Mr Foy and the ME Report. Starting from the assumed 20,000m<sup>2</sup> of floorspace plus the 4,000m<sup>2</sup> of the consented supermarket, she assumed a lower level of productivity (\$2,500/m<sup>2</sup> compared to the ME Reports \$5,067/m<sup>2</sup>) to derive a sales value of \$50m for the Homebase extension component (compared to the ME Report's \$87m) plus \$40m for the supermarket, a combined total of \$90m<sup>214</sup>. She then "estimated" the impact of these sales on the "surrounding competitive network". In her estimation, she considered for each competing centre, compared to the Homebase extension: distance, centre size in GFLA, the quality of the offer and brands present, the role (i.e. LFC, specialty, or local convenience, with or without a supermarket), relative accessibility and convenience, centre productivity, and the degree of overlap in the respective trade areas.<sup>215</sup> Her results are reproduced below.<sup>216</sup>

Table 2.2										
Homebase Christchurch - estimated impact on specific centres (\$M)										
Centre	Dist. from site (km)	Retail GLA (sq.m)	Est. sales	Projected 2023**		Proj. 2026	Impact 2023		Change with dev't (%)	
			2019	No dev't	With dev't	With dev't	\$M	%	2019-23	2019-26
Within trade area										
Large format retail										
Northwood Super Centre	6.2	33,064	88.4	92.4	82.4	85.1	-10.0	-10.8%	-6.8%	-3.8%
Shopping centres										
The Palms	1.8	35,500	202.0	230.1	221.1	228.2	-9.0	-3.9%	9.4%	13.0%
Eastgate Shopping Centre	6.0	27,383	195.0	222.1	215.6	222.6	-6.5	-2.9%	10.6%	14.1%
Merivale Mall	4.5	6,538	65.0	74.2	71.2	73.5	-3.0	-4.0%	9.5%	13.1%
Parklands Shopping Centre	4.9	4,856	43.4	49.5	47.5	49.1	-2.0	-4.0%	9.5%	13.1%
Supermarkets										
New World Prestons	2.5	3,576	32.2	36.8	34.3	35.4	-2.5	-6.8%	6.4%	9.8%
New World Stanmore	3.5	3,206	27.8	31.7	29.7	30.7	-2.0	-6.3%	7.0%	10.4%
Pak'nSave Wainoni	4.6	7,500	63.8	72.8	71.3	73.6	-1.5	-2.1%	11.8%	15.4%
Countdown New Brighton	6.5	1,924	20.3	23.2	21.7	22.4	-1.5	-6.5%	6.8%	10.2%
New World Woolston	8.0	3,000	24.2	27.6	26.6	27.5	-1.0	-3.6%	10.0%	13.6%
Countdown Ferrywood	9.5	4,028	41.4	47.3	46.3	47.8	-1.0	-2.1%	11.7%	15.4%

<sup>212</sup> Farren EIC, at [38] and Table 2.1

<sup>213</sup> Heath EIC, at [4.5]

<sup>214</sup> Farren EIC, at [38]

<sup>215</sup> Farren EIC, at [42(a)-(g)]

<sup>216</sup> Farren EIC, Table 2.2

Total within trade area		130,575	803.5	907.7	867.7	895.8	-40.0	-4.4%	8.0%	3.2%
Beyond trade area										
Papanui	5.5	25,000	62.5	62.3	55.8	57.7	-6.5	-10.4%	-10.6%	-7.8%
Moorhouse	7.2	30,000	90.0	102.2	96.7	99.9	-5.5	-5.4%	7.5%	11.0%
Tower Junction	9.0	39,076	117.2	132.3	126.3	130.4	-6.0	-4.5%	7.8%	11.2%
Chapple PI/Horby	14.0	27,949	76.9	87.7	83.7	86.4	-4.0	-4.6%	8.9%	12.5%
Northlands SC	5.5	41,200	290.4	331.5	325.5	336.0	-6.0	-1.8%	12.1%	15.7%
Westfield Riccarton	7.5	55,333	531.4	606.6	600.6	620.1	-6.0	-1.0%	13.0%	16.7%
All others							-15.0	n.a.	n.a.	n.a.
Total beyond							-50.0			
Total							-90.0			

171. Mr Heath did not do a trade competition impact assessment in the way that Mr Foy and Ms Farren did<sup>217</sup>.but did an analysis of the sustainable retail floorspace, which we discuss below. In his evidence Mr Heath stated that he considered the impacts on The Palms would be

*"...at least double (if not more)..."*

than the ME Report had assessed them to be<sup>218</sup>.

172. Mr Heath considered that 50% of the sales from the Homebase extension would come from within its core catchment (the internalisation rate), based on the Marketview data<sup>219</sup>. In discussion with us he applied that 50% internalisation rate to the assumed sales, giving a draw of \$43m excluding the supermarket (\$64m including the supermarket) that the Homebase extension would take from its core catchment, which is the same as the core catchment of The Palms. Thus, he considered that the sales impact on The Palms would be significantly higher than the \$12m estimated by Mr Foy. Rather than the 7% impact on The Palms that Mr Foy expects, this would equate to a 25% impact on The Palms' sales. Mr Heath summarised this in his Supplementary Evidence<sup>220</sup>.

173. Further, noting that Mr Foy's assessment had the Homebase extension so attractive that it drew 91% of its sales from centres outside the core catchment, Mr Heath was sceptical that it would only draw 9% of its sales from a similar centre only 1.4km away<sup>221</sup>.

#### The Need for More Retail/LFC Supply

174. The purpose of Proposed PC6 was stated as being to *"...enable an increase in the large format retail offering in the north-east of the city..."*<sup>222</sup>. As such, all three economic experts undertook an analysis of the supply-demand balance in the part of the city they considered relevant.

<sup>217</sup> Heath Rebuttal, at [5.13]

<sup>218</sup> Heath EIC, at [11.13]

<sup>219</sup> Heath EIC, at [9.22]-[9.23]

<sup>220</sup> Supplementary Evidence of Timothy James Heath on behalf of Christchurch City Council, Economic 4 October 2021 (Heath Supplementary), at [5.5(f)]

<sup>221</sup> Heath EIC, at [9.29]

<sup>222</sup> Christchurch City Council Proposed Private Plan Change 6, at Explanation



175. Mr Foy analysed:

*"...the need for additional LFR space in, or near, the Site"*<sup>223</sup>

Utilising four "quadrants" – North, East, South and Central<sup>224</sup> - he concluded that the North and East were undersupplied with large format retail floorspace provision by 23,000m<sup>2</sup> and 27,000m<sup>2</sup> respectively, while the South and Central areas were oversupplied. He estimated that these deficits would increase to 34,000m<sup>2</sup> and 42,000m<sup>2</sup> respectively by 2038. On this basis he considered that residents of the North and East must be meeting their large format retailing needs from the South and Central areas.<sup>225</sup> Further, he concluded that Christchurch City as a whole was undersupplied by 12,000m<sup>2</sup> of large format retail floorspace, after taking into account the current demand from Waimakariri and Selwyn districts, and that this would increase to 55,000m<sup>2</sup> by 2038<sup>226</sup>. We note from the ME Report that there is currently (2022) a large format retail oversupply in Christchurch City of 13,000m<sup>2</sup>, if the demand from Waimakariri and Selwyn is excluded, and that supply and demand will not come into rough equilibrium until 2033<sup>227</sup>.

176. Ms Farren also considered the balance of large format retail supply and demand, but considered her trade area, rather than the wider city that Mr Foy considered. She concluded that there was currently (2019) an undersupply of large format retail in the trade area of 15,000m<sup>2</sup>, and that this would increase to 20,000m<sup>2</sup> by 2033<sup>228</sup>. The MacroPlan Report expanded on this, stating that a LFC of 20,000m<sup>2</sup> at Homebase could "*theoretically*" be accommodated over the period to 2033, given the demand growth anticipated over the period, and that a larger centre of 24,000m<sup>2</sup> was also supportable if the additional 4,000m<sup>2</sup> was a supermarket<sup>229</sup>.
177. Mr Heath assessed the "*Sustainable Retail GFA*" within his core catchment<sup>230</sup>, not just the large format retail demand that Mr Foy and Ms Farren considered. This is the retail floorspace that could be supported by the retail demand generated within the catchment adjusted for the 50% internalisation rate referred to above, producing an estimate of 58,300m<sup>2</sup> of sustainable retail floorspace within the catchment as of 2020. This would increase to 74,500m<sup>2</sup> by 2038.<sup>231</sup> Comparing this to the current supply of retail floorspace in the catchment of 60,316m<sup>2</sup>, he concluded that retail supply and demand were in "*broad equilibrium*" when he completed his analysis in May 2021<sup>232</sup>. Although his analysis indicated that there would be demand growth for retail floorspace of 16,200m<sup>2</sup> by 2038, he considered that the high level of vacant floorspace (7,193m<sup>2</sup> at The Palms and 19,764m<sup>2</sup> across the whole catchment) indicated that the demand growth should be utilised to support existing catchment supply rather than generating new

<sup>223</sup> Foy EIC, at [35]

<sup>224</sup> Foy EIC, Fig 3

<sup>225</sup> Foy EIC, at [37(b) & (c)]

<sup>226</sup> Foy EIC, at [37(d)]

<sup>227</sup> ME Report, Fig 4

<sup>228</sup> Farren EIC, at [52]

<sup>229</sup> MacroPlan Report, p15

<sup>230</sup> Heath EIC, at [9.17]

<sup>231</sup> Heath EIC, Table 4

<sup>232</sup> Heath EIC, at [9.27]

supply<sup>233</sup>.

178. With only 11,400m<sup>2</sup> of retail growth in the catchment over the next 10 years to 2033, Mr Heath concluded that the Homebase extension would have to draw the majority of its custom from centres outside its core catchment, a scenario that he considered "impractical and unrealistic"<sup>234</sup>.

#### Retail Distribution Effects

179. Having assessed the trade competition effects in their different ways, each expert considered the retail distribution effects that would flow from the trade competition effects. Mr Foy considered that the trade competition effects would not generate significant retail distribution effects on any centre<sup>235</sup>. He considered that normal market growth of at least 1.0% per year would compensate for some of the effects that the Homebase extension would have on each centre; that the Northland CRPZ, which would be affected the most, was expected to have faster growth than other centres; and that the effects would only amount to the equivalent of 2-4 years' market growth, so within four years all centres would soon be operating at pre-PC6 levels<sup>236</sup>.

180. Further, Mr Foy considered that

*"...the most affected centres are either very strong performers or will have limited functional overlap with an expanded Homebase"*<sup>237</sup>.

In particular, he described The Palms as a "popular retail centre"<sup>238</sup> and not one of the Homebase extension's "main competitors"<sup>239</sup>. In discussion with us he considered that, even with 50% more floorspace at the Homebase extension than he had assessed, his conclusions on retail distribution effects would not change.

181. Ms Farren considered that the trade competition impacts on "traditional retail centres" were within the bounds of normal competition<sup>240</sup>, and that the impact on The Palms, at \$9m (3.9%), was

*"...well within the reasonable bounds of normal competition..."*

and that this would not threaten the viability of any retailers in The Palms<sup>241</sup>.

182. Mr Heath had a very different view. He considered that the ME Report had understated trade competition effects on The Palms in particular "by a significant margin"<sup>242</sup>, and that

*"...the impacts on Shirley/The Palms are highly likely to be more than minor (by a*

<sup>233</sup> Heath EIC, at [9.28]

<sup>234</sup> Heath EIC, at [9.29]

<sup>235</sup> Foy EIC, at [J55]

<sup>236</sup> Foy EIC, at [J56(a) –(c)]

<sup>237</sup> Foy EIC, at [57]

<sup>238</sup> Foy EIC, at [J57(b)]

<sup>239</sup> Foy EIC, at [58]

<sup>240</sup> Farren EIC, at [47]

<sup>241</sup> Farren EIC, at [51]

<sup>242</sup> Heath EIC, at [12.2]

*considerable margin).*<sup>243</sup>

183. He concluded that the core catchment would not be able to sustain both The Palms and the expanded Homebase over the “short-medium term”<sup>244</sup>. Given department stores would be enabled at the site, and had in fact been modelled, he considered that the likelihood of the relocation of Farmers from The Palms to the Homebase extension was “real”, and that if this occurred it would mean that the Palms would not fulfil its role as

*“...a meaningful commercial centre and KAC in Christchurch”*<sup>245</sup>.

184. Mr Heath concluded that a trade diversion of 24% of The Palms’ sales (36% including the supermarket) would

*“...represent a significant adverse retail distribution effect on The Palms Centre.”*<sup>246</sup>

185. Part of Mr Heath’s concern was the effect of the Homebase extension per se, and part of it arose from his view of the state of health of The Palms. He considered that The Palms was still recovering from the effects of the Canterbury earthquakes, and so was more vulnerable to the trade competition effects of the Homebase extension than other centres. We deal with this issue below.

#### The Palms’ State of Retail Health

186. This issue is prominent in our considerations, not just due to the concerns raised by Mr Heath about the health of the centre, but also due to the attention we must give to the recovery of The Palms from the effects of the earthquakes under Objective 6.2.5 and Policies 6.3.1 and 6.3.6 of the CRPS and Objective 15.2.2 and its policies in the District Plan. We note that Shirley /Palms is a Key Activity Centre (KAC) and a District Centre, whereas Homebase is not.
187. As we set out earlier in this report, Objective 6.2.5 of the CRPS requires the existing network of centres, being the Central City, KACs and Neighbourhood Centres, to be supported and maintained, with significant adverse effects on the function and viability of these centres to be avoided. The supporting policies of the CRPS reinforce the avoidance of development that adversely affects the function and viability of, or public investment in, KACs; as well as ensuring that where new commercial activities are located out of these centres they do not give rise to significant adverse distributional effects.
188. In addition, as we described earlier, Chapter 15 of the District Plan gives effect to these provisions of the CRPS through its objectives and policies. These require business activities to be developed in a way and at a rate that supports the recovery of centres that sustained significant damage or significant population loss from their catchments; and that supports and enhances the role of District Centres as major focal points for commercial and community activities. Any

<sup>243</sup> Heath EIC, at [12.3]

<sup>244</sup> Heath EIC, at [12.1]

<sup>245</sup> Heath EIC, at [11.15]

<sup>246</sup> Heath Supplementary, at [5.5(f)]

outward expansion of a commercial centre is not to undermine the function of other centres.

189. Mr Heath variously described The Palms as vulnerable, in distress, not performing well<sup>247</sup>, and experiencing a subdued level of growth<sup>248</sup>. His concern arose from:
- a. The loss of population from the centre's core catchment following the earthquakes, and that it has not yet recovered that lost population<sup>249</sup>; and
  - b. The closure of Kmart at The Palms, which he described as a "major loss"<sup>250</sup>.
190. Mr Heath's core catchment lost about 10,000 (13%) of its population following the earthquakes, compared to the 2006<sup>251</sup> level, and is still around 5,000 people below that 2006 level. It is projected to reach that level again by 2033 under Statistics New Zealand's Medium population projections, and by 2043 it is expected to be only 5,200 more than the 2006 population. Mr Heath concluded that this indicated that the core catchment is a low growth market, and that adverse impacts are "more enduring" due to there being little growth in the retail market to offset any diversion of retail spend.<sup>252</sup>
191. The Kmart at The Palms closed in 2020, and the space it occupied was still vacant at the start of our hearing. During the course of the hearing, we were informed that most the space had been taken up by the Chemist Warehouse<sup>253</sup>, with the balance of the Kmart space being leased to Bed Bath and Beyond<sup>254</sup>. Mr Heath stated that the Bed Bath and Beyond was a relocation within the centre, not a new tenant<sup>255</sup>. We have no knowledge of whether the space vacated by Bed Bath and Beyond has been filled, and if so by what.
192. The backfilling of the Kmart vacancy did not mitigate Mr Heath's concerns. In response to us, he stated that he considered the Chemist Warehouse to be "significantly inferior" to Kmart as a component of The Palms' retail offer. In evidence he stated that with Kmart gone, the remaining anchors at The Palms (Farmers and Countdown) took on more importance. He pointed to the situation at Eastgate (which lost Farmers following the earthquakes) as an example of the adverse effects of losing a significant anchor in a low growth retail market, and the risk posed to smaller tenants of losing the pedestrian traffic generated by a key anchor.<sup>256</sup> He considered that the loss of Kmart

*"...represented a significant blow to The Palms vitality, amenity and performance."<sup>257</sup>*

<sup>247</sup> Heath Supplementary, at [5.5(o)]

<sup>248</sup> Heath EIC, at [12.3]

<sup>249</sup> Heath Supplementary, at [5.5(a)]

<sup>250</sup> Heath Supplementary, at [5.5(c)]

<sup>251</sup> 2006 was the year of the Population Census prior to the earthquakes

<sup>252</sup> Heath Supplementary, at [5.5(a)]

<sup>253</sup> Harris Supplementary, at [12(a)]

<sup>254</sup> JWS – Economics, 3 September 2021, p3

<sup>255</sup> Heath Supplementary, at [3.3]

<sup>256</sup> Heath Supplementary, at [3.5]

<sup>257</sup> Heath Supplementary, at [5.5(k)]

193. These two factors, together with other extended vacancies, the level of retail leakage out of the catchment, and the on-going effects of the Covid pandemic on retailers, all combined to paint a "concerning picture", for Mr Heath, of a centre that "was not performing well"<sup>258</sup>.
194. Messrs Foy and Harris both disputed that The Palms was anything other than a well-performing centre<sup>259</sup>. Mr Harris stated that Farmers and Countdown have both recently renewed their leases at The Palms, until 2030 and 2034 respectively, and that The Palms was now up for sale<sup>260</sup>. He considered that The Palms did not have a significant vacancy level when compared to other Christchurch centres<sup>261</sup>. He acknowledged that The Palms sustained considerable damage to its structure and loss of its catchment due to the earthquakes, and was "significantly affected" for 3-4 years, but he considered that it had "clearly overcome" that, and that turnover had not only recovered but had increased over pre-earthquake levels<sup>262</sup>.
195. In support of his statement on the turnover level of The Palms, Mr Harris provided two excerpts from the Property Council of New Zealand Shopping Centre Directory. These showed the turnover of The Palms to have been \$180m in 2009 and \$203m in 2017, a 12.6% increase from before the earthquakes to 2017. The same excerpts gave figures for estimated pedestrian counts of 6,480,000 in 2009 and 5,665,447 in 2017 a decline of 13%<sup>263</sup>. Mr Harris opined that the pedestrian counts were not reliable.
196. As Mr Foy put it, relying in part on evidence of Mr Harris, The Palms
- "...is performing well, is well anchored, has a diverse range of retail and other businesses and is not vulnerable in the way Mr Heath describes."*<sup>264</sup>
- He noted that the non-retail services of the wider Shirley / Palms District Centre were relatively invulnerable to any competition from the Homebase extension, insulating a large part of the centre from the effects<sup>265</sup>. He drew support from the 2017 Christchurch City Council Shirley Factsheet<sup>266</sup>, which stated that in 2016 spending at Shirley was just above the 2009 level<sup>267</sup>, and that the centre was performing at a level above the Christchurch average for the economic well-being indicator<sup>268</sup>.
197. In discussion with us, Mr Foy stated that he considered that The Palms had recovered from the effects of the earthquakes. He considered that it was fully tenanted (with the Kmart vacancy filled) with a healthy level of patronage. He stated to us that he considered the Chemist

<sup>258</sup> Heath Supplementary, at [5.5(o)]

<sup>259</sup> Ms Farren considered she was not in position to offer an opinion.

<sup>260</sup> Harris Supplementary, at [11(a)] and [11(c)]

<sup>261</sup> Harris Supplementary, at [11(e)]

<sup>262</sup> Harris Supplementary, at [11(d)]

<sup>263</sup> Harris Supplementary, Appendix A

<sup>264</sup> Foy Supplementary, at [21]

<sup>265</sup> Foy Supplementary, at [29]

<sup>266</sup> <https://ccc.govt.nz/assets/Documents/Culture-Community/Stats-and-facts-on-Christchurch/Community-Ward-Profiles/Commercial-Centre-Factsheets/Shirley-The-Palms.pdf>

<sup>267</sup> Foy Supplementary, at [38(a)]

<sup>268</sup> Foy Supplementary, at [41]

Warehouse to be a "*strong*" retailer, but did not go so far as to equate it with Kmart as an anchor tenant. He noted that, post-earthquakes, the repairs to The Palms had included a reduction in the level of GLFA, which he stated represented a balancing of supply and demand.

198. Mr Foy considered that The Palms had recovered by at least 2017. He acknowledged that the Covid lockdowns may have since increased the centre's vulnerability compared to pre-Covid, but he considered that the effects of any future lockdowns would have played out within the next few months, and that the Christchurch retail economy would be "back to normal" by the time the Homebase extension opened in about 2 years<sup>269</sup>.
199. Noting that the turnover figures provided by Mr Harris were in nominal terms, and that the statement in the Shirley Factsheet relied upon by Mr Foy also seemed to be in nominal terms, we requested Messrs Foy and Heath to provide an agreed set of the Property Council's turnover figures in real terms. The agreed, inflation adjusted, figures were a 2009 turnover of \$194m compared to the 2017 turnover of \$202m, a real increase of \$8m (4%) in turnover at The Palms over the eight years<sup>270</sup>. It is clear from the commentary that followed the result that both experts retain their positions in light of this information<sup>271</sup>.

#### Staging

200. In response to questions from the Panel, Mr Heath indicated that, although he could not support Proposed PC6, there may be a staged approach to developing 20,000m<sup>2</sup> of additional retail floorspace at the PC6 site that he could support, but that he had not given it enough consideration to state what such a staging might look like. In response, Mr Maw in his closing submissions proposed a staged approach to development at the PC6 site<sup>272</sup>. Following direction, Messrs Foy, Heath and Harris caucused on the matter of staging, prepared a JWS, and then submitted statements of evidence for the resumed hearing.
201. The staging proffered by the Applicant was:
- a. To develop no more than 10,000m<sup>2</sup> in the three years following rezoning;
  - b. After three years to develop up to a further 10,000m<sup>2</sup>.
202. Mr Heath was not able to agree to Mr Maw's proposed staging, but did propose one that he could support, namely:
- a. To develop no more than 5,000m<sup>2</sup> in the five years following rezoning;
  - b. Develop no more than 10,000m<sup>2</sup> in the 10 years following rezoning;
  - c. Develop no more than 20,000m<sup>2</sup> beyond 10 years following rezoning; and
  - d. For the 10 years following rezoning preclude the establishment of department stores, clothing stores or footwear stores.

<sup>269</sup> Foy Supplementary, at [42]-[44]

<sup>270</sup> JWS – Retail Economics, 22 November 2021, at [3.2]

<sup>271</sup> JWS – Retail Economics, 22 November 2021, at [4.1]-[4.8]

<sup>272</sup> Applicant's Closing Submissions, at [85]-[86]



203. Messrs Foy and Harris maintained their view that there would be no significant retail distribution effects from development of the Homebase extension, and therefore the Applicant's proposed staging was acceptable to them, and Mr Heath's proposal was unnecessary<sup>273</sup>. Mr Heath considered that the Applicant's proposed staging was a "Clayton's staging" as it would allow the full development of the Homebase extension to open at three years plus one day from rezoning, which is effectively the time it would take to put in place anyway<sup>274</sup>.
204. Mr Heath supported his proposed staging on the grounds that:
- a. The core catchment population was still 5,000 below its pre-earthquake level and would not regain that level until 2033<sup>275</sup>;
  - b. The lower retail spending potential of the core catchment<sup>276</sup>;
  - c. The Palms has not recovered from the effects of the earthquakes and the implications of Covid-19 are yet to play out in the market<sup>277</sup>;
  - d. The Homebase extension would impose trade competition costs on The Palms equivalent to 24% of The Palms estimated turnover (36% including the consented supermarket)<sup>278</sup>;
  - e. By 2033 the retail market of the core catchment is expected to increase by \$109m<sup>279</sup> which would sustain an estimated 20,100m<sup>2</sup> of additional retail space<sup>280</sup>;
  - f. Fashion stores are crucial to The Palms viability, and the possible loss of department stores, fashion stores or Countdown from The Palms to the Homebase extension is real<sup>281</sup>;
205. Mr Heath considered that his staging proposal would link the growth in retail supply to that of retail demand growth, providing some safeguard against the demand growth not occurring as anticipated<sup>282</sup>. It would allow both centres to benefit from market growth over 10 years<sup>283</sup> while protecting the fashion and department store activities that are crucial to The Palms' recovery<sup>284</sup> during the first 10 years.

#### Discussion and Findings on Retail Distribution Effects and Staging

##### Scale

206. As the GLFA that could establish on the PC6 site is not limited by Proposed PC6, and the market incentive on any developer is to maximise the GLFA established on the site, we find it is likely that (without any limitation) what eventuates on the site would exceed the 20,000m<sup>2</sup> that all the experts before us have worked with. We acknowledge the offer by the Applicant to cap

<sup>273</sup> JWS – Economics, 3 September 2021, p2

<sup>274</sup> JWS – Economics, 3 September 2021, p4

<sup>275</sup> Heath Supplementary, at [5.5(a) & (b)]

<sup>276</sup> Heath Supplementary, at [5.5(d)]

<sup>277</sup> Heath Supplementary, at [5.5(o)]

<sup>278</sup> Heath Supplementary, at [5.5(f)]

<sup>279</sup> Heath Supplementary, at [5.5(h)]

<sup>280</sup> Heath Supplementary, at [5.5(i)]

<sup>281</sup> Heath Supplementary, at [5.5(m)]

<sup>282</sup> Heath Supplementary, at [6.2]

<sup>283</sup> Heath Supplementary, at [6.4]

<sup>284</sup> Heath Supplementary, at [6.5]

development on the PC6 site to no more than 20,000m<sup>2</sup> GLFA<sup>285</sup>. Mr Heath agreed<sup>286</sup> that this is an appropriate maximum GLFA for the site once fully developed, and we consider this appropriate.

*The Retail Offer*

207. We find that the assumed retail offer of the modelled development is a suitable basis for the assessments undertaken. However, we take note of the cautions given by both Mr Foy<sup>287</sup> and Ms Farren<sup>288</sup> that their analysis can at best be considered indicative due to the uncertainty as to what activities will actually eventuate on the site, and the range of productivities that the different experts used to estimate the sales that would accrue to those activities. Put together with the potential of a Chemist Warehouse, or similar operation, on the site, we find that there is considerable uncertainty around the actual outcome in terms of retail offer and the sales that might eventuate from the site. The only indication of the range of that uncertainty is that if a Chemist Warehouse established at the site, the sales from the site could be as much as 40% higher than that assessed.
208. We note that Mr Heath and Ms Farren modelled the cumulative effects with the consented supermarket at 4,000m<sup>2</sup>, and that Mr Foy acknowledged to us that the cumulative effect of the supermarket was relevant. Mr Percasky stated that the consented supermarket would likely be reconfigured, if PC6 was approved, to enable direct access from the existing Homebase site to a new supermarket and the PC6 site. We have previously stated we consider it likely the PC6 site and the consented supermarket site will be planned and developed in an integrated form, with a supermarket not being located necessarily where, or as, currently consented. Accordingly, we have no certainty that what eventuates on the consented supermarket site is limited to the currently consented 4,000m<sup>2</sup>, or will include a supermarket at all. The site is zoned as CRPZ which has no specific requirements to limit total GLFA or the type of retail offer that could establish on the site<sup>289</sup>.
209. All three economic experts gave clear qualifications about their estimates being at best indicative, and dependent on the modelled development, their assumption of an annual 1% increase in real retail spending from their respective catchments, and the projected growth in population. No expert assessed the impact of a supermarket on the PC6 site. They all assumed there would be a supermarket on the site where currently consented. No one considered that a supermarket could be located on the PC6 site, with the consented supermarket site then freed up for the full range of retail activities enabled within the CRPZ. The benefits of a supermarket as an anchor store in any retail facility are well known and were assumed by the economic experts before us.

<sup>285</sup> Applicant's Closing Submissions, at [82]

<sup>286</sup> Heath Supplementary, at [4.3]

<sup>287</sup> Foy EIC, at [51]

<sup>288</sup> Farren EIC, at [44]

<sup>289</sup> Other than a minimum tenancy size for any single retail activity of 450m<sup>2</sup> GLFA

Ms Farren and the Macroplan Report used a supermarket productivity of \$10,000/m<sup>2</sup> <sup>290</sup> giving \$40m of annual sales. Mr Heath allowed for \$38m<sup>291</sup>, and Mr Foy agreed that these figures were appropriate.

210. The effect of a supermarket on the PC6 site has not been considered by any of the experts. The anchor role of a supermarket, with its very high storetype productivity compared to those generally assessed for the PC6 site, is accepted by the experts. A wide range of retail activities could be developed on the consented supermarket site, and the cumulative effects of this with PC6 have not been assessed. Given this, in light of our retail distribution findings below, we consider that supermarkets should be added to those storetypes precluded from establishing in the first 10 years following rezoning in the staged development of the Homebase extension.

*The Competitive Overlap*

211. Mr Carranceja drew our attention to the decision of the Environment Court in *Yovich v Whangarei District Council*<sup>292</sup> para 61-63, to which we would add the closing sentence of para 66, all of which is reproduced below.

*[61] Throughout the hearing we were perplexed as to why large retail stores were Bulk Format Retail. It was later conceded that neither the Warehouse, Briscoes or Rebel Sport were dealing with particularly bulky items and it was even conceded that retailers such as Noel Leemings sold many items that were easily carried.*

*[62] We found that the range of goods at such retailers were indistinguishable from those sold by other retailers such as Farmers which operates within the CBD...*

*[63] Our site visit confirmed that stores in Precinct A operate by partitioning a very large floor area and identifying the separate ranges of goods for sale; manchester, electrical, clothing, furnishing and so on. They are simply retail department stores and the size is a matter of business model, rather than making any distinction in activity.*

*(66)*

...

*Overall, we concluded that the size of the shops is based upon the retailing model of the operator and was not distinguished by either the goods they were selling or the place they were selling from.*

We note that Mr Maw did not address this decision in his closing submissions.

212. This judicial finding supports Mr Heath's view that LFC stores and those in traditional shopping centres compete directly with each other on the goods they both sell. We find that we agree with Mr Heath that, to the extent that the proposed Homebase extension and The Palms offer goods

<sup>290</sup> Macroplan Report, Table 2.1

<sup>291</sup> Heath EIC, at [11.2] (\$125m-\$87m = \$38m)

<sup>292</sup> *Yovich v Whangarei District Council* [2015] NZEnvC 199. As quoted in Council's Synopsis of Oral Submissions, at [4.16]

of the same categories (e.g. clothing and footwear), LFC stores and smaller specialty stores do compete directly with each other.

213. As both Mr Foy and Ms Farren stated, the retail activities they have modelled are only indicative, and what actually eventuates may be different. In examining the activities as modelled, we see that Sporting & Camping Equipment, Electrical etc Appliances, Manchester, Furniture, Motor Vehicle Parts, and Computer stores are not represented by stores within The Palms. However, all those types of goods other than motor vehicle parts are available in The Palms. Prior to the departure of Kmart from The Palms we suspect that all types of goods represented in the indicative retail activity of the modelled development would have also been on offer at The Palms.
214. We find that the degree of direct competition between the Homebase extension and The Palms will be dependent on the mix of retail activities that establish, and that this is unknown at this stage. However, we find that there is a high degree of overlap between the retail activities that the Applicant's experts have chosen to assess and the stores currently operating at The Palms. Further, we find that there is a very high degree of overlap between the types of goods covered by the retail activities assessed and the types of goods on offer at The Palms. We find that the degree of competitive overlap between the Homebase extension and The Palms is potentially very high.

#### *The Catchment*

215. Our finding above, that the competitive overlap is potentially very high between the Homebase extension and The Palms, has implications for its catchment. Mr Foy and Ms Farren were working from the assumption that LFCs primarily compete with other LFCs, and with traditional shopping centres to a much lesser degree, as that was where the greatest degree of competitive overlap was. As we have found that the competitive overlap with The Palms is greater than they have allowed for, the other dominant factor in the determination of centre catchment – distance – becomes more dominant. Thus, we find that the catchment of the Homebase extension will be more akin to that of Mr Heath's core catchment, rather than Ms Farren's trade area, or Mr Foy's city-wide catchment. We consider that Mr Foy's catchment spreads too much of the impacts on centres that are further from the site, and too much to other LFCs, as opposed to the much closer Shirley / Palms centre. Ms Farren's catchment likewise places too much reliance on the location of competing LFCs, and not enough on the much closer Shirley / Palms centre. We consider that Mr Heath's core catchment is a better basis for assessing the impacts of the Homebase extension on other centres.
216. We note Mr Maw's submission<sup>293</sup> that Mr Heath excluded hardware stores in determining his catchment, that hardware stores have a wider geographic draw than speciality stores, and that the anchor tenant of the existing Homebase is Bunnings. We agree all that is true, but we are not assessing the catchment of the existing Homebase, but of the proposed Homebase extension. Hardware stores are not included in the retail activities of the modelled development

<sup>293</sup> Applicant's Closing Submissions, at [49]

as assessed, and, given the presence of the (possibly expanded) Bunnings in the existing Homebase, we consider that to be appropriate.

#### *Trade Competition Effects*

217. We agree with Ms Farren and Mr Heath that the cumulative trade competition effects of the consented supermarket and the Homebase extension are relevant when considering the retail distribution effects. We have found that the catchment of the Homebase extension will be akin to that proposed by Mr Heath, rather than that of Mr Foy or Ms Farren. It follows that the trade competition effects of Mr Foy and Ms Farren place too much impact on the more distant centres, and not enough impact on the much closer The Palms. We note that Mr Heath's 50% draw of the Homebase extension from the core catchment still allows for the other 50% to be drawn from centres further afield, probably from other LFCs. We find that the trade competition effect on The Palms is likely to be much higher than the 7% of The Palms' sales as estimated by Mr Foy. We consider a trade competition effect in the order of \$63m (including the effect of the supermarket) as postulated by Mr Heath is more probable.

#### *The Need for More Large Format Retail / Retail Supply*

218. One of the two reasons given for Proposed PC6 is that there is currently an under-provision of large format retail in the northern part of Christchurch<sup>294</sup>. The ME Report and Mr Foy in his evidence highlighted the imbalance in large format retail floorspace between the north and east of the City, compared to the south and central quadrants, which we acknowledge. He also concluded that there is an overall undersupply across the City of 12,000m<sup>2</sup>, rising to 55,000m<sup>2</sup> by 2038. This is predicated on the assumption that large format retail is different from specialty retail despite the competitive overlap between them that we have discussed above.
219. We note that this equates to a 4%<sup>295</sup> undersupply currently and 17% by 2038, using the ME Report's figures<sup>296</sup>. Further, we note that the implied average productivity of this floorspace is \$4,732/m<sup>2</sup>, and that this is held constant across the timespan<sup>297</sup>. This compares to the average productivity assumed for the Homebase extension of \$5,067/m<sup>2</sup>, which Mr Foy told us was middle of the range. The productivity used for the Homebase extension is 7% higher than that used to determine that there is a city-wide supply imbalance. If the productivity assumed for the Homebase extension had been used in the assessment of the supply and demand balance, there would currently be a 3% oversupply, and the undersupply in 2038 would be only 10%, under the constant productivity assumption. We are confident that the current large format retailers would like to increase their sales per square metre, and note that a productivity increase of less than 1% per annum across all current large format retail floorspace would turn the forecast 2038 undersupply into a surplus.

<sup>294</sup> Christchurch District Plan Proposed Private Plan Change 6, Explanation

<sup>295</sup>  $12,000 / 269,900 = 0.044$

<sup>296</sup> ME Report, Fig 4.6

<sup>297</sup> Sourced from ME Report, Fig 4.5 and Fig 4.6, Christchurch City Demand (\$) / Christchurch City Supply (m<sup>2</sup>)

220. We accept that there is an imbalance in the supply of large format retail across the City. However, we are uncertain that there is, or will be in the foreseeable future, an imbalance in the city-wide supply and demand, as that is very dependent on the productivity assumptions made. Under a low productivity assumption, held constant over the period, there is an under-supply now and into the future. Assume a mid-range productivity and there is a current surplus with future surplus or deficit dependent on whether productivity is assumed to be constant or assumed to rise at less than 1% pa. The related question of whether the travel inefficiency due to the imbalance across the City is better or worse than the possible inefficiency of an over-supply across the City, and the lower productivity that implies, was not covered in evidence and not canvassed at the hearing. We can make no finding on whether there is a city-wide imbalance now or in the future, or on where the balance lies between the benefits and costs of the different efficiency losses.
221. Ms Farren and the MacroPlan Report concluded that there was a 15,000m<sup>2</sup> undersupply of large format retail currently, rising to 20,000m<sup>2</sup> by 2038. Noting that this is assuming a productivity of \$2,500/m<sup>2</sup><sup>298</sup>, which is considerably lower than that used by the ME Report in the analysis discussed above, and almost half the productivity assumed by Mr Foy for the Homebase extension, we consider our comments above on the ME Report also apply to the MacroPlan Report conclusions. They are predicated on large format retail being different than specialty retail and are dependent on the productivity assumptions made. We make no finding on whether there is an undersupply of large format retail in the trade area.
222. Mr Heath has used an implied average productivity across all retail within his core catchment of \$5,206/m<sup>2</sup><sup>299</sup> in assessing that there is currently a broad equilibrium in sustainable retail supply and demand within the catchment. This productivity assumption is 2.7% higher than that assumed by Mr Foy for the Homebase extension, but covers all retail not just large format retail. We would expect the productivity of all retail to be higher than that of large format retail, so this is not unreasonable. Mr Heath stated that he was generally comfortable with the productivity of \$5,067/m<sup>2</sup> assumed by the ME Report for the Homebase extension<sup>300</sup>. Mr Foy, in his extensive comments<sup>301</sup> on Mr Heath's sustainable floorspace conclusions, made no reference to Mr Heath's productivity assumption, and we assume he had no issue with it. Neither did Ms Farren in her brief comments<sup>302</sup> on Mr Heath's conclusions. We note that a higher productivity assumption would increase the oversupply, while a lower one decreases it or creates an undersupply.
223. Our comments above on the significance of the productivity assumption to the outcome also apply to Mr Heath's conclusions. However, given that both Mr Heath and Mr Foy are in general agreement on the productivity level of the Homebase extension (at \$5,067/m<sup>2</sup>) and that the productivity for all retail should be higher, there is little scope for Mr Heath to have used a lower

<sup>298</sup> MacroPlan Report, at [1.6], p12

<sup>299</sup> \$682m / 131,000 = \$5,206. From Heath EIC, Tables 2 and 3 respectively

<sup>300</sup> Heath EIC, at [4.2]

<sup>301</sup> Foy EIC, at [97]-[116]

<sup>302</sup> Farren EIC, at [149]-[53]



productivity level, which would be required to produce a current undersupply, as Ms Farren and Mr Foy conclude. We find that there is currently no undersupply of sustainable retail in the core catchment. There is some uncertainty over whether there is currently an oversupply (i.e. productivity is higher than Mr Heath has assumed), but given neither Mr Foy nor Ms Farren disputed Mr Heath's assumed productivity, we accept Mr Heath's conclusion that retail supply and demand are in broad equilibrium in the core catchment. The growth in retail demand into the future is accepted by all the experts, and they all adopt the assumption of no increase in retail productivity over time, so we accept Mr Heath's conclusion of a surplus of retail demand of 16,200m<sup>2</sup> by 2038 under that assumption.

*Retail Health of The Palms*

224. Mr Harris informed us that The Palms centre was on the market<sup>303</sup> and suggested to us that it indicates the centre is in good health. We consider the fact that it is on the market tells us nothing, positive or negative, about the state health of the centre. Farmers and Countdown have renewed their leases at The Palms, but Mr Harris also told us that Countdown has approached the Applicant about locating at the consented supermarket site<sup>304</sup>. While Mr Harris considered that the renewal of the leases demonstrated their commitment to The Palms<sup>305</sup>, we acknowledge Mr Heath's statement to us that they are commercial actors who will make locational decisions in their best interests, not those of the centre.
225. Mr Heath's conclusions about the poor health of The Palms arose primarily from the loss of population from the core catchment and the loss of Kmart. No-one disputed that the catchment of The Palms had lost population due to the earthquakes, or that that population was still some 5,000 short of the 2009 level within Mr Heath's core catchment. Mr Foy and Ms Farren considered the catchment should be larger and that expansion would address the population growth post-earthquake.<sup>306</sup> We have addressed the catchment issue above, and accordingly find that the population of The Palms core catchment is still some 5,000 below the pre-earthquake level.
226. In regard to the Kmart relocation from The Palms to Papanui, we acknowledge the point made to us that the relocation was not a result of the earthquakes, but a commercial decision made by Kmart for purely commercial reasons. However, the CRPS objective and policy, and those of the District Plan, are about supporting and maintaining The Palms as it recovers from the earthquakes, not just about the effects of the earthquakes.
227. No-one disputed that the loss of Kmart was a significant adverse event for The Palms. Messrs Foy and Harris considered that, with the leasing of the space vacated by Kmart, The Palms had

<sup>303</sup> Harris Supplementary, at [11(c)]

<sup>304</sup> Harris Supplementary, at [40]

<sup>305</sup> Harris Supplementary, at [11(a)]

<sup>306</sup> Foy EIC, at [112], and Foy Supplementary, at [18]-[19]

recovered from the loss<sup>307</sup>. Mr Heath considered it to be "a major loss"<sup>308</sup> and

"...a significant blow to *The Palms*' vitality, amenity and performance".<sup>309</sup>

228. We find that the loss of Kmart, representing one of three anchor stores, had a detrimental effect on the strength of the retail offer of The Palms that has not been replaced by the backfilling of the vacated space by the Chemist Warehouse and Bed Bath and Beyond.
229. Messrs Foy and Harris relied on the turnover figures from the NZ Property Council to support their view that The Palms had recovered from the effects of the earthquakes by 2017. These showed a real increase over the eight years of 4%. We note that Messrs Foy and Heath and Ms Farren all assumed a 1% pa real increase in retail spend, both in large format retail (Foy & Farren) and wider retail (Heath). Allowing for that 1% per year increase, retailers at The Palms would have expected to have had a real increase of 8% by 2017, compared to 2009. Having experienced a 4% real increase in turnover indicates that they were still 4% below where they would have been if the earthquakes had not occurred, and the full catchment population (whatever it is assumed to be) had remained stable. This is supported by the decline in pedestrian counts at The Palms over the same period. Even if there is a degree of variation in pedestrian counts as Mr Harris suggested, it would take a very large error to turn a 13% decline into an increase. We doubt that the Property Council would have included them in their publication if they considered them unreliable. If Mr Harris is going to rely on the turnover figures from the Property Council, we see no reason to discard the pedestrian counts from the same page.
230. Given the reduced population in the core catchment, the effects of the loss of Kmart and that these have not been fully offset by the filling of the vacancy by the Chemist Warehouse and the relocation of Bed Bath and Beyond, the reduced level of pedestrian traffic (2017 compared to 2009), and that turnover at The Palms had not recovered to where it would have been in 2017 (the latest data presented to us), we find that The Palms has not recovered from the effects of the earthquakes and is in a vulnerable state of retail health. Given the role of The Palms in the Shirley / Palms District Centre (KAC), we consider the same conclusions apply to the wider District Centre.

#### *The Retail Distribution Effects*

231. We have found that there is a potentially very high degree of competitive overlap between the Homebase extension and The Palms, that the ME Report/Mr Foy and MacroPlan Report/Ms Farren have spread the modelled sales of the development too widely, and that the core catchment of Mr Heath is a better reflection of where the impact of the Homebase extension will fall. We consider that the trade competition effect on The Palms of \$12m as estimated by Mr Foy is unlikely, and the effect is more probably in the order of \$63m (including the supermarket)

<sup>307</sup> Foy Supplementary, at [22(d)]

<sup>308</sup> Heath Supplementary, at [5.5(c)]

<sup>309</sup> Heath Supplementary, at [5.5(k)]

as assessed by Mr Heath. We have accepted Mr Heath's conclusion that sustainable retail supply and demand are currently in broad equilibrium and that there is likely to be a surplus of demand over time. We consider that an effect on turnover of this magnitude (\$63m), 36% of The Palms' estimated annual turnover is not within the bounds of the effects ordinarily associated with trade competition and in itself would be a significant retail distributional effect on The Palms. Foot traffic at The Palms (as of 2017) is still well down on pre-earthquakes levels, and a reduction of 36% in centre turnover would bring about a significant further reduction. It would cause significant closures, relocations and/or reduced viability for retailers at the Palms. It would have significant effects on the vitality and amenity of The Palms and the Shirley / Palms District Centre (KAC). This would not support the recovery of the Shirley / Palms District Centre, nor support its role within the District Plan's network of centres. Rather, we consider it would undermine its role.

#### Staging

232. We agree with Mr Heath that staging as proposed by the applicant is no staging at all. It would allow the full 20,000m<sup>2</sup> to open three years and one day after the plan change is approved. While Mr Heath's assertion that this is the time it will take to plan, get the required consents and approvals, complete the earthworks, and construct and fit-out the development, may overstate the case a little, it is probably not too far off the mark. We note Mr Foy considers 10,000m<sup>2</sup> would require 24 months<sup>310</sup>. The full \$63m sales impact of 20,000m<sup>2</sup> of new retail, plus the 4,000m<sup>2</sup> of the supermarket, would fall on The Palms when the sustainable retail demand in the core catchment would have only increased by about 10,000m<sup>2</sup><sup>311</sup>.
233. Mr Heath's proposed staging is an attempt to more closely match the growth in retail supply with the expected growth in demand, given that they are currently in broad equilibrium. His excluded storetypes are intended to protect the fashion and department stores that are agreed<sup>312</sup> to be important to the viability of the centre, playing "*something of an anchor role*"<sup>313</sup>.
234. All parties agreed that the loss of Kmart was a significant loss to The Palms. We consider that the loss of another anchor – Countdown, Farmers or the fashion offer that together functions as an anchor – would be the same "*significant blow*" to the amenity, vitality and performance of The Palms that the Kmart loss was<sup>314</sup>. The supermarket consent is in place, and Countdown will make their decision about when and whether to stay, relocate or duplicate at the site. The District Plan cannot control whether Countdown stays at The Palms or not. Likewise, it cannot prevent Farmers or fashion stores at The Palms from closing. Mr Heath's proposed exclusions would ensure they do not close because they, or similar operators, have set up at the Homebase extension in the 10 years following rezoning.

<sup>310</sup> Foy Supplementary, at [55]

<sup>311</sup> From Heath EIC, Table 3 the midpoint between 2023 and 2028 compared to 2020

<sup>312</sup> Foy Supplementary, at [32]

<sup>313</sup> Foy Supplementary, at [35]

<sup>314</sup> Heath Supplementary, at [5.5(k)]

235. We have concerns around the uncertainty arising from the productivity levels and actual storetype mix that does eventuate on the PC6 site, whether the anticipated retail demand growth eventuates, and how Covid-19 will impact the already vulnerable The Palms centre, and we consider a precautionary approach is appropriate.
236. We find that the Applicant's proposed staging will not mitigate the adverse retail distribution effects of the Homebase extension. Mr Heath's proposed staging, including the storetype exclusions, over ten years will mitigate the adverse retail distribution effects of PC6 on Shirley / Palms to a significant extent. In addition, as stated earlier, we consider supermarkets should be added to the storetype exclusions over the first 10 years. With this staging, PC6 should avoid significant adverse effects on the Shirley / Palms District Centre, thereby supporting its ongoing recovery and its role within the District Plan's network of centres.
237. The ongoing Covid-19 effects on the economy, along with the recent resurgence in consumer price inflation and rising interest rates, all increase the risk that the anticipated increase in retail demand will be delayed, reduced or not eventuate at all for several years. Together with the uncertainty and risk we have discussed in various places in our report, we consider that the barrier to development in excess of the maximum GLFA cap, the retail GLFA staging and the storetype exclusions should be very high. We consider that any development in excess of these limits as discussed should be a non-complying activity.

#### Retail Distribution Effects and the District Plan's Centres-based Framework

238. We have described the centres-based framework of the District Plan (Objectives 15.2.2 and 15.2.4 and Policies 15.2.2.1 and 15.2.2.4) earlier in our report. The strategic focus and relevance of this framework in the District Plan was not in dispute between the parties. However, they did differ in how they saw trade competition and retail distribution effects interacting with these provisions. We have discussed the difference in approach on this matter from Mr Maw and Mr Carranceja earlier in our report, where we concluded we would approach our consideration as follows:
- We have taken into account social and economic effects consequential on, or beyond, those ordinarily associated with trade competition, where we have concluded they may be significant;
  - We do not consider such adverse effects need to be ruinous for The Palms, make it unviable, or result in a mass exodus of retailers, for us to consider them potentially significant. However, they do need to be more than minor;
  - When weighing significant adverse social and economic effects, we have taken into account the relevant objectives and policies of the centres-based approach in the District Plan.
239. We have already found that the effects of the Homebase extension (as proposed in PC6) would be such as to exceed the effects ordinarily associated with trade competition and would be a significant retail distribution effect on The Palms. We consider it would bring about a significant

further reduction in foot traffic at The Palms (beyond that it has already experienced); significant closures, relocations and/or reduced viability for retailers at The Palms; and significant effects on the vitality and amenity of The Palms and the Shirley / Palms District Centre. We have found that this would not support the recovery of the Shirley / Palms District Centre, nor support its role within the District Plan's network of centres, rather it would undermine its role.

240. Accordingly, we consider that Proposed PC6 would not achieve the District Plan's requirements in Objectives 15.2.2 and 15.2.4 and Policies 15.2.2.1 and 15.2.2.4 as it would not only not support or enhance the Shirley / Palms District Centre as a major focal point for commercial and community activities, but would undermine its strategically important function within the District Plan's centres-based framework.
241. We have, however, found that Mr Heath's proposed staging, including the storetype exclusions<sup>315</sup>, over ten years will mitigate the adverse retail distribution effects of PC6 on Shirley / Palms to a significant extent. With this staging, PC6 should avoid significant adverse effects on the Shirley / Palms District Centre. This is due to the additional 20,100m<sup>2</sup> of sustainable retail space enabled by the growth in retail demand to 2033. There may be some short-term weakening of the rate of recovery of the District Centre due to the potential lumpiness of the cumulative effects of the development of the Homebase extension and the consented supermarket (depending on when it was opened), relative to the gradual growth of catchment population and retail demand. If this occurs, it is more likely during the 10 years of the staging and in the years immediately after 2031, until the growth in sustainable retail demand accommodates the cumulative effects of PC6 and a supermarket. This may mean a slightly slower recovery timeframe for the Shirley / Palms District Centre than might otherwise be the case. However, overall we consider this is marginal and short-term in duration. By avoiding significant adverse effects on the Shirley / Palms District Centre, we are satisfied that PC6 (as we recommend it<sup>316</sup>) will support this centre's ongoing recovery and its role within the District Plan's network of centres.

#### Uncertainty and Risk

242. At various points in our discussions above on the retail distribution effects of PC6 we have noted the uncertainties around the analysis and results presented in evidence. We consider these are significant. In summary, they arise from:
- a. The storetypes included in the modelled development and how these may relate to what actually eventuates on the PC6 site. The ME Report stated that the storetypes' floorspace modelled was indicative<sup>317</sup>. We note that no-one allowed for a Chemist Warehouse, or similar operation, on the PC6 site, although that was discussed at the hearing;
  - b. Similar uncertainty over what will actually develop on the neighbouring site. The

<sup>315</sup> Including our recommended supermarket exclusion for the first 10 years

<sup>316</sup> In particular, with the scale and staging limitations we recommend, and non-complying activity status to exceed those limitations

<sup>317</sup> ME Report, p8

supermarket is likely to be reconfigured to accommodate direct access from the existing Homebase but what that might entail is unknown, and there are no specific limitations as to the total GLFA or type of retail activity that might be developed on that site within the CRPZ rules;

- c. The assumptions around storetype productivity that have been used. Mr Foy stated that the productivities he used were indicative<sup>318</sup>;
  - d. The assumption made by all the economic experts of a 1% pa real increase in retail spending in their respective catchments;
  - e. The assumption that population growth would follow Statistics New Zealand's Medium population projection for the respective catchments;
  - f. The assumption of constant storetype productivity for all existing competitors within their respective catchments, and the growth path of net floorspace demand that will eventuate over time;
  - g. The impact of Covid-19 and how that might affect retail demand, and how long-lasting those effects might be. Mr Foy opined that the impact would play out over months<sup>319</sup>, whereas Mr Heath considered it represents significant uncertainty, and that the long-term impacts of Covid-19 are difficult to predict<sup>320</sup>;
  - h. The uncertainties inherent in all economic modelling of the sort undertaken by the experts. There is only limited actual data available (floorspace and employment by centre), and it is not what they are trying to measure (sales and changes in sales). They have used their "models" to make "estimates", "forecasts", "predictions" and "projections". These words have real meaning, carrying with them a significant but unknown degree of uncertainty and error;
  - i. In making these predictions, there is the unknown of how other actors in the market will respond to them, and how those responses might mitigate the effects<sup>321</sup>.
243. The experts rightly noted some of these uncertainties, and stated their assumptions, and were very clear at various points in their evidence that results presented were "indicative"<sup>322</sup>. This uncertainty brings with it a comparable degree of risk, given the potential consequences for The Palms if the uncertainties combine in an adverse manner. As required by s32 of the Act, we have taken these uncertainties and risks into account in our recommendation, although we acknowledge that uncertainty is of itself not uncommon when considering the appropriateness of plan provisions.

#### Other Economic Benefits of PC6

244. Mr Heath drew our attention to the various economic benefits of the centres-based framework of the District Plan<sup>323</sup>. Mr Foy had not given this area much attention in his evidence, but he told us

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<sup>318</sup> Foy EIC, at [45]

<sup>319</sup> Foy Supplementary, at [44]

<sup>320</sup> Heath EIC, p40

<sup>321</sup> MacroPlan Report, p18

<sup>322</sup> E.g. MacroPlan Report, at [1.6]

<sup>323</sup> Heath Rebuttal, Section 4



that he generally agreed with Mr Heath's comments. The one area that Mr Foy did cover in his evidence was travel efficiency<sup>324</sup>. We note that both experts were in alignment on this issue. Mr Heath noted that transport efficiencies were "...fundamental when considering economic cost and benefits ... (and were) inherently linked to the level of accessibility..."<sup>325</sup>. Mr Foy, noting that transport efficiencies are "difficult to assess", expected that there would be a reduction in travel kilometres arising from PC6 as consumers would be able to "...more readily and efficiently access LFR with (PC6) than without it...". The location would encourage trips to the Homebase extension to be "passby traffic" rather than separate trips, and there would be fewer across-town trips for residents of the local community.<sup>326</sup>

245. We agree that, to the extent that visits to the expanded LFC were part of other trips, and that local consumers replaced trips to other LFCs with a trip to the Homebase extension, there would be a reduction in travel kilometres. This is supported by Mr Heath's analysis that 50% of the sales to local consumers at the Homebase extension would be drawn from centres outside his core catchment<sup>327</sup>. The development would reduce leakage out of the catchment, and this would reduce the kilometres travelled.
246. We find that the Homebase extension would have an economic benefit in terms of reduced kilometres travelled that is not insignificant but unable to be quantified.

#### Loss of Residential Land

247. The s32 and s42A Reports<sup>328</sup> addressed the issue of the loss of residential land, as a result of changing the zoning of the PC6 site from RSZ to CRPZ. This issue was also raised by submitters<sup>329</sup>, including Ms Plesovs<sup>330</sup> and Ms Burnside<sup>331</sup> who addressed us at the hearing.
248. The s32 Report identified that the site would likely yield around 70 dwellings. This yield was confirmed by Ms Allan<sup>332</sup>. Both reports referred to the Future Development Strategy (FDS) prepared for Greater Christchurch to fulfil responsibilities under the NPS-UDC – *Our Space, 2018-2048 (Greater Christchurch Settlement Pattern Update)*. This strategy projects a surplus in residential land to meet demand over the short, medium and long term (2048) for Christchurch City. The s42A Report also informed us that the Statistics NZ 2018 census population projections released in March 2021 show that the previous projections which informed the FDS have been tracking slightly lower for Christchurch City.

<sup>324</sup> Foy EIC, at [78]-[80]

<sup>325</sup> Heath Rebuttal, at [4.41]

<sup>326</sup> Foy EIC, at [78]-[79]

<sup>327</sup> The corollary of 50% coming from within the core catchment

<sup>328</sup> s32 Report, at [2.1.6a.] & [7.3]; s42A Report, at [7.2]

<sup>329</sup> Refer to Issue 7 in the s42A Report

<sup>330</sup> Submission S51 & Further Submission FS2

<sup>331</sup> Submission S45

<sup>332</sup> Allan Rebuttal, at [4.2]

249. Mr Foy provided additional detail on this matter in his evidence<sup>333</sup>. He referred to the Housing Capacity Assessment undertaken for Greater Christchurch (2018), which found that Christchurch City has plan-enabled capacity for approximately 236,000 new dwellings, of which there is infrastructure in place to service at least 60,000 new dwellings. This compares with household projections out to 2048 of less than 40,000 new dwellings. In that context, it was his view that the loss of 70 dwellings potential supply is inconsequential and would have no implications for the Council to meet its residential land supply obligations.
250. The s32 Report<sup>334</sup> points out that the existing residential zoning has not resulted in residential development on the site, such that the land is not assisting to achieve the District Plan's housing targets. While the land is within the urban boundary, its lack of use for urban purpose has resulted in an inefficient use of the land.
251. Ms White summarised the position of the Applicant<sup>335</sup> – that the City already has more than sufficient capacity to meet the projected demand for additional dwellings. Given the minimal proportion that 70 dwellings make up in the total supply required, the loss of this land would be inconsequential and would not compromise the ability for the Council to meet its residential land supply obligations. In answer to the Panel's questions, Ms White pointed to the availability of residential sections close to the PC6 site within the Prestons development, and to the large area of undeveloped residential land in the RNNZ north of QEII Drive (Highfield Park). However, she accepted that she had not undertaken a detailed evaluation of the costs and benefits associated with residential versus commercial use of the PC6 site.
252. Ms Allan responded to Ms White<sup>336</sup>, stating that she considered her assessment to be simplistic as it did not consider the loss of greenfield development land opportunities. To provide the equivalent greenfield growth opportunity of 5ha in another location would likely result in a need to provide infrastructure and servicing to land not currently in residential use, resulting in increased costs for Christchurch. In answer to our questions, Ms Allan accepted that the loss of residential land for about 70 houses is not particularly significant and the equivalent land can be provided elsewhere in the City. However, she considered there to be an efficiency benefit from providing houses on land within the current urban boundary and already serviced, compared with the costs of providing services to new areas of RNNZ.
253. We have considered the evidence before us on this matter. We acknowledge the point made by Ms Allan that the loss of residentially zoned land is not just a matter of losing capacity for 70 new dwellings, but also an efficiency reduction through losing the ability to develop and use land that is located well within the City's urban area and with servicing capability already available. We also acknowledge Ms White's acceptance that the Applicant has not undertaken a detailed evaluation of the costs and benefits of using this site for housing versus the need to develop

<sup>333</sup> Foy EIC, at [68]–[77]

<sup>334</sup> s32 Report, at [2.1.6a.]

<sup>335</sup> White EIC, at [55]

<sup>336</sup> Allan Rebuttal, at [4.6]

alternative land elsewhere. However, we are not persuaded these matters are of sufficient consequence to demonstrate that it is more appropriate for this site to remain available to assist in meeting the City's housing requirements. In the context of existing plan-enabled and infrastructure-ready capacity for approximately 60,000 new dwellings, to meet household projections out to 2048 of approximately 40,000 new dwellings, we agree with Mr Foy that the loss of capacity for 70 dwellings is inconsequential. We consider it would have minimal implications for costs to the Council, or the community, of meeting future residential land supply requirements.

### Urban Form and Urban Design; Landscape, Visual Amenity and Residential Amenity Effects

254. PC6 would give rise to a number of discrete amenity and built form effects and these include localised noise and traffic nuisance as well as physical effects associated with buildings and lighting. These effects would fall largely on the PC6 site, a residential development to the immediate east (Sanctuary Gardens), adjacent roads, and the generalised rural / urban interface delineated by SH74 (QEII Drive). We have addressed them in our report in the following categories, which we have identified from across the submissions and expert evidence:

- a. Landscape effects and strategic urban form 'fit';
- b. Residential amenity within Sanctuary Gardens;
- c. Effects at the Sanctuary Gardens interface; and
- d. Overall development scale and characteristics on the PC6 site.

255. We commence with an acknowledgement that by the conclusion of the hearing the differences between the Applicant's and the Council's experts had narrowed appreciably and for the most part the differences between the two were not significant.

#### Landscape Effects and Strategic 'Fit'

256. The District Plan is premised on a centres-based, or centres-led, framework whereby urban centres are focal points for social and economic activity, local character and amenity, and for the distribution of urban density<sup>337</sup>. This is a well-established derivative of the 'compact city' line of urban planning theory that underpins all of New Zealand's major urban planning documents and is very familiar to the Panel.

257. In terms of PC6's strategic fit within the scheme of the District Plan and its hierarchical network of urban centres, the Council's urban designer Ms Rennie and planner Ms Allen were concerned that PC6 would not reflect an appropriate fit<sup>338</sup>. By the close of the hearing, both had accepted that PC6 could be acceptable albeit subject to changes to the proposed PC6 provisions<sup>339</sup>.

258. We record that having considered the District Plan and visited numerous centres around

<sup>337</sup> See Chapters 3 and 6 of the District Plan, specific provisions from which we have discussed earlier in this report. We also refer to the summary provided in the s42A report, at 6.12

<sup>338</sup> Rennie EIC, at [12.2]; and s42A Report, at [6.1.4.]

<sup>339</sup> Ms Rennie's and Ms Allan's responses to questions asked by the Panel at the hearing.

Christchurch referred to earlier in our report, we did not find any 'strategic fit' defects with PC6. The District Plan includes LFCs within its identified hierarchy and provides for them to exist in a spatial network with other types of commercial centres. The District Plan is silent on where or in what circumstances LFCs should or should not be positioned, including relative to other types of urban centre.

259. All of the economics experts we heard from agreed at the hearing that the location of PC6 - on flat, highly-accessible land at the corner of a major transport junction - is well-suited to and otherwise consistent with the locational characteristics typical for a LFC.
260. Presented with a type of centre described within the District Plan, in a location that is typical and well-suited for that type of centre, we record that we did not see the 'strategic fit' argument as having merit. This is not to say that PC6 does not raise valid questions relating to the way in which LFCs should function relative to other centres; the District Plan makes it clear that existing urban centres are very important in resource management terms and must be maintained; but that those questions relate to economic effects and not to urban design ones.
261. Turning to landscape effects, the Council's landscape expert Ms Dray was concerned with the appropriateness of a LFC in this environment<sup>340</sup>. For the Applicant, Mr Compton-Moen's analysis led him to the conclusion that the environment was not as sensitive to urban development of a kind that could result from PC6 as Ms Dray had concluded, and that PC6 would not have inappropriate landscape effects<sup>341</sup>.
262. PC6 would enable a LFC into an environment that had been historically envisaged as being for more-uniformly residential activities. Plainly the type and scale of buildings that would be enabled by PC6 would be very different to residential dwellings, but we see no basis to conclude that there are inherent adverse effects with large, non-residential buildings generally, or that there is a particular sensitivity around the PC6 site that would only allow residential dwellings to be acceptable. We are also very cautious of analytically confusing the prospect of change, or of something 'different', with the resource management concept of (ultimately derived from section 7(c) of the Act) having particular regard to the maintenance and enhancement of amenity values. We do not agree that an assessment of alternative zones under s32 of the Act can properly incorporate a presumption that the alternative presenting the least visual differences with what might exist at that time necessarily aligns with the Act's focus on what might be "most appropriate" – doing so would ultimately lead to a statutory enforcement of small scale, incremental growth premised on minimum change to existing environments. These distinctions have been relevant to us based on how Ms Dray and Ms Rennie have attributed adverse effects and what might in their minds be acceptable, and why they each concluded that RSZ would be the most appropriate in their s42A reports and expert evidence.

<sup>340</sup> Report by Jennifer Dray for the Christchurch City Council s42A Report (Landscape), 17 June 2021 (Dray EIC), at [9.1]

<sup>341</sup> Compton-Moen EIC, at [62]

263. We find that the environment, including the QEII Drive and Marshland Road intersection, sits at an urban / rural interface. Depending on one's aesthetic preferences, it is possible to focus a view on the northern rural (pastoral) view, or the southern urban view (which although it includes dense vegetative screening along the QEII drive edge is plainly of an urban character). The scale of the intersection and volumes of traffic carried is also at what we find to be an urban, rather than rural, scale and character. Having traversed Christchurch, we have observed many different configurations of urban / rural interfaces including a mixture of built form edges and transitions. We are not aware of any specific 'norm', nor does the District Plan prescribe how the urban / rural edge should or should not be managed in terms of how and in what circumstances urban centre zones might be appropriate. We are satisfied that the environment does not contain any Outstanding Natural Landscapes or Significant Natural Habitats, or other specific landscape sensitivities, that development of the sort to be enabled by PC6 might irreconcilably conflict with.
264. Looking at the local environment in its totality and considering both its urban and rural aspects, we prefer Mr Compton-Moen's approach and conclusions. We find that a LFC could be accommodated on the PC6 site without compromising either rural landscape or amenity values on land north of QEII Drive, or the qualities of QEII Drive as something of an urban / rural boundary in this part of Christchurch. We also find that there is nothing inherently problematic in an urban setting of a commercial centre sitting adjacent to an established residential area, provided that its 'edge' effects and the transitions between different activities and building forms are suitably managed to reasonably maintain different amenity values. While occupants of the rural land north of QEII Drive would be able to see parts of commercial buildings larger than residential dwellings on the PC6 site, they will be separated from the site by the road's width and also be taking in the visual scale and nuisances of the road (traffic, noise, and lighting). This is not materially different to the many other instances of either larger-scale urban activities adjacent to a rural environment (including the Christchurch International Airport), or the many clusters of industrial or larger-scale rural production activities that can also be commonly found within rural landscapes.
265. Related to this, Ms Rennie and Ms Dray were also concerned with the streetscape effects that PC6 could give rise to. They recommended a more intensive building setback and landscape mitigation outcome along the road boundaries than is the norm for the zone<sup>342</sup>. Ms Dray and Ms Rennie also recommended restrictions relating to building frontages and transparency along the road frontages; continuous building length limits; and signage restrictions. Mr Compton-Moen did not agree with the extent of setbacks and landscaping, or the other measures, sought by the Council's experts<sup>343</sup>. He considered that the standard zone rules would be appropriate, noting the particular land use and built form outcomes that the LFC is intended to enable.
266. We find that for both QEII Drive and Marshland Road a LFC presents a potential for inappropriate adverse amenity effects. We prefer the evidence of Ms Rennie and Ms Dray that in this

<sup>342</sup> Dray EIC, at [3.3(e)]; and Rennie EIC, at [11.15]

<sup>343</sup> Compton-Moen EIC, at [49]-[55]

environment there are established amenity values that can be maintained and which would help to integrate development of the sort enabled by the CRPZ into its locality. In the case of QEII Drive, there is a relatively well-established trend for a dense landscaped buffer along the road edge that PC6 should maintain. We also find that large-scale landscaping adjacent to the QEII Drive and Marshland Road intersection would be appropriate, relating to the larger-scale of buildings that PC6 would enable (than the surrounding zones and activities), and the large-scale of the intersection itself.

267. In the case of Marshland Road, its northern-section contains residential activities on its eastern side and the western side is in need of an amenity improvement as well as improvement in the quality of pedestrian and cycle facilities. We find that a setback greater than the standard zone requirement should apply along this frontage.
268. The Council sought a 20m QEII Drive setback, and a 12m setback on Marshland Road<sup>344</sup>. It also sought planting at a rate of 1 per 6m of frontage, for trees that would be large at maturity, rather than the zone standard of 1 per 10m<sup>345</sup>.
269. Having agreed that there is a strong case for a streetscape outcome superior to the standard CRPZ rules, we have not agreed with the extent of boundary setbacks sought by the Council. They would be spatially very onerous and we find that they are not necessary. We find that an acceptable level of amenity and mitigation of the potential effects of development on the PC6 site can be achieved by:
  - a. A 12m minimum building setback along the QEII Drive frontage and a 6m minimum setback along the Marshland Road frontage.
  - b. A requirement for planting at a rate of 1 tree per 6m along the QEII Drive frontage, with species that will grow to a large (15m) height at maturity and will contribute to a visually highly-landscaped edge to the highway corridor.
  - c. The normal CRPZ landscape requirement for Marshland Road.
270. We have made the above modifications to the Plan provisions, at Rule 15.7.2.6. Beyond this, we see no need for the additional rules sought by the Council relating to transparent glazing, continuous building length and signage, and could not find any analogue to them in any of the LFCs we visited across Christchurch – which are in all cases premised on buildings facing a large internal car park rather than presenting buildings along landscaped street frontages.
271. Taking this one step further, we were also concerned that there was a circularity to the Council's position and recommendations to us in these specific regards. The Council seemed simultaneously concerned that PC6 might inappropriately duplicate the function, role and amenity of the Shirley / Palms District Centre, but at the same time sought design requirements that would amongst other things force PC6 buildings to look and behave spatially more like what would be

<sup>344</sup> Rennie EIC, at [11.15]; and Dray EIC, at [7.22]

<sup>345</sup> Dray EIC, at [7.14] and [7.22]



found within a District Centre than the CRPZ proposed. We find that in ensuring that the PC6 LFC does not inappropriately duplicate or conflict with the Shirley / Palms District Centre, very different land use and amenity characteristics should be promoted in each. In the case of PC6 we find that more functional buildings premised on and configured to relate to car parks (and most users coming and going by private vehicle) is the most appropriate resource management outcome, and which would also best-complement the qualities and amenities available at the Shirley / Palms District Centre.

272. We record that depending on the final design and configuration of activities on the PC6 site, setbacks much larger than we have imposed as minimums might well eventuate depending on where car parking and service / loading access spaces are situated.
273. Related to the above was an additional standard recommended by the Council, for a 3m shared path to be constructed along Marshland Road by the developer of the PC6 site<sup>346</sup>. We agree that additional facilities will be needed along Marshland Road but we could not find any resource management justification to attribute this to the site's developer to fund as a proper means of addressing the effects of PC6. The 6m setback we have identified as being required will be sufficient to accommodate necessary pedestrian and cycle facilities, but we see that infrastructure (and any purchase or road widening into the 6m setback area) to be the Council's responsibility to provide. A key driver of demand for pedestrian and cycle facilities along Marshland Road that would result from PC6 would be pedestrians and cyclists from the Sanctuary Gardens area arriving on Marshland Road. But it has been the Council, through its expert witnesses, which has most-strongly sought the through-site linkage those persons would use as a requirement of PC6. In other words, a substantial part of the need for improved Marshland Road facilities of concern to the Council would be being created, as we see it, as a direct result of the Council's own requirements and recommendations for the benefit of a broader transport network around the PC6 site.

#### Residential Amenity within Sanctuary Gardens

274. In considering this category of potential effects, we have identified the following sub-categories of disagreement:
- Vehicle connectivity; and
  - Pedestrian connectivity.

#### Vehicle Connectivity

275. Due to the nature of the PC6 site and existing configuration of public roads, it would be possible to connect the site to one or more locations at Havana Gardens (north) and also Sanctuary Gardens (south). This could allow people to travel from those streets through the PC6 site to Marshland Road. This could be by way of a conventional public road or a specifically designed vehicle-only access way.

<sup>346</sup> Dray EIC, at [7.20]; and Rennie EIC, at [3.5]

276. We heard from several residents concerned with how the operation of a LFC could adversely affect the amenity values they enjoy<sup>347</sup>. The Sanctuary Gardens development is a residential subdivision formed of a number of loosely-connected cul-de-sac roads and a central public reserve. Because access is only possible into it from the south along Briggs Road (via Palm Drive or Clearbrook Street) it does not accommodate through-traffic and is, as such, largely vacant except for residents and their visitors. We understand that it is this relative isolation – and a quality of peace and quiet – that the residents opposed to PC6 were concerned might be lost. Of most concern were the prospects of large trucks or service vehicles entering the PC6 site via the local residential streets, and the prospect of large volumes of customer through-traffic looking to short-cut into the PC6 site through the local streets. The potential issue of persons parking private vehicles on local streets and walking to the PC6 site was also a key concern, but we will address that separately in the context of pedestrian connectivity.
277. The counter-argument in favour of requiring, or even passively enabling, future road connectivity to occur sits within the District Plan policy framework, which promotes connectivity and movement choice, and practical benefits that could be provided such as allowing greater traffic network circulation, and more efficient travel from Sanctuary Gardens to destinations north or east of the area. We read the Plan as making it clear that there are important benefits to be achieved from requiring a well-connected road network, but that it does not go far as to require that every site or development be connected by roads to every other.
278. By the conclusion of the hearing, no party was actively seeking formal road connectivity or vehicle access to the Sanctuary Gardens area as a requirement of development within PC6 (although the matter of pedestrian connectivity will be addressed separately).
279. We find that a prohibited activity status that precluded even the making of an application for resource consent to allow vehicle access would be unjustified. This is in terms of both the nature and extent of potential adverse effects likely, and that the District Plan policy framework on overall balance can be said to promote or support integration and connectivity rather than discourage it. We prefer a non-complying activity status, which would require a stringent evaluation of all possible adverse effects of concern to occur. But it would keep open the potential for a discrete and overall sensible access arrangement, should one be possible and sought, to be applied for.

#### *Pedestrian Connectivity*

280. Following on from the above was the potential for pedestrian-only access to be provided from the Sanctuary Gardens area into the site. This was opposed by many submitters residing within Sanctuary Gardens<sup>348</sup> on the basis that noise and safety nuisances could result from employees and/or customers parking on local streets and walking to the Centre. Shoppers returning to their parked vehicles, or just anti-social individuals, bringing shopping trolleys from the PC6 site into

<sup>347</sup> Submitters Martinus Bakker (S66), Martinus Brevoort (S16), Ray Jackson (S64), Bede Kearney (S40), and Jo Burnside (S45)

<sup>348</sup> Submitters Martinus Bakker (S66), Martinus Brevoort (S16), Ray Jackson (S64), Bede Kearney (S40), and Jo Burnside (S45)

the local streets and dumping them – along with other possible rubbish such as food packaging was a specific concern. These submitters sought that no access be provided.

281. We recognise that these outcomes can be categorised as adverse amenity effects on the existing residents.
282. We also accept that if no means of any access by any mode from Sanctuary Gardens to the PC6 site were possible, then the likelihood of the effects of concern to the submitters occurring would become very low.
283. The contrary view was advanced by the Council, on the basis that providing long-term public access from Sanctuary Gardens to Marshland Road and QEII Drive would have numerous benefits and align with the District Plan policy framework for connectivity and transport efficiency. The earlier Mairehau Development Plan (a form of structure plan) also indicated longer-term connectivity through the PC6 site and this was also an influence in the Council's thinking.
284. The Council's overall position was that pedestrian and cycle access through the PC6 site should be required by District Plan provisions<sup>349</sup>.
285. The Applicant's position was something of a middle-ground between the two, with pedestrian and cycle access to be encouraged but be a restricted discretionary activity that could be integrated into the likely requirement for an Integrated Traffic Assessment at the time of resource consent for development<sup>350</sup>.
286. We agree that any pedestrian or cycle linkages provided through the PC6 site should be attractive, safe and convenient for users.
287. We prefer the position of the Council that pedestrian and cycle access from the Sanctuary Gardens residential development through the PC6 site to Marshland Road should be a clear requirement. We find that the adverse effects of concern to submitters opposed to such connectivity are in-part speculative and overall not sufficient to warrant a deliberate spatial severance being imposed. Such adverse effects as the residents were concerned with, should they eventuate, can be managed such as through a number of statutory powers enjoyed by the Council<sup>351</sup> or potential conditions of consent imposed on any resource consent for PC6 activities. But in any event, we ultimately find that the benefits that would be derived from providing pedestrian and cycle access to Marshland Road simply outweigh those potential adverse effects. In light of the District Plan's unambiguous promotion of connection and integration between sites and activities, and in light of our previous acceptance that vehicle access need not be a firm requirement, we see the case in favour of pedestrian and cycle connectivity to be very compelling. Because of this, we find that not providing at least one pedestrian / cycle connection through the PC6 site between Sanctuary Gardens and Marshland Road should be a non-complying activity.

<sup>349</sup> Rennie EIC, at [9.61] and [9.65] (Figure 10)

<sup>350</sup> Compton-Moen EIC, at [59]

<sup>351</sup> Legal Submissions for the Council, 1 November 2021, at Section 8

We have added this to the Plan provisions at Rules 15.7.1.5 and 15.7.2.12.

288. However, in reaching that initial view, we accept the Applicant's concerns that the provision of a safe and attractive pedestrian and cycle linkage through the PC6 site is one that will be very dependent on the final design, location and layout of buildings or other open spaces on the site. We find that a restricted discretionary activity assessment in this respect, including considerations of Crime Prevention Through Environmental Design ("CPTED") would be the most appropriate and proportionate means of ensuring that this occurs. In reaching this view we find that there are practical efficiency and effectiveness benefits to be had by incorporating this matter into the requirements of an Integrated Transport Assessment, which the Applicant and Council both agreed would be required (as a restricted discretionary activity) due to the volumes of vehicular traffic likely to be generated within the PC6 site. We have added to Rule 7.4.4.19 accordingly.
289. Finally, we note that a related question of pedestrian connectivity into the PC6 site from QEII Drive is also relevant. We will address that in our 'Overall development scale and characteristics of the PC6 site' section as it does not in our view relate directly to amenity within the adjacent residential area.

#### Effects at the Sanctuary Gardens' Interface

290. The proposal for potentially large buildings to be positioned close to the residential boundary, and for noise or lighting effects to also be generated, was recognised by all parties and the Council. Submitters opposed to PC6 were concerned with the effects of noise and lighting, and the Council was concerned with the scale of development close to the boundary.
291. The Applicant's position was that compliance with the District Plan's standards for noise and lighting emission at residential boundaries would apply and would be effective. Propositions for fencing or an earth bund were discussed with us as possible solutions that could ensure compliance with the standards was achieved.
292. We received no evidence that the Plan's noise and lighting standards were inherently defective or unreliable, and we are satisfied that the requirement for compliance at the time of resource and/or building consent would ensure a suitable barrier was erected. We see no need to take those concerns further.
293. The Applicant also included in its proposal measures designed to maintain residential amenity along the PC6 site's western boundary. This included, of note, a specific height in relation to boundary plane that would require taller buildings to be well-back from the boundary. In response to the s42A report of Ms Rennie<sup>352</sup>, the Applicant also accepted an 11m building setback from the residential boundary, or a limitation on continuous building length (40m) where a building was set-back between 6m and 11m<sup>353</sup>.

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<sup>352</sup> Rennie EIC, at [11.16]

<sup>353</sup> Compton-Moen EIC, at [56]-[58]

294. Ms Rennie ultimately did not consider the Applicant's methods were sufficient and identified that an additional lower building height limit, from the 15m proposed to 11m, would reduce potential adverse effects to an acceptable level<sup>354</sup>. In response to this, the Applicant confirmed that it would be willing to accept a 12m maximum building height restriction<sup>355</sup>.
295. We do not agree that there is a basis for requirements restricting building length, and we find the Applicant's proposal impractical and uncertain (such as if it led to a serrated building form that was continuous but with periodic 40m-wide build-outs projecting towards the residential boundary). We have not been persuaded that there is a need for any particular number or location of viewshafts between buildings or, if breaks were to occur between separate buildings, why they might need to be based on 40m separations or for specific neighbouring properties. We find that a uniform setback is the most reliable and appropriate means of managing the amenity of adjoining residential properties.
296. We were unable to identify any relevant adverse effect that might occur at 12m building height but not at 11m building height. We also consider that, when viewed in the round from adjacent properties or streets, and taking into account the various setback and landscaping requirements we have separately determined as most appropriate, the difference between 11m and 12m tall buildings would be largely indiscernible - noting that large barn or shed-type buildings would likely have a roof ridge in the centre of the building footprint, not the external building wall closest to the boundary.
297. We find that the combination of a 12m height limit, 11m residential boundary setback, and the Applicant's height in relation to boundary standard, would together be sufficient to substantially mitigate potential built form effects on adjacent residential amenity. We record here that we find that the extent of boundary interface mitigation we have agreed with considerably better what has historically occurred between the existing Homebase LFC and residential zone boundary immediately south of the PC6 site. Once likely boundary fencing, landscaping or bunding (or similar) to manage noise and light effects are also taken into account, we find that the adverse amenity effects of PC6-enabled buildings will not be unreasonable, including visual dominance, sunlight / daylight access, a sense of openness or spaciousness associated with back gardens, and visual amenity.
298. The 12m height limit we have found to be most appropriate has been specified at Rule 15.7.2.1.
299. Lastly, we record that one outcome of our overall findings is that from QEII Drive, mature 15m-tall trees spaced at 1 per 6m frontage, would be taller than and more visually prominent than buildings within the site. We find that this is one relevant mitigation technique that will help absorb the effects of new PC6 buildings into the environment and wider landscape setting of QEII Drive.

<sup>354</sup> Response to Questioning by Hearing Panel, Jane Maree Rennie on behalf of Christchurch City Council, Urban Design, 28 July 2020, at [1.4]

<sup>355</sup> Applicant's Closing Submissions, at [81]

*Overall Development Scale and Characteristics on the PC6 Site*

300. Overall, and having determined that the site and environment are capable of accommodating a CRPZ, we have considered the submissions and evidence that relate to the development controls and other provisions that might manage development on the site. Key matters to be addressed are:
- Landscaping and amenity;
  - Building bulk and location;
  - Crime Prevention Through Environmental Design;
  - Pedestrian and cycle connectivity to QEII Drive; and
  - Mairehau Development Plan.

*Landscaping and Amenity*

301. We have addressed matters relating to landscaping and amenity effects on adjacent land previously and record that in addition, Built Form Standard 15.7.2.6.a would require landscaping to also be provided within car parking areas and along pedestrian routes at a rate of 1 tree per 5 spaces. These trees would be additional to those separately required along road frontages. By way of example, 300 parking spaces within the site would require 60 trees to be planted. We find that the overall combination of building bulk and location controls and landscaping required in association with PC6 will be sufficient to acceptably mitigate adverse effects, and otherwise provide visual amenity within the site. We find that there is no need for further or additional landscaping or amenity control.

*Building Bulk and Location*

302. We have separately addressed issues of building bulk and location in terms of setback and height in relation to the residential boundary; setbacks from the street boundaries; and overall maximum building height. Although not premised on an urban design or landscape effect, we recognise that the controls we have found to be most appropriate in relation to staging and development within the PC6 site would also have an obvious built form effect; they may result in a somewhat incremental development pattern of increasing building scale over time. We find that this is relevant to submissions made against PC6 on the basis of overall building intensity and scale, inasmuch as PC6 would not lead to a dramatic or short-term change to the site or local environment.
303. We are satisfied that the package of bulk and location controls we have determined for PC6 is sufficient. They will in fact afford higher amenity protections, and superior amenity outcomes, for adjacent residential zoned land and adjoining roads than is the 'default' for the CRPZ within the District Plan. We see no basis to take this suite of controls further.

*Crime Prevention Through Environmental Design*

304. We accept that safety for all users of the environment is a very important component of providing for social and economic wellbeing. Both Ms Rennie and Ms Dray for the Council were concerned



that CPTED be incorporated into all development within the zone<sup>356</sup>. The witnesses did not provide any explanation to us what that would mean or what the specific principles or outcomes they wished to see on the PC6 site. We understood that what would apply would be an evaluation of development proposals on a case-by-case basis (by way of a Built Form Standard requiring a CPTED review by a suitably qualified person) against numerous principles but no predictable or specified acceptable solutions. This would make such a permitted activity standard very uncertain. We expect that, as is often the case where evaluations against principles rather than accepted metrics are undertaken, the Council's CPTED experts might not agree with those engaged by an Applicant for building consent. It is not clear whether in such scenarios the Council would seek design changes through its own CPTED experts in ways akin to a resource consent assessment.

305. In our view requiring all buildings to be designed to meet CPTED principles would almost inevitably result in all development requiring a resource consent and we questioned the witnesses why, in light of how recently the District Plan was prepared, such consent requirements were not in place across the City. We remain unable to identify anything specific to a CRPZ or the PC6 site that would make PC6 more susceptible to a particular safety problem that was not generally also applicable across the City.
306. We find that there is no need to require all development to undergo a specific CPTED evaluation and we think it reasonable to presume that any sensible developer of a commercial site requiring public access would take care to ensure the development was safe for users as a means of attracting them to the site and encouraging them to linger.
307. However, and as we have discussed previously, we have identified a need for at least one (yet to be determined) pedestrian and cycle link through the PC6 site from the Sanctuary Gardens area to Marshland Road. This link may cross in front of buildings or through parking areas. Because of its importance and public through-route role, and that it might be used at times when some or all businesses on the site are closed, we find that it would not be acceptable for this to be poorly integrated with circulation patterns or building frontages. On that basis we have added specific matters for assessment as part of an Integrated Transport Assessment required for High Trip Generators (Rule 7.4.4.18) that include a CPTED evaluation of the eventual linkage route through the site.
308. On the basis of the above, we are satisfied that PC6 will enable a development that is safe, well-designed, and comfortable for site users.

*Pedestrian and Cycle Connectivity to QEII Drive*

309. Ms Rennie sought a requirement for a pedestrian and cycle linkage from QEII Drive through the PC6 site to intersect with the (separately addressed) east-west pedestrian / cycle route from the Sanctuary Gardens area to Marshland Road<sup>357</sup>. This was largely on the basis of content from the

<sup>356</sup> Rennie EIC, at [9.66]; and Dray EIC, at [7.40]

<sup>357</sup> Rennie EIC, at [3.5]

historic Mairehau Development Plan, but also her own analysis of how to most appropriately integrate the PC6 site into the existing urban form.

310. The Applicant did not support this connection on the basis of Mr Compton-Moen's evidence<sup>358</sup>.
311. Parallel to but south of QEII Drive is Havana Gardens, which includes a dedicated pedestrian / cycle link to QEII Drive close to its intersection with Innes Road at its western side. There is no other means of access (by any mode) to Innes Road other than by way of a quite circuitous journey to Maurice Stanton Place (pedestrians and cyclists) or Briggs Road / Hills Road (vehicles).
312. We have separately determined that at least one pedestrian / cycle linkage from the Sanctuary Gardens area – which would continue the Havana Gardens axis or come from a more southerly Sanctuary Gardens connection – is required to connect to Marshland Road. We refer to our earlier discussion on the Marshland Road frontage, including our expectation that an improved pedestrian and cycle facility will be provided here by the Council in due course.
313. In this context we see no resource management need for an additional pedestrian or cycle access point from the PC6 site to QEII Drive, and do not agree that one would be justified. A viable route would exist for pedestrians and cyclists from Marshland Road through the PC6 site, along Havana Gardens and to the QEII Drive outlet with Innes Road. We in fact see this as likely being more desirable for pedestrian and cyclists undertaking such an east-west movement than travelling along the edge of QEII Drive noting its high-speed environment and traffic intensity, and lack of engaging land use edge due to the presence of dense landscape buffering (which while possibly pleasant to look at prevents any form of passive surveillance or social interaction to occur).
314. We find that on the basis of the above, PC6 will contribute appropriately to a safe, well-connected and efficient transport network and no further District Plan provisions are necessary.

#### *Mairehau Development Plan*

315. Numerous submitters<sup>359</sup> and the Council sought retention, in some form, of the Mairehau Development Plan. This is a form of structure plan within the District Plan that seeks to set out something of a long-term plan for the area.
316. We are not persuaded that this is appropriate or helpful. With PC6 determined, the land the Mairehau Development Plan would be relevant to would be either fully developed or live-zoned, with no further need for a longer-term or more strategic plan. But more to the point, and as we have discussed through our evaluation of submissions and expert evidence above, the PC6 outcomes and District Plan provisions we have determined to be most appropriate to manage development of the PC6 site would be directly incorporated into the District Plan and we see no additional resource management role for the Mairehau Development Plan to contribute to.

<sup>358</sup> Compton-Moen EIC, at [60]

<sup>359</sup> For example, Diana Plesovs (S51), Jo Burnside (S45)

## Transportation

317. Potential transportation effects from PC6 encompass additional vehicle traffic on arterial and local roads, road access arrangements, public transport accessibility, support for walking and cycling, and effects from parking. Numerous submissions raised transportation issues relating to access through the Clearbrook Palms subdivision; wider traffic issues around the PC6 site; and public and active transport outcomes. Transportation-related matters that may affect residential amenity within the Clearbrook Palms subdivision have been addressed earlier in this report. Here, we consider the wider transportation issues associated with the Proposed PC6 rezoning.
318. We received evidence on transportation matters from Mr Smith<sup>360</sup> on behalf of the Applicant and Mr Gregory<sup>361</sup> for the Council, as well as from submitters<sup>362</sup> who spoke to us at the hearing. By the time of the hearing, there was considerable agreement between Mr Smith and Mr Gregory.
319. Based on the information from the Applicant in the plan change request and in the evidence from Mr Smith, Mr Gregory had assessed the effects of vehicle access from the PC6 site to Marshland Road, effects of additional traffic on the wider roading network, and integration of the site with public transport routes and active travel opportunities (pedestrian and cycling connections).
320. Mr Gregory considered the proposed vehicle access (via existing and consented traffic signals to Marshland Road) is appropriate<sup>363</sup> and in keeping with the road's minor arterial road function<sup>364</sup>. He considered development on the PC6 site could occur without detriment to operations on the arterial and State Highway networks – the networks could accommodate the development without notable delays<sup>365</sup>. He noted potential for specific delay and safety effects at the intersection of Marshland and Briggs Roads, however, he advised that the Council already proposes a scheme to address safety at this intersection which would result in mitigation of effects from PC6<sup>366</sup>.
321. Regarding effects on public transport accessibility to the site<sup>367</sup>, Mr Gregory noted that the site fronts the Marshland Road public transport corridor where a future increase in service is anticipated as the Prestons development expands. Accessibility to public transport would be achieved by walking and cycling access between the road (where the bus stops are located) and development within the PC6 site. Access would similarly be maintained to the cycling and pedestrian connections on Marshland Road.

<sup>360</sup> Smith EIC

<sup>361</sup> Report by Mark Gregory for the Christchurch City Council s42A Report (Transport), 23 June 2021 (Gregory EIC); and Rebuttal Evidence of Mark Gregory on behalf of Christchurch City Council (Transportation), 23 July 2021 (Gregory Rebuttal)

<sup>362</sup> Mr R Jackson (S64); Mr B Kearney (S40)

<sup>363</sup> With no vehicle access allowed for on to the State Highway (QEII Drive)

<sup>364</sup> Gregory EIC, at [5.2]

<sup>365</sup> Gregory EIC, at [4.5], [5.24] & [5.31]

<sup>366</sup> Gregory EIC, at [4.6], [5.25] & [5.26]

<sup>367</sup> Gregory EIC, at [5.33]-[5.34] & [5.53]

322. Mr Gregory concluded his evidence<sup>368</sup> by stating that *“Provided that PC6 is amended to exclude vehicle access, but enable active transport access, to Clearbrook Palms subdivision, I consider that the Transportation effects of PC6 will be acceptable.”* This is noted by Mr Smith in his evidence for the Applicant, who then addresses the outstanding point raised by Mr Gregory in relation to vehicle, pedestrian and cycling access between the PC6 site and Clearbrook Palms. We have addressed this outstanding matter in the preceding section of this report.
323. One matter the Panel put to Mr Smith and Mr Gregory was any implication for their assessments of the amount of retail floor area provided for on the PC6 site. Mr Smith confirmed that his assessment of transportation effects was based on 22,000m<sup>2</sup> GFA of future large format retailing on the PC6 site, in addition to the existing Homebase and the consented supermarket. He considered his assessment was conservative and that the transport network could accommodate some traffic from additional retail floor area. Mr Gregory said that he would have concerns about increased effects on the transport network if the amount of retail floor area on the site was greatly increased (doubled or half as much again). He expressed concern that such effects would not have been assessed as part of this plan change request and would require further assessment. In any event, the Applicant has now agreed to a maximum GLFA of 20,000m<sup>2</sup> for all activities on the PC6 site, such that any increased development on the site would require full assessment through a resource consent application or future plan change.
324. Based on the evidence from Mr Smith and Mr Gregory (and with the agreed limitation on maximum GLFA), we are satisfied PC6 will not result in adverse transportation effects at the vehicle access points to Marshland Road, on the safety or efficiency of the wider roading network, or on the ability of the site to be integrated with public transport routes and active travel connections. We have had regard to the points raised by submitters concerning additional traffic on Briggs and Marshland Roads and QEII Drive, however, we are satisfied from the evidence of Mr Gregory that the additional traffic would be manageable with some intersection improvements already being planned by the Council.

### Stormwater and Flooding

325. We received evidence on stormwater and flooding effects from Proposed PC6 from Mr Duke<sup>369</sup> and Mr Kerr<sup>370</sup> on behalf of the Applicant and Mr Preston<sup>371</sup> for the Council. There had been considerable disagreement between the experts, prior to the hearing, regarding the effects of commercial development on the PC6 site on stormwater management, flooding depths on adjoining land (including roads), and whether the effects could be practically mitigated. However,

<sup>368</sup> Gregory EIC, at [7.1]

<sup>369</sup> Statement of Evidence of Elliot Duke – Servicing, 9 July 2021 (Duke EIC); Summary Statement of Evidence of Elliot Duke – Servicing, 27 July 2021 (Duke Summary Statement)

<sup>370</sup> Statement of Evidence of Robert Kerr – Flood Hazard, 9 July 2021 (Kerr EIC); Summary Statement of Evidence of Robert Kerr – Flood Hazard, 27 July 2021 (Kerr Summary Statement)

<sup>371</sup> Statement of Evidence of Timothy Preston for the Christchurch City Council s42A Report (Stormwater), 24 June 2021 (Preston EIC); Rebuttal Evidence of Timothy James Preston on behalf of Christchurch City Council (Stormwater), 23 July 2021 (Preston Rebuttal); Summary Statement of Timothy Preston on behalf of Christchurch City Council (Stormwater), 28 July 2021 (Preston Summary Statement)

by the end of the hearing, considerable agreement had been reached.

326. As outlined earlier in this report, the expert witnesses addressing stormwater and flooding issues met during the first day of the hearing to consider the stormwater modelling for the pre-developed and post-developed PC6 site and the mitigation measures necessary to managed potential effects on the site and surrounding area. A JWS<sup>372</sup> was prepared, signed by all witnesses involved and provided to the Panel and all parties to the hearing.
327. The JWS outcomes included:
- (a) agreement to the assumptions for the stormwater modelling;
  - (b) that the outputs from the model showed no sign of adverse impacts outside the PC6 site area;
  - (c) that a net zero effect for stormwater management can be achieved for commercial retail park development on the site;
  - (d) reasonable commercial development on the site would be feasible; and
  - (e) the effects of likely residential and commercial development from a stormwater perspective would be similar.
328. The JWS concluded that the experts had no significant areas of disagreement and considered flood risk should not be an impediment to the proposed rezoning to CRPZ.
329. Following the preparation of the JWS, Mr Duke and Mr Kerr attended the hearing to present up-to-date summaries of their evidence and answer questions from the Panel and Mr Preston provided a written summary statement.
330. Mr Duke noted that, due to the low-lying nature of the site, any future development would require earthworks that could lead to displacement of floodwater. Mr Kerr similarly noted that the likely stormwater management system would involve a portion of the land being set aside for treating and retaining runoff and upstream flood water, as well as diverting upstream waters around the site. Mr Duke advised that changes had been made to the engineering design and the hydraulic model following concerns expressed by Mr Preston. A conceptual design of appropriate mitigation measures was remodelled, with Mr Kerr being generally in support of the updated design and modelling undertaken. It was Mr Duke's opinion that the updated modelling showed that effects would be immeasurable beyond the site, including on adjacent road corridors, with Mr Kerr agreeing. Neither Mr Duke or Mr Kerr considered flood risk and stormwater management should prevent commercial development occurring on the site.
331. In his summary statement, Mr Preston confirmed the respective experts are substantially in agreement that the different characteristics of typical residential and commercial stormwater development will have pros and cons. It is not clear whether either would have an advantage, but it is likely that any advantage would be minor. In his opinion, the modelling result itself is not highly important, and that the modelling demonstrates the feasibility of commercial development

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<sup>372</sup> JWS – Stormwater, July 2021



with sufficient quality to inform the plan change process and that flood risk should not be an impediment to the proposed PC6 rezoning.

332. The Panel is grateful to the stormwater and flooding experts for the time spent undertaking additional modelling, evaluation and discussion, in order to reach agreement on these matters. We accept their expert conclusion there is no appreciable difference in the costs and benefits from a stormwater and flooding perspective if the site is zoned for residential or commercial retail park use.
333. We note the conclusion in the JWS that the extent of residential or commercial development on this site would be constrained by stormwater requirements. Each of the experts on this matter has also emphasised that substantial on-site works will require design, detailed modelling and construction to divert, store, attenuate and treat stormwater runoff and upstream floodwaters. The final modelling has been done on a specific development and mitigation scenario, agreed between the experts, which includes the proposed floor area of buildings on the site. This has reinforced our opinion that a maximum floor area for all buildings on the site is an important constraint on the allowable scale of development and, in this case, the likely stormwater and flooding effects. The agreed maximum GLFA of 20,000m<sup>2</sup> for all activities on the PC6 site would mean that any increased development on the site would require full assessment through a resource consent application or future plan change.

### Ecology

334. We received evidence from Mr Taylor<sup>373</sup> for the Applicant and Ms Noakes<sup>374</sup> for the Council regarding the existing ecological values of the PC6 site, in particular the freshwater ecology, and ecological effects of development on the site under the proposed CRPZ. As with several of the issues addressed for this plan change request, outstanding areas of disagreement between the freshwater ecology experts diminished throughout the proceedings. Mr Taylor appeared before us to answer our questions, but Ms Noakes was excused as we did not have any questions for her.
335. Having exchanged expert evidence and responded to each other's concerns, by the time of the hearing Ms Noakes concluded that the majority of the earlier disagreement between her and Mr Taylor had been resolved, with only minor discrepancies that did not affect the overall purpose of the hearing.
336. Ms Noakes<sup>375</sup> noted her opinion that, although commercial land use would result in a greater occurrence of flashier flows in the waterways and an increase in the concentrations of stormwater

<sup>373</sup> Statement of Evidence of Mark James Taylor – Ecology, 9 July 2021 (Taylor EIC); Summary Statement of Evidence of Mark James Taylor - Ecology, 26 July 2021 (Taylor Summary Statement)

<sup>374</sup> Report by Katie Noakes for the Christchurch City Council s42A Report (Ecology), 22 June 2021 (Noakes EIC); Rebuttal Evidence of Katie Louise Noakes on behalf of Christchurch City Council (Ecology), 23 July 2021 (Noakes Rebuttal); Summary Statement of Evidence of Katie Louise Noakes (Ecology), 28 July 2021 (Noakes Summary Statement)

<sup>375</sup> Noakes Summary Statement, at [3]



contaminants, these effects could be mitigated through appropriate stormwater management. She accepted that detailed assessment of proposed stormwater management would be required in the future, either as part of resource consent applications or for connection to the Council's stormwater network. She considered that this would enable appropriate consideration and mitigation. Mr Taylor<sup>376</sup> did not agree that changing from residential to commercial land use would result, per se, in an adverse change in stormwater quality and quantity, and the factors that determine stormwater quality and quantity are contingent on the detail provided at the consenting stage for either land-use type. He did, however, agree that modern stormwater treatment can be effective for both land-use types and, as they both noted, this would be assessed at the consenting and/or Council stormwater approval stage.

337. Ms Noakes and Mr Taylor also appeared to retain some disagreement or misunderstanding regarding the extent to which the existing waterways on the site are proposed to be filled or kept open and enhanced<sup>377</sup>. Mr Taylor confirmed that one existing waterway (CRDB No.3 flowing east through the centre of the site) would be re-routed to the west of the site, whilst the other (CRDB No.2 along the north boundary with QEII Drive) would be left in its original state. We are satisfied from the expert evidence that the waterways on the site would be treated appropriately (whether re-routed or retained) with naturalisation, landscape and ecological enhancement. However, more importantly, resource consents will be required for waterway modifications, stormwater discharge and/or earthworks from both the City Council and the Regional Council and/or consistency with the Council's global stormwater consent<sup>378</sup>. We are satisfied those consenting processes would enable appropriate consideration of ecological effects (as well as effects on neighbouring properties where relevant). We also note that, following the initial hearing, we were provided with<sup>379</sup> a copy of a granted resource consent<sup>380</sup> from the Council to realign CRDB No.3 along the western boundary of the site with associated earthworks and planting.
338. A final area of disagreement between Ms Noakes and the Applicant related to the implementation of the Mairehau Development Plan, which currently applies to the site through the District Plan<sup>381382</sup>. Ms Noakes considered the ecological enhancement of waterways and landscaped areas detailed in the Mairehau Development Plan to be important to protect and improve biodiversity in the area and downstream. The plan change request seeks that all references to the Mairehau Development Plan be deleted from the District Plan provisions applying to the PC6 site, whereas Ms Noakes recommended they be retained if the plan change is approved.

<sup>376</sup> Taylor Summary Statement, at [6]-[8]

<sup>377</sup> Appendix I. attached to Taylor EIC provided us with a general map of the waterways and drains on the site.

<sup>378</sup> This was confirmed by Mr Taylor, Ms White and Ms Allan, including at [7.1] of Ms Allan's Rebuttal

<sup>379</sup> Attached to the Applicant's Closing Submissions

<sup>380</sup> Christchurch City Council RMA/2020/1576 Reefville Properties Limited

<sup>381</sup> Submission S51 also sought that references to the Mairehau Development Plan be retained and Ms Plesovs spoke to this at the hearing

<sup>382</sup> Rule 14.4.3.1.3 RD2 and Rule 14.4.3.2.7

339. Having looked at the relevant provisions in the District Plan, we consider Ms Noakes has overstated their strength in terms of achieving the ecological protection and enhancement she recommends. The District Plan rules require “accordance with” the Mairehau Development Plan<sup>383</sup> for any land development within the PC6 site. With relevance to ecological values, the Plan requires a green corridor and waterway enhancement along the Marshland Road frontage of the site and landscape requirements along the QEII Drive frontage. A building setback is also required along the QEII Drive frontage although this appears to be principally for noise protection for residential units. The green corridor and waterway enhancement requirement does not include either of the two waterways identified on the site (CRDB No.2 & No.3) and we were not informed about, nor saw, an existing waterway along the Marshland Road frontage. We do not consider this provision would achieve the biodiversity protection sought by Ms Noakes. No detail is specified for the landscape requirements along QEII Drive and there is no certainty this would protect or improve biodiversity or enhance the existing waterway in this location. As we have discussed earlier in this report, we do not consider there is utility in retaining the Mairehau Development Plan requirements. We consider our specific requirements for building setbacks and landscape planting are more appropriate in the context of a CRPZ on this site (along with the waterway resource consent requirements we have referred to above).

#### Water Supply and Wastewater Infrastructure

340. Mr Duke on behalf of the Applicant<sup>384</sup> and Ms McDonald<sup>385</sup> on behalf of the Council assessed the additional demand that would be placed on water and wastewater systems from the development of the PC6 site and whether adequate servicing would be available. They agreed that there are no significant issues with potable water and wastewater servicing, additional demand as a result of PC6 would be minimal, and adequate water and wastewater capacity is available within the Council’s networks to service the development proposed through the plan change.

#### Geotechnical Ground Conditions and Land Contamination

341. Various geotechnical investigations have been undertaken on parts of the PC6 site. These were reviewed on behalf of the Council by Dr Dykstra and for the Applicant by Mr Charters.
342. In their respective evidence, Dr Dykstra<sup>386</sup> and Mr Charters<sup>387</sup> addressed the natural hazard risk presented by potential liquefaction on the site during future earthquakes. They agreed<sup>388</sup> that the risk from liquefaction hazard (and associated ground deformation) is relatively low and can be mitigated relatively easily through site specific foundation design and ground improvement

<sup>383</sup> Figure 5 under Rule 14.4.3.1.3

<sup>384</sup> Duke EIC

<sup>385</sup> Report by Michele Ann McDonald for the Christchurch City Council s42A Report (Water and Wastewater), 21 June 2021 (McDonald EIC); and Rebuttal Evidence of Michele Ann McDonald on behalf of Christchurch City Council (Water and Wastewater), 23 July 2021 (McDonald Rebuttal)

<sup>386</sup> Report of Dr Jesse Dykstra for the Christchurch City Council s42A Report (Geotechnical), 22 June 2021 (Dykstra EIC)

<sup>387</sup> Statement of Evidence of Neil James Charters – Geotechnical, 9 July 2021 (Charters EIC)

<sup>388</sup> Charters EIC, at [43]; and Dykstra EIC, at [7.1] & [8.1]

(where required). There is nothing to indicate that PC6 will have any adverse geotechnical impacts on the site, and site specific geotechnical issues can be considered in detail at the consenting and detailed design stages. In his Rebuttal Evidence, Dr Dykstra agreed<sup>389</sup> with Mr Charter's conclusion that provided the future development takes into account the identified design ground settlements, PC6 is suitable from a geotechnical perspective. We accept this evidence on geotechnical ground conditions.

343. The PC6 site has previously been used for mixed residential, agricultural (horticulture/market gardening) and commercial (transport depot) purposes. The potential for past on-site or adjacent land contamination is a relevant matter to consider. Mr Robotham provided us with information on potential soil contamination matters on behalf of the Applicant<sup>390</sup>. Mr Robotham advised that investigations have been undertaken on parts of the site in the past, and some remediation is likely to have been undertaken. Based on his review of the previous investigations, he concluded<sup>391</sup> the potential risk from Proposed PC6 is low and any currently identified and unidentified risks from contaminated land would fall under the remit of the NESCS and should not affect the proposed rezoning. Provided the redevelopment of the PC6 site follows the requirements of the NESCS, including the additional investigations required, Mr Robotham considered that PC6 is appropriate from a contaminated land perspective<sup>392</sup>. Ms Stout reviewed Mr Robotham's evidence on behalf of the Council<sup>393</sup> and stated she agreed with his conclusion that any risk to either residential or commercial use of this site can be managed completely under the NESCS. We accept this evidence on land contamination risk.

## CONCLUSIONS IN RELATION TO THE STATUTORY REQUIREMENTS

344. As we set out earlier in our report, we have compared the zone alternatives before us – the operative area-specific RSZ (with the Mairehau Development Plan) and the Applicant's requested CRPZ, or something in between. Our comparison has been to evaluate the most appropriate, or most suitable, zoning for achieving the purpose of the Act and the settled objectives of the District Plan - these being the relevant Strategic Objectives and the objectives of Chapter 14 Residential and Chapter 15 Commercial. This has required us to have regard to the efficiency and effectiveness of the alternative policies and rules, taking into account the costs and benefits of the different zoning options, and any associated risk and uncertainty. As we stated earlier, our evaluation of the costs and benefits has required us to consider the Applicant's stated purpose for the proposed plan change, as the reasons for the requested rezoning to CRPZ are at the heart of the benefits put to us in evidence for the Applicant.

<sup>389</sup> Rebuttal Evidence of Dr Jesse Dykstra on behalf of Christchurch City Council (Geotechnical), 12 July 2021 (Dykstra Rebuttal), at [3.1(b)]

<sup>390</sup> Statement of Evidence of David Robotham – Soil Contamination, 9 July 2021 (Robotham EIC)

<sup>391</sup> Robotham EIC, at [33]

<sup>392</sup> Robotham EIC, at [34]

<sup>393</sup> Rebuttal Evidence of Isobel Stout on behalf of Christchurch City Council (Noise and Contamination), 13 July 2021 (Stout Rebuttal), at [6.1]

345. In terms of direction from the higher order planning documents, we have considered whether the zone alternatives before us would give effect to the NPS-UD and CRPS. In relation to the CRPS, we have recorded that the operative objectives, policies and methods of the District Plan were approved subsequent to the relevant aspects of the CRPS and give effect to it. We have not ignored the provisions of the CRPS, as we need to consider if the changes sought to the District Plan would mean that it would no longer give effect to the CRPS. However, we have considered the CRPS in conjunction with the requirement to consider whether the proposed policies and methods would achieve the settled objectives of the District Plan.
346. In relation to the NPS-UD, earlier in this report we set out the submissions we received from counsel regarding the relevance of the NPS-UD to a privately requested plan change. Given their opposing views on this, as a matter of caution we have briefly considered the objectives and policies of the NPS-UD we were referred to by the Council<sup>394</sup>. We find that either zoning alternative before us (the RSZ or the CRPZ) would give effect to the NPS-UD. The evidence before us is neutral in that regard and we have found nothing in it that would suggest that one or other zoning would not give effect to the broad requirements in Part 2 of the NPS-UD to provide sufficient and appropriately located land for housing and business. In particular, in terms of meeting the needs for homes in the City, we have found that a loss of capacity for 70 homes (through removing the RSZ) would be inconsequential and have minimal implications for costs to the Council, or the community, of meeting future residential land supply requirements. In our consideration of the key issues raised by PC6, we have found nothing in the NPS-UD that directs us as to the appropriateness of one alternative zoning or the other.
347. The area-specific RSZ (with the Mairehau Development Plan) has been included in the District Plan since consideration of the CRDP by the IHP. We heard no evidence that would suggest to us this zoning is no longer appropriate to achieve the settled objectives of the District Plan. This area of residential zoning provides for a small proportion of the housing capacity and choice requirements of the Strategic and Residential Objectives and would do so in a manner consistent with the quality, amenity and character requirements of Chapter 14.
348. However, as we have set out above, removing this area of RSZ with the loss of capacity for 70 homes would not affect achievement of the Plan's housing capacity and choice requirements. No-one clearly articulated to us that this small area of RSZ has characteristics, other than the fact that it is already serviced, that make it particularly suited to residential zoning or necessary to achieve the Strategic and Residential objectives of the District Plan.
349. In relation to quality, amenity and character requirements for residential zones (including at the interface with a commercial zone), we have found that, with the operative requirements of the CRPZ and the additional controls we are recommending for PC6, the District Plan's requirements for the adjoining RSZ can continue to be achieved. This includes effects of noise and lighting and effects from development on visual dominance, sunlight / daylight access, a sense of

<sup>394</sup> NPS-UD Objectives 3,6 & 8 and Policies 1 & 6(c)

openness or spaciousness, visual amenity, and safety. In terms of the Mairehau Development Plan, we find the relevant aspects of this Plan and its associated rules can be directly incorporated into PC6, such that either zone alternative would achieve the relevant outcomes sought through the operative requirements.

350. Accordingly, we find that with either retaining the operative area-specific RSZ (with the Mairehau Development Plan), or removing it, the settled residential objectives of the District Plan would be achieved.
351. In terms of the Applicant's requested CRPZ, achievement of the settled business / commercial objectives of the District Plan (Strategic and Chapter 14) is closely aligned with the Plan's role in giving effect to the relevant provisions of the CRPS. We have considered these aspects together.
352. From our earlier summary of the District Plan's requirements, we note the importance of business to Christchurch's recovery and to meeting the City's immediate and long-term needs for economic development. Strategic objectives refer to expediting a dynamic and prosperous city; the critical importance of business and economic recovery to Christchurch's recovery; fostering investment certainty; and providing a range of opportunities for business to establish and prosper, including providing sufficient and suitable land development capacity. We acknowledge that achieving these objectives must be done in an appropriate manner, that also achieves the firm provisions of the CRPS and District Plan relating to the centres-base framework (which we consider below). However, we consider the District Plan is also clear that business and economic prosperity is critical to both the recovery and long-term needs of the City.
353. All of the economics experts we heard from agreed that the location of the PC6 site - on a large area of flat, highly-accessible land at the corner of a major transport junction, immediately adjoining an existing small CRPZ - is well-suited to and consistent with the locational characteristics typical for a LFC. As Mr Heath stated, it is a "cracking site"<sup>395</sup>. Clearly the Applicant sees the PC6 site as being well-suited to the expansion of the existing Homebase and rezoning to CRPZ would satisfy the Applicant's own objectives for its land. We were told, and our observations confirm, that options for the expansion of commercial centres are limited and large, well-connected, and undeveloped areas such as this are not commonly available within the City's urban area, and there were none identified in the north and east of the City. The other obviously suitable, commercially-zoned site in the north-east of the City, at Radcliffe Rd in Belfast / Northwood, is now being developed as a large retirement village<sup>396</sup>. These limitations indicate to us a scarcity in relation to appropriately-located, undeveloped commercial centre land, which is generally not the case in relation to residential land.
354. The District Plan requires that growth of commercial activity is focussed on existing commercial centres, including through the growth of those centres (commensurate with their roles). We heard no evidence to suggest that LFCs in general, or the Homebase CRPZ in particular, should

<sup>395</sup> Applicant's Closing Submissions, 3 August 2021, at [27]

<sup>396</sup> Harris Supplementary, at [15]

never expand, rather the disagreement between the economists was as to the scale and rate of the Homebase expansion and the potential effects in relation to the centres-base framework. Subject to our wider considerations, we are satisfied that the PC6 site is ideally located for expansion of the CRPZ provision in the north-east of the City.

355. We have accepted that there is currently an imbalance in the supply of large format retail across the City, with under-provision in the north and east of the City compared to the south and central areas. The Applicant's stated purpose for PC6 is to meet this need for additional large format retail in the north and east of the City. We are uncertain that there is, or will be in the foreseeable future, an imbalance in city-wide large format retail supply and demand, as that is very dependent on the productivity assumptions. However, we agree that to the extent that visits to the expanded Homebase LFC are part of other trips, and local consumers replace trips to other LFCs with a trip to the Homebase extension, there would be a reduction in travel kilometres. We have accepted that the Homebase expansion would reduce leakage out of the catchment, and this would have an economic benefit in terms of reduced kilometres travelled that is not insignificant.
356. In terms of supply and demand for all retail in the core catchment used by Mr Heath, we accept his conclusion that retail supply and demand are currently in broad equilibrium. However, growth in retail demand into the future is accepted by all the economics experts, and we have accepted Mr Heath's conclusion of a surplus of retail demand in his core catchment by 2038. Accordingly, we accept that some growth of retail supply in the core catchment will be needed in the longer-term, and that the PC6 site is well-suited to accommodate growth in the large format retail component of that growth, provided it is at a scale and rate which will ensure the expanded CRPZ remains commensurate with its role within the centres-based framework (which we return to below).
357. The District Plan, like all others relating to large urban areas, supports both commercial and residential activity and acknowledges the wellbeing benefits that each provide. In summary, the community needs both. We find no clear guidance from the Plan, in terms of whether and where one might be more important than the other, that would help us determine which might be the more appropriate zone on the PC6 land. Although we acknowledge the RSZ is the operative zone, we find nothing in the District Plan that fundamentally prioritises the retention of existing residential-zoned land ahead of the needs of the community for commercial land. If we gain any direction from the District Plan, it is that growth of commercial activity must be focussed on existing commercial centres, including through their outward expansion<sup>397</sup>, and this frequently involves the rezoning of existing residential land to an appropriate commercial zone
358. We find ultimately the decision between residential and commercial zone alternatives must be a context-based one that examines the particular circumstances of the alternatives involved. In this respect, we heard no evidence that the operative RSZ would address any local housing shortage

<sup>397</sup> Policy 15.2.2.4, which also includes a requirement for any such expansion to ensure the centre remains commensurate with its role and not undermine the function of other centres.



or other residential problem in the same way that we have accepted the proposed CRPZ would assist to address a medium to long-term shortfall of retail supply in the area, reduce retail leakage out of the area, and reduce vehicle kilometres travelled. These are in our view benefits to the community provided by a CRPZ on this site.

359. Turning to the centres-based framework of the CRPS and Chapter 15 of the District Plan, we have described this earlier in our report. Whilst the CRPS and District Plan use somewhat different wording, their centres-based approach is consistent. We note the emphasis on supporting and enhancing District Centres / KACs as major focal points for commercial activities, employment, transport and community activities. Development that adversely affects their function and viability, or public investment in them, is to be avoided. Any outward expansion of a commercial centre (in this case an LFC) must not undermine the function of other centres and not give rise to significant adverse distributional effects. Those centres, such as Shirley / Palms, that sustained significant damage or population loss from the catchments, as a result of the earthquakes, are to be supported in their recovery. The strategic focus and relevance of this framework was not in dispute between the parties.
360. We have already examined this aspect of PC6 in some detail. We have found that Proposed PC6 would not only not support or enhance the Shirley / Palms District Centre as a major focal point for commercial and community activities, but would undermine its strategically important function within the District Plan's centres-based framework. We have, however, found that Mr Heath's proposed staging, including the storetype exclusions<sup>398</sup>, over ten years will mitigate the adverse retail distribution effects of PC6 on Shirley / Palms to a significant extent and avoid significant adverse effects on that District Centre (KAC).
361. We have accepted that there may be some short-term weakening of the rate of recovery of the District Centre due to the potential lumpiness of development on both the consented supermarket and PC6 sites, during the 10 years of the staging and in the years immediately after 2031, until the more continuous growth in sustainable retail demand accommodates the cumulative effects. This may mean a slightly slower recovery timeframe for the Shirley / Palms District Centre than might otherwise be the case. However, overall we consider this is marginal and of short duration. By avoiding significant adverse effects on the Shirley / Palms District Centre, we are satisfied that PC6 (as we recommend it<sup>399</sup>) will support this centre's ongoing recovery and its role within the District Plan's network of centres, giving effect to the CRPS; and achieving the relevant objectives and policies of the District Plan.
362. With respect to the other key issues we have considered (for example, transportation, flooding, stormwater and ecological issues), we have found nothing that would distinguish the proposed rezoning to CRPZ (with the amendments we are recommending) as being any more or less suitable than the operative RSZ for the PC6 site. The buildings and activities that will eventuate

<sup>398</sup> Including our recommended supermarket exclusion for the first 10 years

<sup>399</sup> In particular, with the scale and staging limitations (including the storetype limitations) we recommend, and non-complying activity status to exceed those limitations

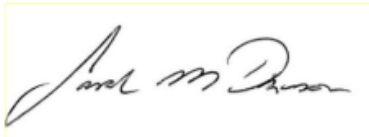
on this land (and their effects) will necessarily be different. PC6 would enable a LFC to be developed in an environment that had been historically envisaged as being more-uniformly for residential activities. However, amongst these other issues we have found no basis to conclude that the site is inherently more appropriate for residential dwellings than for large format retailing.

363. In coming to our view regarding Proposed PC6, we have not started from any presumption that one of the alternative zonings before us is more appropriate than the other. We have carefully evaluated the costs and benefits of the two zone alternatives in the context of the settled provisions of Chapters 3, 14 and 15 of the District Plan and the relevant provisions of the CRPS. Based on the information before us, we have come to our overall judgement as to the most appropriate or suitable zoning for this land.
364. This has not been an easy judgement for us to make. It has been finely balanced. We have come to our view by a narrow margin in relation to the potential for retail distribution effects on The Palms from extending the Homebase CRPZ and the implications of this for achieving the centres-based objectives and policies of the District Plan and the CRPS.
365. As we have discussed elsewhere, there is considerable uncertainty around the modelling and assumptions used as the basis for assessing the potential for retail distribution effects on The Palms. We consider a precautionary approach is warranted and we have taken such an approach in the maximum GLFA cap, the retail GLFA staging and the storetype exclusions we have recommended.
366. However, with the limitations we recommend, we consider the long-term benefits we have accepted for the Christchurch economy and community from providing for additional large format retail on this well-suited site adjoining the existing Homebase CRPZ weigh in favour of the CRPZ being the most appropriate zoning for the PC6 site.
367. For the reasons set out in our report above, and with the amendments we are recommending, we are satisfied that:
- a. the purpose of PC6 (being the rezoning from area-specific RSZ to CRPZ) is the most appropriate way to achieve the purpose of the Act;
  - b. having regard to their efficiency and effectiveness, and taking into account the potential benefits and costs and the risk and uncertainty in our evaluation, the policies and methods of PC6 are the most appropriate way to achieve the settled objectives of the District Plan;
  - c. the rules of PC6 will be efficient and effective in implementing the District Plan's policies; and
  - d. PC6 will give effect to the relevant higher-order planning direction and achieve the purpose of the Act.
368. Our recommended text for PC6 is set out in Appendix 1 to this report, including identifying our recommended amendments to Proposed PC6 as publicly notified.

## OVERALL RECOMMENDATION

369. Having considered the evidence before us, and for the reasons we have set out above, we recommend the Council:
- a. adopt PC6 with the wording as set out in Appendix 1; and
  - b. accept, accept in part, or reject the submissions on PC6 as set out in Appendix 2.
370. We have not listed our recommendations for the further submissions in Appendix 2, as the result in respect of any further submission necessarily follows the recommendation on the primary submission, whether that be supported or opposed.

Dated this 7th day of March 2022



Sarah Dawson

Independent Hearings Commissioner (Chair)



Ken Fletcher

Independent Hearings Commissioner



Ian Munro

Independent Hearings Commissioner

Appendix 1- Plan Change 6 as Recommended by the Panel of  
Independent Hearing Commissioners

## Appendix 2- Summary of Submissions with Commissioners' Recommendations

Item 14

Attachment A

Report of Commissioners – Plan Change 6 to Christchurch District Plan

1

## Appendix 1- Plan Change 6 as Recommended by the Panel of Independent Hearing Commissioners

### CHRISTCHURCH DISTRICT PLAN

#### PLAN CHANGE 6 – HOMEBASE EXTENSION

**Note:** For the purposes of this Plan Change:

Any unchanged text from the Operative Christchurch District Plan is shown as normal text.

Any text proposed to be added by the Plan Change as publicly notified is shown as **bold underlined** and text to be deleted as ~~**bold strikethrough**~~.

Any text recommended to be added to the notified Plan Change by the Panel is shown as **red bold underlined** and text recommended to be deleted as ~~**red bold strikethrough**~~.

Text in **green** font identifies terms defined in Chapter 2 - Definitions.

Text in **blue** font indicates links to other provisions in the District Plan and/or external documents. These will have pop-ups and links, respectively, in the online Christchurch District Plan.

**Amend the District Plan as follows:**

#### Chapter 2 Abbreviations and Definitions

Add the following Abbreviation:

**ANZSIC**

**means Australian and New Zealand Standard Industrial Classification, dated 2006**

Add the following Definition:

**Northern Homebase Centre**

**means the area zoned Commercial Retail Park within 229 and 241 Marshland Road and parts of 24 Sanctuary Gardens and 215 Marshland Road as contained in CT CB645-62, CT 737304, CT 737303, and CT 60392.**

#### Chapter 7 – Transport

##### 7.4.4 Rules - Matters of control and discretion

Add the following to Rule 7.4.4.18:

##### **High trip generators**

- a. The following are matters of control for Rule 7.4.2.2 C1 or matters of discretion for Rule 7.4.2.3 RD1. The following diagram shows the matters of control or discretion that apply to each activity.



...

- i. Access and manoeuvring (safety and efficiency): Whether the provision of access and on-site manoeuvring area associated with the activity, including vehicle loading and servicing deliveries, affects the safety, efficiency, accessibility (including for people whose mobility is restricted) of the site, and the transport network (including considering the road classification of the frontage road).
- ii. Design and Layout: Whether the design and layout of the proposed activity maximises opportunities, to the extent practicable, for travel other than by private car, including providing safe and convenient access for travel by such modes. Within the Northern Homebase Centre, this includes consideration of:
  - A. the provision of pedestrian and cycle access for the public and users of the Centre through the site from Sanctuary Gardens or Havana Gardens to Marshland Road;
  - B. integration of pedestrian and cycle access with development (including building frontages, circulation routes, sightlines and lighting) within the Northern Homebase Centre; and
  - C. any potential safety or nuisance effects and methods to address such effects including by way of a Crime Prevention Through Environmental Design ("CPTED") assessment.
- iii. Heavy vehicles: For activities that will generate more than 250 heavy vehicle trips per day, whether there are any effects from these trips on the roading infrastructure.
- iv. Accessibility of the location: Whether the proposed activity has demonstrated the accessibility of the site by a range of transport modes and whether the activity's location will minimise or reduce travel to and from the activity by private vehicles and encourage public and active transport use.
- v. Network effects: Having particular regard to the level of additional traffic generated by the activity and whether the activity is permitted by the zone in which it is located, whether measures are proposed to adequately mitigate the actual or potential effects on the transport network arising from the anticipated trip generation (for all transport modes) from the proposed activity, including consideration of cumulative effects with other activities in the vicinity, proposed infrastructure, and construction work associated with the activity.
- vi. Strategic framework: Whether the proposal is consistent with the local and regional transport policy framework.

## Chapter 14 – Residential

### 14.3 How to interpret and apply the rules

Delete 14.3.i.i.I as follows:

- i. Area specific rules also apply to activities in the following areas:
  - i. Residential Suburban Zone and Residential Suburban Density Transition Zone:
    - a. Wigram, within the area of the diagram shown on Figure 6 (generally bounded by RNZAF Bequest Land, Awatea Road, and the Wigram aerodrome and runway);
    - b. Peat Ground Condition Constraint Overlay

- c. Prestons Road Retirement Village Overlay;
- d. adjacent to State Highway 73 (Southern Motorway) between Annex and Curletts Roads;
- e. adjacent to State Highway 75 (Curletts Road) between the intersection with State Highway 73 and Lincoln Road;
- f. Existing Rural Hamlet Overlay;
- g. Stormwater Capacity Constraint Overlay;
- h. Residential land abutting the western boundary of the Industrial Park Zone at Russley Road / Memorial Avenue;
- i. ~~Mairehau final development area shown on Figure 5;~~
- j. Accommodation and Community Facilities Overlay; and
- k. Character Area Overlay.

#### 14.4 Rules – Residential Suburban Zone and Residential Suburban Density Transition Zone

##### 14.4.3.1.3 Area-specific restricted discretionary activities

Delete Rule 14.4.3.1.3 RD2 as follows:

<b>RD2</b>	Mairehau Final Development Area	<ul style="list-style-type: none"> <li>a. <del>Any development of land that is not in accordance with the layout shown in the development plan in Figure 5.</del></li> <li>b. <del>Any application arising from this rule shall not be limited or publicly notified.</del></li> </ul>	a. <del>Development plans– Rule 14.15.15</del>
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Delete Figure 5: Mairehau final development area.

##### 14.4.3.2.7 Noise Insulation

Delete Rule 14.4.3.2.7.c. as follows:

<b>6.</b>	Mairehau Final Development Area identified in Figure 5 – on land which is on the western side of Marshlands Road between Queen Elizabeth Drive and Briggs Road	<ul style="list-style-type: none"> <li>a. <del>There shall be no minimum building setback where:</del> <ul style="list-style-type: none"> <li>i. <del>mounding or other physical barrier to noise transmission capable of reducing traffic noise intrusion to all parts of any site by at least 10dBA is provided within 20 metres of the road boundary across the entire width of the site;</del></li> <li>ii. <del>the mounding in i. is screened from the adjoining road by landscaping with a minimum depth of 1.5 metres and a minimum height of 1.8 metres at time of planting;</del></li> <li>iii. <del>the minimum building setback from a limited access road shall be 40 metres.</del></li> </ul> </li> <li>b. <del>where a.i. and a.ii. are complied with and all external windows and doors of a residential units including those installed in the roof are acoustically treated to achieve a sound transmission loss of at least 25dBA with windows and doors closed the minimum setback shall be 20 metres.</del></li> </ul>
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		<p>e. Where a. and b. do not apply the minimum building setback shall be 80 metres.</p> <p>d. For the purpose of this rule the minimum building setback shall be measured from the road carriageway to the residential unit.</p>
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## Chapter 15 – Commercial

### 15.2 Objectives and Policies

Amend Table 15.1 – Centre's Role D. Large format centre as follows:

	Role	Centre and size (where relevant)
D.	<p><u>Large format centre</u></p> <p>Standalone retail centre, comprising stores with large footprints, <u>yard-based suppliers</u>, <u>trade suppliers</u> including building improvement centres, and other vehicle oriented activities.</p> <p>Provision of other <u>commercial activities</u> and residential and community uses is limited. This includes limiting <u>offices</u> to an <u>ancillary</u> function, and at Tower Junction, providing for a limited amount of <u>commercial services</u>.</p> <p><u>At the Northern Homebase Centre, retail activities are limited in type until October 2031.</u></p> <p>Serves large geographical areas of the city.</p> <p>Not necessarily connected to a residential catchment.</p> <p>Primarily accessed by car with limited public transport services.</p> <p>The extent of the centre is the Commercial Retail Park Zone.</p>	Centres: Moorhouse Avenue, Shirley Homebase, Tower Junction.

Add new Policy 15.2.2.6 as follows:

#### 15.2.2.6 Policy – Northern Homebase Centre

##### a. Require development within the Northern Homebase Centre to:

- i. be of a scale and type of built development and activity that:
  - A. avoids adverse effects on the safe, efficient and effective functioning of the road network;
  - B. enables stormwater to be disposed of in a manner which maintains or enhances the quality and ecological values of downstream surface waterbodies; and
  - C. avoids inundation on surrounding land, including roads;
- ii. be of a scale, type and timing of retail activity that supports the function and recovery of the Shirley / Palms District Centre;

- iii. manage adverse effects on amenity values in the adjoining residential areas to the west; and
- iv. provide safe and convenient pedestrian and cycling connectivity between the adjoining residential areas to the west and Marshland Road.

## 15.7 Rules – Commercial Retail Park Zone

### 15.7.1 Activity status tables – Commercial Retail Park Zone

Amend the Activity specific standards for P2 in Rule 15.7.1.1 as follows:

	Activity	Activity specific standard
P2	Retail activity, unless specified below	<ul style="list-style-type: none"> <li>a. The minimum tenancy size of any single retail activity shall be 450m<sup>2</sup> GLFA.</li> <li>b. <u>Prior to 4 October 2031, retail activity in the Northern Homebase Centre shall not include clothing stores or footwear stores (as categorised by their primary classification under ANZSIC categories) or department stores.</u></li> </ul>
P3	Supermarket	a. <u>Prior to 4 October 2031, there shall be no supermarket in the Northern Homebase Centre.</u>
P4	Trade supplier	Nil
P5	Yard-based supplier	
P6	Second-hand goods outlet	
P7	Service station	
P8	Food and beverage outlet	

Add the following to Rule 15.7.1.5 Non-complying activities:

	Activity
NC1	Any <u>retail activity</u> listed in Rule 15.7.1.1 P2 that does not meet <u>one or more of</u> the activity specific standards.
NC2	Any activity or <u>building</u> not meeting the activity specific standard for Rule 15.7.1.1 P21.
NC3	<u>Any supermarket listed in Rule 15.7.1.1 P3 that does not meet the activity specific standard.</u>

	Activity
<b>NC4</b>	<b><u>Any activity or building within the Northern Homebase Centre that does not meet one or more of the built form standards in Rules 15.7.2.9, 15.7.2.10 or 15.7.2.11.</u></b>

#### 15.7.2 Built form standards – Commercial Retail Park Zone

Amend Built form standard 15.7.2.1 as follows:

##### 15.7.2.1 Maximum Building Height

- The maximum height of any building shall be 15 metres, **except for the Northern Homebase Centre.**
- For the Northern Homebase Centre, the maximum height of any building shall be 12 metres.**
- Any application arising from this rule shall not be publicly notified.

Amend Built form standard 15.7.2.2 as follows:

##### 15.7.2.2 Minimum building setback from road boundaries

- The minimum building setback from road boundaries shall be as follows:

	Activity	Standard
i.	Any activity unless specified in ii – <del>iii</del> iv below	3 metres
ii.	<u>Ancillary offices</u>	1.5 metres
iii.	For <u>sites</u> with <u>frontage</u> to two intersecting <u>roads</u> in the Commercial Retail Park Zone, <b><u>except for the Northern Homebase Centre</u></b>	1.5 metres on one <u>road boundary</u> and 3 metres on the other <u>road boundary</u>
<b><u>iv.</u></b>	<b><u>For sites within the Northern Homebase Centre with frontage to QEII Drive</u></b>	<b><u>12 metres</u></b>
<b><u>v.</u></b>	<b><u>For sites within the Northern Homebase Centre with frontage to Marshland Road</u></b>	<b><u>6 metres</u></b>

- Any application arising from this rule shall not be limited or publicly notified.

Amend Built form standard 15.7.2.3 as follows:

**15.7.2.3 Minimum building setback from residential or open space zones**

- a. Where a site shares a boundary with a residential or open space zone, the minimum building setback from boundaries shall be 3 metres, except for the Northern Homebase Centre.
- b. For the Northern Homebase Centre, where a site shares a boundary with a residential zone, the minimum building setback from boundaries shall be 11 metres.
- c. Any application arising from this rule shall not be publicly notified.

Amend Built form standard 15.7.2.4 as follows:

**15.7.2.4 Sunlight and outlook at boundary with a residential zone**

- a. Except for the Northern Homebase Centre, where an internal site boundary adjoins a residential zone, no part of any building shall project beyond a building envelope contained by a recession plane measured from any point 2.3 metres above the internal boundary, in accordance with the diagrams in Appendix 15.15.9.
- b. For the Northern Homebase Centre, where an internal site boundary adjoins 30 Palm Drive, 20, 22, 24, 26, 28, 30, 32 or 34 Sanctuary Gardens or 30 and 33 Havana Gardens, no part of any building shall project beyond a building envelope contained by a 32.4 degree recession plane measured from any point 2.3 metres above the internal boundary.
- c. Where sites are located within a Flood Management Area, recession plane breaches created by the need to raise floor levels shall not be limited or publicly notified.
- d. Any application arising from this rule shall not be publicly notified.

Amend Built form standard 15.7.2.6 as follows:

**15.7.2.6 Landscaping and trees**

- a. Landscaping and trees shall be provided as follows:

Standard	
i.	<u>Except as specified in iii. below for the Northern Homebase Centre, t</u> he area <u>adjoining</u> the <u>road frontage</u> of all <u>sites</u> shall contain <u>landscaping</u> in accordance with the following standards:
A.	Minimum width - 1.5 metres
B.	Minimum density of tree planting - 1 tree for every 10 metres of <u>road frontage</u> or part thereof, evenly spaced.
ii.	On <u>sites adjoining</u> a residential zone, trees shall be planted adjacent to the shared internal <u>boundary</u> at a ratio of at least 1 tree for every 10 metres of the <u>boundary</u> or part thereof, with the trees evenly spaced along that <u>boundary</u> .



Standard
<p>iii. <u>On sites adjoining QEII Drive within the Northern Homebase Centre, trees shall be planted adjacent to the road boundary with QEII Drive at a ratio of at least 1 tree for every 6 metres of the road boundary or part thereof, with the trees planted in singles and groupings, spaced between 6-10m apart. These trees are to be large tree species that are capable of growing to a height of 15m at maturity and must be a minimum height of 2.5m at the time of planting. These trees may be a combination of evergreen and deciduous species but must comprise at least 20% evergreen.</u></p> <p>iv. 1 tree shall be planted for every 5 car <u>parking spaces</u> within any car <u>parking area</u> and along any pedestrian routes.</p> <p>v. All <u>landscaping</u> / trees required for these rules shall be in accordance with the provisions in <u>Appendix 6.11.6</u> of Chapter 6.</p>

- b. Any application arising from clauses a.i, ~~and~~ a.iii and a.iv of this rule shall not be publicly or limited notified.

**Advice notes:**

- Any landscaping required by Rule 15.7.2.6 may be located in common areas, where the development comprises land and/or buildings in separate unit titles.
- Stormwater facilities that support multiple values such water quality treatment, biodiversity enhancement and landscape amenity, should be incorporated into landscaped areas, where practicable, to achieve effective stormwater management in an integrated manner.

Add the following additional Built form standards

**15.7.2.9 – Scale and staging of development - Northern Homebase Centre**

- Within the Northern Homebase Centre, the total amount of floorspace for all activities shall not exceed 20,000m<sup>2</sup> GLFA; and
- Within the Northern Homebase Centre, the total amount of floorspace for retail activities shall not exceed the following:
  - 5,000m<sup>2</sup> GLFA prior to 4 October 2026;
  - 10,000m<sup>2</sup> GLFA prior to 4 October 2031.

**15.7.2.10 – Vehicle access - Northern Homebase Centre**

- Within the Northern Homebase Centre, there shall be no vehicle access for any activity over the western boundary to Havana Gardens or Sanctuary Gardens.

15.7.2.11 – Pedestrian and cycle access - Northern Homebase Centre

- a. Prior to the occupation of any building within the Northern Homebase Centre, a pedestrian and cycle path shall be provided through the site from either Sanctuary Gardens or Havana Gardens to Marshland Road.

## Planning Maps

### Planning Map 25(A)

Amend Planning Map 25A by changing the zoning of the site at 229, 241 and part of 24 Sanctuary Gardens and 215 Marshland Road from Residential Suburban to Commercial Retail Park, as shown on the attached map and enlargement.

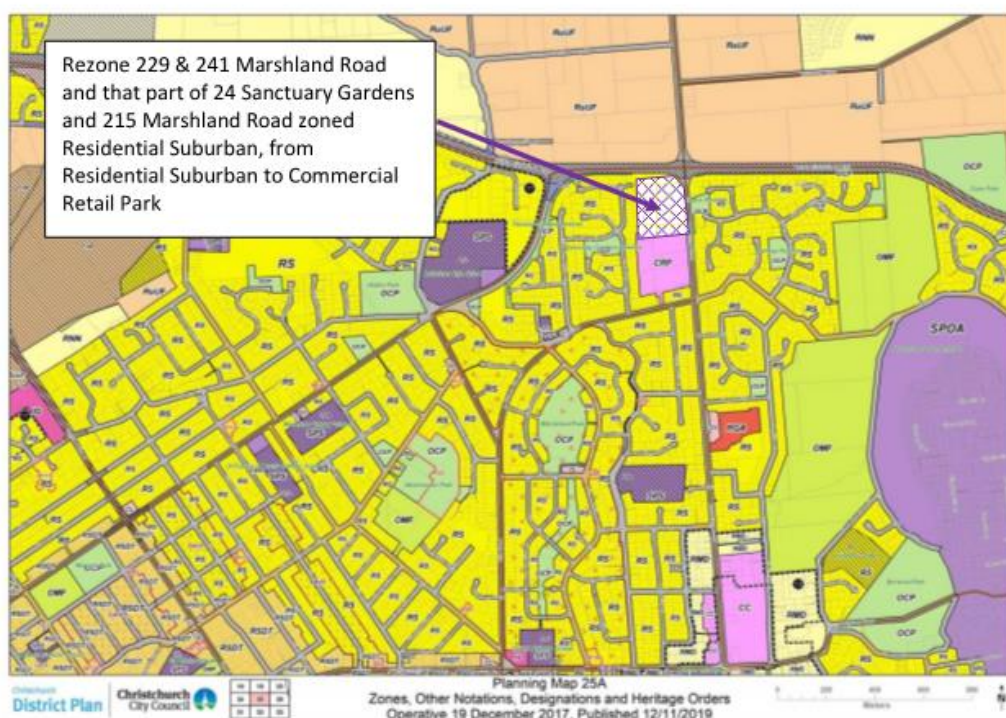


Figure 1: Plan Change site at scale of full Planning Map 25



Figure 2: Plan Change site enlargement

## Appendix 2- Summary of Submissions with Commissioners' Recommendations

### CHRISTCHURCH DISTRICT PLAN

#### PLAN CHANGE 6

Submitter	Submission No.	Decision No.	Decision Sought	Accept / Reject Recommendation
Grant Hanham	S1	D1.1	Approval for the proposed plan change.	Accept in part
Rebecca Hill	S2	D2.1	With regards to the use of Havana Gardens and Sanctuary Gardens as access points, amend the plan change to <i>"reconsider having extra traffic through a small subdivision, especially at the narrowest points of the subdivision."</i>	Accept
Lewis Webster	S3	D3.1	Approve the plan change in its entirety.	Accept in part
Mike and Denise Southern	S4	D4.1	Reject the plan change in its entirety.	Reject
Paula and Peter Halliday	S5	D5.1	Amend the plan change to <i>"ensure that there will never be road access to the proposed Commercial Centre from either Sanctuary Gardens or Havana Gardens now or in the future."</i>	Accept
Caroline Petra Mayo	S6	D6.1	Reject the plan change in its entirety.	Reject
		<b>Further Submitter</b>		
			Ann-Marie and Bob Kearney	
		D6.2	Oppose <i>"the proposal to relocate the stream on Council land at 32 Sanctuary Gardens to the rear of my property."</i>	Reject
		<b>Further Submitter</b>		
			Ann-Marie and Bob Kearney	
		D6.3	Amend the plan change to require the <i>"height of buildings near the boundary to be less than 15 metres."</i>	Accept.
		<b>Further Submitter</b>		
			Ann-Marie and Bob Kearney	
		D6.4	Amend the plan change to ensure that no trucks or other retail park traffic have access through 24 Sanctuary Gardens.	Accept

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Submitter	Submission No.	Decision No.	Decision Sought	Accept / Reject Recommendation
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Sarah McCallum	<b>S7</b>	<b>D7.1</b>	Approve the rezoning to Commercial Retail Park Zone	Accept in part
Wayne Smith	<b>S8</b>	<b>D8.1</b>	Reject the change of zone.	Reject
Ya-fen Lee	<b>S9</b>	<b>D9.1</b>	Reject the plan change.	Reject
Ann-Marie and Bob Kearney	<b>S10</b>	<b>D10.1</b>	Reject the plan change so that the <i>"land stays residential."</i>	Reject
Dawn Chivers	<b>S11</b>	<b>D11.1</b>	Reject <i>"the use of the site at 24 Sanctuary Gardens for an accessway to the Marshland Road area for loading zone and truck turning areas plus the staff car parking in this area."</i>	Accept in part
		<b>D11.2</b>	<i>"Would like to see the height and size of the proposed buildings."</i>	Accept
Yukiko Kuroiwa	<b>S12</b>	<b>D12.1</b>	Reject the <i>"use of sections at 24 Sanctuary Gardens as a driveway."</i>	Accept
David Conning	<b>S13</b>	<b>D13.1</b>	Amend the plan change to state <i>"that there is absolutely no access for vehicle traffic via the Clearbrook Palms subdivision."</i>	Accept
Rosemary Joy Murray	<b>S14</b>	<b>D14.1</b>	<i>"Reject the proposed rezone of the land in planning map 25A."</i>	Reject
Cody Cooper	<b>S15</b>	<b>D15.1</b>	Approve the rezoning.	Accept in part
Martinus J Brevoort	<b>S16</b>	<b>D16.1</b>	<i>"This [the status quo zoning] should remain the first priority."</i>	Reject
		<b>D16.2</b>	Amend the plan change to exclude 24 Sanctuary Gardens from the proposed rezoning.	Accept in part
		<b>D16.3</b>	Amend the plan change to ensure there is no access provided through 24 Sanctuary Gardens and Havana Gardens.	Accept in part
Mr and Mrs R Harland	<b>S17</b>	<b>D17.1</b>	Amend the plan change to ensure there is no access provided through the two empty lots in Clearbrook Palms.	Accept in part
The Salvation Army Christchurch City Corps	<b>S18</b>	<b>D18.1</b>	Amend the plan change to ensure <i>"prohibition of use of residential streets for staff or overflow parking."</i>	Reject
		<b>D18.2</b>	Amend the plan change to ensure <i>"prohibition of using residential streets for the access of commercial delivery vehicles to the proposed site."</i>	Accept
Jason and Nadine Dalziel	<b>S19</b>	<b>D19.1</b>	Amend the plan change to ensure there is no access provided through 24 Sanctuary Gardens and Havana Gardens.	Accept in part
Joanna Krakowiak	<b>S20</b>	<b>D20.1</b>	<i>"Oppose provision of extending Homebase by Marshland Road and changing residential zone into Commercial Retail Park."</i>	Reject
			<b>Further Submitter</b>	

Submitter	Submission No.	Decision No.	Decision Sought	Accept / Reject Recommendation
			Ann-Marie and Bob Kearney	
		D20.2	<i>"If 24 Sanctuary Garden is to stay as traffic for trucks Council should reconsider changing rates as quality of life in neighbourhood would deteriorate and homes would have less values."</i>	Reject as out-of-Scope of PC4
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		D20.3	Amend plan change to restrict use of 24 Sanctuary Gardens as access way for loading zone.	Accept
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		D20.4	Amend plan change to require traffic intersection upgrades for Briggs Road/Marshland Road intersection.	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		D20.5	Amend plan change for roundabouts within subdivision [Clearbrook Palms] to be either updated or repaired	Reject
			<b>Further Submitter</b>	
Elizabeth Vuillermin	S21		Ann-Marie and Bob Kearney	
		D21.1	<i>"Reject the rezoning of the land in planning map 25A."</i>	Reject
Waitai/Coastal-Burwood Community Board	S22	D22.1	Amend the plan change to limit the type of large format retail at the proposed location so that they are complementary rather than in direct competition with the Palms shopping centre.	Accept in part
		D22.2	<i>"The impact of increased traffic volumes along [Briggs Road, Lake Terrace Road, Mairehau Road and Marshland Road and Queen Elizabeth II Drive] and other minor arterial collector roads needs further consideration"</i>	Accept in part
Ken Booth & Bee Bryant	S23	D23.1	Amend the plan change to ensure that any use of the proposed access to the developed site via Sanctuary Gardens [or Havana Gardens] be confined to delivery and business access only, and available only between 0700 and 2200 hours.	Accept in part
		D23.2	Amend the plan change to ensure that the noise mitigation option chosen for the western boundary is the use of a bund surmounted by a solid fence.	Reject
Anthony Hill	S24	D24.1	Reject the plan change in its entirety	Reject



Submitter	Submission No.	Decision No.	Decision Sought	Accept / Reject Recommendation
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Sharlene Bush	<b>S25</b>	<b>D25.1</b>	Reject the plan change, especially the potential for 24 Sanctuary Gardens to be an entrance way into this complex along with Havana Gardens.	Reject, except: Accept in part regarding use of 24 Sanctuary Gardens
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Adrian Badger	<b>S26</b>	<b>D26.1</b>	Amend the plan change to exclude 24 Sanctuary Gardens from the proposed rezoning.	Accept in part
		<b>D26.2</b>	Amend the plan change to ensure there is no access provided through 24 Sanctuary Gardens and Havana Gardens.	Accept in part
Derek Williams	<b>S27</b>	<b>D27.1</b>	Reject the plan change to rezone the land from residential suburban to commercial retail park zone	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		<b>D27.2</b>	Amend plan change to ensure "24 Sanctuary Gardens remains untouched and not used as Bunnings road exit."	Accept in part
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Christine Williams	<b>S28</b>	<b>D28.1</b>	Reject the plan change to rezone the land from residential suburban to commercial retail park zone	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Brenda Williams	<b>S29</b>	<b>D29.1</b>	Reject the plan change in its entirety	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Hilary West	<b>S30</b>	<b>D30.1</b>	Amend the plan change to exclude 24 Sanctuary Gardens from the proposed rezoning.	Accept in part
		<b>D30.2</b>	Amend the plan change to ensure there is no access provided through 24 Sanctuary Gardens and Havana Gardens.	Accept in part
Tony West	<b>S31</b>	<b>D31.1</b>	Amend the plan change to ensure there is no access provided through 24 Sanctuary Gardens.	Accept in part

Submitter	Submission No.	Decision No.	Decision Sought	Accept / Reject Recommendation
Robert McKenzie	S32	D32.1	<i>"Can the Council advise what (if any) proposed vehicular access to the proposed development is likely via Sanctuary Gardens or Havana Gardens? If there is a plan for Heavy Vehicle access in particular, has the Council considered the adverse impacts on the residential neighbourhood (sic) (Clearbrook Palms), including safety of residents and degradation of road surfaces and roundabouts?"</i>	Accept
Mary Harbrow	S33	D33.1	Reject the rezoning of land as shown on map 25a	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		D33.2	Amend the plan change to ensure that <i>"the proposals to able to use any parts of 24 Sanctuary Gardens or Havana Place [Gardens] as a regular access for Commercial vehicles removed."</i>	Accept
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Annette Blair	S34	D34.1	Amend plan change to require any security lighting to be angled away from residential homes	Reject
		D34.2	Amend plan change to ensure staff parking is mandated to be within the complex	Reject
		D34.3	Amend plan change to restrict the height of buildings within the site to two stories	Reject
Rebecca and Scott Dew	S35	D35.1	Amend the plan change to ensure that <i>"the CCC do not allow the developer to use our subdivision [Clearbrook Palms] for access to their development."</i>	Accept in part
Garry Duxbury	S36	D36.1	Reject the rezoning of land in planning map 25a	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Louise Silvester	S37	D37.1	Reject the plan change in its entirety	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		D37.2	Amend the plan change to ensure there is no access provided through 24 Sanctuary Gardens and Havana Gardens.	Accept in part
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	

Submitter	Submission No.	Decision No.	Decision Sought	Accept / Reject Recommendation
		<b>D37.3</b>	Amend the plan change to restrict the use of bright lights during night time	Reject
		<b>Further Submitter</b>		
			Ann-Marie and Bob Kearney	
		<b>D37.4</b>	Amend the plan change to reduce the height of buildings to 8 metres.	Accept in part
		<b>Further Submitter</b>		
			Ann-Marie and Bob Kearney	
		<b>D37.5</b>	Amend the plan change to increase the setback between residential properties and commercial buildings.	Accept
		<b>Further Submitter</b>		
			Ann-Marie and Bob Kearney	
Waipapa/Papanui-Innes Community Board	<b>S38</b>	<b>D38.1</b>	Amend plan change to ensure that any negative amenity effects on residents are addressed.	Accept in part
Peter Retimanu	<b>S39</b>	<b>D39.1</b>	Reject the rezoning application and for properties to remain residential	Reject
		<b>Further Submitter</b>		
			Ann-Marie and Bob Kearney	
Bede and Alison Kearney	<b>S40</b>	<b>D40.1</b>	Amend the plan change to ensure there is no access provided through 24 Sanctuary Gardens and Havana Gardens.	Accept in part
Rachel Bannister	<b>S41</b>	<b>D41.1</b>	Amend the plan change to ensure there is no access provided through 24 Sanctuary Gardens, particularly for trucks to load, unload and for turning for the proposed supermarket at Homebase, and that another access way be found through the Marshland Road properties.	Accept in part
Peter and Chris Costello	<b>S42</b>	<b>D42.1</b>	<i>"Provide an assurance that traffic access to the new development will not be included in this, or any future proposal, via 24 Sanctuary Gardens and/or Havana Gardens, or any other property bordering the new development."</i>	Accept
		<b>D42.2</b>	Amend plan change to address the additional concern of <i>"what effect the granting of this proposal would have on the future of The Palms shopping mall."</i>	Accept
Kenneth and Aleida Orr	<b>S43</b>	<b>D43.1</b>	Reject the plan change in its entirety now and any time in the future.	Reject
		<b>Further Submitter</b>		
			Ann-Marie and Bob Kearney	

Submitter	Submission No.	Decision No.	Decision Sought	Accept / Reject Recommendation
		<b>D43.2</b>	24 Sanctuary Gardens should remain zoned residential suburban and not commercial retail park.	Accept in part
		<b>Further Submitter</b>		
			Ann-Marie and Bob Kearney	
		<b>D43.3</b>	Oppose access to the Homebase extension from Clearbrook Palms as there is no through traffic with only two entry points to the subdivision, ... and they are totally unsuitable for heavy traffic.	Accept in part
Dominic Orr	<b>S44</b>	<b>Further Submitter</b>		
			Ann-Marie and Bob Kearney	
		<b>D44.1</b>	Reject the plan change in its entirety.	Reject
		<b>D44.2</b>	24 Sanctuary Gardens should remain zoned residential suburban and not commercial retail park.	Accept in part
Joclyn Burnside	<b>S45</b>	<b>D44.3</b>	Oppose access to the Homebase extension from Clearbrook Palms as there is no through traffic with only two entry points to the subdivision, ... and they are totally unsuitable for heavy traffic.	Accept in part
		<b>D45.1</b>	Reject the plan change as proposed.	Reject
		<b>D45.2</b>	Object to car parking taking precedence over soil, noise from digging and vehicles, and rain and stormwater coming into existing storm drains.	Accept in part
		<b>D45.3</b>	Amend plan change to provide for a different land use as <i>"there is much better use for this block bounding (sic) on QE11 Drive."</i>	Reject
AMP Capital Palms PTY Limited	<b>S46</b>	<b>D45.4</b>	Amend plan change to provide for 24 Sanctuary Gardens being a walkway to the consented supermarket not a road, and a lane behind the existing shops, and further shops be built where the existing consent exists.	Accept in part
		<b>D46.1</b>	Reject the plan change as notified in its entirety	Submission Withdrawn
		<b>Further Submitter</b>		
			Ann-Marie and Bob Kearney	
		<b>D46.2</b>	Oppose the enablement of new commercial activity and growth, in a manner that is contrary to the strategic and commercial objectives in the District Plan and which among other things fails to support intensification within centres and does not 'support the function of', or 'give primacy to' the Shirley KAC	Submission Withdrawn

Submitter	Submission No.	Decision No.	Decision Sought	Accept / Reject Recommendation
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		<b>D46.3</b>	Oppose the adverse effects (particularly cumulative effects associated with future growth in the Shirley KAC) on the transport network and public and private infrastructure.	Submission Withdrawn
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Maree Hill	<b>S47</b>	<b>D47.1</b>	Reject the plan change in its entirety	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		<b>D47.2</b>	Oppose access through 24 Sanctuary Gardens and the road in front of our property by heavy vehicles, and the congestion resulting from staff parking.	Accept in part
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		<b>D47.3</b>	Oppose the loss of residential zoned land.	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Scott McIlraith	<b>S48</b>	<b>D48.1</b>	Reject the plan change in its entirety	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		<b>D48.2</b>	Oppose the increase in traffic in the local area [Marshland and Briggs Road].	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Christopher Hentschel	<b>S49</b>	<b>D49.1</b>	Amend the plan change to exclude land within Sanctuary Gardens from the proposed rezoning.	Reject as out-of-Scope of PC6
		<b>D49.2</b>	Support the use of land for commercial retail park activities subject to further traffic considerations, light pollution, and updated economic evidence post Covid-19.	Accept
Lindsay Carswell	<b>S50</b>	<b>D50.1</b>	Decline the proposed plan change. <i>"The city has become a homogenised city with shopping centres and malls scattered throughout the city. If we want to have a viable central business district then further developments</i>	Reject

Submitter	Submission No.	Decision No.	Decision Sought	Accept / Reject Recommendation
			<i>of this type should be refused."</i>	
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Diana Plesovs	<b>S51</b>	<b>D51.1</b>	Reject the plan change in its entirety. <i>"Do not rezone land from Residential Suburban zone to Commercial Retail Park by amending Planning Map 25A."</i>	Reject
		<b>D51.2</b>	<i>"Keep references to the Mairehau Final Development Plan in the District Plan (keep 14.3.i.1.1, 14.4.3.2.7c, and Figure 5, and 3."</i>	Reject
		<b>D51.3</b>	<i>"Do not amend Chapter 15 Rule 15.7.2.4 by adding a new rule that applies to a 32.4 degree recession plane at the western boundary of the site."</i>	Reject
		<b>D51.4</b>	Oppose the loss of residential zoned land.	Reject
Canterbury Regional Council (Environment Canterbury)	<b>S52</b>	<b>D52.1</b>	To test through the hearing process the section 32 analysis and the economic analysis provided by the applicant, and give careful consideration to the likely economic and retail distribution effects and whether and to what extent the expansion of commercial activities on this site could undermine the existing network of centres and in particular adversely affect the function and viability of The Palms, Shirley as a Key Activity Centre and the primacy of the City Centre.	Accept
		<b>D52.2</b>	To test through the hearing process the section 32 analysis and transportation assessment provided by the applicant, and give careful consideration to whether and how the site can be effectively integrated with transport infrastructure, and in particular whether it will contribute to the achievement of a pattern of development that optimises use of existing network capacity, reduce dependency on private vehicles, support increased uptake of active and public transport, and provide opportunities for modal choice.	Accept
Christchurch City Council	<b>S53</b>	<b>D53.1</b>	That should the hearings panel be minded to recommend approval of the request for rezoning the subject land, it is requested that the hearings panel consider and provide for rules and other provisions to mitigate potential adverse effects, achieve better integration within the site context, and provide an outcome that is more appropriate to achieve the Objectives and Policies of the District Plan, higher order documents and the purpose of the Resource Management Act. Rules and other provisions that can be added to the plan change include:	Accept in part



Submitter	Submission No.	Decision No.	Decision Sought	Accept / Reject Recommendation
			a. requiring larger setbacks from boundaries; b. requiring additional landscaping, amenity plantings and green corridors; c. requiring active transport (i.e. pedestrian and cycle) permeability and visual permeability through the site; d. controlling maximum continuous building lengths; e. limiting the extent of the building envelope in proximity to the residential boundary; f. requiring pedestrian and cycle linkages; g. controlling site layouts; h. restricting and/or controlling access (e.g. through 24 Sanctuary Gardens and Havana Gardens); i. requiring an ODP; j. management of stormwater.	
Anne Morrell Slee	S54	D54.1	Amend plan change to ensure no increase in traffic volume especially if plan is to allow service trucks on Palm Drive.	Accept in part
Warren Agnew	S55	D55.1	Reject the plan change to keep the land in question as residentially zoned land and not change it to commercially zoned	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		D55.2	<i>"Oppose the use of subdivision [Clearbrook Palms] roads for commercial vehicle use of any description."</i>	Accept
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Gail Agnew	S56	D56.1	Reject the plan change to keep the land in question as residentially zoned land and not change it to commercially zoned	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		D56.2	Oppose the plan change as <i>"a residential area should never be used for Commercial traffic of any kind"</i>	Accept in part
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Phillip Ormond Hill	S57	D57.1	Reject the plan change to keep the land in question as residentially	Reject

Submitter	Submission No.	Decision No.	Decision Sought	Accept / Reject Recommendation
			zoned land and not change it to commercially zoned	
		D57.2	<i>"Oppose the use of subdivision [Clearbrook Palms] roads for commercial vehicle use of any description."</i>	Accept
Margaret Anne Goulden	S58	D58.1	<i>"My home which is residential, and should definitely remain residential, should on no account be changed ... I do not want residential status changed."</i>	Reject as out-of-Scope of PC6
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		D58.2	<i>"If an exit is required for the extension to Homebase, could it not be placed direct onto Marshlands Road. Palm Drive is not wide enough for Commercial traffic, nor is Sanctuary Gardens."</i>	Accept
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Diane Maree Nottingham	S59	D59.1	Oppose if heavy vehicle access provided through Clearbrook Palms subdivision.	Accept
		D59.2	<i>"That number 24 Sanctuary Gardens is used as an entry and exit point."</i>	Accept in part
Jeannie Kydd	S60	D60.1	Reject the plan change to keep the zoning of this land as residential and not commercial	Reject
		D60.2	Oppose the plan change as <i>"a residential area should never be used for Commercial traffic of any kind"</i>	Accept in part
Josephine Brenda Dickson	S61	D61.1	Amend the plan change to ensure there is no access provided through Clearbrook Palms.	Accept in part
Younsik Chung	S62	D62.1	Amend the plan change to ensure there is no access provided through Clearbrook Palms.	Accept in part
Anthony Peter Maguire	S63	D63.1	Reject plan change	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		D63.2	Amend the plan change to ensure there is no access provided through Palm Drive.	Accept in part
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Raymond Allan Jackson	S64	D64.1	Amend the plan change to ensure there is no access provided through Clearbrook Palms.	Accept in part

Submitter	Submission No.	Decision No.	Decision Sought	Accept / Reject Recommendation
Maurice Walter Grant	<b>S65</b>	<b>D65.1</b>	Reject the plan change in its entirety, due to the effects on Clearbrook Palms	Reject
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Martinus Bakker	<b>S66</b>	<b>D66.1</b>	Reject the rezoning of any property within the Clearbrook Palms area.	Reject as out-of-Scope of PC6
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
		<b>D66.2</b>	Amend the plan change to ensure there is no access provided through Clearbrook Palms via vehicle or foot.	Accept in part
			<b>Further Submitter</b>	
			Ann-Marie and Bob Kearney	
Anita Gopal	<b>S67</b>	<b>D67.1</b>	Dismiss developer plans to use sites 24 Sanctuary Gardens, 195 and 215 Marshland Road	Accept in part
		<b>D67.2</b>	Amend the plan change to ensure there is no access provided through Clearbrook Palms.	Accept in part
Jonathan Prior	<b>S68</b>	<b>D68.1</b>	Amend the plan change to exclude 24 Sanctuary Gardens from the proposed rezoning.	Accept in part
		<b>D68.2</b>	Amend the plan change to ensure there is no access provided through 24 Sanctuary Gardens for delivery trucks.	Accept

## 15. 210 Armagh Street - Proposed Lease over Rauora Park

Reference / Te Tohutoro: 22/558431

Report of / Te Pou Matua:	Luke Rees-Thomas, Property Consultant, luke.ReesThomas@ccc.govt.nz Russel Wedge Team Leader Parks Policy & Advisory, russel.wedge@ccc.govt.nz
General Manager / Pouwhakarae:	Mary Richardson, General Manager Citizens and Community, mary.richardson@ccc.govt.nz

### 1. Purpose of the Report Te Pūtake Pūrongo

- 1.1 The purpose of this report is to seek the approval of the Council to enter into a new ground lease agreement with Armagh Wells Limited (AWL), owners of the former MED building at 210 Armagh Street. The lease will cover an area which already includes an existing easement in favour of AWL. An extra 43.5m<sup>2</sup> (approximately) of Rauora Park is requested to enable one additional car park space (Refer **Attachment A** for plan).
- 1.2 This report has been written in response to a request from AWL to formalise a lease of the space. A lease arrangement will enable part of the existing easement to be fenced and increase safety for the public when the adjacent basketball court is in use.
- 1.3 The decision in this report is of low significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by considering the impact of the new ground lease on local residents, the safety of users within the recreational space and the extent of the existing easement.
- 1.4 A public consultation process was advertised with no submissions being received.

### 2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Approve the granting of a ground lease to Armagh Wells Limited, 210 Armagh Street, over a 277m<sup>2</sup> area of Rauora Park, for a period of up to 15 years total, on terms consistent with this report.
2. Authorise the Manager Property Consultancy to conclude all documentation as required to implement the proposed lease.

### 3. Reason for Report Recommendations Ngā Take mō te Whakatau

- 3.1 The granting of a ground lease over part of the existing easement area will maintain access to the MED building car parks. A new see-through fence will also provide a barrier to safeguard the public, especially young children, from running in front of vehicles that are using the easement area to access their car parking spaces.
- 3.2 The existing right of way easement behind the MED building to their car parks cannot be fenced off under the conditions of the existing easement. A lease will provide exclusive use of the area, enabling AWL to erect a fence along the boundary for the safety of both the public who use the play area in Rauora Park and tenants of the MED building.

- 3.3 To allow enough parking space for the MED tenant vehicles, AWL have requested an additional 43.5m<sup>2</sup> of land to be included in the lease. This area of park is not being used for recreation and will not affect public access.

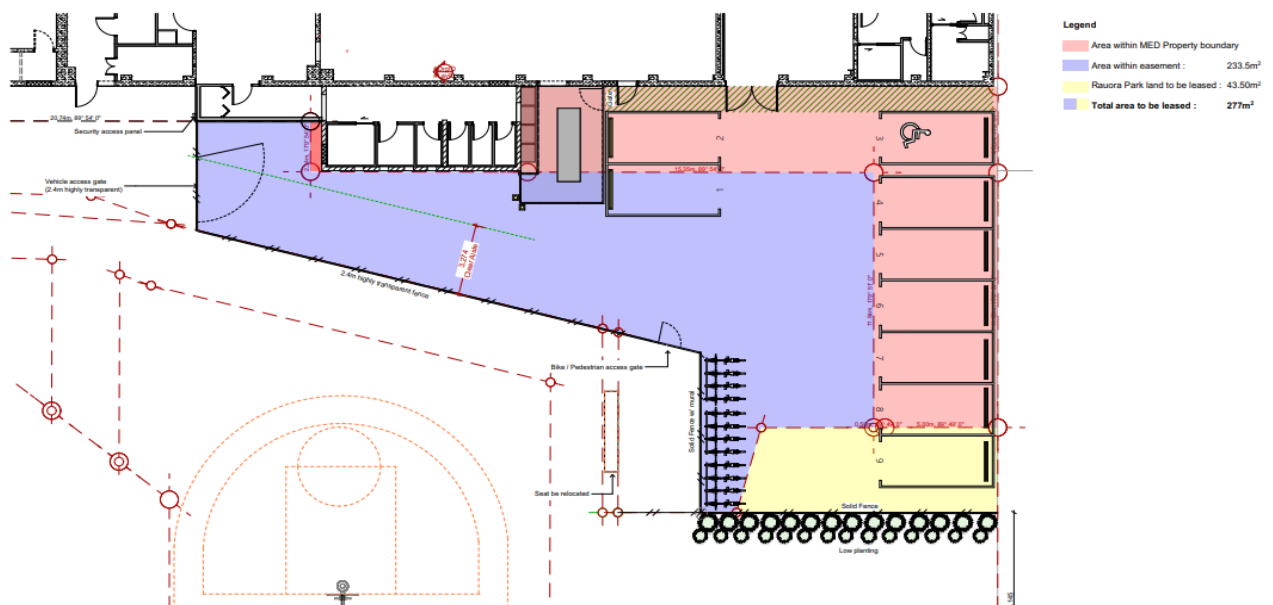
#### 4. Alternative Options Considered Ētahi atu Kōwhiringa

- 4.1 Status Quo – Do not grant the new ground lease to AWL – not recommended
- 4.1.1 Advantage – the public could continue to walk and play over all of the existing easement area behind the MED building.
- 4.1.2 Disadvantage – public safety, especially young children, could be at risk when vehicles from the MED building drive across the easement to their parking area (on MED land).

#### 5. Detail Te Whakamahuki

##### Background

- 5.1 Armagh Wells Limited (AWL) own the MED building located at 210 Armagh St. The building is a listed heritage asset within the District Plan.
- 5.2 AWL hold a right of way easement from Huanui Lane to their parking area behind the MED building (refer **Attachment A**, area shaded purple). Huanui Lane is a legal road that joins Armagh Street and runs south in front of Rauora Park to Gloucester Street.
- 5.3 The existing easement is over the northern end of Rauora Park and borders the edge of the half-court basketball play area. The easement was established while the land was managed by Ōtākaro before being handed over to the Council.
- 5.4 AWL want to secure their vehicle parking area behind the MED building, which is being fitted-out for new tenants. This includes AWL building a solid wall around the vehicle parking area for security of the vehicles. To fit all of the tenant's vehicles in the secure area, AWL have requested an additional area of approximately 43.5m<sup>2</sup> be leased, adjoining their easement area, on land that is managed as Rauora Park. This area of Rauora Park is not being used for public access nor recreational activities.



Proposed Lease area in purple and yellow (purple existing easement & yellow Rauora Park). Pink area land owned by MED property.

- 5.5 To increase the safety of the public when using the half-court, staff suggested a see-through fence be erected along the boundary of the easement next to the half-court and play area. The fence would separate the vehicle movements from the recreational users of Rauora Park, ensuring a safe environment is provided for the public. Staff were concerned with the safety of young children playing on the easement and the adjoining basketball court when there were vehicles travelling along the easement. Refer **Attachment B** for imagery of the proposed improvements. The fence cannot be erected under the conditions of the existing easement but would be permissible if the area was leased. A lease scenario would allow AWL to control the space on an exclusive basis. This is preferred in order to ensure cars are separated from Rauora Park users.
- 5.6 Lease terms have been agreed with AWL, as follows:
- 15 years total duration (including renewal options)
  - A commercial land rental shall be paid on the space additional to the existing easement area. This rental shall be reviewed annually accounting for CPI increases
  - A nominal rental will be paid for the area which is already covered by an easement. This accounts for AWL to finance installation of the new fences, which shall benefit both parties. Council staff also view this subsidy in relation to its support of heritage building activation within the CBD
  - The Lessee will facilitate and finance all maintenance on the leased area during the term, including the boundary fences
  - The leased land shall only be used for access to and from the car parking area, as shown on **Attachment A**
  - Council staff will approve the final design and materials for the new fence before construction
- 5.7 Typically leases of Council land require staff to publically tender the opportunity. However, in this instance the proposal was unsolicited and is unique to the location. The land could not be leased to any other party for this purpose, nor is the land desirable for any other application, given the existing Right of Way easement in favour of AWL.
- 5.8 Staff are satisfied that necessary process has been completed and are now in a position to recommend the lease be granted.

#### Community views and preferences

- 5.9 The land in question is defined 'park' under Section 138 of the Local Government Act. A 'park' being:
- (a) land acquired or used principally for community, recreational, environmental, cultural, or spiritual purposes; but*
- (b) does not include land that is held as a reserve, or part of a reserve, under the Reserves Act 1977.*
- 5.10 The Council must consult when considering the disposal of a 'park', a disposal includes a lease of over 6 months in duration, which applies in this situation.
- 5.11 A public notice was placed in the *Christchurch Press* newspaper advising of the proposed lease and inviting any comments or suggestions to be submitted from Saturday 2 April until Friday 29 April 2022. The same advert was publicised on the Council's webpage. No submissions, comments or suggestions were received at the time of closing.
- 5.12 The public notice was in compliance with the Local Government Act 2002 Sections 78 and 138, where staff are required to notify the public of the proposal to grant a new ground lease to AWL for a period up to 15 years. Rauora Park is not subject to the Reserves Act 1977.



- 5.13 A staff Memo dated 31 March 2022 was sent to elected members including the Waikura Linwood-Central-Heathcote Community Board advising of the public notification of the proposed lease at 210 Armagh Street from Saturday 2 April until Friday 29 April 2022.
- 5.14 The decision affects the following Community Board areas:
- 5.14.1 Waikura Linwood-Central-Heathcote Community Board

## 6. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

### Strategic Alignment Te Rautaki Tīaroaro

- 6.1 Resilient Communities – Vibrant and thriving city centre
- 6.1.1 A community with growing, liveable central city neighbourhoods
- 6.2 Prosperous Economy – Great place for people, business and investment
- 6.2.1 Local businesses build the economic, social and environmental competitiveness of our city, delivering quality jobs and careers.
- 6.3 This report supports the [Council's Long Term Plan \(2018 - 2028\)](#):
- 6.3.1 Activity: Parks and Foreshore
- Level of Service: 6.8.10.1 Appropriate use and occupation of parks is facilitated - Formal approval process initiated within ten working days of receiving complete application – 95%

### Policy Consistency Te Whai Kaupapa here

- 6.4 The decision is consistent with Council's Plans and Policies.

### Impact on Mana Whenua Ngā Whai Take Mana Whenua

- 6.5 Mahaanui Kurataiao Limited were not contacted as the proposed land to be leased already holds an easement, which was installed by Ōtākaro, who would have considered any intrinsic values to mana whenua before registration. The Council's Treaty Relationships Team has been advised of the proposed lease.
- 6.6 The land in question is not noted as a cultural site of cultural significance to Tangata Whenua. The proposed transaction does not include any environmentally contentious issues.

### Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

- 6.7 There is no impact on climate change.

### Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

- 6.8 Accessibility around the existing easement will be maintained.

## 7. Resource Implications Ngā Hīraunga Rauemi

### Capex/Opex / Ngā Utu Whakahaere

- 7.1 Cost to Implement – The lease agreement will be covered by the Parks Unit Operational budget.
- 7.2 Maintenance/Ongoing costs – The on-going maintenance will be covered by the AWL the lessee.
- 7.3 Funding Source – AWL have agreed to fund the boundary fence, no further funding is required.

## 8. Legal Implications Ngā Hīraunga ā-Ture

### Statutory power to undertake proposals in the report / Te Manatū Whakahaere Kaupapa

8.1 The Council holds delegation to approve leases over 'park' land located within the CBD.





### Other Legal Implications / Ētahi atu Hīraunga-ā-Ture

8.2 The legal considerations relate to the requirement of staff to consult with the public under Section 138 of the Local Government Act and the leasing documentation required to enter into an agreement with AWL.

## 9. Risk Management Implications Ngā Hīraunga Tūraru

9.1 Staff will need to ensure the proposed improvements are developed as indicated in the attached plans. The lease agreement will annex these plans and provide ability for the Council to enforce consistency.

## Attachments / Ngā Tāpirihanga

No.	Title	Page
A  	Proposed Lease Area	367
B  	MED Building Concept Plan & Interface to Rauora Park	368

In addition to the attached documents, the following background information is available:

Document Name	Location / File Link
MED Building Heritage Assessment	<a href="#">District Plan Link</a>

## Confirmation of Statutory Compliance / Te Whakatūtutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

## Signatories / Ngā Kaiwaitohu

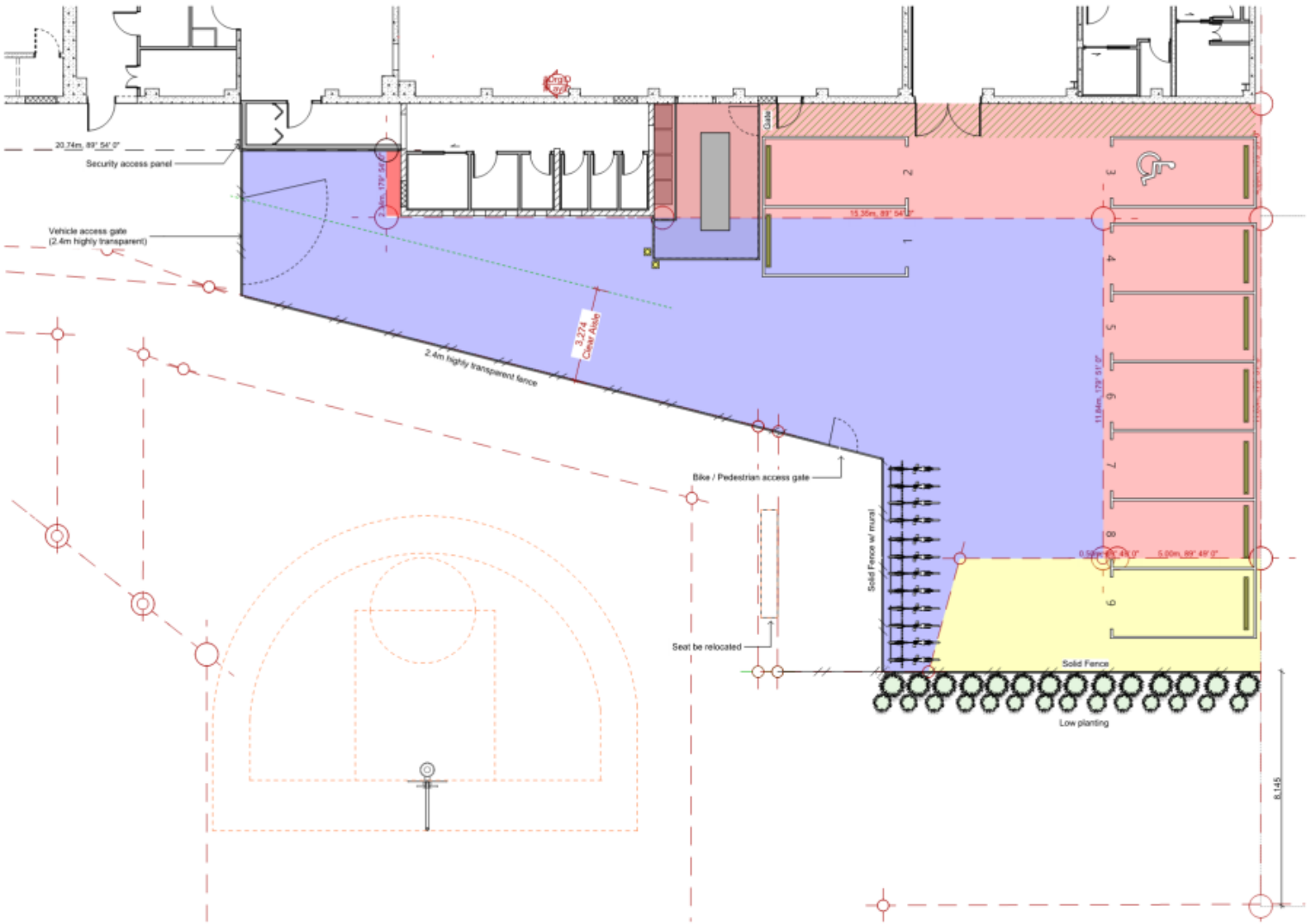
<b>Authors</b>	Luke Rees-Thomas - Property Consultant Russel Wedge - Team Leader Parks Policy & Advisory
<b>Approved By</b>	Kelly Hansen - Manager Parks Planning & Asset Management Angus Smith - Manager Property Consultancy Bruce Rendall - Head of Facilities, Property & Planning Andrew Rutledge - Head of Parks Mary Richardson - General Manager Citizens & Community

N



Legend

- Area within MED Property boundary
- Area within easement : 233.5m<sup>2</sup>
- Rauora Park land to be leased : 43.50m<sup>2</sup>
- Total area to be leased : 277m<sup>2</sup>



1. Site - Carparking Area - Lease Areas  
Scale 1:100

Three  
Sixty  
Architecture



07

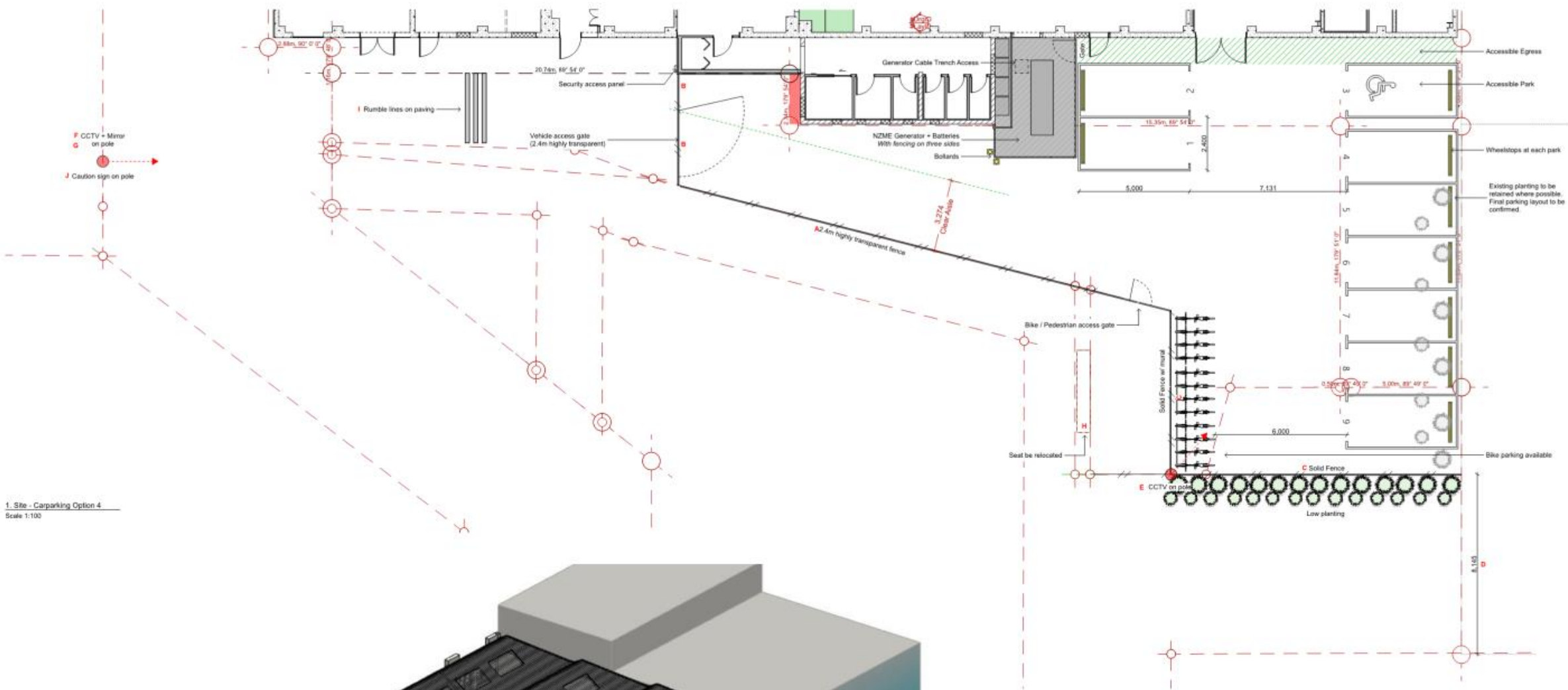
MED Building  
210 Armagh Street  
Christchurch

Three Sixty Architecture  
Level 1, The Yard  
173 St Asaph Street  
Christchurch 8140

03 366 3349

office@threesixtyarch.co.nz  
threesixtyarch.co.nz

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1. Site - Carparking Option 4  
Scale 1:100



Carparking Proposal  
Scale 1:100

Legend

The comments below are from email minutes between CCC and James Stringer.  
The comments in italics are additional notes by Three Sixty Architecture.

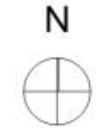
- A. A highly transparent 2.4 metre high fence along the boundary of the play space and easement would enable sightlines and light through the space, while restricting people and basketballs entering the easement area.
- B. At the western end along the boundary of the proposed lease area, a swing access gate (highly transparent 2.4 metre) to be located approximately near the existing lighting pole at the eastern end of the raised planter bed.
- C. At the eastern end of the easement - a solid fence is to be used to block the view of NZME cars parked in this area. Ideally from a visual and anti-graffiti perspective the solid wall should be painted with a mural using the assistance of Reuben and the Basketball community (to create community buy-in).
- D. A 7.5metre wide landscape space would remain between the returned solid fence of the NZME area and the boundary with Superlot 2.  
*Note: 8.145m is shown based on our site plan. To be confirmed on site.*
- E. To increase security a CCTV camera should be positioned on the eastern boundary to cover the landscaped space on one side of the solid wall and the NZME carpark area on the other side.
- F. A CCTV camera should also be positioned on the light pole on Huanui Lane opposite and facing the entrance to the easement area.
- G. A mirror could also be positioned on the light pole on Huanui Lane opposite and facing the entrance to the easement area, to provide some visibility to drivers existing the easement area and turning into Huanui Lane, to exist onto Armagh Street.
- H. The existing seat in easement area is to be relocated along the eastern side of the Basketball Court.
- I. Three rumble (slightly raised) strips to slow vehicles existing from behind the MED building. If these could be located halfway between the proposed gate/fence and the edge of the MED/Huanui Lane junction added.
- J. Caution signage added to slow drivers at South West corner of building. Examples shown below. Final signage to be agreed with CCC.



I. Proposed rumble lines



K. Examples of caution signage on similar laneways



Three  
Sixty  
Architecture



06

MED Building  
210 Armagh Street  
Christchurch

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Level 1, The Yard  
173 St Asaph Street  
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## 16. Halswell Junction Road Extension project - Request for additional funds

Reference / Te Tohutoro: 22/377998

Report of / Te Pou  
Matua: Sandra Novais, Project Manager – Transport,  
Sandra.novais@ccc.govt.nz

General Manager /  
Pouwhakarae: Jane Davis, General Manager Infrastructure, Planning and  
Regulatory Services, jane.davis@ccc.govt.nz

### 1. Purpose of the Report Te Pūtake Pūrongo

- 1.1 The purpose of this report is to advise the Council of the increased forecast costs to implement the Halswell Junction Road Extension project.
- 1.2 This report has been written following receipt of updated costs estimates from both KiwiRail and Council indicating a significant budget shortfall to complete the project.
- 1.3 The decision in this report is of medium significance in relation to the Christchurch City Council's Significance and Engagement Policy.
- 1.4 The level of significance was determined by using the Significance Assessment Worksheet and has been classified as Medium as the new road provides a strategic link in the freight transport network, and also due to the significance of the cost increases and risk of further increase in the rail infrastructure works. In addition, there is strong community support for the project.

### 2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Endorse the inclusion of additional capital funds of \$5,500,000 in FY24, to allow completion of the Halswell Junction Road Extension project, as part of the FY23 Annual Plan process.
2. Request staff to initiate Governance level talks between the Council and KiwiRail with a view to finding solutions to address programme and cost escalation concerns.

### 3. Reason for Report Recommendations Ngā Take mō te Whakatau

- 3.1 This project creates a new link road from Halswell Junction Road at Foremans Road to Waterloo Road providing a significant improvement for the local freight network connecting through to Pound Road. The new link road includes a proposed level crossing and new traffic signals over existing KiwiRail infrastructure. The rail infrastructure includes four existing tracks and sidings.
- 3.2 The first stage of the project has been completed in conjunction with a section of the Major Cycleway Route (MCR) South Express. A section of Waterloo Road north of the new proposed level crossing including the intersection, and along Waterloo Road to the existing level crossing at the intersection of Halswell Junction Road and Waterloo Road, has been completed and provides a connection in the MCR. Work started in August 2021 and was completed in February 2022.
- 3.3 Stage 2 of the project delivers the majority of the works, being construction of the new link road and associated connections back into the existing network, and the removal of the existing Halswell Junction Road rail crossing with a road closure at that location. The detailed



- design for the Council's road works for Stage 2 is completed and ready for tender and has been on hold waiting updates on cost estimates from KiwiRail.
- 3.4 There is significant integration with KiwiRail infrastructure required for the installation for the new road. Due to the location of the new road, KiwiRail sidings and track are having to be relocated and will be done as part of the project cost.
- 3.5 Significant delays have been experienced due to the KiwiRail component for some time now. A shortage of experienced staff at KiwiRail has increased the delays to the project. COVID has exacerbated this and in major weather events KiwiRail staff are redirected onto their core business of getting their lines up and running. In order to get design work completed international resources have had to be engaged via KiwiRail.
- 3.6 KiwiRail has begun some of the work required for the track relocations and works completed to date are:
- 3.6.1 Investigations required for detailed design and resource consent application;
  - 3.6.2 Design for tracks and civil works and partial design for signals;
  - 3.6.3 Purchase of track and signalling materials;
  - 3.6.4 The existing Islington Siding has been removed.
- 3.7 KiwiRail has recently updated their cost estimates and advised that the total cost of their works is estimated to be \$11,105,277. This exceeds the previous estimate of \$6,899,427, thus an increase of \$4,205,850 (the revised figure includes 10% contingency). This is further explained in Section 5 of this report.
- 3.8 It is important to note that Council has a remaining commitment of approximately \$2,000,000 to KiwiRail to complete works already started on relocation of the Islington Siding that conflicted with the new link road.
- 3.9 There are still risks associated with both time and costs for the KiwiRail component, as per below:
- 3.9.1 Time: KiwiRail's current programme is dependent on a number of things including confirmation of Council funding, KiwiRail resourcing, supply of materials which may be impacted by international shipping delays, and their ability to shut down the lines to carry out works which has seasonal dependencies.
  - 3.9.2 Cost: Risk remains due to uncompleted design and future materials purchases. These are impacted by resource supply and COVID impacts including international supply chains.
- 3.10 There have been increased costs estimated for the Council's roading component of the project of approximately \$1,300,000. This increase in costs is due to detailed design site investigations identifying an increase in contaminated land, confirmation of utility works required, and updating the estimate based on recent contract rates. A contingency of 30% has been included in the total cost estimation to reflect the current market and uncertainty.
- 3.11 The project is at a stage where it cannot proceed further without additional budget of \$5,500,000 being allocated. If additional funding is allocated, the Council's component can then be tendered and KiwiRail can continue with their part of the works.
- 3.12 Options for additional funding have been considered however it has not been able to be sourced from within the wider Transport Capital Programme.
- 3.13 It is therefore requested that Council consider allocating additional funding via the Annual Plan.

- 3.14 There is strong support for this project to proceed from both the business community and the Community Board. As well as the improvements to the freight network, the project will provide significant amenity and safety improvements for all road users and will remove large vehicles from the existing section of Halswell Junction Road between Foremans Road and Waterloo Road.
- 3.15 If funding is approved, it is anticipated that construction could be completed by June 2023.

#### 4. Alternative Options Considered Ētahi atu Kōwhiringa

##### 4.1 Option 1 (Preferred) - Additional funding provided via Annual Plan

- 4.1.1 This option would allow the project to continue thus meeting strategic objectives of providing this significant link in the Hornby freight network.
- 4.1.2 The project provides improvements for all road users including cyclists and pedestrians.
- 4.1.3 The project improves the amenity of residential section of Halswell Junction Road between Foremans Road and Waterloo Road, where heavy vehicles currently have to travel.
- 4.1.4 This option removes the existing rail crossing and complex intersection at Halswell Junction Road and Waterloo Road, replacing it with a safer link created by the new road.

##### 4.2 Option 2 – Substitute funding from another LTP Transport project

- 4.2.1 This option is not supported as it requires prioritising either renewals or various improvement projects against a strategic network project all of which are deemed necessary to meet future Council objectives.

##### 4.3 Option 3 – Alternative design to new link road

- 4.3.1 An alternative design option to the new link road was investigated during the scheme development phase and was not supported as previously reported to the Community Board and Council and resolved as per resolution CNCL/2018/00026 ([https://christchurch.infocouncil.biz/Open/2018/03/CNCL\\_20180301\\_MIN\\_2282\\_AT\\_WE\\_B.htm](https://christchurch.infocouncil.biz/Open/2018/03/CNCL_20180301_MIN_2282_AT_WE_B.htm)).
- 4.3.2 This option was not supported as it does not provide significant improvement on the connectivity to Waterloo Business Park and the Hornby Freight Hub, nor realises the improvements for cyclists, pedestrians, and residential amenity that the new link road provides.

##### 4.4 Option 4 – Place project on hold

- 4.4.1 This option is not supported as it delays providing significant improvement on the connectivity to Waterloo Business Park and the Hornby Freight Hub, nor does it realise the improvements for cyclists, pedestrians, and residential amenity that the new link road provides. The benefits of this project have been sought by the community for some time with delays to date having already been a source of frustration.
- 4.4.2 This option would require changes to the MCR South Express design on Waterloo Road where it travels past the rail crossing that is proposed to be removed with the adjoining street cul-de-sac.
- 4.4.3 Depending on the length of the delay in delivery if the project is placed on hold, if significant, a large portion of the costs to date may have to be written off.

##### 4.5 Option 5 – Cancel Project

- 4.5.1 This option is not supported as it does not provide any improvement on the connectivity to Waterloo Business Park and the Hornby Freight Hub, nor realises the improvements for cyclists, pedestrians, and residential amenity that the new link road provides.
- 4.5.2 This option would require changes to the MCR South Express design on Waterloo Road where it travels past the rail crossing that is proposed to be removed with the adjoining street cul-de-sac.
- 4.5.3 If the project is cancelled, a large portion of the costs to date may have to be written off.

## 5. Detail Te Whakamahuki

- 5.1 This project was consulted on with the community in 2017 and at that time it was envisaged that construction would be completed by 2019.
- 5.2 Due to complexities of the interface with KiwiRail infrastructure, their issues due to resourcing and COVID this project delivery has been delayed.
- 5.3 This project was strongly supported by the Community Board and Waterloo Business Park as it provides a significant improvement in freight connectivity to the Business Park and the Hornby Freight Hub.
- 5.4 The project also received strong support from the local community.
- 5.5 There is no NZTA funding for this project.
- 5.6 The project spend to date is approximately \$7,200,000 and includes property purchase, design, KiwiRail costs to date, and construction of the first stage of the works.
- 5.7 In 2019 the estimated total cost of the KiwiRail component of the works was \$6,899,427 including 20% contingency. This has escalated to a now estimated \$11,105,277. Thus an increase in forecast cost of \$4,205,850.
- 5.8 The increase in the KiwiRail costs is in part due to the following:
  - 5.8.1 Detailed site investigations have required construction formation depths to be increased.
  - 5.8.2 Additional subsoil drainage required.
  - 5.8.3 The need to dispose of contaminated material to Hororata and Kate Valley has increased costs. Previously this was to go to Green Island which is no longer an option.
  - 5.8.4 A shortage of skilled resource has required the rail signalling design to be outsourced internationally.
  - 5.8.5 Material price increases.
  - 5.8.6 Complexity of the rail signal design has significantly exceeded the initial signalling estimates.
- 5.9 The forecast cost of the roading component of the project has increased by \$1,000,000 (excluding contingency). This is attributed to the following:
  - 5.9.1 \$500,000 is attributed to the revision of the design cost estimate using the rates from recent tendered projects.
  - 5.9.2 \$500,000 is due to the extra costs identified after completion of review of design documents, recent investigations and agreements with third parties. These costs

couldn't be identified earlier as they were caused by recent installations, investigation and change in requirements from utilities providers.

5.10 The decision affects the following wards/Community Board areas:

5.10.1 Waipuna Halswell Hornby Riccarton Community Board

## 6. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

### Strategic Alignment Te Rautaki Tīaroaro

- 6.1 The decision relates to approval of additional funding to extend Halswell Junction Road from Foremans Rd to Waterloo Rd with a new proposed level crossing. This will provide a more direct link between Halswell Junction Road and Pound Road improving the Hornby Freight Hub route.
- 6.2 This report supports the [Council's Long Term Plan \(2018 - 2028\)](#):
- 6.2.1 Activity: Transport
- Level of Service: 16.0.3 Improve resident satisfaction with road condition - ≥25% resident satisfaction

### Policy Consistency Te Whai Kaupapa here

- 6.3 The decision is consistent with Council's Plans and Policies.
- 6.4 This project is a Network Improvement to support CTSP (Christchurch Transport Strategic Plan). Provide a direct route for freight to Hornby Business Hub.
- 6.5 This project is the link to the northern section of Halswell Junction Road from Waterloo Road to Pound Road which has been constructed by the Waterloo Business Park with contribution from the Council.

### Impact on Mana Whenua Ngā Whai Take Mana Whenua

- 6.6 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does not specifically impact Mana Whenua, their culture and traditions.

### Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

- 6.7 The funding is required to complete a new link road including a level crossing and aligns with promoting active travel through a more direct network with better cycle, public transport and pedestrian facilities contributing to reduced carbon emissions.

### Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

- 6.8 The new link road will give a more direct network for the freight industry and will give better and safer facilities for cyclist and pedestrians. It will also deliver a safer new level crossing with the closure of the current/existing level crossing. A new footpath will be provided on the east side of Halswell Junction Road between Main South Road and Foremans Road.
- 6.9 The current/existing level crossing represents a safety risk to the network scoring low in the ALCAM (Australian Level Crossing Assessment Model).

## 7. Resource Implications Ngā Hīraunga Rauemi

### Capex/Opex / Ngā Utu Whakahaere

- 7.1 Cost to Implement - \$18,028,847 total estimated costs, including \$5,500,000 on top of current approved budget. The additional capital budget results in an extra 0.06% on the projected rates increases over 2 years from 2023/24.
- 7.2 Maintenance/Ongoing costs –The costs of the new link road will be covered by the Transport maintenance budgets. If the project is delayed then the Transport maintenance budgets will be used to maintain the existing road network.
- 7.3 Funding Sources – The current capital budget is included in the 2021/31 Long Term Plan on Project #924 Halswell Junction Road Extension. Operating budgets are included in the 2021/31 Long Term Plan under the Transport Activity. The additional funding has been recommended into the final 2022/23 Annual Plan process as recommended.

## 8. Legal Implications Ngā Hīraunga ā-Ture

### Statutory power to undertake proposals in the report / Te Manatū Whakahaere Kaupapa

- 8.1 The Council has authority to approve the additional funds.



### Other Legal Implications / Ētahi atu Hīraunga-ā-Ture

- 8.2 Council entered into a legal agreement with KiwiRail regarding relocation of the siding. This work has started and requires approximately \$2,000,000 still to be spent to complete the works.

## 9. Risk Management Implications Ngā Hīraunga Tūraru

- 9.1 If the project does not proceed or is put on hold, significant dissatisfaction is anticipated from community stakeholders including Waterloo Business Park.
- 9.2 The tender of the Council's civil works for Stage 2 cannot be advertised until there is certainty of sufficient funding to complete the entire project.
- 9.3 KiwiRail tender for the track and civil works cannot be awarded until the requested additional funding is approved.
- 9.4 There remains a risk of cost escalation for the KiwiRail component of the works for any components that are still based on design estimates. This risk has not been able to be mitigated to date.
- 9.5 For both the roading and KiwiRail components of the work there remains a risk of cost escalation.

## Attachments / Ngā Tāpirihanga

No.	Title	Page
A  	Halswell Junction Road Extension - Scheme Plan approved	376

In addition to the attached documents, the following background information is available:

Document Name	Location / File Link
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## Confirmation of Statutory Compliance / Te Whakatūtutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

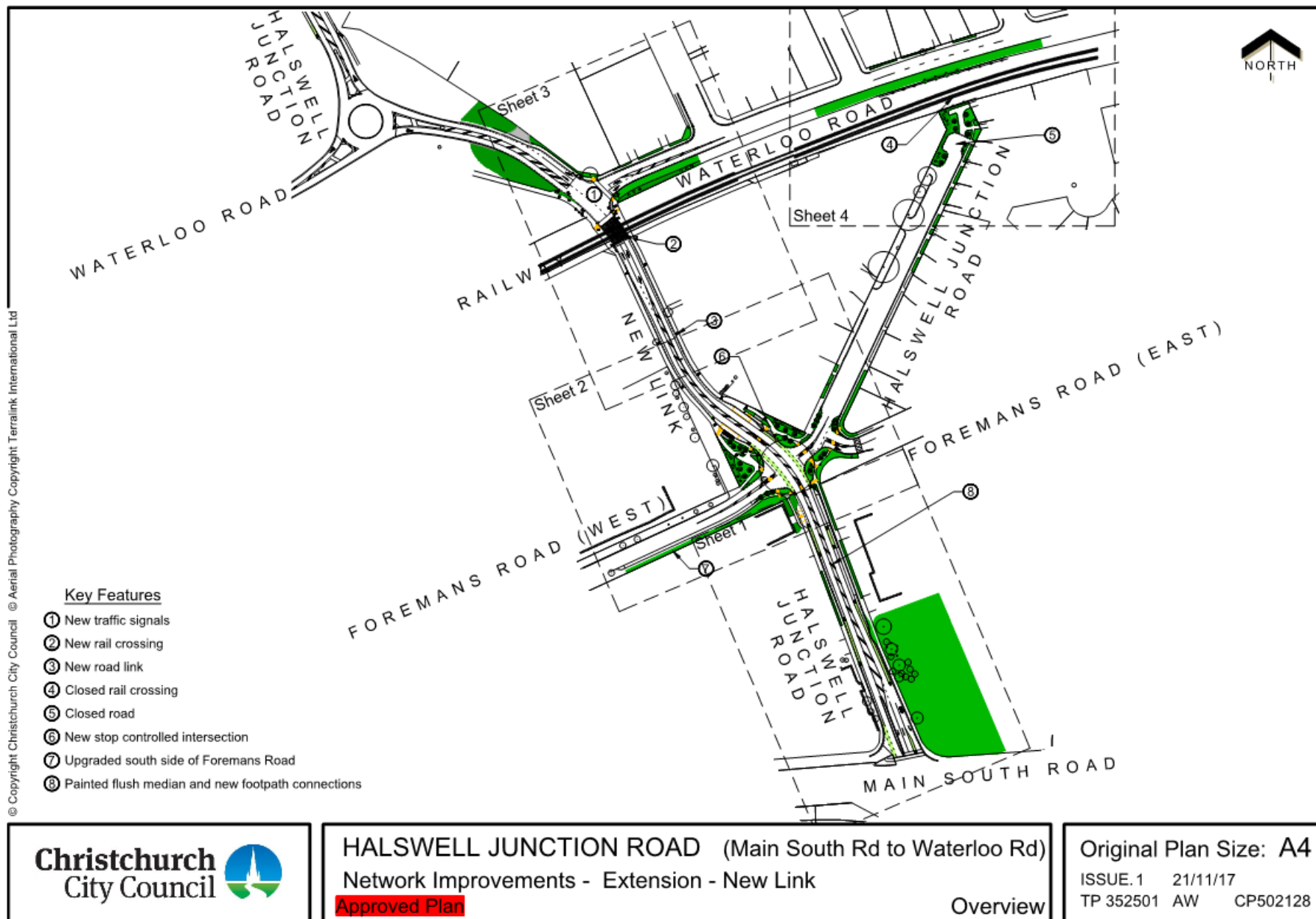
- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

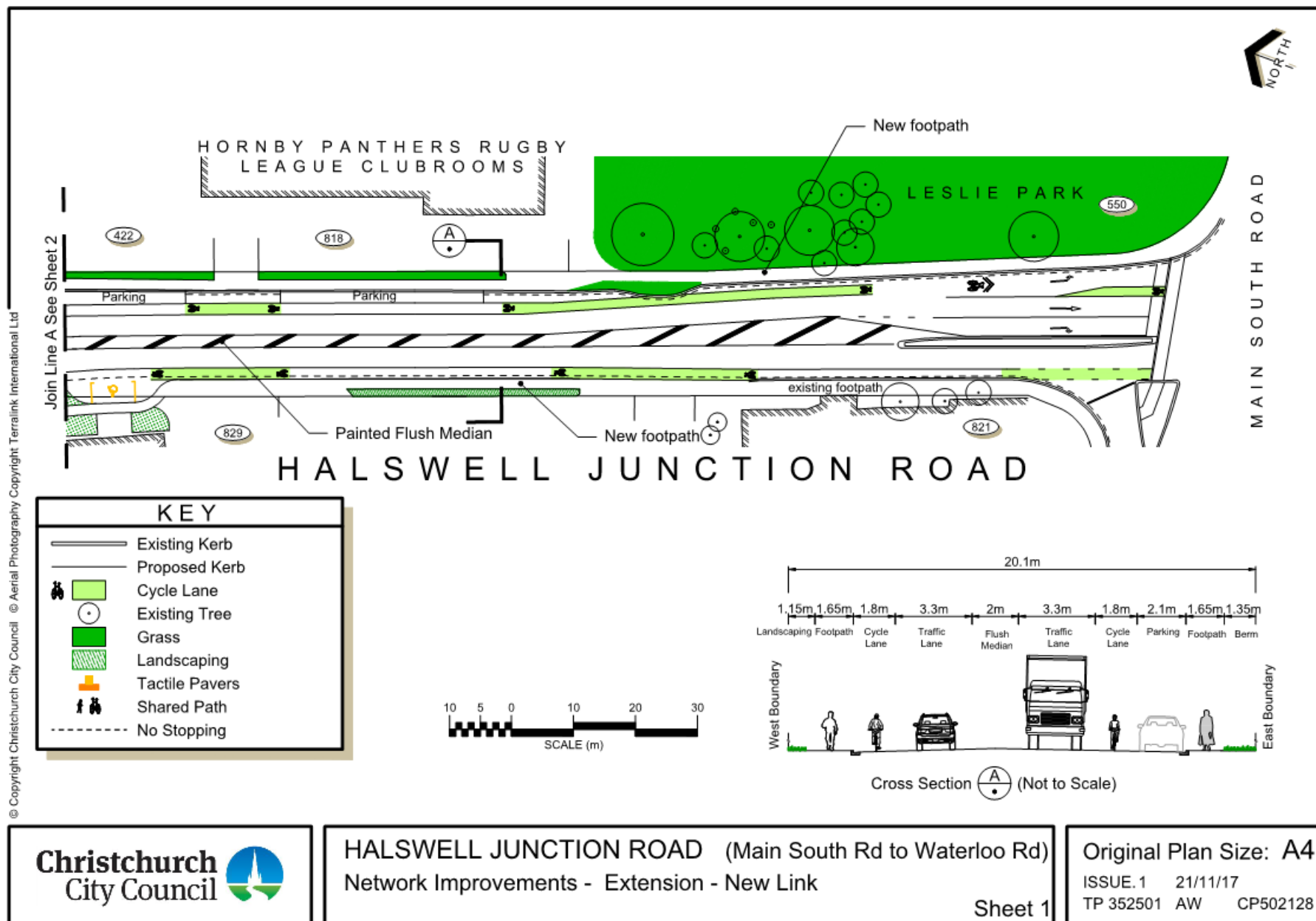
(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

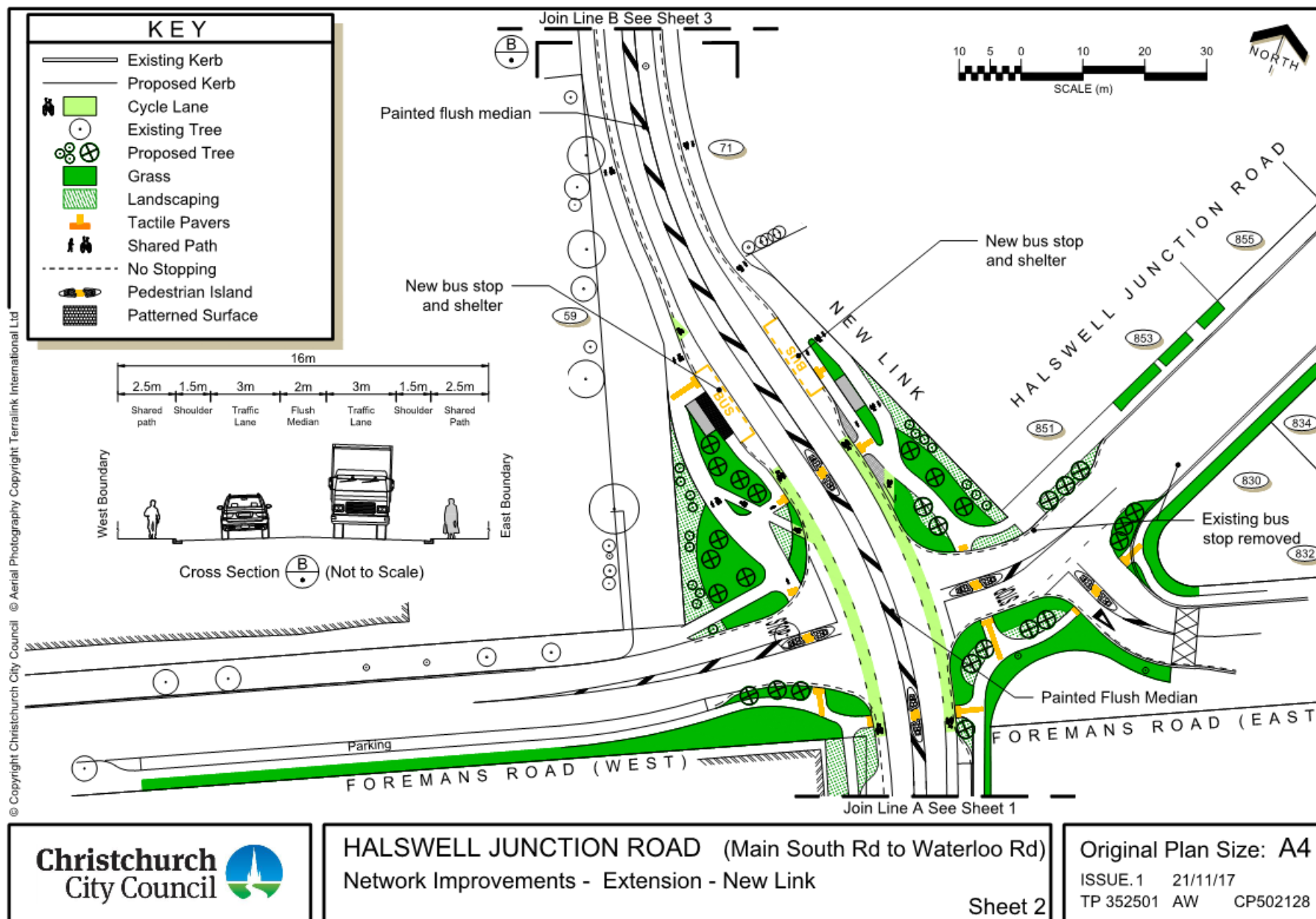
## Signatories / Ngā Kaiwaitohu

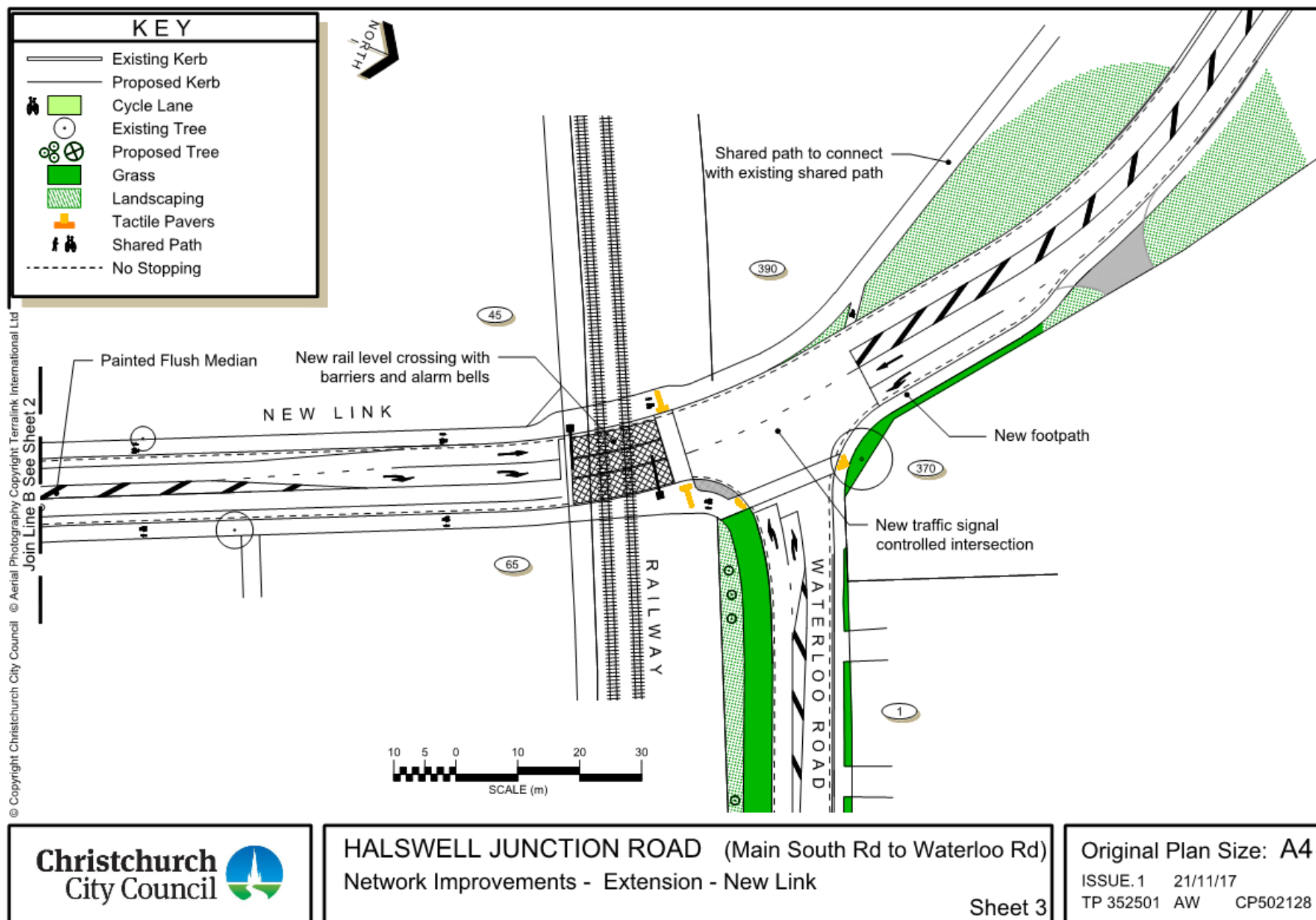
<b>Author</b>	Sandra Novais - Project Manager
<b>Approved By</b>	Sharon O'Neill - Manager Planning & Delivery Team Peter Langbein - Finance Business Partner Lynette Ellis - Head of Transport & Waste Management Jane Davis - General Manager Infrastructure, Planning & Regulatory Services

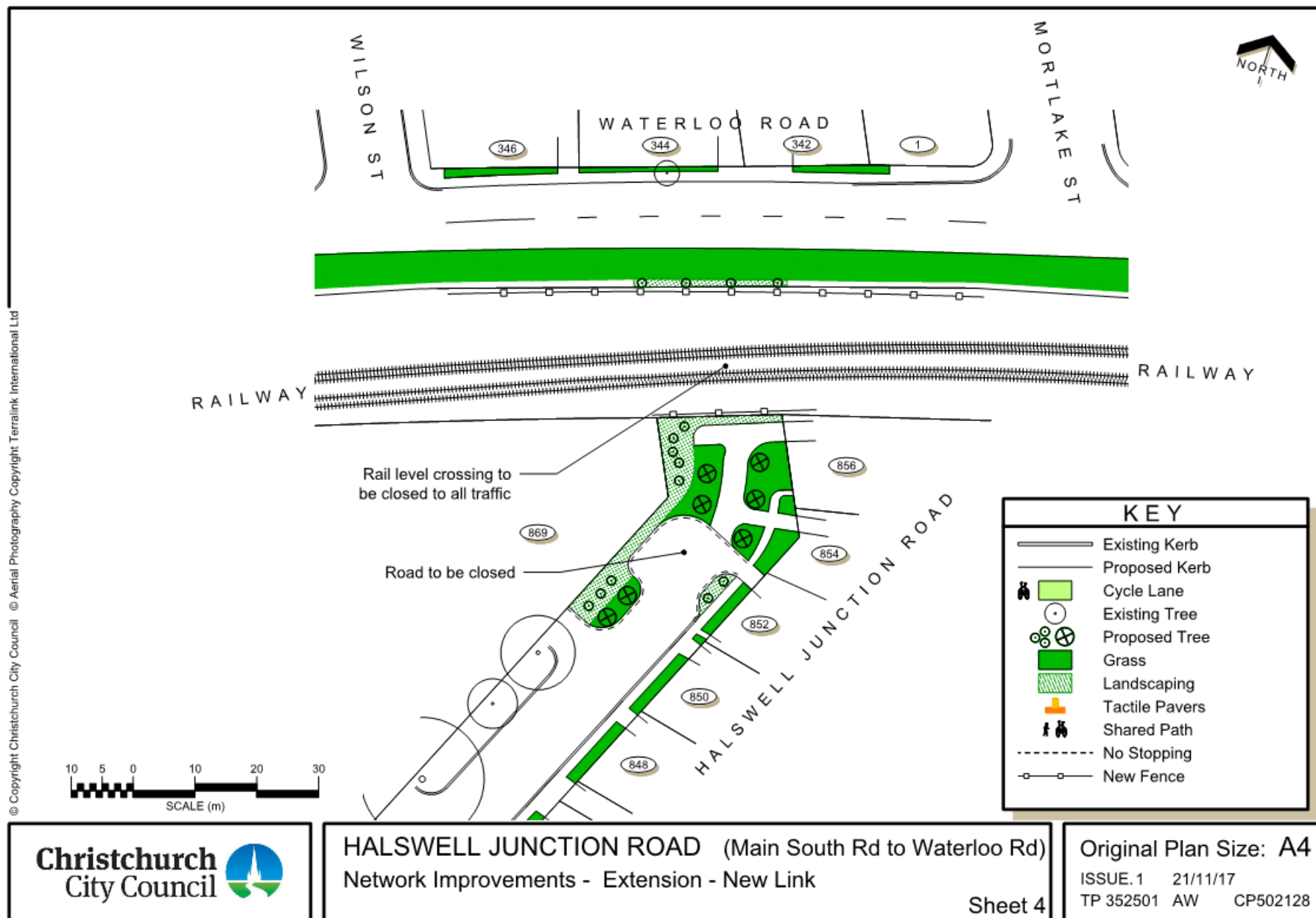














## 17. Residents Survey Results 2021 - 2022

Reference / Te Tohutoro: 22/636140

Report of / Te Pou Matua:	Peter Ryan, Head of Performance Management, peter.ryan@ccc.govt.nz; Kath Jamieson, Team Leader Monitoring and Research, kath.jamieson@ccc.govt.nz
General Manager / Pouwhakarae:	Lynn McClelland, Assistant Chief Executive lynn.mcclelland@ccc.govt.nz

### 1. Brief Summary

- 1.1 The purpose of this report is to inform Council of high level results from the Residents Survey 2021/22 prepared by the Monitoring and Research Team and the proposed response plan.
- 1.2 The Residents Survey programme has been running since 1991. It is a central component of the Council's wider service Performance Framework and is made up of two parts. The General Service Satisfaction Survey seeks feedback on services used by the majority of residents (such as roads and water supply). The Point of Contact surveys seek feedback on specific services that not everybody in the community might use – so it obtains that feedback directly from users (such as libraries, or consents).
- 1.3 The General Service Satisfaction Survey was carried out in January and February 2022 and the Point of Contact surveys were carried out at various point in the 2021-2022 financial year. Participation levels were high as both surveys concluded before community spread of Covid occurred in Christchurch.
- 1.4 Both surveys have been run for many years and provide extensive information on trends over time. They are among the largest and most rigorous surveys run in Christchurch.
- 1.5 The surveys also provide robust data to measure achievement of Long Term Plan (LTP) levels of service targets. Here they are provided in summary form, showing results against levels of service and trends over time.
- 1.6 Heads of Service have been provided with the data for reporting on level of service results.
- 1.7 Feedback from the community is critical to the development of responsive plans and budgets, as well as better service delivery.
- 1.8 Detailed reports are attached in summary form. Overall satisfaction with the services CCC provides (over 2021/22) has declined slightly at 42% (49% last year).
- 1.9 Respondents were asked why they were satisfied, neutral or dissatisfied with overall Council service performance and some gave a mix of both positive and negative reasons for their answers.
- 1.10 Of those who said they were dissatisfied with Council performance, 9% were dissatisfied with roads and road maintenance and 8% disapprove of council spending. Rates increases were mentioned in 6% of comments overall.
- 1.11 Respondents were asked which one area the Council performed best in over the last year and which one area required the most improvement. The top 5 performers (in order) were waste management (28%), parks and reserves (15%), libraries (13%), recreation and sport centres (8%), and information and communication and water supply (5% each).









- 1.12 Areas needing most improvement are roading (25%), water supply (11%), Council decision making / financial management (9%), waste management and information and communication (7% each).
- 1.13 The Executive Leadership Team is strongly committed to addressing these survey results. Each Head of Service has prepared a response, which includes analysis of underlying drivers behind the feedback as well as advice on how CCC must respond.
- 1.14 This is the first time this kind of detailed response has been prepared. All of this advice is being provided to councillors and will be actioned via direction from the relevant General Managers.
- 1.15 The results (and Heads of Service responses) will be useful in informing the Annual Plan.

## 2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Receive the information in the surveys as well as the Heads of Service advice on next steps and remedial actions.

## Attachments / Ngā Tāpirihanga

No.	Title	Page
A 	General Service Satisfaction Survey Results Table Summary 2022	384
B 	General Service Satisfaction Survey Report 2022	386
C 	Residents Survey Programme 2021-2022 Snapshot Summary	558
D 	Point of Contact Surveys Report 2021-2022	559
E 	Point of Contact Results Table Summary 2021-2022	626
F 	Heads of Service Residents Survey Response Action Plans	

In addition to the attached documents, the following background information is available:

Document Name	Location / File Link
<enter document name>	<enter location/hyperlink>
<enter document name>	<enter location/hyperlink>

## Confirmation of Statutory Compliance / Te Whakatūtutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

### Signatories / Ngā Kaiwaitohu

<b>Authors</b>	Aimee Martin - Research Analyst Kath Jamieson - Team Leader Monitoring and Research
<b>Approved By</b>	Peter Ryan - Head of Performance Management Lynn McClelland - Assistant Chief Executive Strategic Policy and Performance

## Summary of Levels of Service Results: General Service Satisfaction Survey 2022

**CAUTION:** A methodology change in 2021 to an online survey (from a telephone survey) means only loose comparisons can be made between results from 2021 onward with those from previous years. Pre 2016 results have been provided for general information only. Significant question changes were made across all measures in 2016 to reflect a more detailed customer focus component in level of service measurement. Pre 2016 data cannot be compared directly to later results

Activity Group	Activity	Performance Standard	Type of Performance Standard	2021-22 LOS Target	2021-22 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2022	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016	Survey Result 2015	Survey Result 2014
Strategic Planning and Policy	Public Information and Participation	4.1.9 We provide advice and support in community engagement, and consultation planning and delivery, to teams across the organisation and to Elected Members (participation in and contribution to decision making)	Community	At least 41%		II		26%	28%	26%	34%	28%	41%	38% <sup>0</sup>	45%	43%
Governance	Governance and Decision Making	4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)	Community	At least 30%		II		31%	33%	26%	32%	29%	41%	37%	44%	36%
Parks, Heritage and Coastal Environment	Parks Heritage Management	6.9.1.5 To manage and maintain public artworks, monuments and artefacts	Community	≥ 65%		II		66%	67%	64%	71%	NA	NA	NA	NA	NA
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	Community	≥ 55%		II		50%	48%	51%	63%	NA	NA	NA	NA	NA
	Parks and Foreshore	6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)	Community	≥ 80%				76%	82%	80%	82%	NA	NA	NA	NA	NA
		6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network	Community	≥ 70%		II		76% <sup>0a</sup>	78%	75%	74%	73%	66%	68%	NA	NA
Refuse Disposal	Solid Waste and Resource Recovery	8.0.3 Customer satisfaction with kerbside collection service	Community	At least 80%		II		78%	78%	82%	87%	88%	91%	90%	91%	88%
Stormwater Drainage	Stormwater Drainage	14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network	Community	≥ 40%		II		44%	45%	43%	47%	35%	52%	50% <sup>1</sup>	45%	51%
Transport	Transport	10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities	Community	≥ 50%		II		49%	49%	44%	49%	39%	48%	51% <sup>2</sup>	54%	50%
		10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities	Community	≥ 50%		II		52%	50%	51%	59%	48%	51%	47%	NA	NA
		10.5.2 Improve perception that Christchurch is a cycling friendly city	Community	≥ 65%		II		65%	65%	61%	64%	51%	56%	53%	37%	26%
		16.0.10 Improve the perception that Christchurch is a walking friendly city	Community	≥ 85%				70%	74%	83%	85%	76%	81%	84%	82%	77%
		16.0.3 Improve resident satisfaction with road condition	Community	≥ 25%		II		27%	29%	26%	27%	20%	34%	37%	30%	27%
		16.0.9 Improve resident satisfaction with footpath condition	Community	≥ 40%		II		35%	36%	40%	41%	34%	48%	51%	51%	45%
Wastewater	Wastewater Collection, Treatment and Disposal	11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services	Community	≥ 67%		II		59%	60%	66%	71%	79% <sup>3</sup>	79%	80%	78%	74%
Water Supply	Water Supply	12.0.1.13 Proportion of residents satisfied with the reliability of Council water supplies	Community	≥ 75%		II		77%	75%	72%	81%	NA	NA	NA	NA	NA

		12.0.1.14 Proportion of residents satisfied with Council responsiveness to water supply problems	Community	≥ 55%				57%	52%	54%	60%	NA	NA	NA	NA	NA
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Community	≥ 50%				46%	45%	48%	37%	79% <sup>4</sup>	90%	91%	88%	84%
Overall Satisfaction with Council Performance		NA						42%	49%	50%	62%	55%	72%	74%	65%	64%
Ease of Interaction with Council		NA						53%	57%	65%	74%	65%	67%	70%	NA	NA

0 From 2016 onward this LOS contains two measures aggregated into one score (opportunities to have a say and decision making processes easy to use and engage with). In previous years, it only contained an opportunities to have a say component

0a From 2022 onward, this LOS assesses satisfaction with recreation facilities across the parks network as a whole. Prior to 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). Pre 2022 results are not directly comparable to results for 2022 onward

1 From 2016 onward this LOS contains four measures aggregated into one score (waterways, margins and stormwater management). In previous years, it did not include a stormwater component

2 From 2016 onward this LOS contains four measures aggregated into one score (ease of use of parking meters, range of parking facilities available, information about parking options, ease of use of other aspects). In previous years, it only contained an ease of use of parking meters component

3 Results before 2019 were collected using a single measure asking about satisfaction that health risk is minimised and issues are responded to promptly. These results are not directly comparable to results for 2019 onward

4 Question wording used pre 2019: Overall how satisfied or dissatisfied are you with the quality of the water supply? This includes things such as its taste, pressure and appearance (there was also a minor question wording change in 2016)

	LOS target met		Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)		LOS target not met		Baseline result or target to be set
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)		Deleted level of service or not a level of service
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year	NA	No information available

## Additional Service Satisfaction Results

Service	Detail	Old LOS Target	Old LOS Target Met <sup>1</sup>	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2022	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016	Survey Result 2015	Survey Result 2014	Survey Result 2013	Survey Result 2012
Governance and Decision Making	Percentage of residents who agree the Council makes decisions in the best interests of the city	NA	NA			31%	36%	37%	45%	40%	55%	52%	52%	47%	46%	42%
	Percentage of residents who feel the public has some or a large influence on the decisions the Council makes	55%				25%	30%	30%	34%	33%	45%	42%	44%	39%	36%	39%
Emergency Preparedness	Improve the level of community and business awareness and preparedness of risks from hazards and their consequence	NA	NA	NA	NA	61%	NA	NA	69%	71%	NA	NA	NA	NA	NA	NA
Events and Festivals	Lead the promotion and marketing of Christchurch events and the city as an events destination (range of events and festivals)	90%				60%	66%	66%	73%	70%	80%	84%	86%	86%	90%	90%
City Promotions	Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch	85%				54%	62%	62%	67%	72% <sup>2</sup>	79%	83%	83%	84%	83%	85%
Refusal Disposal	Recyclable materials (yellow bin)	90%				76%	76%	80%	88%	93%	94%	95%	95%	93%	94%	97%
	Residual waste (red bin)	90%				81%	80%	85%	88%	89%	93%	92%	92%	90%	93%	95%
	Organic material (green bin)	80%				77%	77%	81%	84%	83%	85%	82%	85%	82%	83%	82%

1 The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?

2 From 2018 onward, this measure focuses on information about events, activities and attractions, whereas prior to this, the measure focused on information about events and festivals only





Christchurch City Council

# 2022 GENERAL SERVICE SATISFACTION SURVEY

Research Report | May 2022



Item 17

Attachment B



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## Disclaimer:

Research First Ltd notes that the views presented in the report do not necessarily represent the views of Christchurch City Council. In addition, the information in this report is accurate to the best of the knowledge and belief of Research First Ltd. While Research First Ltd has exercised all reasonable skill and care in the preparation of information in this report, Research First Ltd accepts no liability in contract, tort, or otherwise for any loss, damage, injury or expense, whether direct, indirect, or consequential, arising out of the provision of information in this report. Please note that due to rounding, some totals may not correspond with the sum of the separate figures.

2





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Section 1

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# Summary of Findings



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## Summary of Levels of Service Results: General Service Satisfaction Survey 2022

CAUTION: A methodology change in 2021 to an online survey (from a telephone survey) means only loose comparisons can be made between results from 2021 onward with those from previous years

✓	LOS target met	✗	LOS target <b>not</b> met	↻	Top performing services (85%+ satisfaction)
⤴	Moderate performing service (between 50% to 84% satisfaction)	↻	Under performing services (less than 50% satisfaction)	↗	Increase in satisfaction score by 4% or more since last year
→	Satisfaction score remained same or within 3% of last year	↘	Decrease in satisfaction score by 4% or more since last year		Deleted level of service or not a level of service
NA	No information available				

Activity Group	Activity	Performance Standard	Type of Performance Standard	2021-22 LOS Target	"2021-22 LOS Target Met"	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2022	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019
Governance	Governance and Decision Making	4.1.9 We provide advice and support in community engagement, and consultation planning and delivery, to teams across the organisation and to Elected Members (participation in and contribution to decision making)	Community	At least 41%	No	→	↻	26%	28%	26%	34%
		4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)	Community	At least 30%	Yes	→	↻	31%	33%	26%	32%
Parks, Heritage and Coastal Environment	Parks Heritage Management	6.9.1.5 To manage and maintain public artworks, monuments and artefacts	Community	≥ 65%	Yes	→	⤴	66%	67%	64%	71%
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	Community	≥ 55%	No	→	⤴	50%	48%	51%	63%
	Parks and Foreshore	6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner City parks)	Community	≥ 80%	No	↘	⤴	76%	82%	80%	82%
		6.8.5 Satisfaction with the overall availability of recreation facilities within the City's parks and foreshore network	Community	≥ 70%	Yes	→	⤴	76%*	78%	75%	74%
Refuse Disposal	Solid Waste and Resource Recovery	8.0.3 Customer satisfaction with kerbside collection service	Community	At least 80%	No	→	⤴	78%	78%	82%	87%



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Activity Group	Activity	Performance Standard	Type of Performance Standard	2021-22 LOS Target	"2021-22 LOS Target Met"	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2022	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019
Stormwater Drainage	Stormwater Drainage	14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network	Community	≥ 40%	Yes	→		44%	45%	43%	47%
Transport	Transport	10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities	Community	≥ 50%	No	→		49%	49%	44%	49%
		10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities	Community	≥ 50%	Yes	→		52%	50%	51%	59%
		10.5.2 Improve the perception that Christchurch is a cycling friendly City	Community	≥ 65%	Yes	→		65%	65%	61%	64%
		16.0.10 Maintain the perception that Christchurch is a walking friendly City	Community	≥ 85%	No			70%	74%	83%	85%
		16.0.3 Improve resident satisfaction with road condition	Community	≥ 25%	Yes	→		27%	29%	26%	27%
		16.0.9 Improve resident satisfaction with footpath condition	Community	≥ 40%	No	→		35%	36%	40%	41%
Wastewater	Wastewater Collection, Treatment and Disposal	11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services	Community	≥ 67%	No	→		59%	60%	66%	71%
Water Supply	Water Supply	12.0.1.13 Proportion of residents satisfied with the reliability of water supplies	Community	≥ 75%	Yes	→		77%	75%	72%	81%
		12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems	Community	≥ 55%	Yes			57%	52%	54%	60%
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Community	≥ 50%	No	→		46%	45%	48%	37%
Overall Satisfaction with Council Performance		NA						42%	49%	50%	62%
Ease of Interaction with Council		NA						53%	57%	65%	74%

\* From 2022 onward, this LOS assesses satisfaction with recreation facilities across the parks network as a whole. Prior to 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). These results are not directly comparable to results for 2022 onward



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## Additional Service Satisfaction Results

Service	Detail	Old LOS Target	Old LOS Target Met <sup>1</sup>	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2022	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019
Governance and Decision Making	Percentage of residents who agree the Council makes decisions in the best interests of the City	NA	NA			31%	36%	37%	45%
	Percentage of residents who feel the public has some or a large influence on the decisions the Council makes	55%				25%	30%	30%	34%
Emergency Preparedness	Improve the level of community and business awareness and preparedness of risks from hazards and their consequence	NA		NA	NA	61%	NA	NA	69%
Events and Festivals	Lead the promotion and marketing of Christchurch events and the City as an events destination (range of events and festivals)	90%				60%	66%	66%	72%
City Promotions	Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch	85%				54%	62%	62%	67%



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## Key Insights

The 2022 General Services Satisfaction Survey has shown perceptions of the Council's service delivery across a broad range of services have stabilised over the past two years, following the general weakening of perceptions observed in 2020. But the overall trend is downward, albeit by small decreases for many services (of one to two percentage points).

One-quarter of all activities (five of 20) have seen satisfaction levels rise over the past 12 months. These services include the maintenance of heritage buildings, customer perceptions of Council off-street parking facilities, reliability and quality of water supplies and the level of responsiveness to water supply issues. Three other activities had stabilised (kerbside collections, ease of use of on-street parking, and perceptions that Christchurch is a cycling-friendly City). Overall, increases in satisfaction levels were in the range of one to five percent.

“ They are excelling in the roll-out of the upgraded wastewater pumps and systems.”

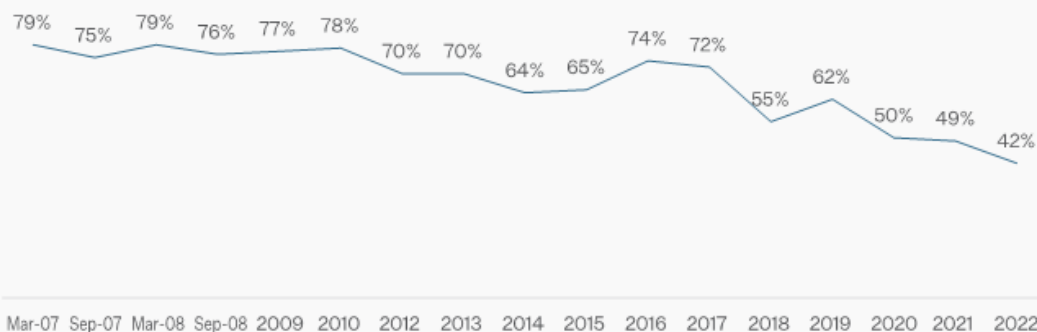
But, like 2021, no services fall into the Council's higher satisfaction services category (where satisfaction levels are 85 percent or higher) in this year's Survey.

Furthermore, the overall satisfaction with the Council's performance fell to below 50 percent for the second year in a row. This satisfaction rating is the lowest since 2007.



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### 1.1 Satisfaction with the Council's performance over time



Active dissatisfaction (as opposed to a neutral response) remains at record levels, as indicated by just under one in three participants (29 percent), despite a small drop in 2021.

### 1.2 Dissatisfaction with the Council's performance over time



Satisfaction levels have fallen for 12 of 20 services, typically by one to four percent. Like last year, particular concern around the ease of interaction with the Council (down 4 points to 53 percent) and perceptions that Christchurch is a walking-friendly City (down 4 points to 70 percent) continues:

- “ The council seems disconnected from the public and not as visible in a positive way as in the past.”
- “ ...footpaths should be in a condition that they can be used when using a wheelchair.”





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Essentially, Christchurch residents judge the Council's performance on the delivery of key services, ease of interaction with the Council, and perceptions that their concerns are not being listened to and acted upon. In 2022, proportionally more residents are unhappy with Council services than those that are, and their dissatisfaction has become more diverse over the past 12 months.

### 1.3 Top reasons for satisfaction/dissatisfaction with Council performance

	Number of comments	% of Total Sample	% of Comments (don't know removed)
Council is doing a good job overall	87	11%	17%
Unhappy with roads/more road maintenance	78	10%	15%
Disapprove of Council spending	69	9%	14%
General maintenance needed	68	9%	13%
Does not listen	66	9%	13%
Slow to/don't respond to problems/concerns	66	9%	13%
Unhappy with services provided	65	8%	13%
Too many cycle lanes	51	7%	10%
Parking expensive/lack of/parking issues	37	5%	7%
No problems/ issues	29	4%	6%
Rates increased	29	4%	6%
Unhappy with council staff	29	4%	6%
Disapprove of water chlorination handling	27	3%	5%
Poor communication	27	3%	5%
Room for improvement	26	3%	5%
Lack of public consultation	25	3%	5%
Respond to problems/ concerns	25	3%	5%
Too much bureaucracy	25	3%	5%
Council is dishonest	24	3%	5%
Council needs to take more action	24	3%	5%
Unhappy with rebuild progress	22	3%	4%
Poor customer service	20	3%	4%

Base: all respondents (n=773)



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Disapproval of road and general maintenance, water supply, and disapproval of Council spending and responsiveness to problems or concerns are top-of-mind with many residents:

“ Roadworks - need to be of better quality as our area has recurring potholes and uneven surfaces as well as bike lanes being full of glass and rubbish constantly.”

“ I feel the council spends a lot on art and cultural items but pays its employees such as park rangers and gardeners very poorly when they do a good job.”

Other areas believed to be in greatest need of improvement are like previous years. These include parking, cycle lanes, waterways, and waste management concerns.

#### 1.4 Areas the Council needs most to improve

Service	Number of comments	% of total sample	% of negative comments*
Roading	133	17%	23%
Water supply	64	8%	11%
Council decision-making/financial management: Reduce spending on Councillors + Council decision-making/financial management	50	6%	9%
Waste management	42	5%	7%
Information and communication	41	5%	7%
Cycleways	31	4%	5%
Footpaths	29	4%	5%
Waterways	29	4%	5%
Parking	28	4%	5%

Base: total dissatisfied/very dissatisfied (n=773) \* Don't know responses removed



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Like 2021, the bright spots include solid waste, recreational areas, libraries, and water reliability. Indeed, the top category was refuse disposal (78 percent satisfaction). In addition, central City parks remain a major point of pride and satisfaction for the City (75 percent satisfaction). Council's libraries also continue to receive almost exclusively positive reviews:

“ I really like the recycling and rubbish services, compared to other councils I have dealt with...the waste disposal for Christchurch is the most comprehensive of all...”

“ I think that the Council provides parks and recreation facilities particularly well. Christchurch has always been known for its sports ability, and the Council enhances this reputation. We enjoy a lot of our time at parks, swimming pools, beaches and on the Port Hills. Everything is clean and well maintained.”

#### 1.5 Areas Council delivers the best

	Number of Comments	% of Total Sample	% of Positive Comments*
Waste management	137	18%	28%
Parks, reserves, and green spaces	75	10%	15%
Libraries	64	8%	13%
Recreation & Sport Centres	40	5%	8%
Information and communication	27	3%	6%
Water supply	25	3%	5%
Events/ activities	20	3%	4%
Cycleways	19	2%	4%
Facilities and services in general	14	2%	3%

Base: total dissatisfied/very dissatisfied (n=773) \* Don't know responses removed



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## Section 2

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# Research Method



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## Research Context

The Christchurch City Council's (CCC) annual General Service Satisfaction Survey (the Survey) has been conducted since 1991 to measure resident satisfaction with Council services.

The Survey's focus is measuring satisfaction with Council services and facilities detailed in the Long-Term Plan (LTP). This includes general services that most or all residents in the City use, e.g., water supply, waste collection, road surfaces, etc. A representative sample of all City residents aged 18 and over is used to obtain resident satisfaction levels and then compared with the corresponding Level of Service (LOS) targets set out in the LTP.

## Research Design

The Survey was completed amongst residents in the Christchurch and Banks Peninsula. The 2022 survey was conducted using an online-only method to improve cost efficiencies, giving shorter respondent completion times for respondents. This method was a repeat of the 2021 method, where respondents could complete the Survey at a time convenient to their commitments. Before 2021, the Survey was completed using telephone calls.

The fieldwork was undertaken between 24 January and 21 February 2022. The average completion time for the Survey was 18 minutes. The non-response bias evident in telephone surveys (where only residents prepared to commit to a half-hour interview have their voices heard) was also minimised.

The Survey used a mixed sampling method to provide the most robust and representative sample.

Firstly, a panel from a research partner (Dynata). A series of techniques monitored data quality:

- A. Random responding: Data was reviewed to ensure that answers were logical; additional logic checks were built into the survey script to ensure participants could not continue if they tried to submit an illogical answer.
- B. Illogical or inconsistent responding: This was monitored and detected using logic checks programmed into the script before the Survey went live.
- C. Overuse of item non-response (e.g., 'Don't Know'): respondents were identified and removed from the final data during quality checks.
- D. Dynata used pre-screening questions to ensure the sample was indeed real people and that they were paying attention to the Survey.
- E. Duplicate responses: Dynata supports various techniques to ensure duplicate responses are not possible.



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Secondly, respondents from Research First's Christchurch resident database were boosted from participants of previous CCC event surveys who had agreed to participate in further samples.

There were n=1,416 survey responses, of which n=776 were completed surveys comprising n=653 from the Dynata panel and n=120 from the Research First resident survey database. The remaining responses were from respondents who:

- did not complete the Survey (n=132; 9.3 percent)
- were screened out as they didn't fulfil the survey demographics (such as residing outside the region or under the age of 18 years old) n=45; 3.2 percent
- were excluded due to full demographic quotas (n=463, 32.7 percent).
- answered inconsistently in their survey answers (n=3).

A representative sample of n=773 respondents completed the Survey (see section 2.3 below). This achieved sample means that, for any one service asked about, the maximum margin of error for the results is +/-3.5 percent at a 95 percent confidence level.





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## Sample Composition

The achieved survey sample is representative of Christchurch City and the Banks Peninsula population in terms of age (table 1), gender (table 2) and community board (table 3).

### 2.1 Age

	% 18+ Population (2018 Census)	Proportion of respondents	Number of respondents
18-24 years	17%	7%	52
25-49 years	43%	48%	368
50-64 years	22%	23%	180
65+ years	18%	22%	169
Prefer not to say		1%	4

### 2.2 Gender

	% 18+ Population (2018 Census)	Proportion of respondents	Number of respondents
Male	49%	49%	382
Female	49%	50%	380
Gender-diverse	N/A	0%	2
Prefer not to say	N/A	1%	9

### 2.3 Community Board

	% 18+ Population (2018 Census)	Proportion of respondents	Number of respondents
Banks Peninsula	3%	2%	17
Coastal-Burwood	13%	12%	92
Fendalton-Waimairi-Harewood	18%	21%	164
Halswell-Hornby-Riccarton	21%	22%	167
Linwood-Central-Heathcote	21%	19%	149
Papanui-Innes	13%	12%	89
Spreydon-Cashmere	12%	12%	95



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## Notes on Reporting Conventions

Levels of resident satisfaction with services are measured in this report by first removing all respondents who answered, 'don't know', 'not applicable' or similar, combining the top two response scores: satisfied and very satisfied (or similar).

When reporting at a top-line level and comparing to LOS targets (Section 1 above), we have reported rounded whole numbers. Note that many of these are composite measures, i.e., the average of more than one individual measure as asked in the Survey.

In the detailed findings that follow:

- All charts show percentages to one decimal place
- All tables show percentages to one decimal place and include 'don't know', 'not applicable' or similar responses

Due to rounding conventions, figures may not sum to 100 percent. This rounding explains any observed differences in percentages between the tables and the charts in this report.

The final percentages used as the Levels of Service Results and Additional Services Satisfaction Results reported in sections 1.1 and 1.2 are based on the charts in section 3, which combine the top two responses (e.g., Satisfied and Very Satisfied). Due to this combination of two discrete response options and rounding conventions, the charts' summed 'top two box' score may not exactly match the sum of the two discrete scores in the tables.



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### Section 3

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# Detailed Findings



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## Strategic Governance

*We provide advice and support in community engagement, and consultation planning and delivery, to teams across the organisation and to Elected Members (participation in and contribution to decision making) (LOS 4.1.9)*

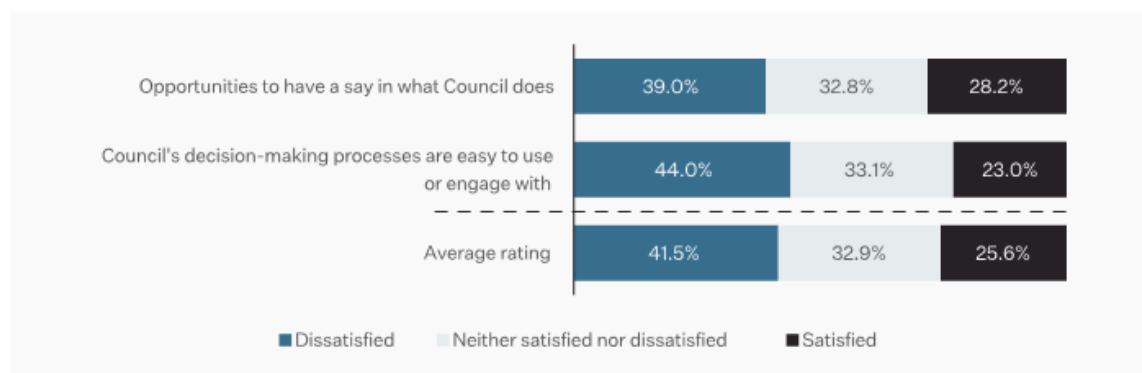
Survey participants were asked to evaluate the Council on their level of satisfaction regarding their perceptions about whether they feel they can participate in and contribute to Council decision making. Two factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

**“How satisfied or dissatisfied are you with the opportunities to have a say in what Council does?”**

**“How satisfied or dissatisfied are you that the Council’s decision-making processes are easy to use or engage with?”**

On average, just over one-quarter (26%) of respondents are satisfied with their opportunities around engaging with the Council and the ease of that engagement. This LOS target is new to the 2022 survey. But this result falls well below the Level of Service (LOS) target of at least 41 percent.

### 3.1 Perceptions around engagement with the Council



Base: total sample excluding Don't know/not applicable (n=748/732)



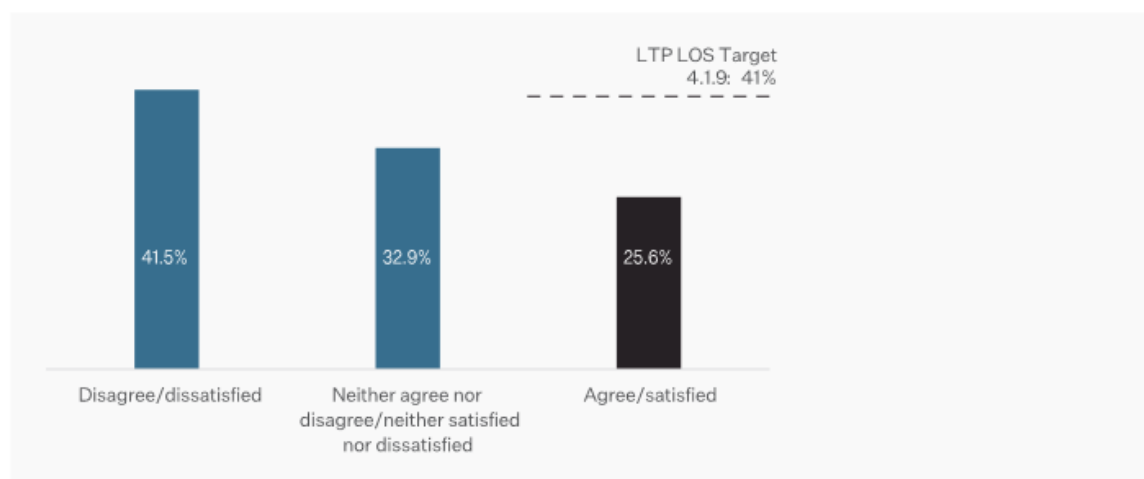
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### 3.2 Perceptions around engagement with the Council

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Opportunities to have a say in what Council does	n	25	103	189	245	186	25
	%		13.8%	25.3%	32.8%	24.9%	3.3%
Council's decision- making processes are easy to use or engage with	n	41	115	207	242	148	20
	%		15.7%	28.3%	33.1%	20.2%	2.7%
Average Rating			14.7%	26.8%	32.9%	22.5%	3.0%

Don't know/not applicable responses have not been included in all percentages

### 3.3 Average ratings of perceptions around engagement with the Council



- “...most people are unaware of how the council works and what they are entitled to as ratepayers. It's not a healthy, well-functioning democratic and transparent process.”
- “I suspect if the public understood some of the restrictions, funding issues, and moving parts around these decisions, we'd be a lot more understanding of perceived lack of progress on some issues. The main thing I'd like to see the council do more is to be open about why they are or aren't doing things.”



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### *Participation in and contribution to Council decision-making (understanding of decision making) (LOS 4.1.18)*

Survey participants were asked to evaluate the City Council's effectiveness in fulfilling its governance role and the decision-making process. Three factors were rated using a five-point Likert scale, where 1 = strongly agree/very satisfied; 3 = neither agree nor disagree/neither satisfied nor dissatisfied; and 5 = strongly disagree/very dissatisfied:

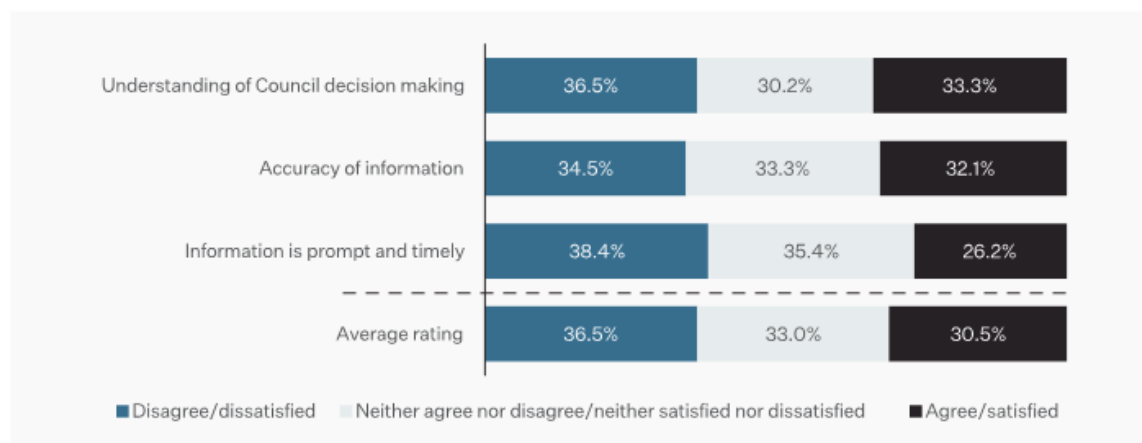
**"Thinking about Christchurch City Council, how much do you agree or disagree with the statement "I understand how the Council makes decisions?"**

**"How satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?"**

**"How satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?"**

On average, just over one in three (31 percent) rate Council's decision-making process favourably. This result is a slight decline from 2021, when one third rated this measure favourably. However, this result exceeds the Level of Service (LOS) target of 30 percent.

#### **3.4 Ratings of participation in and contribution to Council decision-making\***



\*Base: Total sample excluding don't know/not applicable (n=754/741/740)





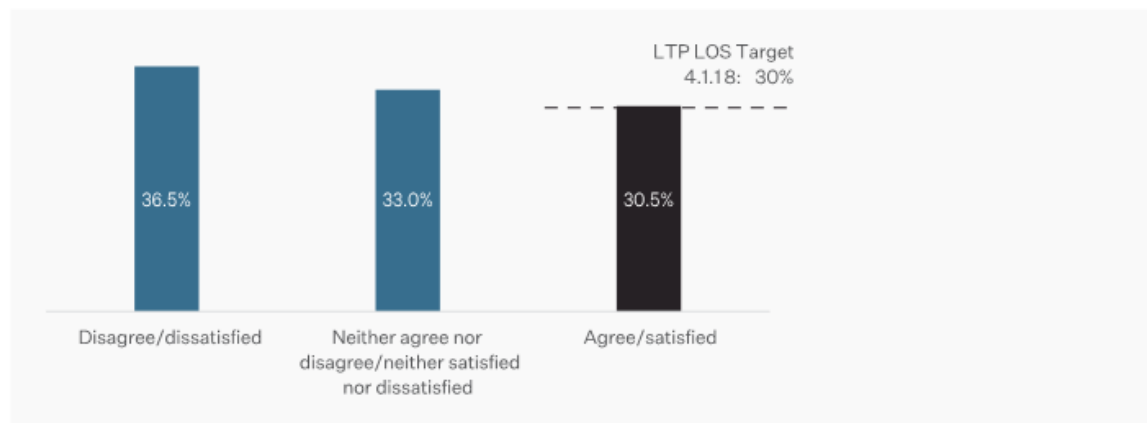
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### 3.5 Ratings of participation in and contribution to Council decision-making\*

		Don't know/ not applicable	Strongly disagree/ very dissatisfied	Disagree/ dissatisfied	Neither agree nor disagree/ neither satisfied nor dissatisfied	Agree/ satisfied	Strongly agree/ very satisfied
Understanding of Council decision-making	n	19	88	187	228	217	34
	%		11.7%	24.8%	30.2%	28.8%	4.5%
Accuracy of information	n	32	61	195	247	210	28
	%		8.2%	26.3%	33.3%	28.3%	3.8%
Information is prompt and timely	n	33	72	212	262	175	19
	%		9.7%	28.6%	35.4%	23.6%	2.6%
Average Rating			9.9%	26.6%	33.0%	26.9%	3.6%

\* Don't know/not applicable responses have not been included in the above percentages

### 3.6 Average ratings of participation in and contribution to Council decision-making



Base: Total sample excluding don't know/not applicable

“ I have a perception the council spends too much on pet projects and not enough on restoring infrastructure etc.”



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## Parks, Heritage & Coastal Environments

*To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (presentation of public monuments, sculptures and artworks) (LOS 6.9.1.5)*

Survey participants were asked to evaluate the appearance and condition of public monuments, statues, war memorials, sculptures, fountains, and artworks that reflect the City's heritage and character. Two factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

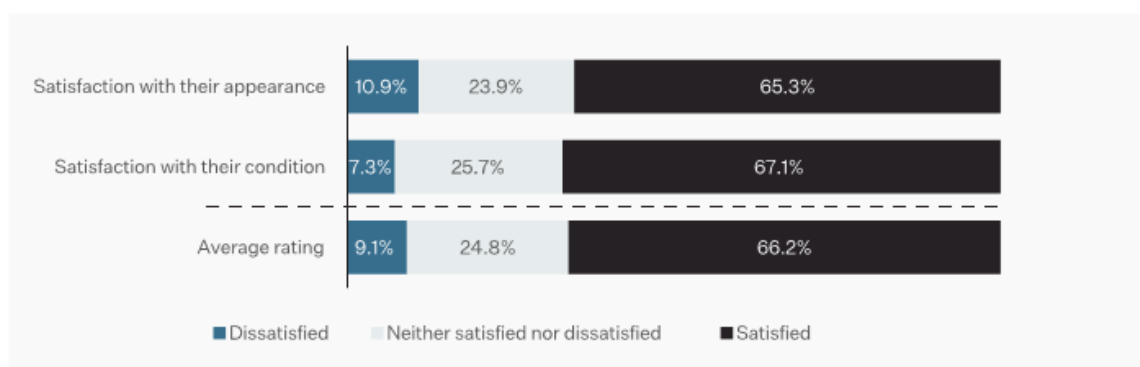
**"Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City's heritage and character. How satisfied or dissatisfied are you with the appearance of these objects?"**

**"How satisfied or dissatisfied are you with their condition?"**

Satisfaction has remained steady over the past 12 months. On average, just under two-thirds (66 percent) of residents are satisfied with the monuments' appearance and condition; This result exceeds the Level of Service (LOS) target of 65 percent.

Residents from the Banks Peninsular Community Board were the most satisfied with the condition of their heritage assets, while those in Halswell-Hornby-Riccarton were the least satisfied.

### 3.7 Satisfaction with appearance and condition of monuments and other heritage objects



Base: Total sample excluding don't know/not applicable (n=763/756)



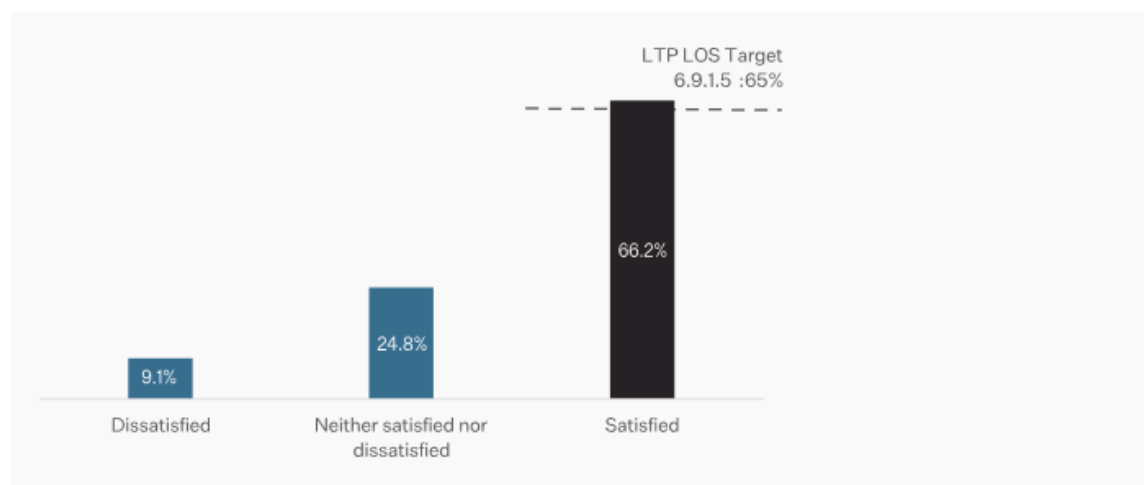
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### 3.8 Satisfaction with appearance and condition of monuments and other heritage objects\*

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with their appearance	n	10	20	63	182	409	89
	%		2.6%	8.3%	23.9%	53.6%	11.7%
Satisfaction with their condition	n	17	9	46	194	428	79
	%		1.2%	6.1%	25.7%	56.6%	10.4%
AVERAGE RATING			1.9%	7.2%	24.8%	55.1%	11.1%

\* Don't know/not applicable responses have not been included in all percentages

### 3.9 Average level of satisfaction with appearance and condition of monuments and other heritage objects



Base: Total sample excluding don't know/not applicable



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*To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (parks heritage buildings) (LOS 6.9.1.6)*

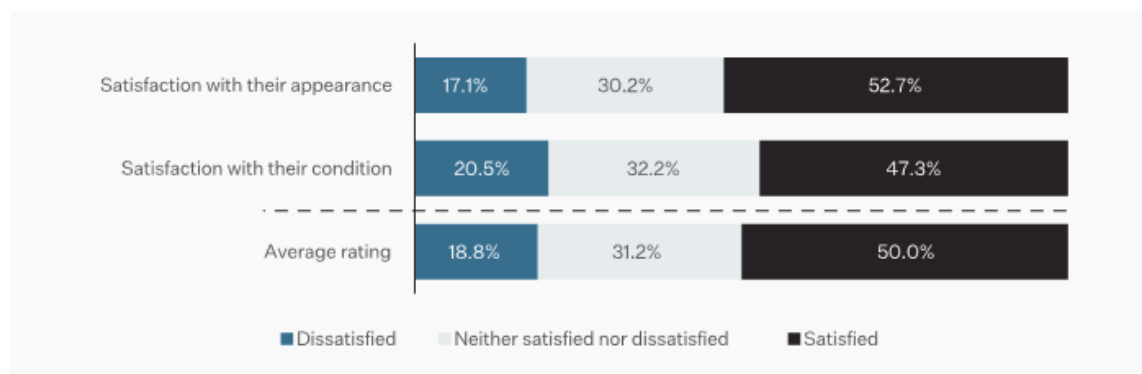
Survey participants were asked to evaluate the appearance and condition of the City's heritage buildings. Two factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

**"Christchurch's heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties, and commercial activities such as accommodation and restaurants. How satisfied or dissatisfied are you with the appearance of the City's heritage buildings?"**

**"How satisfied or dissatisfied are you with the condition of these buildings?"**

On average, half (50 percent) of residents are satisfied with the appearance and condition of the City's heritage buildings, up from 48 percent in 2021. However, this result is below the Level of Service (LOS) target of 55 percent.

**3.10 Satisfaction with appearance and condition of City's heritage buildings**



Base: Total sample excluding don't know/not applicable (n=759/751)



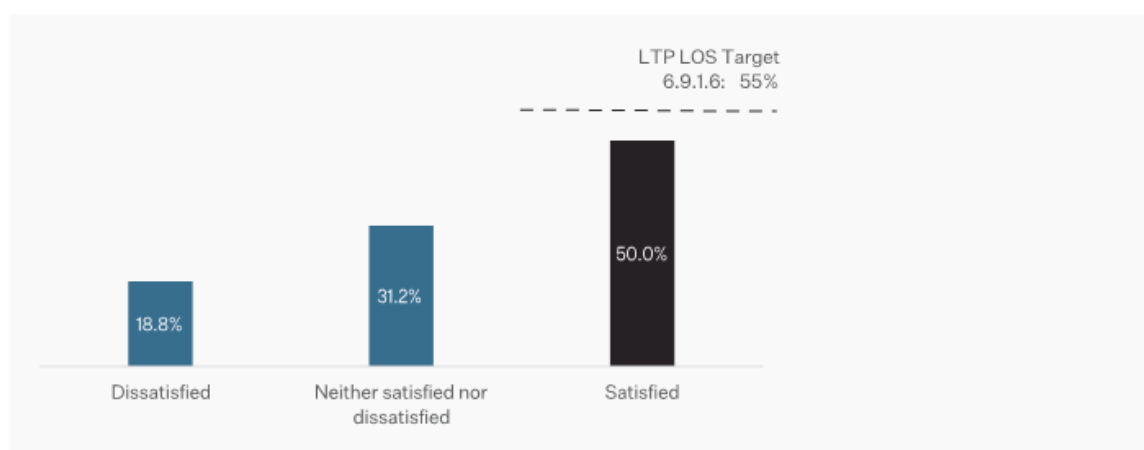
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### 3.11 Satisfaction with appearance and condition of City's heritage buildings\*

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with their appearance	n	14	26	104	229	340	60
	%		3.4%	13.7%	30.2%	44.8%	7.9%
Satisfaction with their condition	n	22	29	125	242	306	49
	%		3.9%	16.6%	32.2%	40.7%	6.5%
AVERAGE RATING			3.6%	15.2%	31.2%	42.8%	7.2%

\* Don't know/not applicable responses have not been included in all percentages

### 3.12 Average level of satisfaction with City's heritage buildings



Base: Total sample excluding don't know/not applicable



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## Refuse Disposal

### Customer satisfaction with kerbside collection (LOS 8.0.3)

Survey participants were asked to rate their satisfaction with their domestic kerbside collection service. Three services were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

“Thinking now about the Council rubbish and recycling collection, how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?”

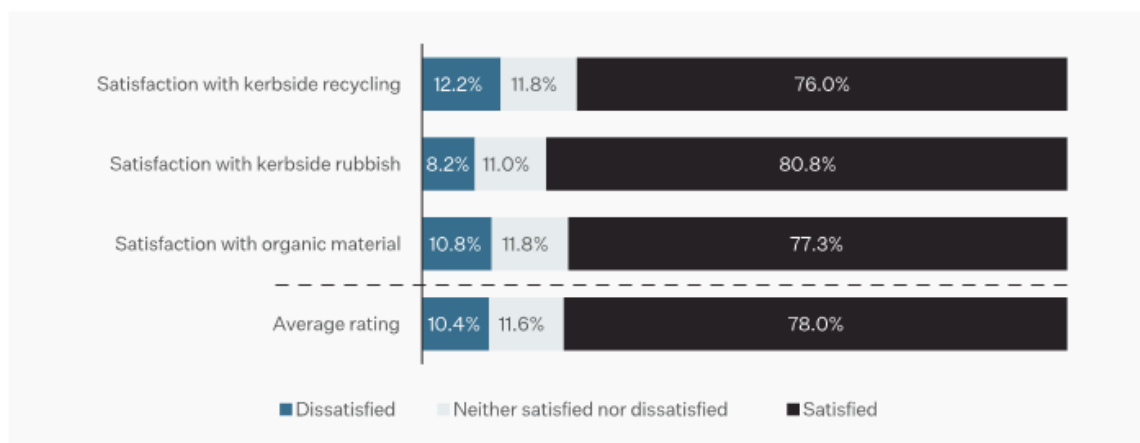
“How satisfied or dissatisfied are you with the Council’s kerbside collection of rubbish (your red bin)?”

“How satisfied or dissatisfied are you with the Council’s kerbside collection of organic material (your green bin)?”

Overall, just under eight in ten residents (78 percent) are satisfied with their refuse disposal services. This result falls just short of the Level of Service (LOS) target of 80 percent. But taken individually, all waste disposal services are comparable to 2021 satisfaction levels.

Residents over 65 years were more likely to be very satisfied with their kerbside rubbish services, specifically the green bin.

### 3.13 Satisfaction with kerbside collection services



Base Total sample excluding don't know/not applicable (n=771/770/768)





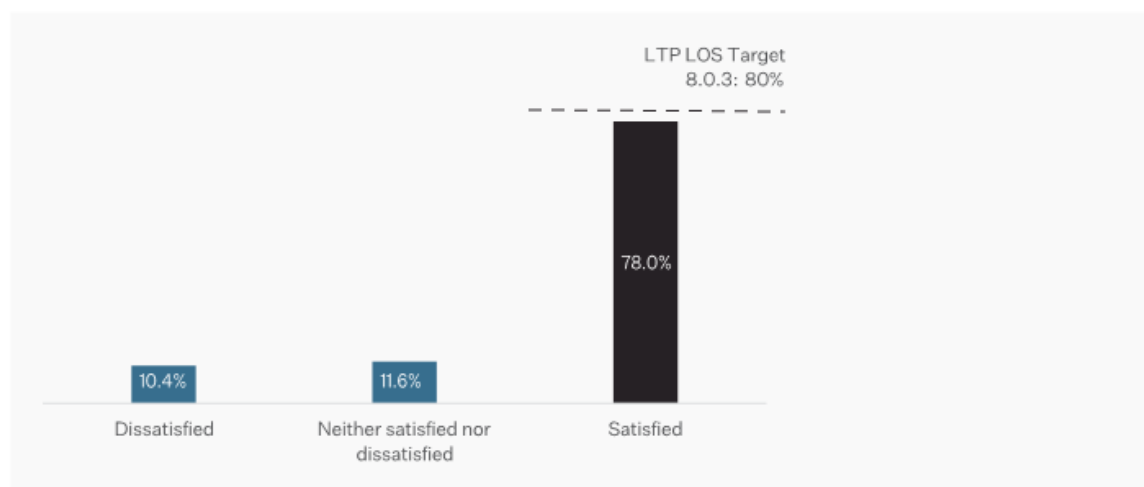
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### 3.14 Satisfaction with kerbside collection services\*

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with kerbside recycling	n	2	31	63	91	368	218
	%		4.0%	8.2%	11.8%	47.7%	28.3%
Satisfaction with kerbside rubbish	n	3	21	42	85	379	243
	%		2.7%	5.5%	11.0%	49.2%	31.6%
Satisfaction with organic material	n	5	29	54	91	367	227
	%		3.8%	7.0%	11.8%	47.8%	29.6%
AVERAGE RATING			3.5%	6.9%	11.6%	48.2%	29.8%

\*Don't know/not applicable responses have not been included in all percentages

### 3.15 Average level of satisfaction with waste disposal services



- “Bin collection is very good - never have had a problem, and I like that the yellow bins have been checked in my area and people educated on what can and cannot go in it.”
- “I love the three bins for rubbish collections. It's one of the best ideas ever.”



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## Sewerage and Stormwater

*Proportion of residents satisfied with the reliability and responsiveness of Council wastewater services (LOS 11.0.1.16)*

Survey participants were asked to evaluate certain aspects of wastewater collection and the sewerage system. Three factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

**“Wastewater collection is about the underground pipes that take wastewater (e.g., from your toilets, showers etc.) away from homes and to the treatment plant. How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?”**

**“How satisfied or dissatisfied are you that the wastewater services are reliable?”**

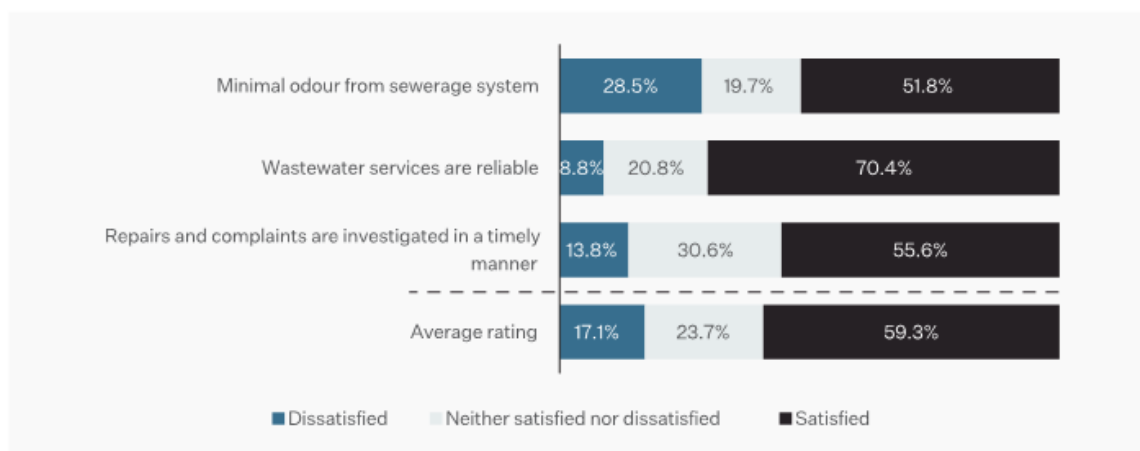
**“How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?”**

On average, just under six in ten (59 percent) of residents were satisfied with the sewerage and wastewater facilities, a decrease of 1 percent over the past 12 months. But this result falls below the Level of Service (LOS) target of 67 percent.

Like 2020 and 2021, the Linwood-Central-Heathcote Community Board residents are less satisfied that there is a minimal odour from the sewerage system or that repairs and complaints are investigated in a timely manner.

**“ The smell in the air. Recently I have been walking outside and been hit with a waft of sewerage smells.”**

### 3.16 Satisfaction with sewerage and wastewater services



Base: Total sample excluding don't know/not applicable (n=736/746/674)



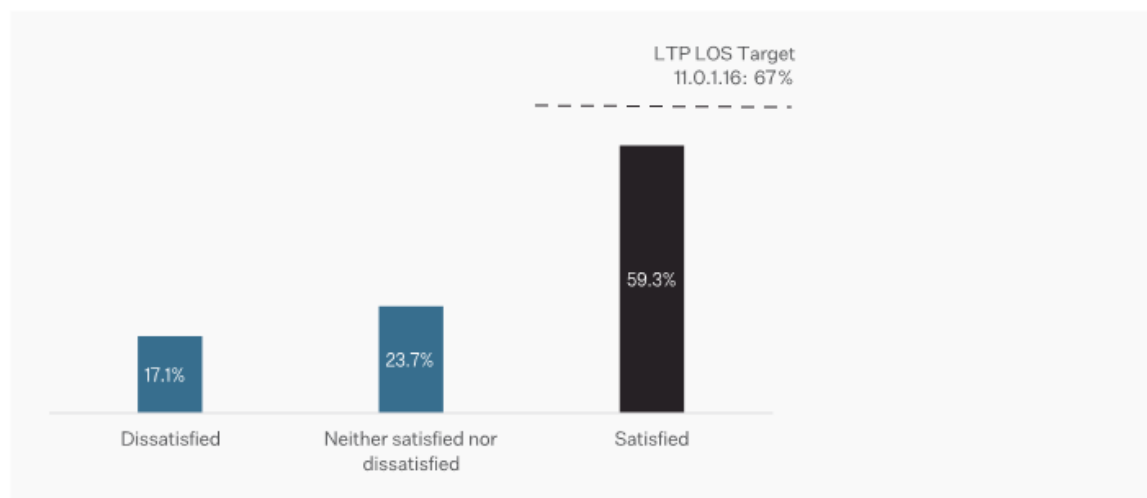
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### 3.17 Satisfaction with sewerage and wastewater services\*

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Minimal odour from sewerage system	n	27	26	40	155	410	115
	%		3.5%	5.4%	20.8%	55.0%	15.4%
Wastewater services are reliable	n	99	31	62	206	302	73
	%		4.6%	9.2%	30.6%	44.8%	10.8%
Repairs and complaints are investigated in a timely manner	n	27	26	40	155	410	115
	%		3.5%	5.4%	20.8%	55.0%	15.4%
AVERAGE RATING			6.2%	10.8%	23.7%	46.5%	12.8%

\* Don't know/not applicable responses have not been included in all percentages

### 3.18 Average level of satisfaction with sewerage and wastewater services



Base: Total sample excluding don't know/not applicable



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### Proportion of residents satisfied with the management of the Council's stormwater network (LOS 14.0.3)

Survey participants were asked to evaluate certain aspects of the City's waterways and stormwater network. Four factors were rated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

**"Christchurch has a number of waterways such as The Avon, Heathcote and Styx rivers, tributary waterways such as St Albans and Cashmere streams and utility waterways such as outfall drains, roadside swales and timbered drains. How satisfied or dissatisfied are you with the condition of waterways?"**

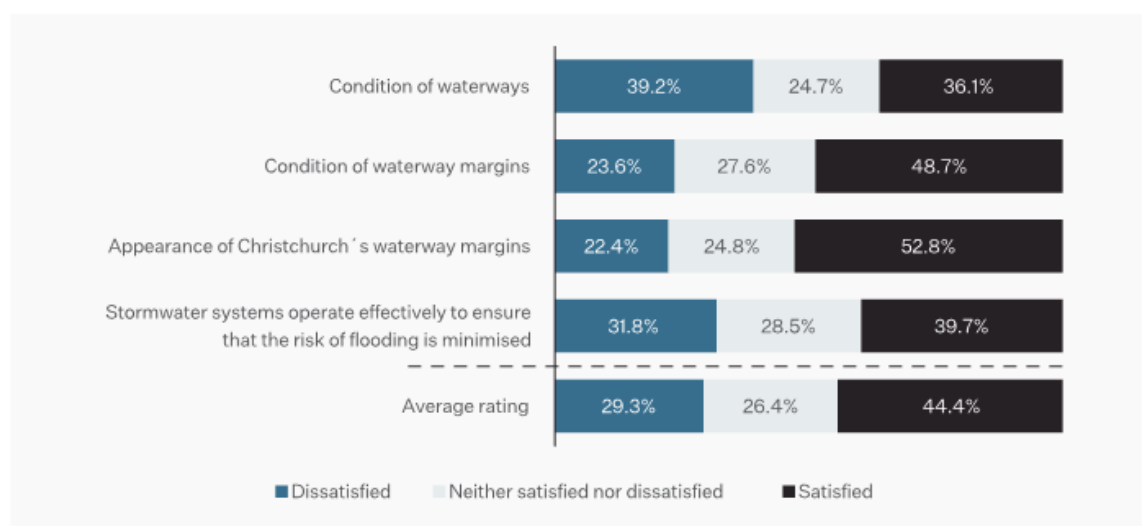
**"How satisfied or dissatisfied are you with the condition of waterway margins?"**

**"How satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?"**

**"How satisfied or dissatisfied are you that the City's stormwater management systems operate effectively to ensure that the risk of flooding is minimised?"**

On average, 44 percent of residents were satisfied with the stormwater network, like 12 months ago (45 percent). This result is above the Level of Service (LOS) target of 40 percent.

#### 3.19 Satisfaction with waterways and the stormwater network



Base: total sample excluding Don't know/not applicable (n=761/753/759/748)



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### 3.20 Satisfaction with waterways and the stormwater network\*

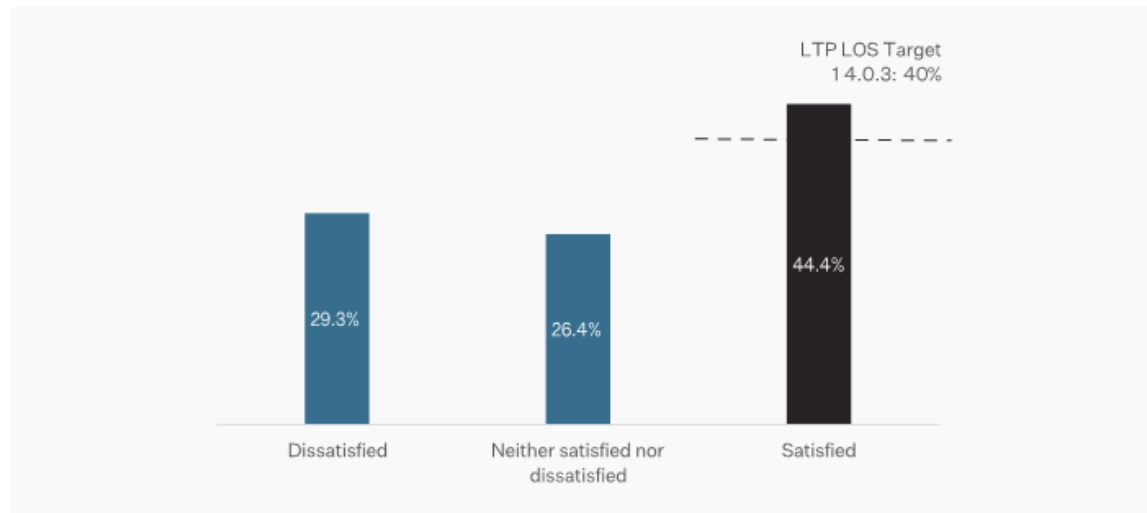
		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of waterways	n	12	95	203	188	248	27
	%		12.5%	26.7%	24.7%	32.6%	3.5%
Condition of waterway margins	n	20	50	128	208	335	32
	%		6.6%	17.0%	27.6%	44.5%	4.2%
Appearance of Christchurch's waterway margins	n	14	63	107	188	346	55
	%		8.3%	14.1%	24.8%	45.6%	7.2%
Stormwater systems operate effectively to ensure that the risk of flooding is minimised	n	25	64	174	213	257	40
	%		8.6%	23.3%	28.5%	34.4%	5.3%
AVERAGE RATING			9.0%	20.3%	26.4%	39.3%	5.1%

\* Don't know/not applicable responses have not been included in all percentages



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### 3.21 Average level of satisfaction with waterways and the stormwater network



Base: Total sample excluding don't know/not applicable

“ I think the most important area personally is our waterways. Because our rivers, streams etc., are often parallel to a road/walkway, our water has continuous runoff that increases our water pollution. We have the privilege of having such beautiful, clean mountain water at our fingertips, yet treat the water in our City pretty poorly, in my opinion.”





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## Transportation

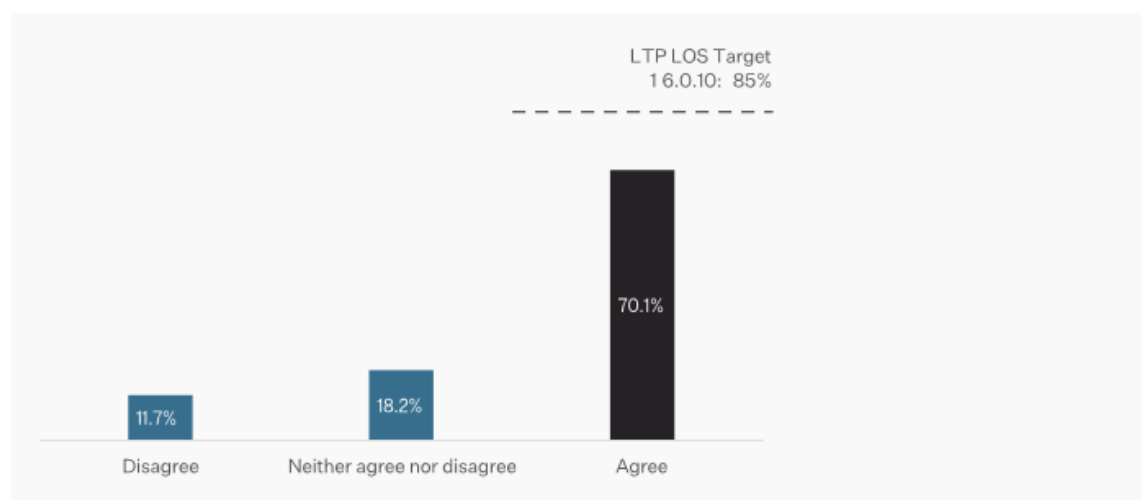
*Improve the perception that Christchurch is a 'walking-friendly' City (LOS 16.0.10)*

Survey participants were asked to evaluate how walking-friendly they perceive Christchurch to be using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

**"How much would you agree or disagree that Christchurch is a walking friendly City?"**

Seven in ten participants (70 percent; down 4 percent over the past year) of residents agree that Christchurch is a 'walking-friendly' City; substantially below the Level of Service (LOS) target of 85 percent.

### 3.22 Level of agreement that Christchurch is a walking-friendly City



Base: Total sample excluding don't know/not applicable (n=759)

### 3.23 Level of agreement that Christchurch is a walking friendly City\*

		Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Christchurch is a walking friendly City	n	14	29	60	138	409	123
	%		3.8%	7.9%	18.2%	53.9%	16.2%

\* Don't know/not applicable responses have not been included in all percentages



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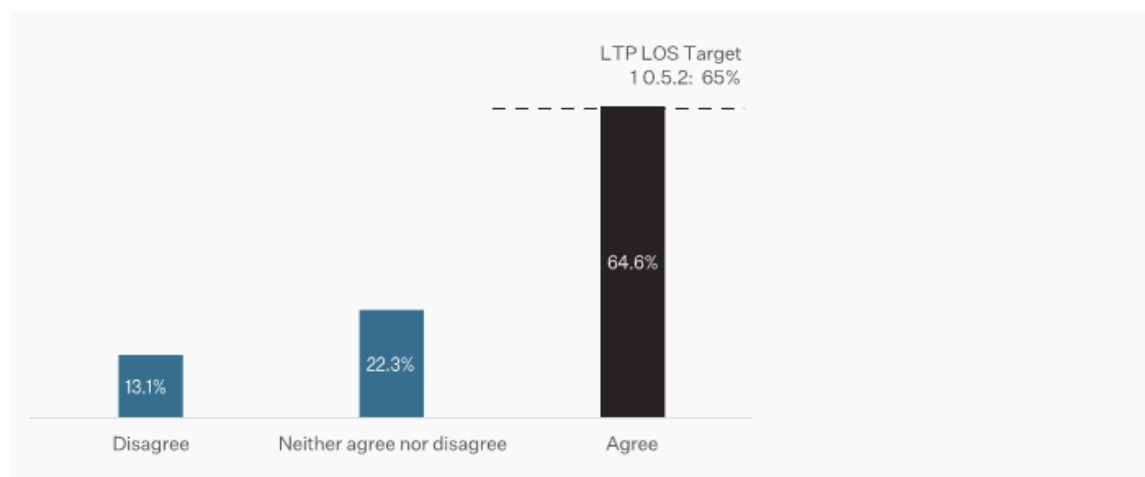
### *Improve the perception that Christchurch is a 'cycling-friendly' City (LOS 10.5.2)*

Survey participants were asked to rate how cycle friendly the City is. This was done using a five-point Likert scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

**"Now, I would like to ask you some questions about active travel in Christchurch. How much do you agree or disagree that Christchurch is a cycle friendly City?"**

On average, 65 percent of residents agree Christchurch is a 'cycle-friendly' City, and this result has been stable over the past year. This result meets the Level of Service (LOS) target of 65 percent.

#### **3.24 Level of agreement the Christchurch is a 'cycle friendly' City**



Base: Total sample excluding don't know/not applicable (n=743)



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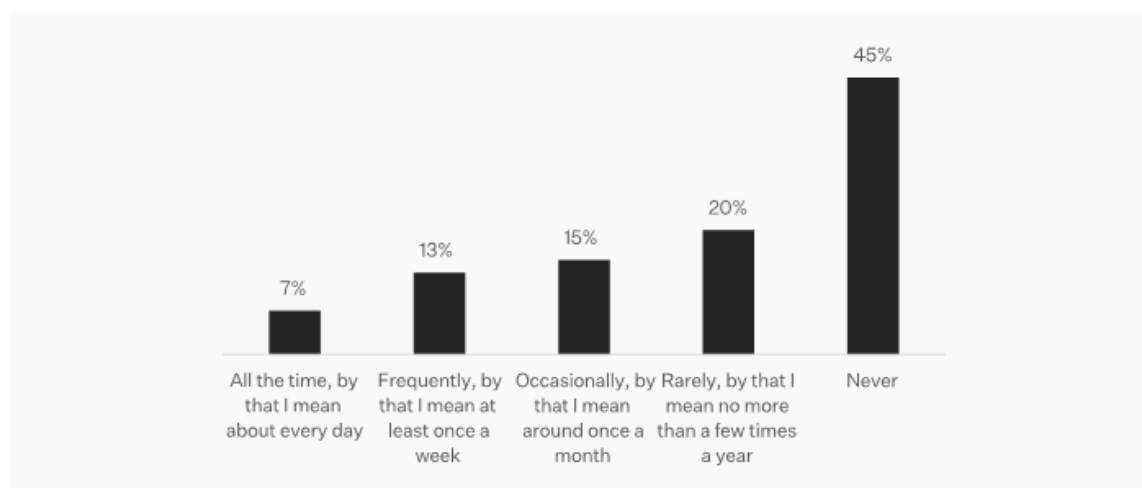
### 3.25 Level of agreement the Christchurch is a 'cycle-friendly' City\*

		Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Christchurch is a cycle friendly City	n	30	30	67	166	365	115
	%		4.0%	9.0%	22.3%	49.1%	15.5%

\* Don't know/not applicable responses have not been included in all percentages

Survey participants were also asked how often they have cycled on a public road in Christchurch in the last 12 months. Two in ten participants (20 percent) had cycled on public roads at least once a week. But this percentage has declined over the past year by 4 percent (down from 24 percent). Indeed, the percentage of those who never cycle has increased by 6 percent.

### 3.26 Frequency of cycling on public roads



Cycling is age and gender-dependent, where younger people are more likely to cycle than older people, and more males frequently cycle than females.

Residents from the Linwood Central-Heathcote Community Board were the most frequent cyclists. Residents from Banks Peninsular were the least.



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## Roads and Footpaths

### Improve resident satisfaction with roadway condition (LOS 16.0.3)

Survey participants were asked to rate their satisfaction with the condition of roadways in Christchurch, excluding roads in the residential red zone, using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

**“How satisfied or dissatisfied are you with the condition of Christchurch’s roads, excluding the residential red zone roads?”**

Just over one quarter (27 percent) of residents are satisfied with the condition of roads. This result exceeds the Level of Service (LOS) target of 25 percent.

#### 3.27 Satisfaction with the condition of roads, excluding residential red zone roads



Base: Total sample excluding don't know/not applicable (n=769)

#### 3.28 Satisfaction with the condition of roads, excluding residential red zone roads\*

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of roads	n	4	132	265	168	181	23
	%		17.2%	34.5%	21.8%	23.5%	3.0%

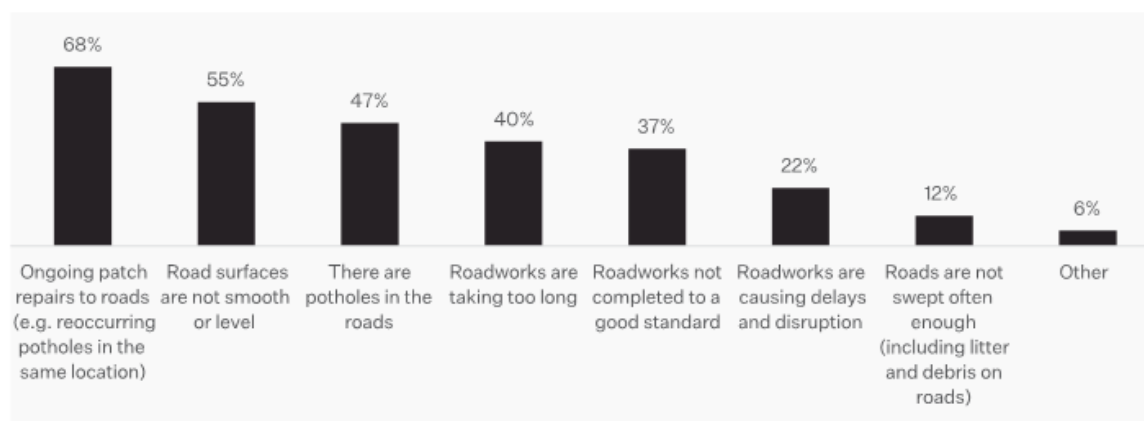
\* Don't know/not applicable responses have not been included in all percentages



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Survey participants who were dissatisfied or very dissatisfied with the condition of Christchurch's roads were asked to identify the three main reasons why. The condition of the road surfaces (potholes and patch repairs, and roads not smooth) were the major reasons identified.

### 3.29 Reasons for dissatisfaction with the condition of the roads



\* Don't know/not applicable responses have not been included in all percentages (n=397)

- “ We need better-designed roads, particularly in new developments like Wigram Skies. Safety at intersections needs to be improved, and visibility needs to be improved. Also, road works should NEVER be performed at night in residential areas.”
- “ Inspection ports in the roadway are, in many cases, recessed far too deeply (some as much as 20cms) potentially causing damage to the suspension of motor vehicles, if not the motorist's control of their vehicle when crossing such a depression.”
- “ ...the roadworks only seem to finish briefly, and then the road cones come out again, and they start over again and again.”



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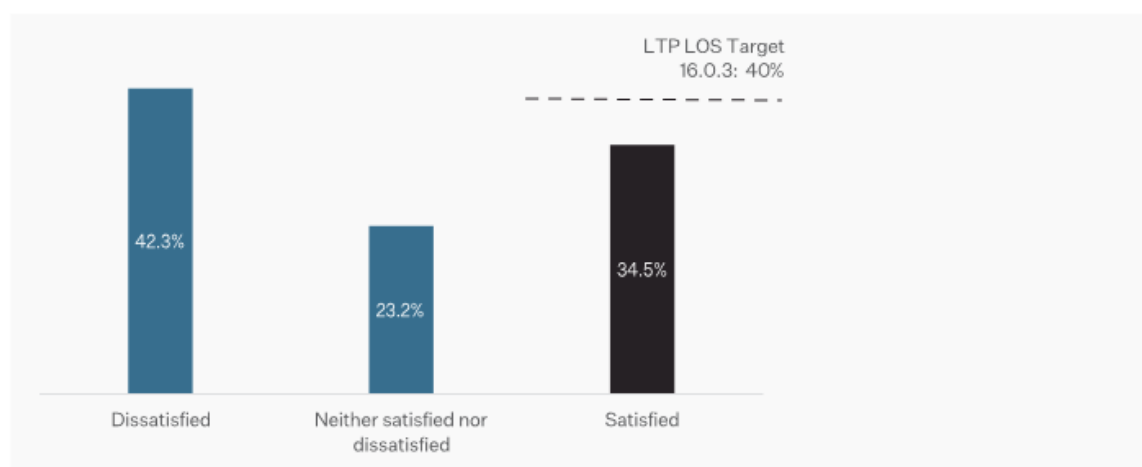
### Improve resident satisfaction with footpath condition (LOS 16.0.9)

Survey participants were asked to rate their satisfaction with the condition of footpaths in Christchurch. This was done using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

#### “How satisfied or dissatisfied are you with the condition of Christchurch’s footpaths, excluding the residential red zone footpaths?”

Just over one-third (35 percent) of residents are satisfied with the footpaths in the City; below the Level of Service (LOS) target of 40 percent.

### 3.30 Satisfaction with the condition of footpaths, excluding residential red zone footpaths



Base: Total sample excluding don't know/not applicable (n=766)

### 3.31 Satisfaction with the condition of footpaths excluding residential red zone footpaths\*

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Condition of footpaths excluding residential red zone footpaths	n	7	96	228	178	239	25
	%		12.5%	29.8%	23.2%	31.2%	3.3%

\* Don't know/not applicable responses have not been included in all percentages





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## Water Supply

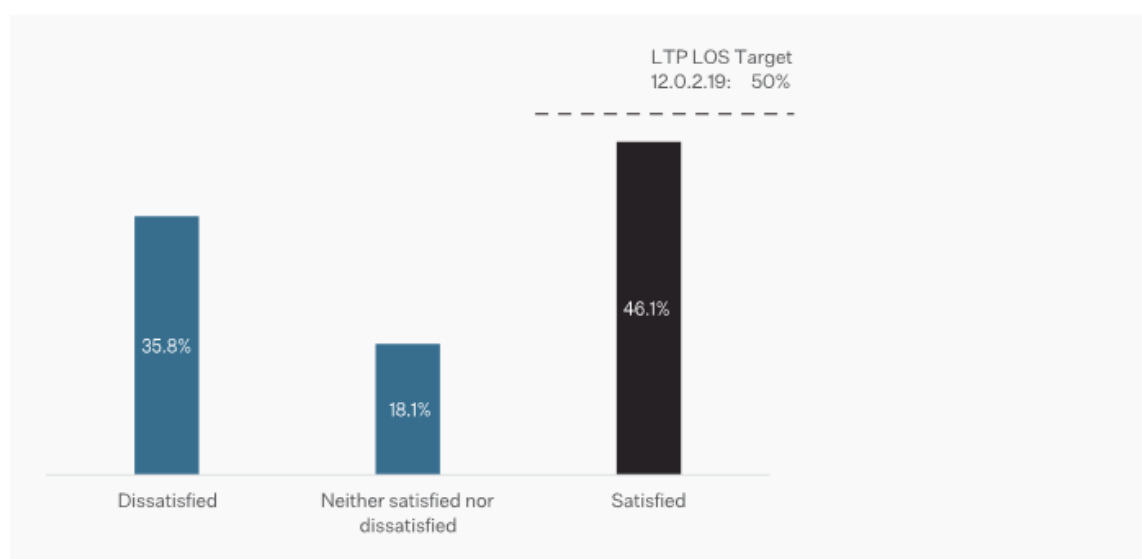
*Proportion of residents satisfied with the quality of Council water supplies (LOS 12.0.2.19)*

Survey participants were asked to rate their satisfaction with the quality of the water supply. This was done using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

### “How satisfied or dissatisfied are you with the quality of the water supply?”

Forty-six percent of residents were satisfied with the quality of the water supply, below the Level of Service (LOS) target of 50 percent. Although similar to 2021 (45 percent), it represents a significant improvement from 2019, when only 37 percent were satisfied.

#### 3.32 Satisfaction with quality of water supply



Base: Total sample excluding don't know/not applicable (n=766)

#### 3.33 Satisfaction with quality of water supply

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Quality of water supply	n	7	103	171	139	257	96
	%		13.4%	22.3%	18.1%	33.6%	12.5%

Don't know/not applicable responses have not been included in all percentages



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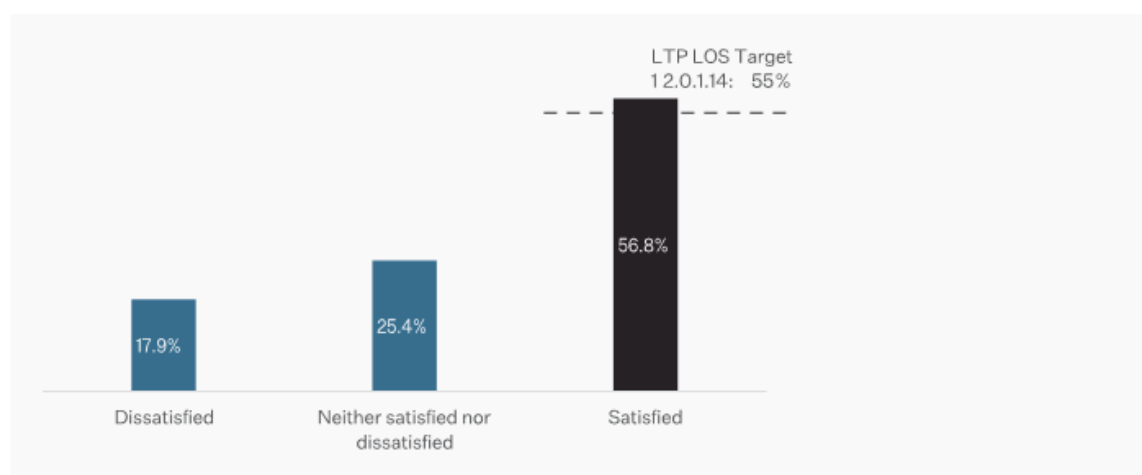
### Proportion of residents satisfied with responsiveness of Council to water supply problems (LOS 12.0.1.14)

Survey participants were asked to rate their satisfaction with the responsiveness of the water supply in Christchurch. This was done using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

**“How satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?”**

Compared to 2021, where 52 percent of residents were satisfied, 57 percent of residents are satisfied with the responsiveness offered by the Council in 2022. This result exceeds the Level of Service (LOS) target of 55 percent.

#### 3.34 Satisfaction that Council repairs and attends to water supply complaints in a timely manner



Base: Total sample excluding don't know/not applicable (n=794)

#### 3.35 Satisfaction that Council repairs and attends to water supply complaints in a timely manner

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Council repairs leaks and investigates complaints in a timely manner	n	79	42	82	176	305	89
	%		6.1%	11.8%	25.4%	43.9%	12.8%

Don't know/not applicable responses have not been included in all percentages



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### Proportion of residents satisfied with the reliability of Council water supplies (LOS 12.0.1.13)

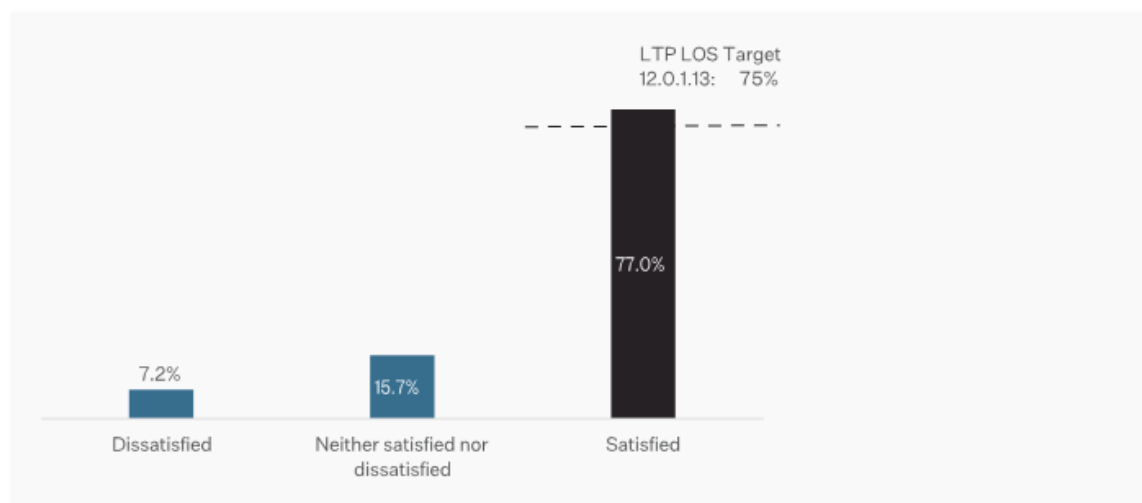
Survey participants were asked to rate their satisfaction with the reliability of the Council water supply using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

#### “How satisfied or dissatisfied are you that the water supply is reliable?”

Just over three quarters (77 percent) of residents are satisfied with the reliability of the water supply. This result exceeds the Level of Service (LOS) target of 75 percent and slightly improved from 2021, when 75 percent were satisfied.

Residents of the Banks Peninsular and Coastal-Burwood Community Boards were significantly less satisfied with the water supply reliability.

#### 3.36 Satisfaction with the reliability of water supply



Base Total sample excluding don't know/not applicable (n=762)

#### 3.37 Satisfaction rating with the reliability of water supply

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Reliability of water supply	n	11	16	39	120	385	202
	%		2.1%	5.1%	15.7%	50.5%	26.5%

Don't know/not applicable responses have not been included in all percentages



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## Parking

Survey participants were asked to rate their satisfaction concerning parking facilities run by the Council. Parking on-street was the predominant use of those facilities. Just under seven in ten (69 percent) of participants had parked on-street, and a half (50 percent) had parked in an off-street Council facility in the past 12 months. But about one in two (18 percent) participants had not parked their vehicle in a Council parking facility.

### *Improve customer perception about the ease of use of Council on-street parking facilities (LOS 10.3.3)*

To evaluate satisfaction with Council parking facilities, four factors were evaluated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

**“How satisfied or dissatisfied are you with the ease of use of on-street parking meters?”**

**“How satisfied or dissatisfied are you with the range of Council parking facilities available to you?”**

**“How satisfied or dissatisfied are you with the information provided by the Council about parking options?”**

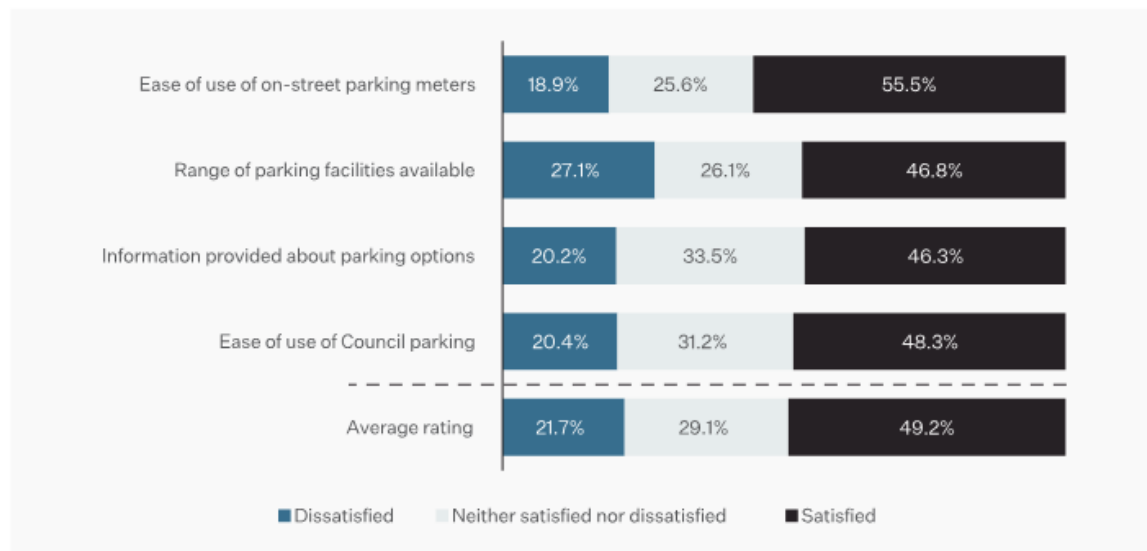
**“How satisfied or dissatisfied are you with the ease of use of Council parking?”**

On average, 49 percent of residents are satisfied with these aspects of Council on-street parking, the same result as in 2021. This result falls just below the Level of Service (LOS) target of 50 percent.



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### 3.38 Satisfaction with on-street parking facilities



Base: Total sample excluding don't know/not applicable (n=719/728/732/724)

### 3.39 Satisfaction with on-street parking facilities

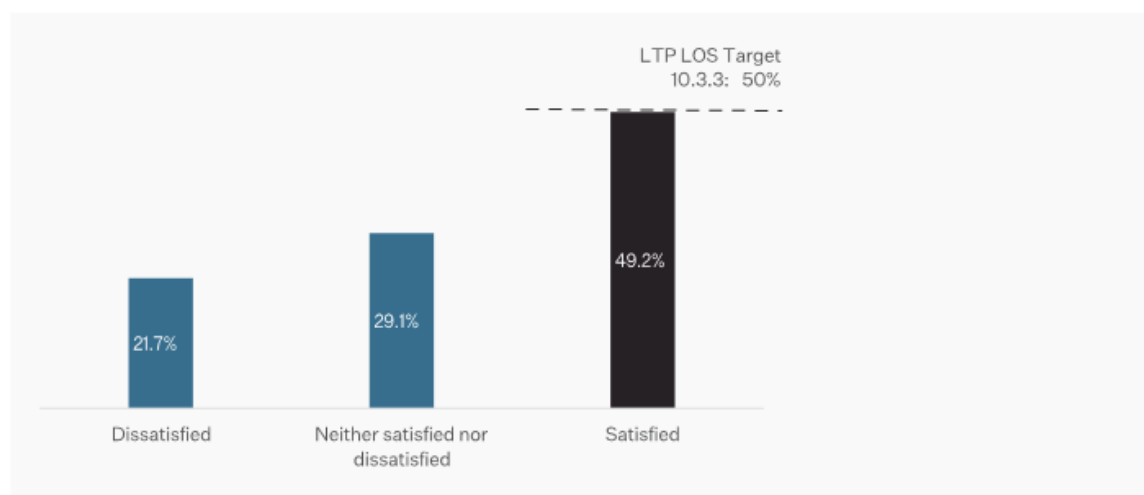
		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Ease of use of on-street parking meters	n	34	44	92	184	334	65
	%		6.1%	12.8%	25.6%	46.5%	9.0%
Range of parking facilities available	n	25	56	141	190	284	57
	%		7.7%	19.4%	26.1%	39.0%	7.8%
Information provided about parking options	n	21	47	101	245	290	49
	%		6.4%	13.8%	33.5%	39.6%	6.7%
Ease of use of Council parking	n	29	49	99	226	293	57
	%		6.8%	13.7%	31.2%	40.5%	7.9%
AVERAGE RATING			6.8%	14.9%	29.1%	41.4%	7.9%

Don't know/not applicable responses have not been included in all percentages



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### 3.40 Average level of satisfaction with on-street parking facilities



Base: Total sample excluding don't know/not applicable





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*Improve resident perceptions of motor vehicle safety and personal security at parking facilities (LOS 10.3.7)*

Survey participants were asked to rate motor vehicle safety at runoff street parking. Three factors were rated using a five-point Likert scale, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

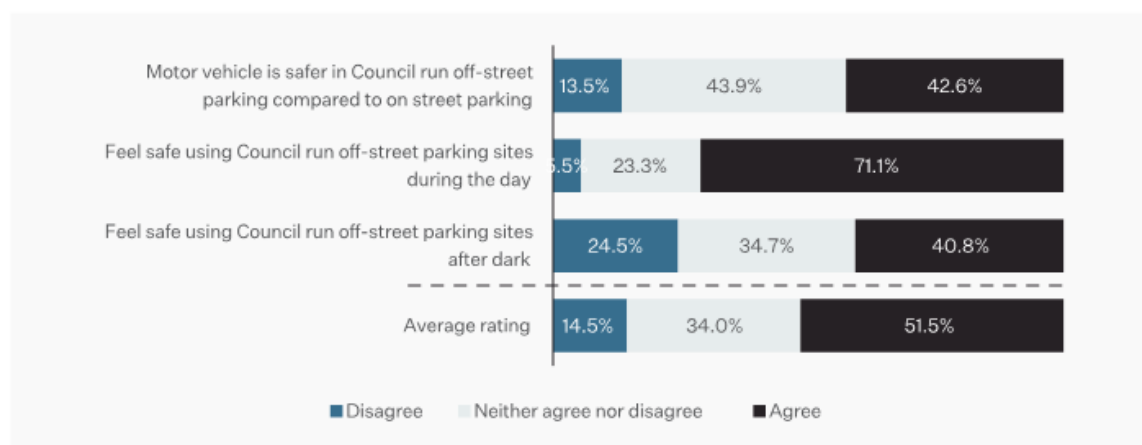
“How much would you agree or disagree that your motor vehicle is safer in Council-run off-street parking compared to on-street parking?”

“How much would you agree or disagree that you feel safe using Council run off-street parking sites during the day?”

“How much would you agree or disagree that you feel safe using Council run off-street parking sites after dark?”

On average, 52 percent agree that they feel safe using off-street parking. This result exceeds the Level of Service (LOS) target of 50 percent. These results show a slight improvement on 2021 (50 percent).

**3.41 Perceptions of safety in Council-run off-street parking facilities**



Base: Total sample excluding don't know/not applicable (n=706/707/677)



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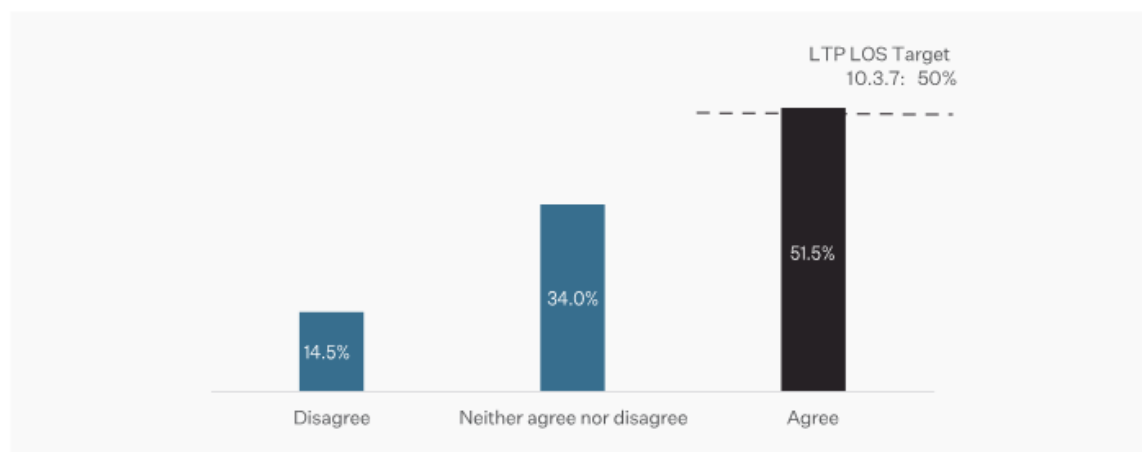
While most respondents felt safe using a Council run off-street parking facility during the day, less than half felt safe using these same facilities after dark. This sentiment was particularly salient for female respondents.

### 3.42 Perceptions of safety in Council-run off-street parking facilities

		Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Motor vehicle is safer in Council run off-street parking compared to on street parking	n	47	28	67	310	239	62
	%		4.0%	9.5%	43.9%	33.9%	8.8%
Feel safe using Council run off-street parking sites during the day	n	46	15	24	165	395	108
	%		2.1%	3.4%	23.3%	55.9%	15.3%
Feel safe using Council run off-street parking sites after dark	n	76	37	129	235	227	49
	%		5.5%	19.1%	34.7%	33.5%	7.2%
AVERAGE RATING			3.9%	10.6%	34.0%	41.1%	10.4%

Don't know/not applicable responses have not been included in all percentages

### 3.43 Average level of agreement with safety in Council-run off-street parking facilities



Base: Total sample excluding don't know/not applicable



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## Parks and Green Spaces

*Overall customer satisfaction with the presentation of the City's Parks (inner-City parks) (LOS 6.8.4.2)*

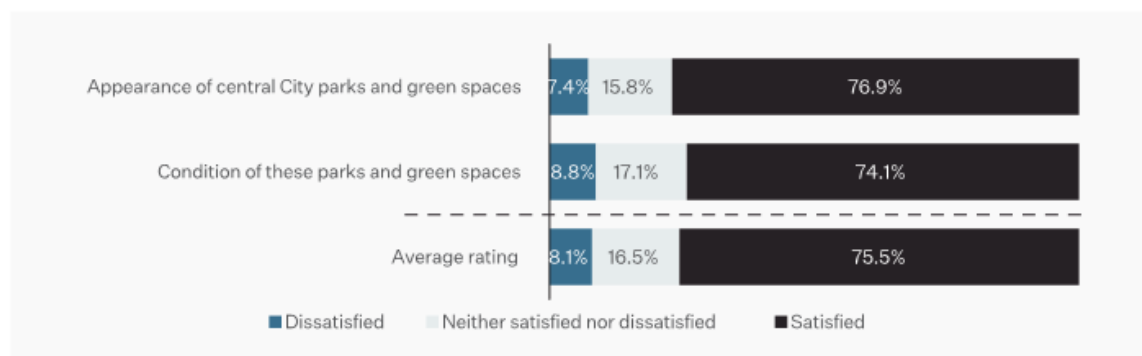
Survey participants were asked to rate their satisfaction with parks and green spaces. Two factors were evaluated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

**"How satisfied or dissatisfied are you with the appearance of central City parks and green spaces?"**

**"How satisfied or dissatisfied are you with the condition of these parks and green spaces?"**

On average, 76 percent of residents are satisfied with parks and green spaces, a decrease of 6 percent over the past 12 months. This result just falls below the Level of Service (LOS) target of 80 percent.

### 3.44 Satisfaction with parks and green spaces



Base: total sample excluding Don't know/not applicable (n=761/764)



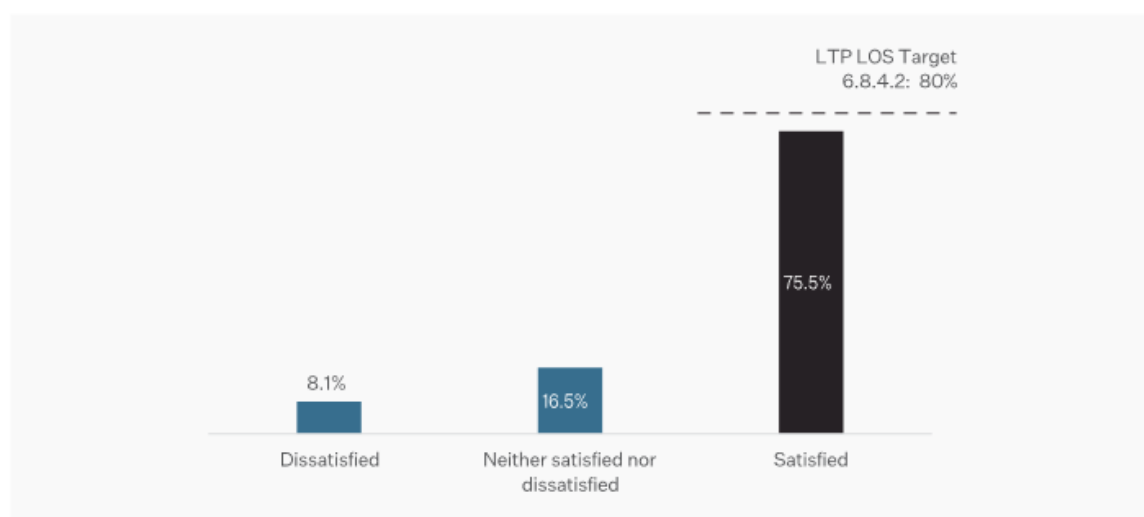
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### 3.45 Satisfaction with parks and green spaces

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Appearance of central City parks and green spaces	n	12	13	43	120	418	167
	%		1.7%	5.7%	15.8%	54.9%	21.9%
Condition of these parks and green spaces	n	9	17	50	131	405	161
	%		2.2%	6.5%	17.1%	53.0%	21.1%
AVERAGE RATING			2.0%	6.1%	16.5%	54.0%	21.5%

*Don't know/not applicable responses have not been included in all percentages*

### 3.46 Average level of satisfaction with parks and green spaces



*Base: total sample excluding Don't know/not applicable*

“The central City parks and gardens are very well maintained.”



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*Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network (LOS 6.8.5)*

New to the 2022 survey, participants were asked to rate their satisfaction with the availability of recreation facilities within the City. Before 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). For this reason, these results are not directly comparable to results for 2022 onward.

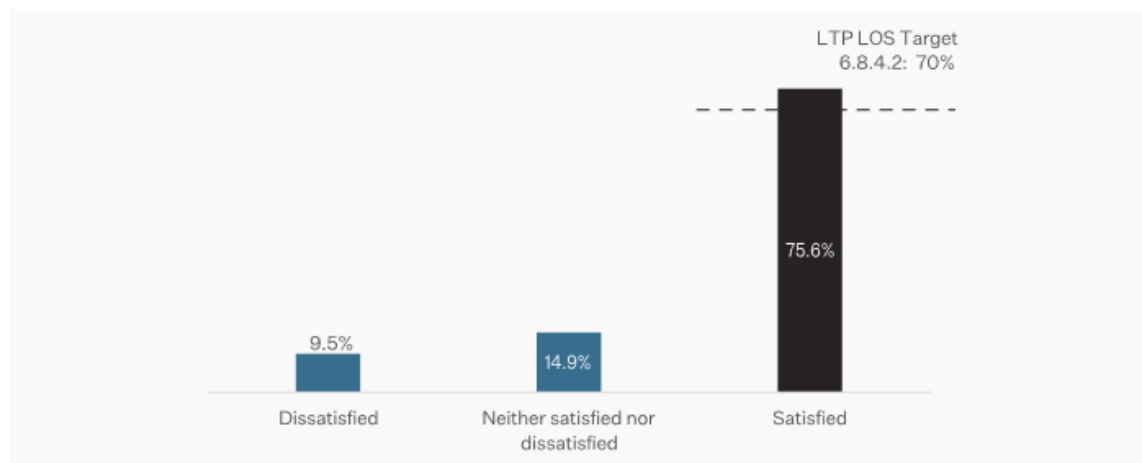
Two factors were evaluated using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied. The LOS was measured using the first factor only:

**"Thinking about the city's parks network as a whole, how satisfied or dissatisfied are you with the range of recreation facilities available in the city's parks (including beach park areas)?"**

**"How satisfied or dissatisfied are you with the information provided about recreation facilities in the city's parks (including beach park areas)?"**

On average, 76 percent of residents are satisfied with the range of recreation facilities in the City's parks. This result falls above the Level of Service (LOS) target of 70 percent.

**3.47 Satisfaction with the range of recreation facilities available in the City's parks**



Base: total sample excluding Don't know/not applicable (n=758)



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3.48 Satisfaction with the range of recreation facilities available in the City's parks and with information provided about facilities

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Range of recreation facilities available in the City's parks	n	15	15	57	113	433	140
	%		2.0%	7.5%	14.9%	57.1%	18.5%
Information provided about recreation facilities in the City's parks	n	19	11	55	188	401	99
	%		1.5%	7.3%	24.9%	53.2%	13.1%

Don't know/not applicable responses have not been included in all percentages





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Item 17

Attachment B

## Overall Satisfaction and Opportunities for Improvement

Overall satisfaction with the Council's performance in delivering its services has declined substantially over the past 12 months (from 49% in 2021 to 42% in 2022). Levels of dissatisfaction have increased by the same amount (from 21 percent 12 months ago up to 29% in 2022).

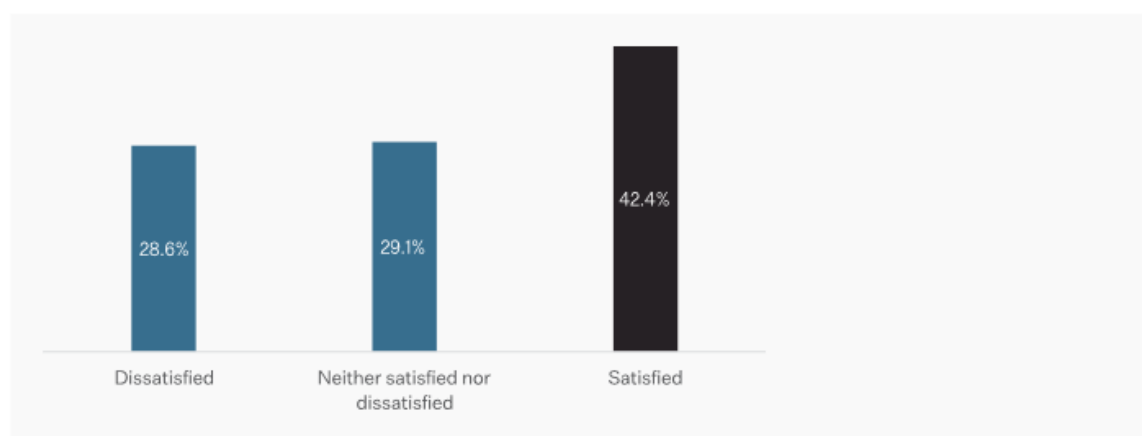
Generally, the main reasons for dissatisfaction are the Council's provision of services and disapproval of Council spending.

Survey participants were asked to rate their satisfaction with the performance of the Council over the last 12 months using a five-point Likert scale, where 1 = very satisfied; 3 = neither satisfied nor dissatisfied; and 5 = very dissatisfied:

### Overall satisfaction with the Council's performance

**"Overall, how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?"**

#### 3.49 Overall satisfaction with the Council's performance



Base: total sample excluding Don't know/not applicable (n=753)



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### 3.50 Overall satisfaction with the Council's performance

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Council's performance in delivering service over the last 12 months	n	20	72	143	219	280	39
	%		9.6%	19.0%	29.1%	37.2%	5.2%

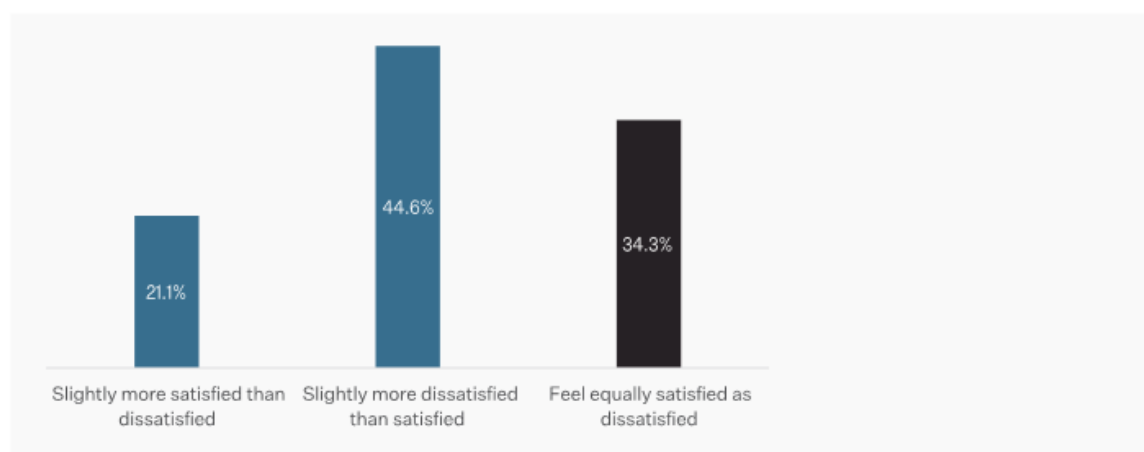
*Don't know/not applicable responses have not been included in all percentages*

In 2022, respondents who were neither satisfied nor dissatisfied with the Council's performance were asked to describe their feelings.

#### "Which of the following would best describe your feelings toward Christchurch City Council's overall performance over the past 12 months?"

Like 12 months ago, more participants were slightly more dissatisfied than satisfied with the Council's performance.

### 3.51 Feelings towards the Council's overall performance (neutral perceptions)



*Base: total sample excluding Don't know/not applicable (n=204)*



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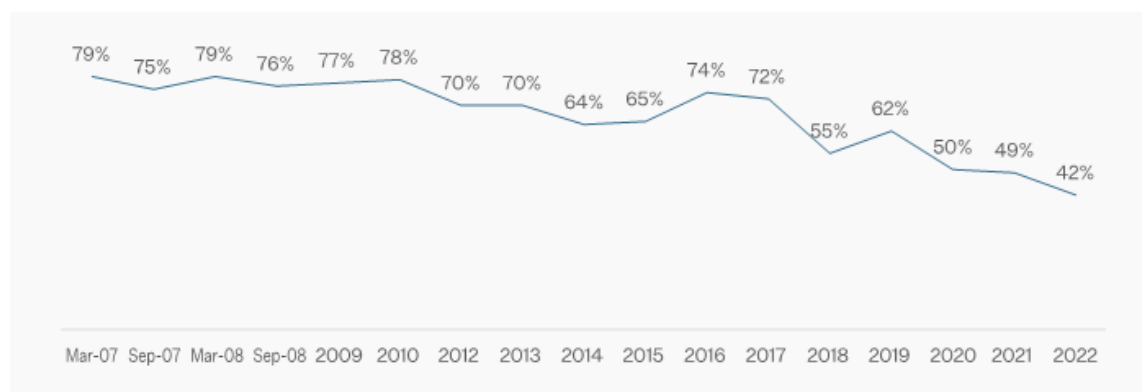
### 3.52 Feelings towards the Council's overall performance (neutral perceptions)

		Don't Know/not applicable	Slightly more satisfied than dissatisfied	Slightly more dissatisfied than satisfied	Feel equally satisfied as dissatisfied
Overall feelings towards the Council's overall performance	n	15	43	91	70
	%		21.1%	44.6%	34.3%

Don't know/not applicable responses have not been included in all percentages

Satisfaction with the Council's performance has fallen below 50 percent for the second time since 2007 and is at an all-time low.

### 3.53 Satisfaction with the Council's performance over time

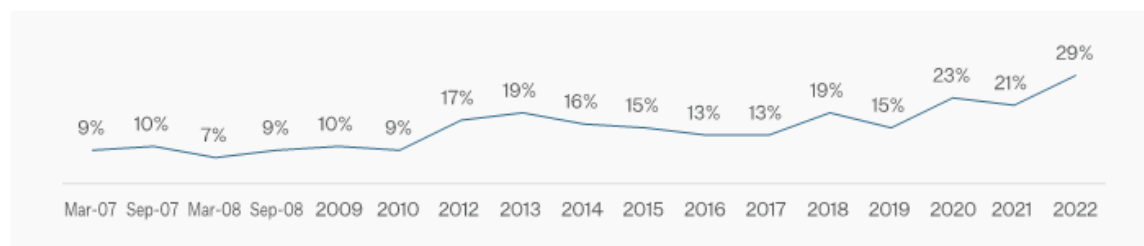




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Dissatisfaction levels have increased dramatically over the past 12 months to an all-time high.

### 3.54 Dissatisfaction with the Council's performance over time





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Residents were asked to elaborate on why they are satisfied/dissatisfied with Council. Their responses were mixed.

“Why did you give that rating?”

### 3.55 Reasons for satisfaction/dissatisfaction with the Council

	Total Number of Comments	% Comments*
Council is doing a good job overall	87	17%
Unhappy with roads/more road maintenance	78	15%
Disapprove of Council spending	69	14%
General maintenance needed	68	13%
Does not listen	66	13%
Slow to/don't respond to problems/ concerns	66	13%
Unhappy with services provided	65	13%
Too many cycle lanes	51	10%
Parking expensive/lack of/parking issues	37	7%
No problems/ issues	29	6%
Rates increased	29	6%
Unhappy with council staff	29	6%
Disapprove of water chlorination handling	27	5%
Poor communication	27	5%
Room for improvement	26	5%
Lack of public consultation	25	5%
Respond to problems/ concerns	25	5%
Too much bureaucracy	25	5%
Council is dishonest	24	5%
Council needs to take more action	24	5%
Unhappy with rebuild progress	22	4%
Poor customer service	20	4%
Happy with services provided	19	4%
Unhappy with covid 19 mandate/ passport for council facilities	18	4%
Area favouritism/more help for certain areas	15	3%
Good customer service	14	3%
Happy with recycling and rubbish services	14	3%



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	Total Number of Comments	% Comments*
Unhappy with Mayor	13	3%
Council is doing a poor job overall	6	1%
Difficulties reporting issues to Council	4	1%
Other	9	2%

Base: total sample (n=773) \*Don't know responses removed

Looking at the top responses provided (split by those who were satisfied/very satisfied versus those who were dissatisfied/very dissatisfied), the provision of services emerges and Council spending as the key issues driving relative satisfaction.

### 3.56 Top reasons for satisfaction

	Number of Comments	% Total Sample	% Total Positive Comments*
Council is doing a good job overall	87	17%	46%
No problems issues	29	6%	15%
Respond to problems/concerns	25	5%	13%
Happy with services provided	19	4%	10%
Good customer service	14	3%	7%
Happy with recycling and rubbish services	14	3%	7%

\* Don't know responses removed

“ It does very well with most of our standard services, such as water supply and waste disposal.”

“ Thinking about the overall performance of the Council, it's got excellent service.”





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Major concerns focus on roading and/or general maintenance issues and disapproval of Council spending.

### 3.57 Areas the Council most needs to improve

	Number of Comments	% Total Sample	% Total Negative Comments*
Unhappy with roads/more road maintenance	78	15%	9%
Disapprove of Council spending	69	14%	8%
General maintenance needed	68	13%	8%
Does not listen	66	13%	8%
Slow to/ don't respond to problems/ concerns	66	13%	8%
Unhappy with services provided	65	13%	8%

\* Don't know responses removed

“ I don't feel the council listens to their residents around spending on things like cycleways when they are not being used enough to warrant that spending. There are other things this City could be doing for a greater good.”



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### Ease of interaction with the Council

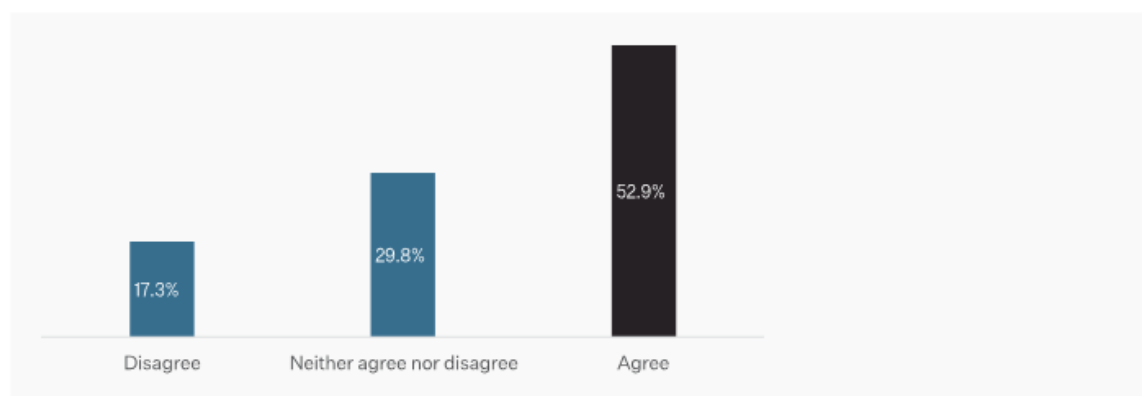
Residents were also asked about ease of interaction with the Council.

**“How much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs?”**

A five-point Likert scale was used, where 1 = strongly agree; 3 = neither agree nor disagree; and 5 = strongly disagree:

Just over half (53 percent) of all participants agreed that the Council makes it easy to interact with them. Although oscillating over time, this year’s result has the lowest level of agreement since measurements began (2016).

#### 3.58 Agreement with ease of interaction



Base: total sample excluding Don't know/not applicable (n=722)

#### 3.59 Agreement with ease of interaction

		Don't know/ not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Council has made it easy for you to interact with it regarding your service needs	n	51	46	79	215	321	61
	%		6.4%	10.9%	29.8%	44.5%	8.4%

Don't know/not applicable responses have not been included in all percentages



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- “ Hard to get access to different areas in the Council for conversation with staff.”
- “ Good communication, easy to contact if there is a problem ie graffiti in my street, lots of up to date info on Council Facebook page.”

### Best and Worst Services

#### Best Services

Residents were also asked to state what they thought was the Council's best service and why.

**“Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why?”**

Like the past three years, waste management is considered the best service Council provides. Parks, reserves, and green spaces are identified as the next best performing service, followed by libraries.

- “ Rubbish and recycling service. The collection is reliable; the truck drivers are safe and courteous. Recycling in New Zealand is so confusing. I never know what needs to go in the red or yellow bin, so having the ChCh Bins app is really appreciated.”
- “ Parks are great, and the library service is a lifesaver preventing lockdown boredom.”



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### 3.60 The one service you feel the Council is performing the best in

Service	Number of Comments	% Total Sample	% Positive Comments*
Waste management	137	18%	28%
Parks, reserves, and green spaces	75	10%	15%
Libraries	64	8%	13%
Recreation & Sport Centres	40	5%	8%
Information and communication	27	3%	6%
Water supply	25	3%	5%
Events/ activities	20	3%	4%
Cycleways	19	2%	4%
Facilities and services in general	14	2%	3%
Community Support	11	1%	2%
The rebuild	9	1%	2%
Sewerage/ Wastewater	8	1%	2%
Public space cleaning/ City beautification	8	1%	2%
Public transport	4	1%	1%
Roading	3	0%	1%
Rates spending and financial management	3	0%	1%
Waterways	3	0%	1%
Animal control	2	0%	0.4%
Other	22	3%	4%
Don't know / nothing	283	37%	
Supplied negative comment despite being asked for best aspect	51	6.6%	

\*Base: Total positive comments n=494. Don't know and negative responses removed



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The findings are displayed in more detail below.

**3.61 The one service you feel the Council is performing the best in, with the reason (detailed)**

Service	In detail	Number of Comments	% Positive Comments*
Waste management	Generally good service/no issues	64	11%
Waste management	Reliable	25	4%
Waste management	Timely collection and service	19	3%
Waste management	Undefined	19	3%
Waste management	Communicate issues	11	2%
Waste management	Other	8	1%
Waste management	Friendly/responsive staff	6	1%
Waste management	Recycling and recycling options	5	1%
Waste management	Availability of bins/good size bins	2	0.4%
Waste management	Proper collection/no residue left behind	2	0.4%
Parks, reserves and green spaces	Well presented and maintained	62	11%
Parks, reserves and green spaces	Availability/number/variety	8	1%
Parks, reserves and green spaces	Good service to have	5	1%
Parks, reserves and green spaces	Other	3	1%
Parks, reserves and green spaces	Undefined	3	1%
Parks, reserves and green spaces	Good for the children	2	0.4%
Libraries	Good service/good libraries	33	6%
Libraries	Availability and variety of good/current resources/activities	14	3%
Libraries	Good librarians/staff	14	3%
Libraries	Availability of and access to libraries	7	1%
Libraries	Undefined	5	1%
Libraries	Other	3	1%
Libraries	Free access/free access to materials	2	0.4%
Libraries	Good/ modern infrastructure	1	0.2%
Recreation & Sport Centres	Availability and access to swimming pools	29	5%

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Service	In detail	Number of Comments	% Positive Comments*
Recreation & Sport Centres	Generally good service	11	2%
Recreation & Sport Centres	Clean/well maintained	4	1%
Recreation & Sports Centres	Availability and access to walking tracks	2	0.4%
Recreation & Sport Centres	Other	2	0.4%
Information and communication	Good communication/clear	21	4%
Information and communication	Other	6	1%
Water supply	Generally good service	13	2%
Water supply	Maintenance done promptly/well maintained	8	1%
Water supply	Adequate and regular supply	2	0.4%
Water supply	Water quality/taste is good	2	0.4%
Events/ activities	Family friendly/for all ages	9	2%
Events/ activities	Availability/number/range	5	1%
Events/ activities	Well organised	5	1%
Events/ activities	Providing information on events	2	0.4%
Events/ activities	Free/affordable	2	0.4%
Events/ activities	Undefined	2	0.4%
Cycleways	Good quality	10	2%
Cycleways	Availability/number	10	2%
Cycleways	Other	1	0.2%
Cycleways	Undefined	1	0.2%
Facilities and services in general	Generally good service	14	3%
Community Support	Involvement of council	11	2%
The rebuild	Improving the look of the City	6	1%
The rebuild	Good progress being made	3	1%

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Service	In detail	Number of Comments	% Positive Comments*
Sewerage/Wastewater	Generally good service	6	1%
Sewerage/Wastewater	Well maintained	3	1%
Public space cleaning/City beautification	Keeping spaces/City clean	7	1%
Public space cleaning/City beautification	Attract tourists/businesses	1	0.2%
Public transport	Generally a good/efficient service	4	1%
Roading	Roadworks/ Maintenance	2	0.4%
Roading	Other	1	0.2%
Rates spending and financial management	Other	3	1%
Waterways	Well maintained/ clean	3	1%
Animal control	Good service	2	0.4%
Emergency preparedness and response	Well prepared/good response	1	0.2%
Footpaths	Well maintained	1	0.2%
Other		20	4%
Negative comment		51	
Don't know		283	

Base: positive responses (n=558) \* Don't know and negative responses removed



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### *Services to Improve*

Respondents were also asked to state the one service they thought was most important for the Council to improve.

Roading is once again the most salient topic in respondents' minds, with just over one quarter (26 percent) of all respondents making a negative comment regarding the state of roads. Moreover, this concern has increased from 22 percent who identified this as a priority 12 months ago.

- “ The roads and footpaths, not just patch up jobs that get washed away in the next rain.”
- “ Many roads are still rough and have never been attended to since 2011. And when work is undertaken, it is with maximum inefficiency. And maximum cost, no doubt.”

Water supply was the next issue highlighted by 13 percent of respondents. This result is similar to 2021 levels (16 percent). Continued chlorination and water leaks that took time to fix were prominent issues.

- “ Water leaks are not being repaired very promptly-water is being wasted.”
- “ Drinking water - reduce/remove chlorination in drinking water. Having chlorine-free drinking water was such a massive asset for Christchurch.”



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“Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months, and why?

### 3.62 One service that is most important to improve

Service	Number of Comments	% Total Sample	% Negative Comments*
Roading	133	17%	23%
Water supply	64	8%	11%
Council decision-making/financial management: Reduce spending on Councillors + Council decision-making/financial management	50	6%	9%
Waste management	42	5%	7%
Information and communication	41	5%	7%
Cycleways	31	4%	5%
Footpaths	29	4%	5%
Waterways	29	4%	5%
Parking	28	4%	5%
Parks, reserves, and green spaces	22	3%	4%
Public space cleaning/ City beautification	21	3%	4%
Sewerage/ Wastewater	17	2%	3%
Earthquake recovery/ rebuild	16	2%	3%
Public transport	12	2%	2%
Recreation & Sports Centres	8	1%	1%
Consents process	7	1%	1%
Events/ activities	4	1%	1%
Housing	1	0%	0.2%
Other	26	3%	4%
Don't know	246	32%	
Supplied positive comment despite being asked for improvement aspect	2	0.3%	

\*Base: negative responses (n=581). Don't know and positive responses removed



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3.63 One service that is most important to improve, with the reason (detailed)

Service	In detail	Number of Comments	% Negative Comments*
Roading	Fix roads/make smooth/remove potholes	64	9%
Roading	Better quality repair/less frequent repair/faster repair	50	7%
Roading	Other	14	2%
Roading	Improve traffic control/flow/accessibility	9	1%
Roading	Better communication/consultation	6	1%
Roading	Prioritise/focus repairs where needed most	6	1%
Roading	Allocate resources correctly	1	0.1%
Water supply	Remove chlorine/other additives	44	6%
Water supply	Fix leaks	16	2%
Water supply	Other	9	1%
Water supply	Fix the wells/bore/aquifer/pumping stations	7	1%
Water supply	Improve or retain quality/smell/taste/appearance	3	0.4%
Water supply	Better communication/consultation	3	0.4%
Water supply	Halt sale of water to commercial interests	1	0.1%
Water supply	Devote more resource to fixing issues/Keep to timeline	1	0.1%
Information and communication	Improve communication with the public/improve transparency	33	5%
Information and Communication	Consistency and clarity	11	2%
Information and communication	More consultations	4	1%
Cycleways	Other	23	3%
Cycleways	Make more user-friendly/Less obstructive/Safer	7	1%
Cycleways	Clearer delineation between cycleways/road lanes	2	0.3%
Council decision-making/financial management	Devise a better rates system	23	3%
Council decision-making/financial management	Improve communication and monitoring	11	2%
Council decision-making/financial management	Better quality staff	10	1%
Council decision-making/financial management	Reduce spending on Councillors	9	1%

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Service	In detail	Number of Comments	% Negative Comments*
Council decision-making/financial management	Increase council transparency/address corruption/accountability	5	1%
Council decision-making/financial management	Reduce the level of bureaucracy/less red tape	3	0.4%
Council decision-making/financial management	Faster action on rebuild projects	1	0.1%
Waterways	More efforts made to dredge/keep clean/clean up pollutants	21	3%
Waterways	Building flood protection barriers	6	1%
Waterways	Pay attention to the entire waterway not sections	2	0.3%
Waterways	Planting along the river/make the rivers more presentable	1	0.1%
Waste management	Provide bigger bins/more bins/same size bins/replacement of bins	16	2%
Waste management	Better recycling options/information	13	2%
Waste management	Proper/better collection of waste	11	2%
Waste management	Other	4	1%
Waste management	Better delineation/education of recycling/organic/waste	3	0.4%
Waste management	Cost of collections/bins should be reconsidered	3	0.4%
Waste management	Increase collection frequency/change time of collection	1	0.1%
Parking	More parking/better quality parking	18	3%
Parking	Lower the cost/make it free in some areas	12	2%
Parking	Fair enforcement/better enforcement	3	0.4%
Footpaths	Fix footpaths/make smooth/remove hazards	15	2%
Footpaths	Better quality repair/less frequent repair/faster repair	10	1%
Footpaths	Clear debris/overhanging foliage	4	1%
Footpaths	Improve accessibility	3	0.4%
Footpaths	Pedestrian right of way clarifications	1	0.1%
Parks, reserves and green spaces	Improve maintenance/repair of park facilities	13	2%
Parks, reserves and green spaces	Increase maintenance staff	10	1%
Parks, reserves and green spaces	More facilities	2	0.3%

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Service	In detail	Number of Comments	% Negative Comments*
Public space cleaning/City beautification	Clear leaves, dry grass, weeds/mow lawns/prune trees	11	2%
Public space cleaning/City beautification	Council should clean up/increase cleaning frequency	9	1%
Public space cleaning/City beautification	Planting more trees	3	0.4%
Public space cleaning/City beautification	Side streets and roadsides need attention	2	0.3%
Public space cleaning/City beautification	Provide feedback and representation	1	0.1%
Sewerage/Wastewater	Reduce unpleasant smells	13	2%
Sewerage/Wastewater	Improve drainage/runoff	2	0.3%
Sewerage/Wastewater	Prevent sewerage discharge into waterways	1	0.1%
Sewerage/Wastewater	Other	1	0.1%
Earthquake recovery/rebuild	Speed up the rebuild and rebuild processes	11	2%
Earthquake recovery/rebuild	More attention to the red zones	3	0.4%
Earthquake recovery/rebuild	Doing the job correctly/better rebuild decisions	2	0.3%
Earthquake recovery/rebuild	Other	1	0.1%
Public transport	Other	4	1%
Public transport	Improve service to raise usage/improve the service generally	3	0.4%
Public transport	Increase the number of buses and trips/reduce waiting time	2	0.3%
Public transport	Add/improve bus stops	2	0.3%
Public transport	Make the service more affordable	2	0.3%
Public transport	Cutting routes without proper consultation	1	0.1%
Public transport	Reinstate cancelled services	1	0.1%
Public transport	Drivers need to keep to the timetables	1	0.1%
Recreation & Sports Centres	Construct better quality facilities/add improvements	5	1%
Recreation & Sports Centres	Construct more facilities	2	0.3%
Recreation & Sports Centres	Make them cheaper/open them for longer	1	0.1%





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Service	In detail	Number of Comments	% Negative Comments*
Consents process	Raise standards for the approval process/streamline the process	3	0.4%
Consents process	Reduce the time and costs related to the process	2	0.3%
Consents process	Improving staffing/quality of staff	2	0.3%
Consents process	Process needs to be more inclusive/less adversarial	1	0.1%
Events/activities	Provide more events and activities	3	0.4%
Events/activities	Improvement communication about events	1	0.1%
Housing	Safer housing	1	0.1%
Housing	Other	1	0.1%
Noise control	Not responding to complaints	3	0.4%
Get rid of COVID mandates		6	1%
Other		26	4%
Roading	Fix roads/make smooth/remove potholes	64	9%
Roading	Better quality repair/less frequent repair/faster repair	50	7%
Roading	Other	14	2%
Roading	Improve traffic control/flow/accessibility	9	1%
Roading	Better communication/consultation	6	1%
Roading	Prioritise/focus repairs where needed most	6	1%
Roading	Allocate resources correctly	1	0.1%
Water supply	Remove chlorine/other additives	44	6%
Water supply	Fix leaks	16	2%
Water supply	Other	9	1%
Water supply	Fix the wells/bore/aquifer/pumping stations	7	1%
Water supply	Improve or retain quality/smell/taste/appearance	3	0.4%
Water supply	Better communication/consultation	3	0.4%
Water supply	Halt sale of water to commercial interests	1	0.1%

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Service	In detail	Number of Comments	% Negative Comments*
Water supply	Devote more resource to fixing issues/Keep to timeline	1	0.1%
Information and communication	Improve communication with the public/improve transparency	33	5%
Information and Communication	Consistency and clarity	11	2%
Other		26	5%
Don't know		246	
Supplied positive comment despite being asked for improvement aspect		2	
As stated in previous question		11	

\*Base: negative responses (n=681). Don't know and positive responses removed



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### Additional Service Satisfaction Results

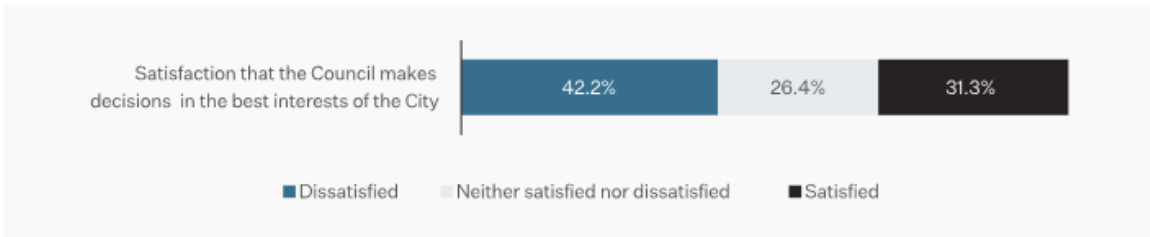
The following results are for measures that no longer have Levels of Service targets. However, they are reported here for future comparison.

#### Public participation in Community and City Governance and Decision-making

**“Overall, how satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the City?”**

Just over one in three (31 percent) of residents have confidence Council makes decisions in the City’s best interests. However, this rating has reduced from 36% 12 months ago.

#### 3.65 Confidence the Council makes decisions in the best interests of the City



Base: Total sample excluding Don't know/not applicable (n=760)

#### 3.66 Confidence the Council makes decisions in the best interests of the City

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction that the Council makes decisions in the best interests of the City	n	13	129	192	201	205	33
	%		17.0%	25.3%	26.4%	27.0%	4.3%

Don't know/not applicable responses have not been included in all percentages

- “ I believe that the City is well governed and managed.  
There is a definite improvement in the division between  
governance and management over the past year.”
- “ Too many decisions made behind closed doors.”

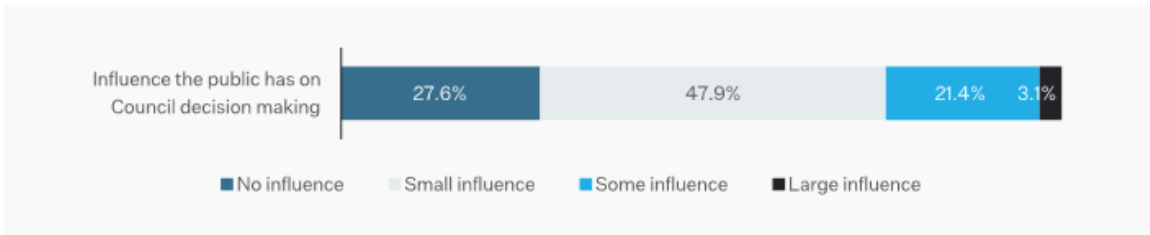


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**“Overall, how much influence do you feel the public has on the decisions the Council makes?”**

Over three-quarters, (75%) of respondents feel they have only a small or no influence on Council decision-making.

**3.67 Perceived level of influence the public has on Council decision-making**



Base: total sample excluding Don't know/not applicable (n=749)

**3.68 Perceived level of influence the public has on Council decision making**

		Don't know/not applicable	No influence	Small influence	Some influence	Large influence
Level of influence the public has on Council decision making	n	24	207	160	23	359
	%		27.6%	47.9%	21.4%	3.1%

Don't know/not applicable responses have not been included in all percentages

“ Consultations do not influence council decisions.”



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## Events and Festivals

### “How satisfied or dissatisfied are you with the range of events and festivals?”

Satisfaction with the range of events and festivals is reasonably high, and six of ten (60 percent) respondents are more than satisfied. COVID-19 likely will have affected this rating, particularly the increase in neutral ratings.

#### 3.69 Satisfaction with range of events and festivals



Base: total sample excluding Don't know/not applicable (n=742)

#### 3.70 Satisfaction with range of events and festivals

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction with range of events and festivals	n	31	17	53	227	348	97
	%		2.3%	7.1%	30.6%	46.9%	13.1%

Don't know/not applicable responses have not been included in all percentages

“Public services and events are great, and comms are good via different media platforms.”



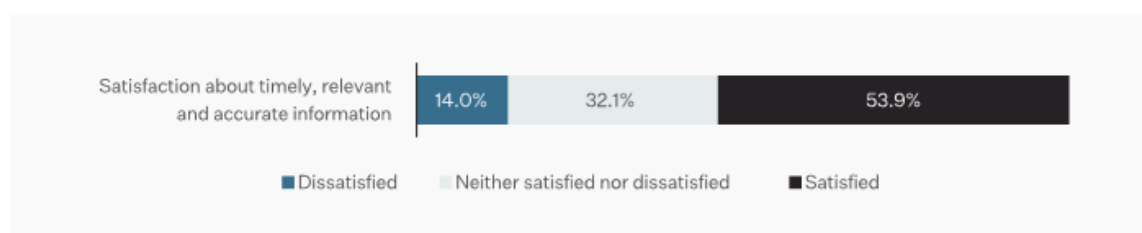
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### City Promotions

**“How satisfied or dissatisfied are you that the information you receive (about City events and festivals) is timely, relevant and accurate?”**

Information received about City events and festivals is rated highly by just over half (54 percent) of respondents, down from 62 percent last year.

#### 3.71 Satisfaction with timely, relevant, and accurate information



Base: total sample excluding Don't know/not applicable (n=748)

#### 3.72 Satisfaction with timely, relevant, and accurate information

		Don't know/ not applicable	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Satisfaction about timely, relevant, and accurate information	n	25	24	81	240	322	81
	%		3.2%	10.8%	32.1%	43.0%	10.8%

Don't know/not applicable responses have not been included in all percentages





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### Civil Defence and emergency management (LOS 2.5.12)

New to the 2022 survey were questions that asked participants about their household preparedness for natural disasters. Four factors were rated using a yes/no response:

“Has your household done any of following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?

- Stored enough water for three days?
- Stored enough food for three days?
- Secured heavy household items that might fall in an earthquake, e.g., furniture, water cylinder, etc.?”

“Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?”

Overall, about six in ten households are prepared for natural disasters. Having adequate food and securing household items were the most predominant preparation forms. But less than half of all households had an up-to-date emergency plan.

### 3.73 Household preparation for an emergency

		Don't know/ not applicable	Yes	No
Stored enough water for three days	n	28	380	365
	%		51.0%	49.0%
Stored enough food for three days	n	20	598	155
	%		79.4%	20.6%
Secured household items that might fall in an earthquake	n	31	491	251
	%		66.2%	33.8%
Up-to-date household emergency plan	n	40	337	396
	%		46.0%	54.0%
AVERAGE RANKING			60.6%	39.4%



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Section 4

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# Appendix



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## Findings by Community Board

The following section details survey findings by Community Board. Significant differences by subgroups are marked by colour coding.

**Green** means the results are significantly higher than the complement (the combination of all others asked).

**Red** means the results are significantly lower than the complement (the combination of all others asked).

### Governance and Decision making

“Thinking about Christchurch City Council, how much do you agree or disagree with the statement ‘I understand how the Council makes decisions?’”

#### 4.1 Understanding of Council decision-making

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Strongly agree	5.9%	1.1%	7.4%	5.4%	2.4%	5.4%	4.5%
Agree	23.5%	20.7%	32.6%	24.8%	35.4%	23.4%	32.6%
Neither agree nor disagree	29.4%	35.9%	24.2%	26.8%	22.6%	36.5%	32.6%
Disagree	29.4%	23.9%	21.1%	29.5%	24.4%	21.0%	23.6%
Strongly disagree	11.8%	14.1%	12.6%	11.4%	12.2%	12.0%	4.5%
Don't know/ not applicable	0.0%	4.3%	2.1%	2.0%	3.0%	1.8%	2.2%



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“How satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?”

#### 4.2 Accuracy of information

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	11.8%	1.1%	0.0%	4.7%	4.3%	2.4%	7.9%
Satisfied	29.4%	29.3%	23.2%	24.8%	30.5%	27.5%	25.8%
Neither satisfied nor dissatisfied	23.5%	30.4%	38.9%	28.9%	29.9%	35.9%	29.2%
Dissatisfied	35.3%	16.3%	29.5%	29.5%	24.4%	23.4%	25.8%
Very dissatisfied	0.0%	15.2%	6.3%	8.1%	7.3%	7.8%	4.5%
Don't know/ not applicable	0.0%	7.6%	2.1%	4.0%	3.7%	3.0%	6.7%

“How satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?”

#### 4.3 Information is prompt and timely

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	5.9%	0.0%	0.0%	2.0%	3.0%	4.2%	3.4%
Satisfied	23.5%	16.3%	18.9%	24.2%	23.2%	24.0%	27.0%
Neither satisfied nor dissatisfied	17.6%	35.9%	37.9%	30.9%	34.1%	34.7%	33.7%
Dissatisfied	35.3%	26.1%	29.5%	28.9%	28.7%	25.1%	24.7%
Very dissatisfied	11.8%	16.3%	10.5%	9.4%	6.7%	8.4%	6.7%
Don't know/ not applicable	5.9%	5.4%	3.2%	4.7%	4.3%	3.6%	4.5%



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“How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the City?”

#### 4.4 Confidence the Council makes decisions in the best interests of the City

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	5.9%	2.2%	2.1%	4.7%	3.0%	5.4%	7.9%
Satisfied	23.5%	20.7%	24.2%	28.2%	31.7%	22.8%	30.3%
Neither satisfied nor dissatisfied	17.6%	26.1%	24.2%	22.8%	22.0%	34.1%	27.0%
Dissatisfied	17.6%	30.4%	28.4%	27.5%	23.8%	20.4%	22.5%
Very dissatisfied	29.4%	16.3%	21.1%	16.1%	18.9%	14.4%	11.2%
Don't know/ not applicable	5.9%	4.3%	0.0%	0.7%	0.6%	3.0%	1.1%

“How much influence do you feel the public has on the decisions the Council makes?”

#### 4.5 Perceived level of influence the public has on Council decision making

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Large influence	0.0%	2.2%	3.2%	4.7%	1.8%	1.2%	6.7%
Some influence	29.4%	26.1%	16.8%	22.1%	15.2%	24.6%	18.0%
Small influence	29.4%	34.8%	51.6%	46.3%	53.7%	42.5%	50.6%
No influence	35.3%	31.5%	28.4%	24.8%	27.4%	26.3%	21.3%
Don't know/ not applicable	5.9%	5.4%	0.0%	2.0%	1.8%	5.4%	3.4%



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“How satisfied or dissatisfied are you with the opportunities to have a say in what Council does?”

#### 4.6 Opportunities to have a say in what Council does

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	11.8%	0.0%	1.1%	4.0%	3.7%	2.4%	6.7%
Satisfied	35.3%	22.8%	25.3%	20.1%	28.0%	21.0%	27.0%
Neither satisfied nor dissatisfied	5.9%	25.0%	33.7%	36.9%	26.2%	34.7%	37.1%
Dissatisfied	35.3%	26.1%	27.4%	20.8%	26.2%	25.1%	19.1%
Very dissatisfied	11.8%	19.6%	11.6%	16.1%	13.4%	10.8%	9.0%
Don't know/ not applicable	0.0%	6.5%	1.1%	2.0%	2.4%	6.0%	1.1%

“How satisfied or dissatisfied are you that the Council’s decision-making processes are easy to use or engage with?”

#### 4.7 Council's decision-making processes are easy to use or engage with

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	0.0%	0.0%	1.1%	3.4%	3.0%	1.8%	6.7%
Satisfied	23.5%	18.5%	18.9%	16.1%	25.0%	15.6%	20.2%
Neither satisfied nor dissatisfied	11.8%	23.9%	31.6%	36.9%	26.8%	35.9%	32.6%
Dissatisfied	41.2%	28.3%	26.3%	24.8%	26.8%	25.7%	28.1%
Very dissatisfied	17.6%	20.7%	16.8%	16.1%	14.0%	14.4%	6.7%
Don't know/ not applicable	5.9%	8.7%	5.3%	2.7%	4.3%	6.6%	5.6%





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## Parks, Heritage & Coastal Environments

“Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City’s heritage and character. how satisfied or dissatisfied are you with the appearance of these objects?”

### 4.8 Satisfaction with the appearance of monuments and other heritage objects

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	5.9%	7.6%	10.5%	11.4%	15.2%	10.8%	12.4%
Satisfied	70.6%	50.0%	57.9%	56.4%	52.4%	46.1%	55.1%
Neither satisfied nor dissatisfied	11.8%	28.3%	25.3%	19.5%	22.6%	28.1%	19.1%
Dissatisfied	5.9%	6.5%	5.3%	8.1%	9.8%	9.0%	9.0%
Very dissatisfied	5.9%	5.4%	1.1%	3.4%	0.0%	4.2%	1.1%
Don't know/ not applicable	0.0%	2.2%	0.0%	1.3%	0.0%	1.8%	3.4%

“How satisfied or dissatisfied are you with their condition?”

### 4.9 Satisfaction with the condition of monuments and other heritage objects

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	0.0%	7.6%	7.4%	12.8%	10.4%	12.6%	9%
Satisfied	82.4%	54.3%	61.1%	53.0%	60.4%	44.3%	61%
Neither satisfied nor dissatisfied	17.6%	28.3%	25.3%	22.1%	21.3%	31.7%	22%
Dissatisfied	0.0%	3.3%	5.3%	8.7%	6.1%	6.6%	4%
Very dissatisfied	0.0%	2.2%	1.1%	0.7%	0.0%	3.0%	0%
Don't know/ not applicable	0.0%	4.3%	0.0%	2.7%	1.8%	1.8%	3%



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“Christchurch’s heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties and for commercial activities such as accommodation and restaurants. how satisfied or dissatisfied are you with the appearance of the City’s heritage buildings?”

#### 4.10 Satisfaction with their appearance

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	5.9%	8.7%	4.2%	10.7%	8.5%	6.0%	7.9%
Satisfied	41.2%	44.6%	44.2%	41.6%	47.6%	40.1%	48.3%
Neither satisfied nor dissatisfied	23.5%	31.5%	28.4%	26.2%	25.0%	37.1%	30.3%
Dissatisfied	23.5%	8.7%	16.8%	16.1%	15.9%	10.2%	10.1%
Very dissatisfied	5.9%	2.2%	4.2%	4.0%	2.4%	4.8%	1.1%
Don't know/ not applicable	0.0%	4.3%	2.1%	1.3%	0.6%	1.8%	2.2%

“How satisfied or dissatisfied are you with the condition of these buildings?”

#### 4.11 Satisfaction with their condition

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	0.0%	6.5%	5.3%	7.4%	7.9%	4.2%	7.9%
Satisfied	47.1%	37.0%	37.9%	39.6%	45.1%	35.9%	39.3%
Neither satisfied nor dissatisfied	35.3%	34.8%	27.4%	28.9%	26.2%	37.7%	32.6%
Dissatisfied	17.6%	12.0%	21.1%	19.5%	16.5%	12.6%	15.7%
Very dissatisfied	0.0%	3.3%	5.3%	2.7%	3.0%	6.0%	2.2%
Don't know/ not applicable	0.0%	6.5%	3.2%	2.0%	1.2%	3.6%	2.2%



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## Refuse Disposal

“Thinking now about the Council rubbish and recycling collection, overall, how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?”

### 4.12 Satisfaction with kerbside recycling

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	35.3%	22.8%	34.7%	28.9%	31.1%	19.2%	36.0%
Satisfied	29.4%	44.6%	45.3%	43.0%	49.4%	55.1%	47.2%
Neither satisfied nor dissatisfied	17.6%	15.2%	8.4%	11.4%	9.1%	15.6%	9.0%
Dissatisfied	17.6%	7.6%	11.6%	11.4%	7.9%	5.4%	3.4%
Very dissatisfied	0.0%	8.7%	0.0%	4.7%	2.4%	4.8%	4.5%
Don't know/ not applicable	0.0%	1.1%	0.0%	0.7%	0.0%	0.0%	0.0%

“How satisfied or dissatisfied are you with the Council’s kerbside collection of rubbish (your red bin)?”

### 4.13 Satisfaction with kerbside rubbish

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	41.2%	27.2%	38.9%	32.2%	32.9%	22.8%	38.2%
Satisfied	35.3%	47.8%	46.3%	47.7%	48.2%	55.1%	48.3%
Neither satisfied nor dissatisfied	17.6%	13.0%	8.4%	10.1%	12.2%	12.6%	6.7%
Dissatisfied	5.9%	8.7%	5.3%	5.4%	5.5%	4.8%	3.4%
Very dissatisfied	0.0%	1.1%	1.1%	4.0%	1.2%	4.8%	3.4%
Don't know/ not applicable	0.0%	2.2%	0.0%	0.7%	0.0%	0.0%	0.0%



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“How satisfied or dissatisfied are you with the Council’s kerbside collection of organic material (your green bin).”

#### 4.14 Satisfaction with organic material

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	35.3%	23.9%	34.7%	32.9%	29.9%	22.2%	34.8%
Satisfied	29.4%	46.7%	46.3%	45.6%	45.7%	53.9%	47.2%
Neither satisfied nor dissatisfied	17.6%	12.0%	11.6%	12.8%	12.8%	13.2%	4.5%
Dissatisfied	17.6%	8.7%	6.3%	4.7%	9.1%	4.8%	7.9%
Very dissatisfied	0.0%	7.6%	1.1%	2.7%	2.4%	5.4%	4.5%
Don't know/ not applicable	0.0%	1.1%	0.0%	1.3%	0.0%	0.6%	1.1%

### Sewerage and Stormwater

“How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?”

#### 4.15 Minimal odour from the sewerage system

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	17.6%	4.3%	11.6%	8.1%	14.0%	12.0%	18.0%
Satisfied	35.3%	35.9%	42.1%	28.2%	33.5%	43.1%	49.4%
Neither satisfied nor dissatisfied	5.9%	17.4%	22.1%	16.1%	23.8%	19.8%	12.4%
Dissatisfied	17.6%	19.6%	13.7%	23.5%	15.9%	14.4%	14.6%
Very dissatisfied	11.8%	19.6%	7.4%	22.8%	5.5%	4.2%	1.1%
Don't know/ not applicable	11.8%	3.3%	3.2%	1.3%	7.3%	6.6%	4.5%



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“How satisfied or dissatisfied are you that the wastewater services are reliable?”

#### 4.16 Wastewater services are reliable

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	11.8%	10.9%	12.6%	15.4%	15.9%	15.6%	18.0%
Satisfied	52.9%	48.9%	55.8%	53.0%	48.2%	56.3%	57.3%
Neither satisfied nor dissatisfied	5.9%	20.7%	26.3%	15.4%	25.0%	17.4%	19.1%
Dissatisfied	5.9%	6.5%	2.1%	6.7%	5.5%	5.4%	3.4%
Very dissatisfied	11.8%	7.6%	1.1%	7.4%	0.6%	2.4%	0.0%
Don't know/ not applicable	11.8%	5.4%	2.1%	2.0%	4.9%	3.0%	2.2%

“How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?”

#### 4.17 Repairs and complaints are investigated in a timely manner

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	11.8%	4.3%	9.5%	8.1%	9.1%	10.2%	15.7%
Satisfied	17.6%	30.4%	42.1%	36.9%	43.3%	39.5%	43.8%
Neither satisfied nor dissatisfied	23.5%	29.3%	34.7%	26.8%	22.6%	25.7%	24.7%
Dissatisfied	17.6%	10.9%	4.2%	6.7%	12.8%	6.6%	3.4%
Very dissatisfied	0.0%	7.6%	1.1%	8.7%	2.4%	3.6%	0.0%
Don't know/ not applicable	29.4%	17.4%	8.4%	12.8%	9.8%	14.4%	12.4%



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“How satisfied or dissatisfied are you with the condition of waterways?”

#### 4.18 Condition of waterways

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	5.9%	2.2%	4.2%	2.0%	4.3%	3.0%	5.6%
Satisfied	41.2%	30.4%	22.1%	31.5%	37.8%	30.5%	36.0%
Neither satisfied nor dissatisfied	11.8%	29.3%	18.9%	21.5%	23.8%	30.5%	21.3%
Dissatisfied	5.9%	19.6%	38.9%	32.9%	17.7%	24.6%	31.5%
Very dissatisfied	29.4%	15.2%	15.8%	12.1%	14.0%	9.6%	4.5%
Don't know/ not applicable	5.9%	3.3%	0.0%	0.0%	2.4%	1.8%	1.1%

“How satisfied or dissatisfied are you with the condition of waterway margins?”

#### 4.19 Condition of waterway margins

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	0.0%	3.3%	2.1%	6.7%	4.3%	3.0%	5.6%
Satisfied	70.6%	30.4%	43.2%	40.3%	48.8%	43.7%	46.1%
Neither satisfied nor dissatisfied	17.6%	31.5%	22.1%	25.5%	23.8%	34.1%	23.6%
Dissatisfied	0.0%	19.6%	24.2%	18.1%	13.4%	12.6%	19.1%
Very dissatisfied	5.9%	10.9%	6.3%	8.7%	6.1%	3.6%	4.5%
Don't know/ not applicable	5.9%	4.3%	2.1%	0.7%	3.7%	3.0%	1.1%



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“How satisfied or dissatisfied are you with the appearance of Christchurch’s waterway margins?”

#### 4.20 Appearance of Christchurch’s waterway margins

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	11.8%	6.5%	5.3%	8.1%	9.8%	6.0%	4.5%
Satisfied	58.8%	30.4%	47.4%	45.0%	45.1%	45.5%	51.7%
Neither satisfied nor dissatisfied	11.8%	35.9%	16.8%	20.1%	20.7%	30.5%	24.7%
Dissatisfied	0.0%	14.1%	22.1%	13.4%	12.8%	12.0%	13.5%
Very dissatisfied	11.8%	10.9%	6.3%	12.8%	9.1%	4.2%	4.5%
Don't know/ not applicable	11.8%	6.5%	5.3%	8.1%	9.8%	6.0%	4.5%

“How satisfied or dissatisfied are you that the City’s stormwater management systems operate effectively to ensure that the risk of flooding is minimized?”

#### 4.21 Stormwater systems operate effectively to ensure that the risk of flooding is minimised

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	5.9%	2.2%	2.1%	8.7%	6.1%	4.2%	5.6%
Satisfied	29.4%	33.7%	31.6%	34.2%	32.9%	32.3%	36.0%
Neither satisfied nor dissatisfied	17.6%	29.3%	25.3%	21.5%	25.6%	35.3%	29.2%
Dissatisfied	29.4%	20.7%	25.3%	24.2%	22.6%	19.8%	22.5%
Very dissatisfied	11.8%	9.8%	11.6%	9.4%	9.8%	4.8%	4.5%
Don't know/ not applicable	5.9%	4.3%	4.2%	2.0%	3.0%	3.6%	2.2%





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## Transportation

“How much do you agree or disagree that Christchurch is a walking friendly City?”

### 4.22 Agreement that Christchurch is a walking friendly City

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Strongly agree	11.8%	14.1%	9.5%	18.1%	18.3%	15.6%	18.0%
Agree	41.2%	51.1%	58.9%	45.0%	54.9%	52.7%	60.7%
Neither agree nor disagree	17.6%	16.3%	23.2%	20.8%	17.7%	18.0%	9.0%
Disagree	23.5%	9.8%	2.1%	10.1%	4.9%	9.6%	6.7%
Strongly disagree	5.9%	2.2%	5.3%	5.4%	3.7%	3.0%	2.2%
Don't know/ not applicable	0.0%	6.5%	1.1%	0.7%	0.6%	1.2%	3.4%

“How much do you agree or disagree that Christchurch is a cycle friendly City?”

### 4.23 Christchurch is a cycle friendly City

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Strongly agree	17.6%	10.9%	10.5%	19.5%	15.2%	14.4%	15.7%
Agree	35.3%	44.6%	48.4%	44.3%	50.0%	45.5%	53.9%
Neither agree nor disagree	11.8%	22.8%	25.3%	19.5%	19.5%	24.6%	19.1%
Disagree	23.5%	7.6%	10.5%	10.1%	6.1%	9.6%	5.6%
Strongly disagree	5.9%	6.5%	3.2%	4.0%	4.9%	3.6%	0.0%
Don't know/ not applicable	5.9%	7.6%	2.1%	2.7%	4.3%	2.4%	5.6%



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“And in relation to this, how often have you cycled on a public road in Christchurch in the last 12 months?”

#### 4.24 Frequency of cycling on public roads

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
All the time, by that I mean about every day	0.0%	3.3%	11.6%	10.7%	5.5%	4.2%	7.9%
Frequently, by that I mean at least once a week	11.8%	12.0%	10.5%	12.8%	12.8%	15.6%	11.2%
Occasionally, by that I mean around once a month	23.5%	12.0%	12.6%	17.4%	19.5%	13.8%	6.7%
Rarely, by that I mean no more than a few times a year	0.0%	28.3%	21.1%	16.1%	18.9%	16.2%	24.7%
Never	64.7%	39.1%	43.2%	42.3%	41.5%	45.5%	43.8%
Don't know/ not applicable	0.0%	5.4%	1.1%	0.7%	1.8%	4.8%	5.6%

### Roads and Footpaths

“How satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone roads?”

#### 4.25 Condition of roads

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	5.9%	1.1%	2.1%	5.4%	1.8%	2.4%	4.5%
Satisfied	23.5%	17.4%	24.2%	22.1%	24.4%	23.4%	29.2%
Neither satisfied nor dissatisfied	11.8%	17.4%	23.2%	17.4%	22.6%	28.7%	19.1%
Dissatisfied	41.2%	37.0%	37.9%	34.2%	34.1%	30.5%	33.7%
Very dissatisfied	17.6%	26.1%	12.6%	20.1%	15.9%	15.0%	13.5%
Don't know/ not applicable	0.0%	1.1%	0.0%	0.7%	1.2%	0.0%	0.0%



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“What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch’s roads?”

#### 4.26 THREE MAIN reasons why you are dissatisfied

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	10	58	48	81	82	76	42
Road surfaces are not smooth or level	60.0%	55.2%	66.7%	49.4%	50.0%	55.3%	59.5%
There are potholes in the roads	60.0%	44.8%	31.3%	54.3%	46.3%	36.8%	69.0%
Roadworks are causing delays and disruption	10.0%	12.1%	20.8%	18.5%	31.7%	30.3%	14.3%
Roadworks are taking too long	40.0%	36.2%	31.3%	39.5%	41.5%	47.4%	38.1%
Roadworks not completed to a good standard	40.0%	48.3%	33.3%	38.3%	34.1%	35.5%	31.0%
Roads are not swept often enough (including litter and debris on roads)	20.0%	5.2%	14.6%	9.9%	20.7%	9.2%	4.8%
Ongoing patch repairs to roads (e.g., reoccurring potholes in the same location)	70.0%	79.3%	68.8%	71.6%	59.8%	65.8%	66.7%
Other – please specify	0.0%	8.6%	10.4%	4.9%	3.7%	5.3%	4.8%

“How satisfied or dissatisfied are you with the condition of Christchurch’s footpaths, excluding the residential red zone footpaths?”

#### 4.27 Satisfaction with the condition of footpaths

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	0.0%	1.1%	1.1%	5.4%	1.8%	4.8%	4.5%
Satisfied	29.4%	22.8%	33.7%	30.2%	34.1%	28.7%	36.0%
Neither satisfied nor dissatisfied	11.8%	19.6%	22.1%	23.5%	23.8%	25.7%	22.5%
Dissatisfied	35.3%	37.0%	28.4%	26.8%	29.3%	28.7%	28.1%
Very dissatisfied	23.5%	18.5%	13.7%	14.1%	9.8%	10.2%	9.0%
Don't know/ not applicable	0.0%	1.1%	1.1%	0.0%	1.2%	1.8%	0.0%



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## Water Supply

“How satisfied or dissatisfied are you with the quality of the water supply?”

### 4.28 Quality of water supply

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	17.6%	7.6%	6.3%	12.8%	15.9%	12.0%	16.9%
Satisfied	29.4%	31.5%	35.8%	24.8%	37.2%	34.1%	38.2%
Neither satisfied nor dissatisfied	11.8%	18.5%	17.9%	20.1%	16.5%	19.8%	14.6%
Dissatisfied	17.6%	29.3%	20.0%	28.2%	17.1%	19.2%	22.5%
Very dissatisfied	17.6%	10.9%	20.0%	14.1%	11.6%	14.4%	7.9%
Don't know/ not applicable	5.9%	2.2%	0.0%	0.0%	1.8%	0.6%	0.0%

“How satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?”

### 4.29 Council repairs leaks and investigates complaints in a timely manner

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	5.9%	13.0%	9.5%	10.1%	12.2%	10.8%	15.7%
Satisfied	17.6%	30.4%	35.8%	37.6%	44.5%	40.1%	49.4%
Neither satisfied nor dissatisfied	35.3%	25.0%	25.3%	21.5%	19.5%	25.1%	19.1%
Dissatisfied	17.6%	9.8%	13.7%	13.4%	11.0%	7.8%	6.7%
Very dissatisfied	5.9%	8.7%	4.2%	7.4%	2.4%	7.2%	2.2%
Don't know/ not applicable	17.6%	13.0%	11.6%	10.1%	10.4%	9.0%	6.7%



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“How satisfied or dissatisfied are you that the water supply is reliable?”

#### 4.30 Reliability of water supply

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	23.5%	25.0%	21.1%	26.2%	26.2%	25.7%	33.7%
Satisfied	35.3%	40.2%	56.8%	52.3%	56.1%	47.3%	43.8%
Neither satisfied nor dissatisfied	17.6%	18.5%	16.8%	14.8%	12.2%	17.4%	14.6%
Dissatisfied	0.0%	13.0%	4.2%	3.4%	3.0%	4.2%	6.7%
Very dissatisfied	17.6%	1.1%	1.1%	2.7%	0.6%	3.6%	0.0%
Don't know/ not applicable	5.9%	2.2%	0.0%	0.7%	1.8%	1.8%	1.1%

#### Parking

“Have you parked a car in a Council parking facility in the last 12 months?”

#### 4.31 Usage of Council parking facility

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Yes, on-street	70.6%	72.8%	68.4%	66.4%	73.8%	67.1%	67.4%
Yes, Council off-street	41.2%	50.0%	56.8%	43.6%	48.8%	49.1%	61.8%
No	17.6%	17.4%	18.9%	22.1%	14.0%	19.2%	15.7%
Don't know/not applicable	5.9%	0.0%	2.1%	2.0%	1.2%	5.4%	3.4%



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“How satisfied or dissatisfied are you with the ease of use of on-street parking meters?”

#### 4.32 Ease of use of on-street parking meters

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Very satisfied	12.5%	6.5%	4.3%	8.9%	11.7%	8.9%	8.1%
Satisfied	50.0%	33.7%	55.9%	42.5%	47.5%	39.9%	47.7%
Neither satisfied nor dissatisfied	18.8%	28.3%	25.8%	25.3%	21.0%	24.7%	24.4%
Dissatisfied	18.8%	18.5%	5.4%	13.7%	11.1%	12.7%	10.5%
Very dissatisfied	0.0%	7.6%	4.3%	2.1%	6.2%	8.9%	7.0%
Don't know/ not applicable	0.0%	5.4%	4.3%	7.5%	2.5%	5.1%	2.3%

“How satisfied or dissatisfied are you with the range of Council parking facilities available to you?”

#### 4.33 Range of parking facilities available

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Very satisfied	6.3%	7.6%	4.3%	6.2%	9.9%	7.6%	9.3%
Satisfied	43.8%	28.3%	41.9%	35.6%	43.2%	31.6%	46.5%
Neither satisfied nor dissatisfied	18.8%	25.0%	24.7%	27.4%	22.2%	29.7%	20.9%
Dissatisfied	25.0%	25.0%	17.2%	19.9%	17.3%	19.0%	12.8%
Very dissatisfied	6.3%	9.8%	6.5%	6.2%	6.2%	8.2%	9.3%
Don't know/ not applicable	0.0%	4.3%	5.4%	4.8%	1.2%	3.8%	1.2%



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“How satisfied or dissatisfied are you with the information provided to you by the Council about parking options?”

#### 4.34 Information provided about parking options

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Very satisfied	6.3%	5.4%	5.4%	7.5%	7.4%	5.7%	7.0%
Satisfied	56.3%	26.1%	40.9%	38.4%	42.0%	37.3%	41.9%
Neither satisfied nor dissatisfied	12.5%	34.8%	35.5%	32.2%	33.3%	32.3%	30.2%
Dissatisfied	12.5%	21.7%	10.8%	12.3%	9.3%	15.8%	12.8%
Very dissatisfied	12.5%	8.7%	3.2%	5.5%	7.4%	5.7%	5.8%
Don't know/ not applicable	0.0%	3.3%	4.3%	4.1%	0.6%	3.2%	2.3%

“How satisfied or dissatisfied are you with the ease of use of Council parking?”

#### 4.35 Ease of use of Council parking

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Very satisfied	6.3%	6.5%	6.5%	9.6%	8.0%	7.6%	5.8%
Satisfied	43.8%	29.3%	46.2%	32.2%	43.8%	36.7%	46.5%
Neither satisfied nor dissatisfied	25.0%	30.4%	32.3%	32.9%	25.3%	31.6%	29.1%
Dissatisfied	18.8%	21.7%	8.6%	13.0%	13.0%	12.0%	10.5%
Very dissatisfied	0.0%	8.7%	3.2%	6.2%	7.4%	7.6%	5.8%
Do not read out: Don't know/ not applicable	6.3%	3.3%	3.2%	6.2%	2.5%	4.4%	2.3%





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“How much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on-street parking?”

4.36 Motor vehicle is safer in Council run off-street parking compared to on-street parking

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Strongly agree	6.3%	7.6%	5.4%	9.6%	9.9%	4.4%	14.0%
Agree	31.3%	37.0%	35.5%	32.2%	32.7%	32.3%	18.6%
Neither agree nor disagree	43.8%	38.0%	45.2%	37.0%	41.4%	41.8%	45.3%
Disagree	12.5%	8.7%	7.5%	11.6%	6.8%	8.9%	9.3%
Strongly disagree	0.0%	4.3%	2.2%	2.1%	3.7%	5.7%	4.7%
Don't know/ not applicable	6.3%	4.3%	4.3%	7.5%	5.6%	7.0%	8.1%



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“How much do you agree or disagree that you feel safe using Council run off-street parking sites during the day?”

4.37 Feel safe using Council run off-street parking sites during the day

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Strongly agree	25.0%	9.8%	12.9%	17.8%	16.7%	10.1%	16.3%
Agree	56.3%	56.5%	52.7%	45.2%	58.6%	51.9%	48.8%
Neither agree nor disagree	12.5%	17.4%	31.2%	23.3%	16.7%	24.1%	22.1%
Disagree	0.0%	6.5%	0.0%	3.4%	3.1%	3.8%	2.3%
Strongly disagree	0.0%	4.3%	0.0%	3.4%	1.2%	2.5%	0.0%
Don't know/ not applicable	6.3%	5.4%	3.2%	6.8%	3.7%	7.6%	10.5%

“How much do you agree or disagree that you feel safe using Council run off-street parking sites after dark?”

4.38 Feel safe using Council run off-street parking sites after dark

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	16	92	93	146	162	158	86
Strongly agree	0.0%	3.3%	5.4%	8.2%	8.6%	4.4%	9.3%
Agree	37.5%	34.8%	29.0%	29.5%	32.7%	27.2%	26.7%
Neither agree nor disagree	18.8%	27.2%	37.6%	32.9%	25.3%	36.7%	29.1%
Disagree	18.8%	19.6%	18.3%	14.4%	19.1%	15.8%	16.3%
Strongly disagree	12.5%	4.3%	2.2%	6.8%	3.7%	6.3%	3.5%
Don't know/ not applicable	12.5%	10.9%	7.5%	8.2%	10.5%	9.5%	15.1%



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## Parks

“How satisfied or dissatisfied are you with the appearance of central City parks and green spaces?”

### 4.39 Appearance of central City parks and green spaces

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	35.3%	19.6%	17.9%	28.2%	22.6%	17.4%	20.2%
Satisfied	58.8%	52.2%	57.9%	45.0%	58.5%	51.5%	62.9%
Neither satisfied nor dissatisfied	0.0%	13.0%	17.9%	16.8%	12.2%	22.2%	10.1%
Dissatisfied	5.9%	5.4%	5.3%	8.1%	4.3%	5.4%	4.5%
Very dissatisfied	0.0%	5.4%	0.0%	1.3%	1.2%	2.4%	0.0%
Don't know/ not applicable	0.0%	4.3%	1.1%	0.7%	1.2%	1.2%	2.2%

“How satisfied or dissatisfied are you with the condition of these parks and green spaces?”

### 4.40 Condition of these parks and green spaces

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	41.2%	19.6%	17.9%	23.5%	22.6%	17.4%	20.2%
Satisfied	47.1%	52.2%	55.8%	44.3%	52.4%	53.9%	60.7%
Neither satisfied nor dissatisfied	0.0%	13.0%	22.1%	18.1%	14.6%	21.6%	12.4%
Dissatisfied	0.0%	8.7%	3.2%	10.7%	6.7%	4.2%	5.6%
Very dissatisfied	11.8%	3.3%	0.0%	2.7%	2.4%	2.4%	0.0%
Don't know/ not applicable	0.0%	3.3%	1.1%	0.7%	1.2%	0.6%	1.1%



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“The range of recreation facilities available in the City’s parks (including beach park areas)?”

#### 4.40 Range of recreation facilities available

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	29.4%	15.2%	17.9%	20.1%	17.7%	17.4%	18.0%
Satisfied	41.2%	56.5%	60.0%	51.7%	57.9%	56.9%	56.2%
Neither satisfied nor dissatisfied	17.6%	12.0%	14.7%	15.4%	17.1%	13.2%	13.5%
Dissatisfied	5.9%	8.7%	5.3%	8.1%	6.1%	7.2%	10.1%
Very dissatisfied	5.9%	4.3%	0.0%	2.0%	0.6%	3.6%	0.0%
Don't know/Not applicable	0.0%	3.3%	2.1%	2.7%	0.6%	1.8%	2.2%

“Information provided about recreation facilities in the City’s parks (including beach park areas)?”

#### 4.41 Information provided about recreation facilities

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	23.5%	7.6%	12.6%	14.8%	13.4%	13.8%	10.1%
Satisfied	47.1%	54.3%	45.3%	57.0%	54.3%	46.1%	55.1%
Neither satisfied nor dissatisfied	23.5%	25.0%	30.5%	15.4%	25.0%	26.9%	25.8%
Dissatisfied	5.9%	5.4%	7.4%	8.7%	4.9%	10.2%	4.5%
Very dissatisfied	0.0%	4.3%	0.0%	2.0%	0.6%	1.2%	1.1%
Don't know/Not applicable	0.0%	3.3%	4.2%	2.0%	1.8%	1.8%	3.4%



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## Events and Festivals

“How satisfied or dissatisfied are you with the range of events and festivals?”

### 4.42 Satisfaction with range of events and festivals

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	29.4%	9.8%	8.4%	13.4%	13.4%	12.0%	14.6%
Satisfied	35.3%	37.0%	48.4%	47.0%	46.3%	44.3%	47.2%
Neither satisfied nor dissatisfied	23.5%	37.0%	31.6%	23.5%	26.8%	33.5%	27.0%
Dissatisfied	5.9%	4.3%	8.4%	9.4%	6.7%	5.4%	6.7%
Very dissatisfied	5.9%	5.4%	1.1%	2.0%	1.8%	2.4%	0.0%
Don't know/ not applicable	0.0%	6.5%	2.1%	4.7%	4.9%	2.4%	4.5%

## City Promotions

“How satisfied or dissatisfied are you that the information you receive (about City events and festivals) is timely, relevant and accurate?”

### 4.43 Satisfaction with timely, relevant, and accurate information

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	17.6%	9.8%	6.3%	12.8%	9.8%	9.0%	14.6%
Satisfied	29.4%	33.7%	46.3%	39.6%	49.4%	37.1%	44.9%
Neither satisfied nor dissatisfied	35.3%	35.9%	29.5%	27.5%	28.0%	35.3%	30.3%
Dissatisfied	11.8%	8.7%	10.5%	13.4%	6.1%	14.4%	7.9%
Very dissatisfied	5.9%	8.7%	2.1%	2.7%	3.0%	2.4%	0.0%
Don't know/ not applicable	0.0%	3.3%	5.3%	4.0%	3.7%	1.8%	2.2%



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## Emergency preparedness

“Has your household done any of the following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?”

### 4.44 prepare for a natural disaster such as an earthquake

		Yes	No	Don't know
Stored enough water for three days	Banks Peninsula	64.7%	35.3%	0.0%
	Coastal-Burwood	52.2%	43.5%	4.3%
	Spreydon - Cashmere	56.8%	41.1%	2.1%
	Linwood-Central-Heathcote	49.7%	47.7%	2.7%
	Fendalton-Waimairi-Harewood	45.7%	52.4%	1.8%
	Halswell-Hornby-Riccarton	46.7%	48.5%	4.8%
	Papanui-Innes	44.9%	47.2%	7.9%
	TOTAL	49.2%	47.2%	3.6%
Stored enough food for three days	Banks Peninsula	76.5%	23.5%	0.0%
	Coastal-Burwood	76.1%	19.6%	4.3%
	Spreydon - Cashmere	82.1%	16.8%	1.1%
	Linwood-Central-Heathcote	78.5%	20.8%	0.7%
	Fendalton-Waimairi-Harewood	76.8%	21.3%	1.8%
	Halswell-Hornby-Riccarton	72.5%	24.6%	3.0%
	Papanui-Innes	82.0%	11.2%	6.7%
	TOTAL	77.4%	20.1%	2.6%
Secured heavy household items that might fall in an earthquake, e.g., furniture, water cylinder, etc	Banks Peninsula	76.5%	23.5%	0.0%
	Coastal-Burwood	63.0%	30.4%	6.5%
	Spreydon - Cashmere	64.2%	32.6%	3.2%
	Linwood-Central-Heathcote	64.4%	33.6%	2.0%
	Fendalton-Waimairi-Harewood	60.4%	36.6%	3.0%
	Halswell-Hornby-Riccarton	62.3%	31.7%	6.0%
	Papanui-Innes	67.4%	28.1%	4.5%
	TOTAL	63.5%	32.5%	4.0%



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“Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?”

#### 4.45 up-to-date emergency plan

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Yes	58.8%	53.3%	43.2%	45.6%	39.0%	38.9%	44.9%
No	41.2%	40.2%	52.6%	51.7%	57.9%	52.7%	47.2%
Don't know/not applicable	0.0%	6.5%	4.2%	2.7%	3.0%	8.4%	7.9%

#### Overall Satisfaction

“How satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?”

#### 4.46 Council's performance in delivering service over the last 12 months

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Very satisfied	5.9%	2.2%	2.1%	6.0%	4.9%	6.6%	6.7%
Satisfied	23.5%	34.8%	36.8%	34.2%	37.2%	36.5%	40.4%
Neither satisfied nor dissatisfied	35.3%	27.2%	30.5%	29.5%	26.2%	29.3%	25.8%
Dissatisfied	23.5%	26.1%	15.8%	18.8%	21.3%	16.8%	10.1%
Very dissatisfied	11.8%	7.6%	12.6%	9.4%	6.7%	9.0%	12.4%
Don't know/ not applicable	0.0%	2.2%	2.1%	2.0%	3.7%	1.8%	4.5%





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“Which of the following would best describe your feelings toward Christchurch City Council’s overall performance over the past 12 months?”

4.47 Feelings towards the Council’s overall performance (neutral perceptions)

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	6	25	29	44	43	49	23
Overall, slightly more satisfied than dissatisfied	33.3%	16.0%	24.1%	27.3%	7.0%	22.4%	17.4%
Overall, slightly more dissatisfied than satisfied	50.0%	24.0%	44.8%	40.9%	53.5%	36.7%	43.5%
Feel equally satisfied as dissatisfied	0.0%	52.0%	31.0%	27.3%	39.5%	24.5%	30.4%
Don't know	16.7%	8.0%	0.0%	4.5%	0.0%	16.3%	8.7%

“Why do you say so? (in reference to performance of Council in delivering its services over last 12 months).”

4.48 Reasons for satisfaction/dissatisfaction with the Council (coded table)\*

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	15	55	71	104	104	101	55
Council is doing a good job overall	0.0%	14.5%	16.9%	19.2%	19.2%	13.9%	23.6%
Unhappy with roads/more road maintenance	0.0%	27.3%	11.3%	12.5%	18.3%	11.9%	20.0%
Disapprove of Council spending	13.3%	23.6%	14.1%	11.5%	14.4%	14.9%	3.6%
General maintenance needed	20.0%	12.7%	12.7%	11.5%	18.3%	6.9%	20.0%
Slow to/ don't respond to problems/ concerns	0.0%	1.8%	12.7%	15.4%	17.3%	17.8%	7.3%
Does not listen	6.7%	12.7%	12.7%	14.4%	11.5%	15.8%	10.9%
Unhappy with services provided	26.7%	20.0%	9.9%	17.3%	8.7%	11.9%	7.3%
Too many cycle lanes	0.0%	18.2%	11.3%	6.7%	14.4%	8.9%	3.6%
Parking expensive/lack of/ parking issues	0.0%	7.3%	2.8%	6.7%	14.4%	5.0%	7.3%
No problems/ issues	0.0%	7.3%	7.0%	5.8%	1.0%	6.9%	10.9%
Unhappy with council staff	0.0%	9.1%	8.5%	2.9%	7.7%	4.0%	5.5%
Rates increased	6.7%	3.6%	11.3%	5.8%	6.7%	3.0%	3.6%

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	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Disapprove of water chlorination handling	6.7%	5.5%	2.8%	4.8%	8.7%	5.0%	3.6%
Poor communication	0.0%	0.0%	12.7%	8.7%	1.0%	6.9%	1.8%
Room for improvement	6.7%	5.5%	7.0%	7.7%	2.9%	4.0%	3.6%
Respond to problems/concerns	0.0%	5.5%	5.6%	2.9%	5.8%	5.9%	5.5%
Lack of public consultation	0.0%	3.6%	1.4%	4.8%	10.6%	5.0%	1.8%
Too much bureaucracy	6.7%	5.5%	7.0%	5.8%	2.9%	5.0%	3.6%
Council needs to take more action	0.0%	9.1%	5.6%	4.8%	2.9%	5.0%	3.6%
Council is dishonest	6.7%	9.1%	2.8%	4.8%	3.8%	5.9%	1.8%
Unhappy with rebuild progress	0.0%	3.6%	5.6%	4.8%	4.8%	5.0%	1.8%
Poor customer service	6.7%	1.8%	4.2%	2.9%	3.8%	6.9%	1.8%
Happy with services provided	20.0%	3.6%	1.4%	4.8%	2.9%	5.0%	0.0%
Unhappy with covid 19 mandate/passport for council facilities	13.3%	3.6%	7.0%	2.9%	1.0%	1.0%	7.3%
Area favouritism/ More help for certain areas	6.7%	5.5%	1.4%	2.9%	2.9%	1.0%	5.5%
Good customer service	0.0%	0.0%	1.4%	1.9%	2.9%	5.0%	5.5%
Happy with recycling and rubbish services	13.3%	1.8%	1.4%	1.9%	1.9%	4.0%	3.6%
Unhappy with Mayor	0.0%	3.6%	1.4%	1.9%	3.8%	3.0%	1.8%
Council is doing a poor job overall	0.0%	1.8%	1.4%	2.9%	0.0%	1.0%	0.0%
Difficulties reporting issues to Council	0.0%	1.8%	0.0%	0.0%	1.0%	2.0%	0.0%
Other	0.0%	0.0%	1.4%	1.0%	1.9%	4.0%	1.8%

\*Don't know responses removed



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“Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs?”

4.49 Agreement that Council has made it easy for you to interact with it

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	17	92	95	149	164	167	89
Strongly agree	5.9%	9.8%	5.3%	8.7%	7.3%	6.6%	11.2%
Agree	35.3%	33.7%	42.1%	47.0%	43.3%	38.3%	43.8%
Neither agree nor disagree	29.4%	33.7%	30.5%	23.5%	28.7%	30.5%	19.1%
Disagree	5.9%	8.7%	10.5%	10.7%	9.1%	11.4%	11.2%
Strongly disagree	17.6%	4.3%	6.3%	5.4%	4.9%	6.6%	6.7%
Don't know/ not applicable	5.9%	9.8%	5.3%	4.7%	6.7%	6.6%	7.9%



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“Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why?”

4.50 One service you feel the Council is performing the best in delivering (coded table)

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	14	45	58	94	93	89	46
Roading: Improved network/services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Roading: Roadworks/ Maintenance	0.0%	0.0%	0.0%	1.1%	1.1%	0.0%	0.0%
Roading: Other	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%
Public transport: Generally, a good/efficient service	0.0%	2.2%	0.0%	1.1%	1.1%	1.1%	0.0%
Public transport: good coverage/ variety of routes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Punctual timetables	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waste management: Generally good service/no issues	0.0%	13.3%	15.5%	12.8%	14.0%	15.7%	19.6%
Waste management: Timely collection and service	0.0%	2.2%	3.4%	4.3%	4.3%	5.6%	6.5%
Waste management: Availability of bins/ good size bins	0.0%	0.0%	1.7%	1.1%	0.0%	0.0%	0.0%
Waste management: Recycling and recycling options	0.0%	2.2%	0.0%	0.0%	2.2%	1.1%	2.2%
Waste management: Proper collection/no residue left behind	0.0%	0.0%	0.0%	1.1%	0.0%	1.1%	0.0%
Waste management: Friendly/ responsive staff	0.0%	0.0%	1.7%	2.1%	2.2%	0.0%	2.2%
Waste management: Communicate issues	0.0%	0.0%	1.7%	4.3%	4.3%	1.1%	2.2%
Waste management: Reliable	0.0%	4.4%	6.9%	8.5%	3.2%	5.6%	6.5%
Waste management: Other	0.0%	2.2%	1.7%	2.1%	2.2%	1.1%	2.2%
Waste management: Undefined	14.3%	0.0%	5.2%	4.3%	5.4%	3.4%	4.3%
Parking: Access to parking	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Cycleways: Good quality	0.0%	2.2%	6.9%	0.0%	1.1%	3.4%	2.2%

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	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Cycleways: Availability/ number	0.0%	2.2%	3.4%	2.1%	2.2%	3.4%	0.0%
Cycleways: Other	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%
Cycleways: Undefined	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%
Events/ activities: Availability/ number/ range	0.0%	4.4%	0.0%	1.1%	1.1%	0.0%	2.2%
Events/ activities: Providing information on events	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	2.2%
Events/ activities: Well organised	0.0%	2.2%	0.0%	0.0%	4.3%	0.0%	0.0%
Events/ activities: Family friendly/ for all ages	0.0%	2.2%	0.0%	1.1%	4.3%	2.2%	2.2%
Events/ activities: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Events/ activities: Free/ affordable	0.0%	2.2%	0.0%	0.0%	0.0%	1.1%	0.0%
Events/ activities: Undefined	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	2.2%
Libraries: Good service/ good libraries	14.3%	15.6%	10.3%	5.3%	3.2%	2.2%	13.0%
Libraries: Availability and variety of good/current resources/activities	0.0%	0.0%	0.0%	1.1%	3.2%	6.7%	6.5%
Libraries: Availability of and access to libraries	0.0%	2.2%	1.7%	1.1%	1.1%	2.2%	2.2%
Libraries: Good/ modern infrastructure	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%
Libraries: Free access/ free access to materials	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	2.2%
Libraries: Good librarians/ staff	0.0%	8.9%	1.7%	3.2%	2.2%	2.2%	4.3%
Libraries: Other	7.1%	2.2%	1.7%	0.0%	0.0%	0.0%	0.0%
Libraries: Undefined	0.0%	0.0%	3.4%	2.1%	0.0%	1.1%	0.0%
Recreation & Sport Centres: Availability and access to swimming pools	7.1%	2.2%	5.2%	9.6%	3.2%	10.1%	6.5%
Recreation & Sport Centres: Generally good service	0.0%	6.7%	1.7%	5.3%	0.0%	1.1%	2.2%
Recreation & Sport Centres: Clean/ well maintained	0.0%	0.0%	0.0%	0.0%	1.1%	2.2%	2.2%
Recreation & Sports Centres: Availability and access to walking tracks	0.0%	0.0%	1.7%	1.1%	0.0%	0.0%	0.0%
Recreation & Sport Centres: Other	0.0%	2.2%	0.0%	0.0%	0.0%	1.1%	0.0%

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	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Facilities and services in general: Generally good service	7.1%	0.0%	5.2%	3.2%	4.3%	2.2%	2.2%
Parks, reserves, and green spaces: Well-presented and maintained	21.4%	8.9%	8.6%	14.9%	20.4%	12.4%	10.9%
Parks, reserves, and green spaces: Availability/ number/variety	7.1%	0.0%	5.2%	0.0%	0.0%	4.5%	0.0%
Parks, reserves, and green spaces: good service to have	14.3%	0.0%	1.7%	1.1%	1.1%	0.0%	0.0%
Parks, reserves, and green spaces: Good for the children	0.0%	2.2%	0.0%	0.0%	0.0%	1.1%	0.0%
Parks, reserves, and green spaces: Other	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	2.2%
Parks, reserves, and green spaces: Undefined	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%
Water supply: No issues with chlorine	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water supply: Adequate and regular supply	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	2.2%
Water supply: Water quality/ taste is good	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	2.2%
Water supply: Maintenance done promptly/well maintained	0.0%	2.2%	0.0%	2.1%	3.2%	2.2%	0.0%
Water supply: Generally good service	7.1%	4.4%	3.4%	2.1%	2.2%	4.5%	0.0%
Community Support: Involvement of council	0.0%	6.7%	1.7%	4.3%	1.1%	2.2%	0.0%
Sewerage/ Wastewater: Generally good service	7.1%	0.0%	1.7%	2.1%	0.0%	2.2%	0.0%
Sewerage/ Wastewater: Well-maintained	7.1%	0.0%	0.0%	0.0%	1.1%	1.1%	0.0%
Sewerage/ Wastewater: Not discharging during emergencies	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Animal control: good service	0.0%	2.2%	1.7%	0.0%	0.0%	0.0%	0.0%
The rebuild: Improving the look of the City	7.1%	4.4%	0.0%	2.1%	0.0%	1.1%	0.0%
The rebuild: good progress being made	0.0%	0.0%	0.0%	1.1%	1.1%	1.1%	0.0%
The rebuild: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public space cleaning/City beautification: Keeping spaces/ City clean	0.0%	4.4%	1.7%	1.1%	2.2%	1.1%	0.0%

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	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Public space cleaning/ City beautification: Attract tourists/ businesses	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%
Emergency preparedness and response: Well prepared/ good response	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%
Rates spending and financial management: Generally good spending/ management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rates spending and financial management: Other	0.0%	0.0%	0.0%	1.1%	1.1%	1.1%	0.0%
Information and communication: good communication/clear	0.0%	2.2%	5.2%	7.4%	2.2%	6.7%	4.3%
Information and communication: Other	0.0%	0.0%	0.0%	1.1%	0.0%	4.5%	2.2%
Waterways: Well- maintained/ clean	0.0%	2.2%	0.0%	0.0%	1.1%	0.0%	2.2%
Footpaths: Well- maintained	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Good accessibility	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Good service	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	14.3%	2.2%	6.9%	4.3%	7.5%	1.1%	2.2%

\*Don't know and negative responses removed





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“Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months, and why?”

4.51 Most important service for Council to improve over next 12 months (coded table) (Q51)

	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Number of respondents	15	59	71	108	111	99	62
As stated in previous question	0.0%	1.7%	2.8%	1.9%	2.7%	2.0%	1.6%
Roading: Fix roads/ make smooth/ remove potholes	13.3%	8.5%	11.3%	8.3%	16.2%	11.1%	17.7%
Roading: Better quality repair less frequent repair/ faster repair	0.0%	10.2%	4.2%	9.3%	13.5%	12.1%	6.5%
Roading: Improve traffic control/ flow/ accessibility	6.7%	0.0%	0.0%	0.9%	3.6%	2.0%	1.6%
Roading: Better communication/ consultation	0.0%	0.0%	0.0%	0.0%	1.8%	2.0%	3.2%
Roading: Prioritise/ focus repairs where needed most	0.0%	6.8%	0.0%	0.0%	0.0%	1.0%	1.6%
Roading: Allocate resources correctly	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%
Roading: Other	13.3%	1.7%	0.0%	1.9%	2.7%	4.0%	3.2%
Footpaths: Fix footpaths/ make smooth/ remove hazards	6.7%	3.4%	5.6%	3.7%	2.7%	0.0%	1.6%
Footpaths: Better quality repair/less frequent repair/faster repair	0.0%	0.0%	0.0%	1.9%	3.6%	2.0%	3.2%
Footpaths: Pedestrian right of way clarifications	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%
Footpaths: Clear debris/ overhanging foliage	0.0%	0.0%	0.0%	0.9%	0.9%	1.0%	1.6%
Footpaths: Improve Street lighting	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Improve accessibility	0.0%	0.0%	1.4%	0.9%	0.9%	0.0%	0.0%
Cycleways: Make more user-friendly/Less obstructive/ Safer	0.0%	0.0%	1.4%	0.9%	2.7%	2.0%	0.0%
Cycleways: Clearer delineation between cycleways/road lanes	6.7%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
Cycleways: Ensure cycleways on arterial roads/ direct routes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Cycleways: Other	0.0%	1.7%	5.6%	2.8%	5.4%	6.1%	4.8%

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	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Water supply: Remove chlorine/ other additives	6.7%	8.5%	9.9%	9.3%	8.1%	8.1%	6.5%
Water supply: Fix the wells/ bore/ aquifer/ pumping stations	0.0%	0.0%	1.4%	2.8%	1.8%	1.0%	0.0%
Water supply: Improve or retain quality/smell/ taste/ appearance	0.0%	1.7%	0.0%	0.9%	0.9%	0.0%	0.0%
Water supply: Fix leaks	6.7%	1.7%	2.8%	2.8%	2.7%	4.0%	3.2%
Water supply: Halt sale of water to commercial interests	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
Water supply: better communication/ consultation	0.0%	0.0%	1.4%	0.0%	0.0%	1.0%	1.6%
Water supply: Devote more resource to fixing issues/ Keep to timeline	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%
Water supply: Other	6.7%	3.4%	0.0%	0.0%	2.7%	1.0%	3.2%
Council decision-making/ financial management: Reduce spending on Councillors	6.7%	0.0%	4.2%	2.8%	1.8%	0.0%	0.0%
Council decision-making/ financial management: More consultation on new building spending/more consultation generally	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Faster action on rebuild projects	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%
Council decision-making/ financial management: Focus more on infrastructure/services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Increase council transparency/ address corruption/ accountability	6.7%	0.0%	1.4%	1.9%	0.0%	1.0%	0.0%
Council decision-making/ financial management: Improve communication and monitoring	6.7%	0.0%	1.4%	3.7%	0.0%	4.0%	1.6%
Council decision-making/ financial management: Channel council contracts to local companies	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Council decision-making/ financial management: Devise a better rates system	0.0%	5.1%	5.6%	4.6%	2.7%	7.1%	1.6%
Council decision-making/ financial management: better quality staff	0.0%	1.7%	2.8%	2.8%	1.8%	2.0%	0.0%
Council decision-making/ financial management: Avoid over expenditure/ expenditure on unnecessary projects	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Developing clear plans and budgets/ long term/ independent thinking	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Reduce the level of bureaucracy/ less red tape	0.0%	1.7%	0.0%	0.0%	0.9%	1.0%	0.0%
Public space cleaning/ City beautification: Council should clean-up/ increase cleaning frequency	0.0%	0.0%	4.2%	3.7%	0.0%	2.0%	0.0%
Public space cleaning/ City beautification: Clear leaves, dry grass, weeds/ mow lawns/ prune trees	6.7%	1.7%	1.4%	2.8%	2.7%	2.0%	0.0%
Public space cleaning/ City beautification: Side streets and roadsides need attention	0.0%	1.7%	1.4%	0.0%	0.0%	0.0%	0.0%
Public space cleaning/ City beautification: Planting more trees	0.0%	0.0%	1.4%	0.9%	0.0%	1.0%	0.0%
Public space cleaning/ City beautification: Provide feedback and representation	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
Consents process: Process needs to be more inclusive/ less adversarial	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
Consents process: Raise standards for the approval process/ streamline the process	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	3.2%
Consents process: Reduce the time and costs related to the process	6.7%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%
Consents process: Improving staffing/ quality of staff	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	1.6%

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	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Parking: Fair enforcement/ better enforcement	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Parking: More parking/ better quality parking	0.0%	0.0%	4.2%	5.6%	2.7%	4.0%	3.2%
Parking: Lower the cost/ make it free in some areas	0.0%	1.7%	1.4%	2.8%	2.7%	2.0%	3.2%
Parking: Increase the time limit	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: More efforts made to dredge/ keep clean/ clean up pollutants	6.7%	5.1%	8.5%	2.8%	4.5%	3.0%	0.0%
Waterways: Clamping down on dumping of waste into waterways/prevent pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: Pay attention to the entire waterway not sections	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: Planting along the river/make the rivers more presentable	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%
Waterways: Building flood protection barriers	0.0%	0.0%	0.0%	0.9%	0.9%	2.0%	3.2%
Waterways: Improve the development process	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/Wastewater: Reduce unpleasant smells	6.7%	1.7%	1.4%	6.5%	1.8%	1.0%	0.0%
Sewerage/Wastewater: Improve drainage/ runoff	0.0%	0.0%	0.0%	0.9%	0.0%	1.0%	0.0%
Sewerage/ Wastewater: Regular maintenance of drains and culverts	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/Wastewater: Overhaul of treatment plant	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/Wastewater: Prevent sewerage discharge into waterways	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%
Sewerage/Wastewater: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%
Public transport: Cutting routes without proper consultation	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Improve service to raise usage/ improve the service generally	0.0%	0.0%	0.0%	0.9%	0.9%	1.0%	0.0%
Public transport: Develop routes/services that meet all customers' needs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Reinstate cancelled services	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%

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	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Public transport: Buses should have a wider network	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Increase the number of buses and trips/reduce waiting time	0.0%	0.0%	1.4%	0.0%	0.0%	1.0%	0.0%
Public transport: Drivers need to keep to the timetables	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
Public transport: Add/improve bus stops	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	1.6%
Public transport: Make the service more affordable	0.0%	0.0%	0.0%	0.9%	0.0%	1.0%	0.0%
Public transport: Other	0.0%	0.0%	0.0%	1.9%	0.0%	1.0%	1.6%
Information and communication: Improve communication with the public/ improve transparency	6.7%	6.8%	7.0%	8.3%	6.3%	3.0%	6.5%
Information and Communication: Consistency and clarity	0.0%	1.7%	2.8%	3.7%	0.9%	3.0%	0.0%
Information and communication: More consultations	0.0%	3.4%	0.0%	0.0%	0.0%	2.0%	0.0%
Parks, reserves, and green spaces: Increase maintenance staff	0.0%	0.0%	2.8%	0.0%	3.6%	3.0%	1.6%
Parks, reserves, and green spaces: Improve maintenance/repair of park facilities	0.0%	3.4%	2.8%	0.0%	0.0%	6.1%	4.8%
Parks, reserves, and green spaces: Limit commercial activity in parks	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Parks, reserves, and green spaces: More facilities	0.0%	0.0%	0.0%	0.0%	0.9%	1.0%	0.0%
Parks, reserves, and green spaces: Adding more plants and trees/ increasing variety of plants	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Recreation & Sports Centres: Construct more facilities	0.0%	0.0%	0.0%	0.9%	0.9%	0.0%	0.0%
Recreation & Sports Centres: Construct better quality facilities/ add improvements	0.0%	3.4%	0.0%	0.0%	1.8%	1.0%	0.0%
Recreation & Sports Centres: Make them cheaper/ open them for longer	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%

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	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Events/ activities: Improvement communication about events	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Events/activities: Providing options for the disabled community	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Events/ activities: Provide more events and activities	0.0%	0.0%	2.8%	0.0%	0.0%	1.0%	0.0%
Housing: Safer housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%
Housing: More housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Housing: Cheaper housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Housing: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%
Waste management: better delineation/ education of recycling/ organic/waste	0.0%	1.7%	0.0%	0.9%	0.9%	0.0%	0.0%
Waste management: Provide bigger bins/ more bins same size bins/ replacement of bins	0.0%	3.4%	0.0%	4.6%	3.6%	3.0%	3.2%
Waste management: Proper/ better collection of waste	0.0%	3.4%	0.0%	1.9%	3.6%	2.0%	1.6%
Waste management: better recycling options/ information	0.0%	5.1%	2.8%	2.8%	0.9%	3.0%	1.6%
Waste management: Increase collection frequency/change time of collection	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
Waste management: Cost of collections/bins should be reconsidered	0.0%	1.7%	0.0%	0.9%	0.0%	1.0%	0.0%
Waste management: Other	6.7%	1.7%	0.0%	0.0%	0.9%	1.0%	0.0%
Earthquake recovery/ rebuild: Speed up the rebuild and rebuild processes	0.0%	1.7%	0.0%	0.0%	5.4%	2.0%	3.2%
Earthquake recovery/ rebuild: Doing the job correctly/ better rebuild decisions	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%
Earthquake recovery/ rebuild: Rebuild on reclaimed land	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/ rebuild: More attention to the red zones	0.0%	1.7%	0.0%	0.0%	0.0%	1.0%	1.6%

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	Banks Peninsula	Coastal-Burwood	Spreydon - Cashmere	Linwood-Central-Heathcote	Fendalton-Waimairi-Harewood	Halswell-Hornby-Riccarton	Papanui-Innes
Earthquake recovery/rebuild: Not rebuilding the Cathedral	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/rebuild: Management of Heritage properties	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/rebuild: Other	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%
Get rid of COVID mandates	6.7%	0.0%	4.2%	0.0%	0.0%	1.0%	1.6%
Noise control: not responding to complaints	0.0%	0.0%	2.8%	0.9%	0.0%	0.0%	0.0%
Other	0.0%	5.1%	11.3%	1.9%	2.7%	4.0%	9.7%

*Don't know and positive responses removed*





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## Findings by Age/Gender

The following section details survey findings by Age and Gender.

### Governance and Decision making

“Thinking about Christchurch City Council, how much do you agree or disagree with the statement ‘I understand how the Council makes decisions?’”

#### 4.52 Understanding of Council decision-making

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Strongly agree	3.8%	4.6%	1.7%	7.1%	6.0%	2.6%	50.0%
Agree	26.9%	25.0%	26.7%	36.1%	31.4%	24.5%	50.0%
Neither agree nor disagree	34.6%	28.0%	33.3%	26.6%	28.8%	30.3%	0.0%
Disagree	23.1%	28.8%	21.7%	17.8%	20.9%	27.4%	0.0%
Strongly disagree	11.5%	10.9%	13.9%	10.1%	11.8%	11.3%	0.0%
Don't know/ not applicable	0.0%	2.7%	2.8%	2.4%	1.0%	3.9%	0.0%

“How satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?”

#### 4.53 Accuracy of information

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	4.6%	1.1%	3.0%	3.7%	3.2%	50.0%
Satisfied	28.8%	25.0%	26.1%	33.1%	29.6%	25.0%	50.0%
Neither satisfied nor dissatisfied	36.5%	33.4%	28.9%	30.8%	30.1%	33.9%	0.0%
Dissatisfied	21.2%	26.4%	27.8%	20.1%	23.8%	26.6%	0.0%
Very dissatisfied	3.8%	6.5%	11.1%	8.9%	10.2%	5.5%	0.0%
Don't know/ not applicable	1.9%	4.1%	5.0%	4.1%	2.6%	5.8%	0.0%



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“How satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?”

#### 4.54 Information is prompt and timely

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	1.9%	2.2%	1.7%	4.1%	0.0%	3.4%	1.3%
Satisfied	32.7%	22.0%	17.8%	26.6%	0.0%	23.3%	21.8%
Neither satisfied nor dissatisfied	34.6%	36.1%	32.2%	30.8%	25.0%	33.0%	35.0%
Dissatisfied	15.4%	27.7%	32.2%	24.3%	75.0%	25.7%	29.2%
Very dissatisfied	13.5%	7.3%	11.7%	10.1%	0.0%	12.0%	6.6%
Don't know/ not applicable	1.9%	2.2%	1.7%	4.1%	0.0%	3.4%	1.3%

“How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the City?”

#### 4.55 Confidence the Council makes decisions in the best interests of the City

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	4.3%	3.3%	4.1%	4.5%	4.2%	0.0%
Satisfied	34.6%	29.6%	18.9%	26.0%	24.1%	28.9%	0.0%
Neither satisfied nor dissatisfied	26.9%	27.2%	26.1%	23.1%	27.0%	24.2%	100.0%
Dissatisfied	19.2%	21.2%	32.2%	26.0%	26.4%	23.7%	0.0%
Very dissatisfied	9.6%	16.6%	17.2%	18.3%	17.3%	16.3%	0.0%
Don't know/ not applicable	1.9%	1.1%	2.2%	2.4%	0.8%	2.6%	0.0%



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“How much influence do you feel the public has on the decisions the Council makes?”

4.56 Perceived level of influence the public has on Council decision making

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Large influence	5.8%	4.3%	0.0%	2.4%	3.1%	2.6%	0.0%
Some influence	38.5%	19.6%	17.8%	21.3%	22.5%	18.4%	0.0%
Small influence	38.5%	46.7%	52.8%	42.0%	44.2%	48.4%	100.0%
No influence	15.4%	25.8%	26.7%	32.0%	27.5%	26.8%	0.0%
Don't know/ not applicable	1.9%	3.5%	2.8%	2.4%	2.6%	3.7%	0.0%

“How satisfied or dissatisfied are you with the opportunities to have a say in what Council does?”

4.57 Opportunities to have a say in what Council does

	18-24	25-49	50-64	65+	Prefer not to say	Male	Female	Gender diverse
Number of respondents	52	368	180	169	4	382	380	2
Very satisfied	7.7%	4.1%	0.6%	3.0%	4.7%	1.8%	0.0%	7.7%
Satisfied	17.3%	24.2%	25.6%	24.9%	24.9%	23.7%	0.0%	17.3%
Neither satisfied nor dissatisfied	32.7%	31.5%	28.9%	34.3%	31.2%	31.8%	50.0%	32.7%
Dissatisfied	28.8%	25.5%	26.1%	18.3%	22.8%	25.8%	50.0%	28.8%
Very dissatisfied	11.5%	11.4%	15.6%	16.0%	14.4%	12.4%	0.0%	11.5%
Don't know/ not applicable	1.9%	3.3%	3.3%	3.6%	2.1%	4.5%	0.0%	1.9%



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“How satisfied or dissatisfied are you that the Council’s decision-making processes are easy to use or engage with?”

#### 4.58 Council’s decision-making processes are easy to use or engage with

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	3.0%	0.6%	2.4%	2.6%	2.6%	0.0%
Satisfied	19.2%	20.9%	16.1%	18.9%	20.4%	18.2%	50.0%
Neither satisfied nor dissatisfied	30.8%	27.2%	33.3%	37.9%	32.2%	30.5%	0.0%
Dissatisfied	32.7%	28.0%	26.7%	22.5%	25.7%	27.9%	50.0%
Very dissatisfied	7.7%	13.9%	18.9%	14.8%	16.2%	13.2%	0.0%
Don’t know/ not applicable	1.9%	7.1%	4.4%	3.6%	2.9%	7.6%	0.0%

### Parks, Heritage & Coastal Environments

“Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City’s heritage and character. how satisfied or dissatisfied are you with the appearance of these objects?”

#### 4.59 Satisfaction with the appearance of monuments and other heritage objects

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	17.3%	10.1%	11.7%	13.0%	9.7%	12.9%	0.0%
Satisfied	50.0%	52.2%	56.7%	50.9%	53.9%	52.4%	100.0%
Neither satisfied nor dissatisfied	19.2%	24.7%	22.8%	23.1%	24.3%	22.6%	0.0%
Dissatisfied	9.6%	8.4%	6.1%	9.5%	8.1%	8.2%	0.0%
Very dissatisfied	3.8%	3.0%	1.7%	2.4%	3.4%	1.8%	0.0%
Don’t know/ not applicable	0.0%	1.6%	1.1%	1.2%	0.5%	2.1%	0.0%



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“How satisfied or dissatisfied are you with their condition?”

#### 4.60 Satisfaction with the condition of monuments and other heritage objects

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	19.2%	9.0%	11.1%	9.5%	9.9%	10.0%	0.0%
Satisfied	46.2%	55.4%	55.6%	57.4%	54.7%	56.8%	100.0%
Neither satisfied nor dissatisfied	17.3%	26.4%	26.7%	23.1%	24.1%	25.5%	0.0%
Dissatisfied	11.5%	6.0%	4.4%	5.9%	7.6%	4.5%	0.0%
Very dissatisfied	0.0%	1.6%	0.6%	1.2%	2.1%	0.3%	0.0%
Don't know/ not applicable	5.8%	1.6%	1.7%	3.0%	1.6%	2.9%	0.0%

“Christchurch’s heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties and for commercial activities such as accommodation and restaurants. how satisfied or dissatisfied are you with the appearance of the City’s heritage buildings?”

#### 4.61 Satisfaction with their appearance

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	11.5%	7.9%	7.8%	6.5%	6.3%	8.7%	0.0%
Satisfied	38.5%	47.3%	39.4%	43.2%	45.5%	42.9%	100.0%
Neither satisfied nor dissatisfied	26.9%	27.4%	32.8%	32.0%	28.0%	31.1%	0.0%
Dissatisfied	15.4%	12.5%	17.8%	10.7%	14.7%	12.4%	0.0%
Very dissatisfied	7.7%	2.7%	2.2%	4.1%	4.2%	2.6%	0.0%
Don't know/ not applicable	0.0%	2.2%	0.0%	3.6%	1.3%	2.4%	0.0%



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“How satisfied or dissatisfied are you with the condition of these buildings?”

#### 4.62 Satisfaction with their condition

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	13.5%	6.5%	5.0%	5.3%	5.5%	6.8%	0.0%
Satisfied	36.5%	40.2%	41.7%	37.3%	38.2%	41.3%	100.0%
Neither satisfied nor dissatisfied	25.0%	31.3%	30.6%	33.7%	32.2%	30.5%	0.0%
Dissatisfied	19.2%	15.5%	18.9%	14.2%	17.8%	14.2%	0.0%
Very dissatisfied	5.8%	3.5%	2.8%	4.1%	4.5%	3.2%	0.0%
Don't know/ not applicable	0.0%	3.0%	1.1%	5.3%	1.8%	3.9%	0.0%

#### Refuse Disposal

“Thinking now about the Council rubbish and recycling collection, overall, how satisfied or dissatisfied are you with the Council’s kerbside collection of recyclable materials (your yellow bin)?”

#### 4.63 Satisfaction with kerbside recycling

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	21.2%	25.3%	28.3%	36.7%	30.9%	25.3%	50.0%
Satisfied	46.2%	49.7%	48.3%	42.6%	44.0%	51.3%	50.0%
Neither satisfied nor dissatisfied	19.2%	11.7%	11.1%	10.1%	14.1%	9.2%	0.0%
Dissatisfied	13.5%	8.4%	8.3%	5.9%	6.0%	10.5%	0.0%
Very dissatisfied	0.0%	4.3%	3.9%	4.7%	5.0%	3.2%	0.0%
Don't know/ not applicable	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%	0.0%



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“How satisfied or dissatisfied are you with the Council’s kerbside collection of rubbish (your red bin)?”

#### 4.64 Satisfaction with kerbside rubbish

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	19.2%	29.1%	29.4%	42.0%	33.5%	29.2%	50.0%
Satisfied	53.8%	48.6%	52.2%	45.6%	47.6%	50.8%	50.0%
Neither satisfied nor dissatisfied	9.6%	12.2%	11.1%	8.3%	12.3%	9.5%	0.0%
Dissatisfied	13.5%	6.0%	5.6%	1.8%	3.4%	7.6%	0.0%
Very dissatisfied	1.9%	3.5%	1.7%	2.4%	2.9%	2.4%	0.0%
Don't know/ not applicable	1.9%	0.5%	0.0%	0.0%	0.3%	0.5%	0.0%

“How satisfied or dissatisfied are you with the Council’s kerbside collection of organic material (your green bin).”

#### 4.65 Satisfaction with organic material

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	21.2%	26.4%	28.3%	39.6%	31.4%	27.1%	50.0%
Satisfied	50.0%	48.9%	47.8%	43.2%	44.8%	50.8%	50.0%
Neither satisfied nor dissatisfied	15.4%	13.0%	11.1%	8.3%	12.8%	10.3%	0.0%
Dissatisfied	5.8%	7.6%	9.4%	3.6%	5.8%	8.4%	0.0%
Very dissatisfied	5.8%	3.5%	3.3%	4.1%	4.7%	2.6%	0.0%
Don't know/ not applicable	1.9%	0.5%	0.0%	1.2%	0.5%	0.8%	0.0%





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## Sewerage and Stormwater

“How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?”

### 4.66 Minimal odour from the sewerage system

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	19.2%	10.3%	8.3%	15.4%	11.5%	11.1%	50.0%
Satisfied	25.0%	41.3%	36.1%	35.5%	40.8%	35.3%	0.0%
Neither satisfied nor dissatisfied	17.3%	18.2%	20.6%	17.8%	18.3%	19.2%	0.0%
Dissatisfied	28.8%	16.8%	16.7%	14.8%	15.4%	18.9%	0.0%
Very dissatisfied	7.7%	9.8%	12.8%	8.9%	9.2%	11.1%	50.0%
Don't know/ not applicable	1.9%	3.5%	5.6%	7.7%	4.7%	4.5%	0.0%

“How satisfied or dissatisfied are you that the wastewater services are reliable?”

### 4.67 Wastewater services are reliable

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	19.2%	15.5%	11.7%	16.0%	14.1%	15.5%	50.0%
Satisfied	38.5%	52.2%	60.0%	51.5%	53.9%	52.9%	0.0%
Neither satisfied nor dissatisfied	25.0%	20.9%	16.7%	20.1%	21.5%	17.6%	50.0%
Dissatisfied	7.7%	5.4%	5.0%	4.1%	3.4%	7.1%	0.0%
Very dissatisfied	3.8%	2.7%	5.0%	3.0%	3.7%	3.2%	0.0%
Don't know/ not applicable	5.8%	3.3%	1.7%	5.3%	3.4%	3.7%	0.0%



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“How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?”

#### 4.68 Repairs and complaints are investigated in a timely manner

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	17.3%	9.2%	6.1%	11.2%	10.5%	7.9%	50.0%
Satisfied	36.5%	36.4%	40.0%	45.0%	39.8%	38.9%	0.0%
Neither satisfied nor dissatisfied	26.9%	30.2%	24.4%	20.1%	28.5%	23.9%	50.0%
Dissatisfied	7.7%	5.7%	11.1%	10.1%	6.3%	10.0%	0.0%
Very dissatisfied	1.9%	4.1%	5.0%	3.6%	4.5%	3.7%	0.0%
Don't know/ not applicable	9.6%	14.4%	13.3%	10.1%	10.5%	15.5%	0.0%

“How satisfied or dissatisfied are you with the condition of waterways?”

#### 4.69 Condition of waterways

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	3.0%	2.8%	4.1%	3.9%	3.2%	0.0%
Satisfied	26.9%	34.0%	30.6%	32.0%	33.5%	30.3%	50.0%
Neither satisfied nor dissatisfied	28.8%	24.2%	22.8%	24.9%	21.7%	26.8%	50.0%
Dissatisfied	25.0%	24.7%	31.1%	24.9%	26.7%	26.1%	0.0%
Very dissatisfied	11.5%	12.5%	11.1%	12.4%	13.4%	11.3%	0.0%
Don't know/ not applicable	0.0%	1.6%	1.7%	1.8%	0.8%	2.4%	0.0%



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“How satisfied or dissatisfied are you with the condition of waterway margins?”

#### 4.70 Condition of waterway margins

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	3.3%	3.9%	5.3%	3.4%	4.7%	0.0%
Satisfied	40.4%	45.1%	42.2%	42.0%	46.6%	40.0%	100.0%
Neither satisfied nor dissatisfied	28.8%	28.0%	27.8%	23.1%	23.8%	29.7%	0.0%
Dissatisfied	11.5%	14.9%	18.9%	18.9%	18.6%	14.7%	0.0%
Very dissatisfied	7.7%	5.4%	6.1%	8.3%	6.3%	6.8%	0.0%
Don't know/ not applicable	3.8%	3.3%	1.1%	2.4%	1.3%	3.9%	0.0%

“How satisfied or dissatisfied are you with the appearance of Christchurch’s waterway margins?”

#### 4.71 Appearance of Christchurch’s waterway margins

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	7.1%	6.7%	7.7%	7.1%	7.1%	0.0%
Satisfied	46.2%	45.4%	46.7%	41.4%	44.8%	44.2%	100.0%
Neither satisfied nor dissatisfied	21.2%	25.0%	23.3%	24.9%	23.8%	25.0%	0.0%
Dissatisfied	15.4%	13.3%	15.6%	12.4%	13.9%	13.9%	0.0%
Very dissatisfied	7.7%	6.8%	7.8%	11.8%	9.7%	6.8%	0.0%
Don't know/ not applicable	1.9%	2.4%	0.0%	1.8%	0.8%	2.9%	0.0%



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“How satisfied or dissatisfied are you that the City’s stormwater management systems operate effectively to ensure that the risk of flooding is minimized?”

4.72 Stormwater systems operate effectively to ensure that the risk of flooding is minimised

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	6.0%	2.2%	5.9%	5.5%	4.7%	0.0%
Satisfied	30.8%	30.4%	36.7%	37.3%	35.9%	30.8%	100.0%
Neither satisfied nor dissatisfied	32.7%	27.7%	24.4%	27.8%	30.1%	24.5%	0.0%
Dissatisfied	21.2%	23.1%	25.0%	18.9%	17.8%	27.6%	0.0%
Very dissatisfied	3.8%	9.5%	8.9%	6.5%	8.4%	8.2%	0.0%
Don't know/ not applicable	3.8%	3.3%	2.8%	3.6%	2.4%	4.2%	0.0%



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## Transportation

“How much do you agree or disagree that Christchurch is a walking friendly City?”

### 4.73 Agreement that Christchurch is a walking friendly City

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Strongly agree	26.9%	17.9%	9.4%	15.4%	15.4%	15.8%	50.0%
Agree	46.2%	51.6%	58.9%	51.5%	49.0%	56.8%	50.0%
Neither agree nor disagree	9.6%	19.0%	17.8%	17.8%	20.2%	15.8%	0.0%
Disagree	7.7%	6.8%	8.3%	8.9%	9.2%	6.6%	0.0%
Strongly disagree	5.8%	3.5%	3.9%	3.6%	4.5%	3.2%	0.0%
Don't know/ not applicable	3.8%	1.1%	1.7%	3.0%	1.8%	1.8%	0.0%

“How much do you agree or disagree that Christchurch is a cycle friendly City?”

### 4.74 Christchurch is a cycle friendly City

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Strongly agree	21.2%	15.8%	11.1%	15.4%	14.1%	15.3%	50.0%
Agree	42.3%	46.2%	50.6%	47.9%	46.6%	48.2%	50.0%
Neither agree nor disagree	19.2%	21.7%	22.2%	20.1%	23.8%	18.9%	0.0%
Disagree	11.5%	9.2%	7.8%	7.1%	8.4%	8.9%	0.0%
Strongly disagree	1.9%	4.3%	3.9%	3.6%	4.5%	3.4%	0.0%
Don't know/ not applicable	3.8%	2.7%	4.4%	5.9%	2.6%	5.3%	0.0%



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“And in relation to this, how often have you cycled on a public road in Christchurch in the last 12 months?”

#### 4.75 Frequency of cycling on public roads

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
All the time, by that I mean about every day	5.8%	8.2%	7.8%	3.6%	9.4%	4.2%	0.0%
Frequently, by that I mean at least once a week	23.1%	13.9%	10.6%	10.1%	16.5%	9.2%	0.0%
Occasionally, by that I mean around once a month	13.5%	19.0%	15.0%	5.3%	15.4%	13.7%	50.0%
Rarely, by that I mean no more than a few times a year	32.7%	23.4%	17.2%	9.5%	21.2%	17.9%	0.0%
Never	25.0%	34.2%	45.0%	66.9%	34.6%	51.8%	50.0%
Don't know/ not applicable	0.0%	1.4%	4.4%	4.7%	2.9%	3.2%	0.0%

#### Roads and Footpaths

“How satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone roads?”

#### 4.76 Condition of roads

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	4.1%	1.7%	0.6%	3.1%	2.9%	0.0%
Satisfied	25.0%	23.1%	24.4%	22.5%	22.0%	25.0%	0.0%
Neither satisfied nor dissatisfied	25.0%	22.8%	18.3%	21.9%	21.5%	21.6%	0.0%
Dissatisfied	30.8%	34.5%	35.6%	33.7%	34.3%	34.5%	50.0%
Very dissatisfied	11.5%	14.4%	20.0%	21.3%	19.1%	15.0%	50.0%
Don't know/ not applicable	0.0%	1.1%	0.0%	0.0%	0.0%	1.1%	0.0%



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“What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch’s roads?”

#### 4.77 Reasons for dissatisfaction with the condition of Christchurch Roads

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	22	180	100	93	204	188	2
Road surfaces are not smooth or level	54.5%	57.2%	53.0%	51.6%	56.9%	51.6%	100.0%
There are potholes in the roads	36.4%	48.3%	48.0%	44.1%	44.1%	49.5%	50.0%
Roadworks are causing delays and disruption	27.3%	17.8%	25.0%	26.9%	21.6%	22.9%	0.0%
Roadworks are taking too long	63.6%	36.7%	35.0%	46.2%	43.1%	36.2%	100.0%
Roadworks not completed to a good standard	27.3%	37.8%	34.0%	40.9%	40.2%	34.6%	0.0%
Roads are not swept often enough (including litter and debris on roads)	4.5%	10.0%	12.0%	16.1%	12.3%	11.2%	0.0%
Ongoing patch repairs to roads (e.g., reoccurring potholes in the same location)	54.5%	72.2%	68.0%	64.5%	65.2%	71.8%	50.0%
Other – please specify	0.0%	5.0%	11.0%	3.2%	5.4%	6.4%	0.0%

“How satisfied or dissatisfied are you with the condition of Christchurch’s footpaths, excluding the residential red zone footpaths?”

#### 4.78 Satisfaction with the condition of footpaths

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	4.3%	1.7%	1.2%	3.7%	2.9%	0.0%
Satisfied	32.7%	32.9%	34.4%	22.5%	29.6%	32.6%	0.0%
Neither satisfied nor dissatisfied	40.4%	24.7%	17.2%	20.1%	23.0%	22.6%	50.0%
Dissatisfied	13.5%	28.0%	30.0%	37.3%	28.8%	30.0%	50.0%
Very dissatisfied	5.8%	8.7%	16.1%	18.3%	14.1%	10.8%	0.0%
Don’t know/ not applicable	0.0%	1.4%	0.6%	0.6%	0.8%	1.1%	0.0%





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## Water Supply

“How satisfied or dissatisfied are you with the quality of the water supply?”

### 4.79 Quality of water supply

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	17.3%	10.1%	11.1%	17.8%	15.7%	9.2%	0.0%
Satisfied	32.7%	32.3%	30.0%	39.6%	35.6%	31.3%	50.0%
Neither satisfied nor dissatisfied	17.3%	20.7%	13.9%	16.6%	16.2%	19.7%	0.0%
Dissatisfied	19.2%	22.0%	29.4%	14.8%	20.7%	23.4%	0.0%
Very dissatisfied	13.5%	13.9%	13.9%	11.2%	11.3%	15.0%	50.0%
Don't know/ not applicable	0.0%	1.1%	1.7%	0.0%	0.5%	1.3%	0.0%

“How satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?”

### 4.80 Council repairs leaks and investigates complaints in a timely manner

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	13.5%	11.1%	11.1%	12.4%	11.5%	11.3%	0.0%
Satisfied	42.3%	39.4%	35.6%	43.8%	41.4%	37.9%	50.0%
Neither satisfied nor dissatisfied	15.4%	24.5%	24.4%	18.9%	21.5%	23.9%	50.0%
Dissatisfied	9.6%	9.0%	13.9%	11.2%	10.7%	10.3%	0.0%
Very dissatisfied	3.8%	4.1%	7.2%	7.1%	6.8%	3.9%	0.0%
Don't know/ not applicable	15.4%	12.0%	7.8%	6.5%	8.1%	12.6%	0.0%



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“How satisfied or dissatisfied are you that the water supply is reliable?”

#### 4.81 Reliability of water supply

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	26.9%	27.4%	22.2%	27.8%	28.3%	23.9%	0.0%
Satisfied	42.3%	46.7%	53.3%	54.4%	49.5%	50.8%	50.0%
Neither satisfied nor dissatisfied	15.4%	17.9%	13.9%	11.8%	13.6%	17.1%	0.0%
Dissatisfied	7.7%	5.2%	6.7%	2.4%	4.7%	5.0%	50.0%
Very dissatisfied	3.8%	1.9%	1.7%	2.4%	2.9%	1.3%	0.0%
Don't know/ not applicable	3.8%	0.8%	2.2%	1.2%	1.0%	1.8%	0.0%

#### Parking

“Have you parked a car in a Council parking facility in the last 12 months?”

#### 4.82 Usage of Council parking facility

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Yes, on-street	71.2%	74.5%	66.1%	60.9%	71.2%	66.8%	100.0%
Yes, Council off-street	55.8%	51.1%	48.3%	49.1%	48.4%	52.4%	0.0%
No	9.6%	15.2%	20.6%	24.3%	18.6%	17.9%	0.0%
Don't know/not applicable	5.8%	1.9%	3.3%	1.8%	2.4%	2.9%	0.0%



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“How satisfied or dissatisfied are you with the ease of use of on-street parking meters?”

#### 4.83 Ease of use of on-street parking meters

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	49	361	174	166	373	369	2
Very satisfied	12.2%	11.6%	4.6%	5.4%	6.7%	10.3%	50.0%
Satisfied	40.8%	47.9%	46.0%	35.5%	42.6%	46.1%	0.0%
Neither satisfied nor dissatisfied	20.4%	22.2%	24.7%	30.1%	27.3%	21.1%	50.0%
Dissatisfied	14.3%	8.6%	14.9%	16.9%	12.9%	11.9%	0.0%
Very dissatisfied	10.2%	6.1%	5.2%	4.8%	7.0%	4.9%	0.0%
Don't know/ not applicable	2.0%	3.6%	4.6%	7.2%	3.5%	5.7%	0.0%

“How satisfied or dissatisfied are you with the range of Council parking facilities available to you?”

#### 4.84 Range of parking facilities available

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	49	361	174	166	373	369	2
Very satisfied	10.2%	9.4%	4.6%	6.0%	7.8%	7.0%	50.0%
Satisfied	30.6%	39.6%	38.5%	34.3%	36.7%	38.2%	50.0%
Neither satisfied nor dissatisfied	16.3%	24.4%	25.3%	30.1%	24.7%	26.0%	0.0%
Dissatisfied	30.6%	15.8%	22.4%	17.5%	19.0%	18.7%	0.0%
Very dissatisfied	10.2%	8.3%	5.2%	7.2%	8.3%	6.8%	0.0%
Don't know/ not applicable	2.0%	2.5%	4.0%	4.8%	3.5%	3.3%	0.0%



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“How satisfied or dissatisfied are you with the information provided to you by the Council about parking options?”

#### 4.85 Information provided about parking options

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	49	361	174	166	373	369	2
Very satisfied	12.2%	7.5%	4.6%	4.8%	6.2%	6.8%	50.0%
Satisfied	30.6%	41.3%	37.4%	35.5%	34.9%	41.7%	50.0%
Neither satisfied nor dissatisfied	28.6%	32.7%	33.9%	31.9%	33.2%	31.7%	0.0%
Dissatisfied	14.3%	11.1%	16.1%	15.7%	15.0%	12.2%	0.0%
Very dissatisfied	14.3%	5.0%	5.2%	7.8%	7.8%	4.9%	0.0%
Don't know/ not applicable	0.0%	2.5%	2.9%	4.2%	2.9%	2.7%	0.0%

“How satisfied or dissatisfied are you with the ease of use of Council parking?”

#### 4.86 Ease of use of Council parking

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	49	361	174	166	373	369	2
Very satisfied	14.3%	8.0%	4.6%	7.8%	7.8%	7.0%	50.0%
Satisfied	24.5%	42.9%	39.1%	33.1%	38.6%	39.0%	0.0%
Neither satisfied nor dissatisfied	16.3%	29.6%	33.9%	31.3%	30.8%	29.0%	50.0%
Dissatisfied	28.6%	10.5%	12.6%	15.1%	12.1%	14.6%	0.0%
Very dissatisfied	14.3%	5.5%	6.3%	6.6%	7.5%	5.7%	0.0%
Don't know/ not applicable	2.0%	3.3%	3.4%	6.0%	3.2%	4.6%	0.0%



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“How much do you agree or disagree that your motor vehicle is safer in Council run off-street parking compared to on-street parking?”

4.87 Motor vehicle is safer in Council run off-street parking compared to on-street parking

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	49	361	174	166	373	369	2
Strongly agree	14.3%	10.5%	2.9%	7.2%	7.8%	8.4%	50.0%
Agree	36.7%	30.7%	29.3%	34.9%	34.0%	29.8%	0.0%
Neither agree nor disagree	34.7%	39.1%	47.1%	41.0%	40.8%	40.9%	50.0%
Disagree	6.1%	9.7%	10.9%	6.0%	6.4%	11.7%	0.0%
Strongly disagree	6.1%	3.9%	3.4%	3.0%	4.0%	3.5%	0.0%
Don't know/ not applicable	2.0%	6.1%	6.3%	7.8%	7.0%	5.7%	0.0%

“How much do you agree or disagree that you feel safe using Council run off-street parking sites during the day?”

4.88 Feel safe using Council run off-street parking sites during the day

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	49	361	174	166	373	369	2
Strongly agree	20.4%	15.8%	13.2%	10.8%	13.7%	15.2%	50.0%
Agree	42.9%	51.8%	55.2%	53.6%	53.1%	51.8%	50.0%
Neither agree nor disagree	20.4%	22.7%	20.7%	21.7%	22.3%	21.1%	0.0%
Disagree	8.2%	3.0%	2.3%	3.0%	2.7%	3.8%	0.0%
Strongly disagree	4.1%	1.9%	1.7%	1.8%	2.9%	1.1%	0.0%
Don't know/ not applicable	4.1%	4.7%	6.9%	9.0%	5.4%	7.0%	0.0%



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“How much do you agree or disagree that you feel safe using Council run off-street parking sites after dark?”

#### 4.89 Feel safe using Council run off-street parking sites after dark

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	49	361	174	166	373	369	2
Strongly agree	12.2%	8.9%	4.6%	1.8%	7.8%	5.1%	50.0%
Agree	26.5%	31.0%	29.9%	30.1%	33.0%	27.9%	0.0%
Neither agree nor disagree	28.6%	31.3%	35.6%	27.1%	33.0%	27.9%	50.0%
Disagree	18.4%	18.3%	12.6%	18.7%	12.9%	22.0%	0.0%
Strongly disagree	10.2%	3.9%	7.5%	3.0%	4.0%	6.0%	0.0%
Don't know/ not applicable	4.1%	6.6%	9.8%	19.3%	9.4%	11.1%	0.0%

### Parks

“How satisfied or dissatisfied are you with the appearance of central City parks and green spaces?”

#### 4.90 Appearance of central City parks and green spaces

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	28.8%	20.1%	23.3%	21.3%	21.2%	22.1%	0.0%
Satisfied	44.2%	56.5%	56.7%	49.1%	51.8%	56.3%	100.0%
Neither satisfied nor dissatisfied	11.5%	17.7%	10.6%	16.6%	17.0%	13.9%	0.0%
Dissatisfied	11.5%	4.1%	5.0%	7.7%	6.3%	4.7%	0.0%
Very dissatisfied	1.9%	1.1%	2.2%	2.4%	2.1%	1.3%	0.0%
Don't know/ not applicable	1.9%	0.5%	2.2%	3.0%	1.6%	1.6%	0.0%



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“How satisfied or dissatisfied are you with the condition of these parks and green spaces?”

#### 4.91 Condition of these parks and green spaces

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	32.7%	19.8%	22.2%	18.3%	19.6%	21.6%	50.0%
Satisfied	40.4%	55.2%	53.9%	47.9%	51.3%	53.7%	50.0%
Neither satisfied nor dissatisfied	11.5%	17.9%	12.8%	20.7%	18.3%	15.5%	0.0%
Dissatisfied	13.5%	5.4%	6.1%	7.1%	6.5%	6.6%	0.0%
Very dissatisfied	1.9%	1.1%	3.9%	3.0%	3.1%	1.3%	0.0%
Don't know/ not applicable	0.0%	0.5%	1.1%	3.0%	1.0%	1.3%	0.0%

“The range of recreation facilities available in the City’s parks (including beach park areas)?”

#### 4.92 range of recreation facilities available in the City

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	19.2%	17.4%	15.6%	22.5%	17.5%	19.2%	0.0%
Satisfied	53.8%	55.4%	61.1%	52.1%	58.1%	53.4%	50.0%
Neither satisfied nor dissatisfied	7.7%	16.3%	13.3%	14.2%	14.4%	14.7%	50.0%
Dissatisfied	13.5%	8.2%	5.6%	5.9%	5.8%	8.9%	0.0%
Very dissatisfied	5.8%	1.1%	3.3%	1.2%	2.9%	1.1%	0.0%
Don't know/Not applicable	0.0%	1.6%	1.1%	4.1%	1.3%	2.6%	0.0%





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“Information provided about recreation facilities in the City’s parks (including beach park areas)?

#### 4.93 Information provided about recreation facilities

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	23.1%	11.1%	12.2%	14.2%	12.3%	13.4%	0.0%
Satisfied	40.4%	53.3%	57.2%	46.2%	51.3%	52.1%	100.0%
Neither satisfied nor dissatisfied	25.0%	24.7%	18.9%	29.0%	24.9%	23.9%	0.0%
Dissatisfied	11.5%	7.9%	6.1%	5.3%	7.3%	6.8%	0.0%
Very dissatisfied	0.0%	0.5%	3.3%	1.8%	2.1%	0.8%	0.0%
Don't know/Not applicable	0.0%	2.4%	2.2%	3.6%	2.1%	2.9%	0.0%

### Events and Festivals

“How satisfied or dissatisfied are you with the range of events and festivals?”

#### 4.94 Satisfaction with range of events and festivals

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	5.8%	13.6%	12.2%	13.0%	10.7%	13.9%	50.0%
Satisfied	50.0%	42.1%	48.9%	46.2%	45.5%	45.0%	0.0%
Neither satisfied nor dissatisfied	28.8%	30.4%	28.3%	27.2%	31.7%	27.1%	50.0%
Dissatisfied	13.5%	7.3%	6.7%	4.1%	6.8%	6.6%	0.0%
Very dissatisfied	0.0%	2.4%	1.1%	3.6%	2.4%	2.1%	0.0%
Don't know/ not applicable	1.9%	4.1%	2.8%	5.9%	2.9%	5.3%	0.0%



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## City Promotions

“How satisfied or dissatisfied are you that the information you receive (about City events and festivals) is timely, relevant and accurate?”

### 4.95 Satisfaction with timely, relevant, and accurate information

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	5.8%	13.6%	12.2%	13.0%	10.7%	13.9%	50.0%
Satisfied	50.0%	42.1%	48.9%	46.2%	45.5%	45.0%	0.0%
Neither satisfied nor dissatisfied	28.8%	30.4%	28.3%	27.2%	31.7%	27.1%	50.0%
Dissatisfied	13.5%	7.3%	6.7%	4.1%	6.8%	6.6%	0.0%
Very dissatisfied	0.0%	2.4%	1.1%	3.6%	2.4%	2.1%	0.0%
Don't know/ not applicable	1.9%	4.1%	2.8%	5.9%	2.9%	5.3%	0.0%

## Emergency preparedness

“Has your household done any of the following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?”

### 4.96 prepare for a natural disaster such as an earthquake

		Yes	No	Don't know
Stored enough water for three days	18-24	36.5%	51.9%	11.5%
	25-49	37.0%	58.7%	4.3%
	50-64	62.2%	35.6%	2.2%
	65+	64.5%	34.3%	1.2%
	Prefer not to say	100.0%	0.0%	0.0%
	Male	52.9%	43.5%	3.7%
	Female	45.5%	51.3%	3.2%
	Gender diverse	50.0%	50.0%	0.0%
	Prefer not to say	44.4%	33.3%	22.2%



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		Yes	No	Don't know
Stored enough food for three days	18-24	61.5%	25.0%	13.5%
	25-49	69.0%	28.3%	2.7%
	50-64	87.2%	11.7%	1.1%
	65+	89.3%	10.1%	0.6%
	Prefer not to say	100.0%	0.0%	0.0%
	Male	77.2%	19.1%	3.7%
	Female	77.6%	21.3%	1.1%
	Gender diverse	50.0%	50.0%	0.0%
	Prefer not to say	77.8%	0.0%	22.2%
Secured heavy household items that might fall in an earthquake, e.g., furniture, water cylinder, etc	18-24	34.6%	51.9%	13.5%
	25-49	56.8%	38.0%	5.2%
	50-64	71.7%	26.1%	2.2%
	65+	78.1%	21.3%	0.6%
	Prefer not to say	75.0%	25.0%	0.0%
	Male	67.8%	27.2%	5.0%
	Female	58.9%	38.2%	2.9%
	Gender diverse	50.0%	50.0%	0.0%
	Prefer not to say	77.8%	11.1%	11.1%

“Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?”

4.97 emergency plan that outlines your preparation for natural disasters

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Yes	26.9%	34.8%	53.3%	56.8%	45.8%	40.5%	50.0%
No	59.6%	60.9%	42.8%	37.3%	47.9%	55.5%	50.0%
Don't know/not applicable	13.5%	4.3%	3.9%	5.9%	6.3%	3.9%	0.0%



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## Overall Satisfaction

“How satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?”

### 4.98 Council’s performance in delivering service over the last 12 months

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Very satisfied	7.7%	4.6%	3.9%	6.5%	5.8%	3.7%	0.0%
Satisfied	40.4%	36.1%	42.2%	29.6%	35.1%	38.2%	0.0%
Neither satisfied nor dissatisfied	26.9%	31.0%	22.8%	29.0%	29.8%	26.1%	100.0%
Dissatisfied	15.4%	17.1%	20.0%	20.7%	17.0%	20.5%	0.0%
Very dissatisfied	5.8%	8.2%	10.6%	11.2%	9.7%	8.9%	0.0%
Don't know/ not applicable	3.8%	3.0%	0.6%	3.0%	2.6%	2.6%	0.0%

“Which of the following would best describe your feelings toward Christchurch City Council’s overall performance over the past 12 months?”

### 4.99 Feelings towards the Council’s overall performance (neutral perceptions)

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	14	114	41	49	114	99	2
Overall, slightly more satisfied than dissatisfied	14.3%	22.8%	17.1%	16.3%	18.4%	22.2%	0.0%
Overall, slightly more dissatisfied than satisfied	50.0%	36.0%	43.9%	51.0%	43.0%	40.4%	0.0%
Feel equally satisfied as dissatisfied	35.7%	33.3%	31.7%	28.6%	34.2%	28.3%	100.0%
Don't know	0.0%	7.9%	7.3%	4.1%	4.4%	9.1%	0.0%



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“Why do you say so? (in reference to performance of Council in delivering its services over last 12 months).”

4.100 Reasons for satisfaction/dissatisfaction with the Council (coded table)

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	23	215	140	124	247	251	1
Other	4.3%	0.0%	2.1%	1.6%	1.2%	0.8%	0.0%
No problems/ issues	4.3%	6.0%	5.7%	5.6%	5.7%	6.0%	0.0%
Council is doing a good job overall	8.7%	20.9%	19.3%	10.5%	15.8%	18.3%	0.0%
Respond to problems/ concerns	8.7%	3.3%	7.1%	4.8%	4.5%	5.6%	0.0%
Slow to/ don't respond to problems/ concerns	8.7%	9.8%	12.1%	20.2%	15.8%	10.4%	0.0%
Good customer service	4.3%	3.7%	0.7%	3.2%	1.6%	3.6%	0.0%
Poor customer service	0.0%	3.7%	4.3%	4.0%	3.2%	4.8%	0.0%
Disapprove of Council spending	8.7%	11.6%	11.4%	19.4%	13.8%	13.9%	0.0%
Happy with services provided	4.3%	5.6%	2.1%	2.4%	5.7%	2.0%	0.0%
Unhappy with services provided	13.0%	14.9%	12.9%	9.7%	11.7%	13.9%	0.0%
Disapprove of water chlorination handling	4.3%	5.6%	6.4%	4.0%	4.0%	6.8%	0.0%
Disapprove of lime scooters	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Difficulties reporting issues to Council	0.0%	0.0%	2.9%	0.0%	0.0%	1.6%	0.0%
Poor communication	0.0%	5.6%	6.4%	4.8%	6.1%	4.8%	0.0%
Council needs to take more action	0.0%	5.6%	5.7%	3.2%	6.5%	2.8%	0.0%
Lack of public consultation	17.4%	4.7%	3.6%	4.8%	1.6%	8.4%	0.0%
Room for improvement	4.3%	5.6%	7.9%	1.6%	6.5%	3.6%	100.0%
Good communication	0.0%	0.5%	0.0%	0.0%	0.0%	0.4%	0.0%
Unhappy with Mayor	0.0%	1.9%	2.1%	4.8%	2.0%	3.2%	0.0%
Unhappy with council staff	0.0%	5.1%	5.7%	8.1%	6.5%	5.2%	0.0%
Unhappy with rebuild progress	8.7%	2.8%	7.1%	2.4%	4.9%	4.0%	0.0%
Unhappy about water bottling plant	0.0%	0.5%	0.0%	0.0%	0.4%	0.0%	0.0%
Happy with how Council handled things after terrorist attack	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Council is doing a poor job overall	0.0%	0.9%	0.7%	2.4%	1.6%	0.8%	0.0%
Rates increased	0.0%	6.0%	5.0%	7.3%	5.3%	6.4%	0.0%
Parking expensive/lack of/parking issues	21.7%	8.4%	6.4%	4.0%	6.1%	8.8%	0.0%
Too many cycle lanes	4.3%	9.8%	10.0%	12.1%	10.9%	9.2%	0.0%
Disapprove of charging for water	0.0%	0.5%	0.0%	0.0%	0.4%	0.0%	0.0%
Object to the Anglican Cathedral fee	0.0%	0.5%	0.0%	0.0%	0.4%	0.0%	0.0%
Does not listen	17.4%	11.6%	11.4%	15.3%	14.6%	11.6%	0.0%
Too much bureaucracy	4.3%	4.2%	4.3%	7.3%	6.9%	2.8%	0.0%
Unhappy with covid 19 mandate/passport for council facilities	0.0%	4.2%	4.3%	2.4%	1.2%	6.0%	0.0%
Unhappy with roads/more road maintenance	8.7%	15.3%	18.6%	12.9%	14.6%	16.7%	0.0%
Happy with recycling and rubbish services	8.7%	2.3%	3.6%	1.6%	2.4%	3.2%	0.0%
Area favouritism/ More help for certain areas	4.3%	1.4%	2.9%	5.6%	2.8%	3.2%	0.0%
Council is dishonest	4.3%	3.7%	5.0%	6.5%	2.8%	6.8%	0.0%
General maintenance needed	4.3%	10.2%	16.4%	17.7%	9.7%	17.5%	0.0%

\* Don't know responses removed



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“Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs?”

#### 4.101 Agreement that Council has made it easy for you to interact with it

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	52	368	180	169	382	380	2
Strongly agree	9.6%	7.3%	7.8%	8.9%	5.8%	9.7%	0.0%
Agree	46.2%	44.0%	44.4%	32.5%	38.7%	44.2%	100.0%
Neither agree nor disagree	23.1%	27.4%	23.3%	33.7%	31.2%	24.5%	0.0%
Disagree	19.2%	8.2%	12.2%	9.5%	10.5%	10.3%	0.0%
Strongly disagree	0.0%	4.9%	8.9%	7.1%	6.8%	5.0%	0.0%
Do not read out: Don't know/ not applicable	1.9%	8.2%	3.3%	8.3%	7.1%	6.3%	0.0%

“Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why?”

#### 4.102 One service you feel the Council is performing the best in delivering (coded table) \*

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	21	195	112	108	214	219	1
Roading: Improved network/services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Roading: Roadworks/ Maintenance	0.0%	0.0%	1.8%	0.0%	0.5%	0.5%	0.0%
Roading: Other	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.0%
Public transport: Generally, a good/efficient service	0.0%	1.0%	0.0%	1.9%	1.4%	0.5%	0.0%
Public transport: good coverage/ variety of routes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Punctual timetables	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waste management: Generally good service/no issues	28.6%	10.8%	15.2%	15.7%	14.5%	13.7%	0.0%
Waste management: Timely collection and service	4.8%	4.6%	6.3%	1.9%	4.2%	4.6%	0.0%





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	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Waste management: Availability of bins/ good size bins	0.0%	0.0%	1.8%	0.0%	0.9%	0.0%	0.0%
Waste management: Recycling and recycling options	0.0%	2.1%	0.0%	0.9%	0.5%	1.4%	100.0%
Waste management: Proper collection/no residue left behind	0.0%	0.0%	0.9%	0.9%	0.0%	0.9%	0.0%
Waste management: Friendly/ responsive staff	9.5%	0.5%	1.8%	0.9%	0.0%	2.7%	0.0%
Waste management: Communicate issues	4.8%	3.6%	0.9%	1.9%	1.4%	3.7%	0.0%
Waste management: Reliable	4.8%	7.2%	5.4%	2.8%	3.3%	7.8%	0.0%
Waste management: Other	0.0%	2.6%	0.0%	2.8%	2.3%	1.4%	0.0%
Waste management: Undefined	0.0%	3.6%	6.3%	4.6%	5.1%	3.7%	0.0%
Parking: Access to parking	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Cycleways: Good quality	9.5%	1.0%	4.5%	0.9%	1.4%	3.2%	0.0%
Cycleways: Availability/ number	0.0%	2.1%	2.7%	2.8%	2.8%	1.8%	0.0%
Cycleways: Other	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%	0.0%
Cycleways: Undefined	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.0%
Events/ activities: Availability/ number/ range	0.0%	0.5%	1.8%	1.9%	0.5%	1.8%	0.0%
Events/ activities: Providing information on events	0.0%	1.0%	0.0%	0.0%	0.0%	0.9%	0.0%
Events/ activities: Well organised	4.8%	0.5%	1.8%	0.9%	0.5%	1.8%	0.0%
Events/ activities: Family friendly/for all ages	0.0%	2.6%	2.7%	0.9%	0.0%	4.1%	0.0%
Events/ activities: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Events/ activities: Free/ affordable	0.0%	0.5%	0.9%	0.0%	0.0%	0.9%	0.0%
Events/ activities: Undefined	0.0%	1.0%	0.0%	0.0%	0.0%	0.9%	0.0%
Libraries: Good service/ good libraries	4.8%	7.2%	8.9%	5.6%	7.9%	5.9%	0.0%
Libraries: Availability and variety of good/current resources/activities	0.0%	3.6%	1.8%	3.7%	1.9%	4.1%	0.0%
Libraries: Availability of and access to libraries	0.0%	0.5%	0.9%	4.6%	2.3%	0.9%	0.0%
Libraries: Good/modern infrastructure	0.0%	0.0%	0.9%	0.0%	0.0%	0.5%	0.0%

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	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Libraries: Free access/free access to materials	0.0%	1.0%	0.0%	0.0%	0.0%	0.9%	0.0%
Libraries: Good librarians/ staff	0.0%	2.1%	5.4%	3.7%	2.8%	3.7%	0.0%
Libraries: Other	0.0%	0.5%	1.8%	0.0%	1.4%	0.0%	0.0%
Libraries: Undefined	0.0%	1.0%	1.8%	0.9%	0.9%	1.4%	0.0%
Recreation & Sport Centres: Availability and access to swimming pools	9.5%	7.7%	7.1%	3.7%	6.5%	6.8%	0.0%
Recreation & Sport Centres: Generally good service	0.0%	3.6%	2.7%	0.9%	2.8%	2.3%	0.0%
Recreation & Sport Centres: Clean/ well maintained	0.0%	1.5%	0.0%	0.9%	1.4%	0.5%	0.0%
Recreation & Sports Centres: Availability and access to walking tracks	0.0%	0.5%	0.9%	0.0%	0.9%	0.0%	0.0%
Recreation & Sport Centres: Other	0.0%	1.0%	0.0%	0.0%	0.9%	0.0%	0.0%
Facilities and services in general: Generally good service	4.8%	3.1%	2.7%	3.7%	2.8%	3.7%	0.0%
Parks, reserves, and green spaces: Well-presented and maintained	14.3%	14.9%	15.2%	11.1%	13.1%	14.6%	0.0%
Parks, reserves, and green spaces: Availability/ number/variety	4.8%	2.1%	1.8%	0.9%	1.4%	2.3%	0.0%
Parks, reserves, and green spaces: good service to have	0.0%	1.5%	0.9%	0.9%	2.3%	0.0%	0.0%
Parks, reserves, and green spaces: Good for the children	0.0%	1.0%	0.0%	0.0%	0.9%	0.0%	0.0%
Parks, reserves, and green spaces: Other	0.0%	1.5%	0.0%	0.0%	0.9%	0.5%	0.0%
Parks, reserves, and green spaces: Undefined	0.0%	1.0%	0.9%	0.0%	0.5%	0.9%	0.0%
Water supply: No issues with chlorine	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water supply: Adequate and regular supply	0.0%	0.0%	0.0%	1.9%	0.5%	0.5%	0.0%
Water supply: Water quality/taste is good	0.0%	0.5%	0.0%	0.9%	0.9%	0.0%	0.0%
Water supply: Maintenance done promptly/ well maintained	0.0%	3.1%	0.0%	1.9%	3.3%	0.5%	0.0%
Water supply: Generally good service	4.8%	2.1%	2.7%	4.6%	4.2%	1.8%	0.0%

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	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Community Support: Involvement of council	4.8%	2.6%	3.6%	0.9%	0.9%	4.1%	0.0%
Sewerage/ Wastewater: Generally good service	0.0%	1.5%	0.9%	1.9%	1.9%	0.9%	0.0%
Sewerage/ Wastewater: Well-maintained	0.0%	0.5%	0.0%	1.9%	1.4%	0.0%	0.0%
Sewerage/ Wastewater: Not discharging during emergencies	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Animal control: good service	4.8%	0.5%	0.0%	0.0%	0.0%	0.9%	0.0%
The rebuild: Improving the look of the City	0.0%	1.0%	2.7%	0.9%	1.9%	0.9%	0.0%
The rebuild: good progress being made	0.0%	0.5%	1.8%	0.0%	0.9%	0.5%	0.0%
The rebuild: Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public space cleaning City beautification: Keeping spaces/ City clean	0.0%	1.0%	1.8%	2.8%	1.9%	1.4%	0.0%
Public space cleaning/ City beautification: Attract tourists/ businesses	0.0%	0.0%	0.0%	0.9%	0.5%	0.0%	0.0%
Emergency preparedness and response: Well prepared/ good response	0.0%	0.0%	0.9%	0.0%	0.0%	0.5%	0.0%
Rates spending and financial management: Generally good spending/ management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rates spending and financial management: Other	0.0%	0.5%	0.9%	0.9%	1.4%	0.0%	0.0%
Information and communication: good communication/clear	4.8%	4.6%	5.4%	4.6%	3.3%	6.4%	0.0%
Information and communication: Other	4.8%	1.0%	0.0%	2.8%	2.3%	0.5%	0.0%
Waterways: Well-maintained/clean	0.0%	0.5%	0.0%	1.9%	0.9%	0.5%	0.0%
Footpaths: Well-maintained	0.0%	0.0%	0.9%	0.0%	0.0%	0.5%	0.0%
Footpaths: Good accessibility	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Good service	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	5.6%	1.8%	6.5%	4.7%	4.1%	0.0%

\*Don't know and negative responses removed



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“Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months, and why?”

4.103 Most important service for Council to improve over next 12 months (coded table) \*

	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Number of respondents	22	230	147	124	250	269	1
As stated in previous question	4.5%	1.7%	0.0%	4.8%	1.6%	2.6%	0.0%
Roadings: Fix roads/ make smooth/ remove potholes	4.5%	10.4%	11.6%	17.7%	12.8%	11.5%	0.0%
Roadings: Better quality repair/less frequent repair/ faster repair	13.6%	7.8%	8.8%	12.9%	7.2%	11.9%	0.0%
Roadings: Improve traffic control/flow/ accessibility	0.0%	2.2%	2.7%	0.0%	2.4%	1.1%	0.0%
Roadings: Better communication/ consultation	0.0%	2.6%	0.0%	0.0%	0.4%	1.9%	0.0%
Roadings: Prioritise/ focus repairs where needed most	0.0%	0.4%	0.7%	3.2%	1.6%	0.7%	0.0%
Roadings: Allocate resources correctly	0.0%	0.0%	0.0%	0.8%	0.4%	0.0%	0.0%
Roadings: Other	4.5%	3.0%	3.4%	0.8%	2.8%	2.2%	100.0%
Footpaths: Fix footpaths/ make smooth/ remove hazards	0.0%	1.7%	2.0%	6.5%	3.2%	2.6%	0.0%
Footpaths: Better quality repair/less frequent repair/ faster repair	0.0%	1.3%	1.4%	4.0%	1.6%	2.2%	0.0%
Footpaths: Pedestrian right of way clarifications	0.0%	0.0%	0.0%	0.8%	0.4%	0.0%	0.0%
Footpaths: Clear debris/ overhanging foliage	0.0%	0.4%	0.0%	2.4%	0.8%	0.7%	0.0%
Footpaths: Improve Street lighting	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Footpaths: Improve accessibility	0.0%	0.0%	0.7%	1.6%	0.4%	0.4%	0.0%
Cycleways: Make more user-friendly/ Less obstructive/ Safer	4.5%	1.7%	0.0%	1.6%	1.2%	1.5%	0.0%
Cycleways: Clearer delineation between cycleways/ road lanes	4.5%	0.0%	0.7%	0.0%	0.4%	0.4%	0.0%
Cycleways: Ensure cycleways on arterial roads/ direct routes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Cycleways: Other	13.6%	3.0%	5.4%	4.0%	4.4%	4.1%	0.0%

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	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Water supply: Remove chlorine/other additives	9.1%	10.0%	10.2%	3.2%	8.0%	8.6%	0.0%
Water supply: Fix the wells/bore/ aquifer/ pumping stations	0.0%	0.9%	2.0%	1.6%	2.0%	0.7%	0.0%
Water supply: Improve or retain quality/ smell/ taste/appearance	0.0%	0.4%	1.4%	0.0%	0.4%	0.7%	0.0%
Water supply: Fix leaks	0.0%	2.2%	3.4%	4.8%	2.8%	3.3%	0.0%
Water supply: Halt sale of water to commercial interests	0.0%	0.0%	0.7%	0.0%	0.4%	0.0%	0.0%
Water supply: better communication/ consultation	0.0%	0.0%	0.7%	1.6%	0.8%	0.4%	0.0%
Water supply: Devote more resource to fixing issues/ Keep to timeline	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.0%
Water supply: Other	4.5%	2.2%	0.0%	2.4%	2.4%	1.1%	0.0%
Council decision-making/ financial management: Reduce spending on Councillors	0.0%	1.3%	3.4%	0.8%	2.4%	1.1%	0.0%
Council decision-making/ financial management: More consultation on new building spending/more consultation generally	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Faster action on rebuild projects	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%
Council decision-making/ financial management: Focus more on infrastructure/services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Increase council transparency/address corruption/ accountability	0.0%	0.4%	1.4%	1.6%	1.6%	0.4%	0.0%
Council decision-making/ financial management: Improve communication and monitoring	0.0%	3.0%	0.0%	3.2%	3.2%	1.1%	0.0%
Council decision-making/ financial management: Channel council contracts to local companies	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Council decision-making/ financial management: Devise a better rates system	0.0%	3.5%	3.4%	8.1%	6.4%	2.6%	0.0%
Council decision-making/ financial management: better quality staff	0.0%	0.9%	2.7%	3.2%	3.2%	0.7%	0.0%
Council decision-making/ financial management: Avoid over expenditure/ expenditure on unnecessary projects	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Developing clear plans and budgets/ long term/ independent thinking	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Council decision-making/ financial management: Reduce the level of bureaucracy/ less red tape	0.0%	0.9%	0.7%	0.0%	0.8%	0.4%	0.0%
Public space cleaning/ City beautification: Council should clean-up/ increase cleaning frequency	0.0%	2.2%	0.0%	3.2%	1.6%	1.9%	0.0%
Public space cleaning/ City beautification: Clear leaves, dry grass, weeds/ mow lawns/ prune trees	0.0%	2.2%	1.4%	2.4%	2.4%	1.9%	0.0%
Public space cleaning/ City beautification: Side streets and roadsides need attention	0.0%	0.9%	0.0%	0.0%	0.0%	0.7%	0.0%
Public space cleaning/City beautification: Planting more trees	0.0%	0.0%	1.4%	0.8%	0.4%	0.7%	0.0%
Public space cleaning/ City beautification: Provide feedback and representation	0.0%	0.0%	0.0%	0.8%	0.4%	0.0%	0.0%
Consents process: Process needs to be more inclusive/less adversarial	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%
Consents process: Raise standards for the approval process streamline the process	0.0%	0.0%	1.4%	0.8%	0.4%	0.7%	0.0%
Consents process: Reduce the time and costs related to the process	0.0%	0.4%	0.7%	0.0%	0.0%	0.7%	0.0%
Consents process: Improving staffing/ quality of staff	0.0%	0.0%	0.7%	0.8%	0.8%	0.0%	0.0%

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	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Parking: Fair enforcement/ better enforcement	0.0%	1.3%	0.0%	0.0%	0.8%	0.4%	0.0%
Parking: More parking/ better quality parking	0.0%	4.8%	3.4%	1.6%	1.6%	5.2%	0.0%
Parking: Lower the cost/ make it free in some areas	9.1%	3.0%	1.4%	0.8%	2.8%	1.9%	0.0%
Parking: Increase the time limit	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: More efforts made to dredge/ keep clean/ clean up pollutants	4.5%	5.2%	3.4%	2.4%	5.2%	3.0%	0.0%
Waterways: Clamping down on dumping of waste into waterways/prevent pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waterways: Pay attention to the entire waterway not sections	0.0%	0.4%	0.0%	0.8%	0.4%	0.4%	0.0%
Waterways: Planting along the river/make the rivers more presentable	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%
Waterways: Building flood protection barriers	0.0%	1.7%	0.7%	0.8%	0.8%	1.1%	0.0%
Waterways: Improve the development process	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Reduce unpleasant smells	4.5%	1.7%	4.8%	0.8%	2.0%	3.0%	0.0%
Sewerage/ Wastewater: Improve drainage/ runoff	0.0%	0.0%	0.0%	1.6%	0.4%	0.4%	0.0%
Sewerage/ Wastewater: Regular maintenance of drains and culverts	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Overhaul of treatment plant	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sewerage/ Wastewater: Prevent sewerage discharge into waterways	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%
Sewerage/ Wastewater: Other	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%
Public transport: Cutting routes without proper consultation	0.0%	0.0%	0.0%	0.8%	0.0%	0.4%	0.0%
Public transport: Improve service to raise usage/ improve the service generally	4.5%	0.4%	0.0%	0.8%	0.4%	0.7%	0.0%
Public transport: Develop routes/services that meet all customers' needs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Reinstate cancelled services	0.0%	0.0%	0.0%	0.8%	0.0%	0.4%	0.0%

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	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Public transport: Buses should have a wider network	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public transport: Increase the number of buses and trips/reduce waiting time	0.0%	0.4%	0.7%	0.0%	0.4%	0.4%	0.0%
Public transport: Drivers need to keep to the timetables	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%
Public transport: Add/improve bus stops	0.0%	0.0%	0.7%	0.8%	0.0%	0.7%	0.0%
Public transport: Make the service more affordable	0.0%	0.4%	0.7%	0.0%	0.0%	0.7%	0.0%
Public transport: Other	0.0%	0.4%	0.7%	1.6%	1.2%	0.4%	0.0%
Information and communication: Improve communication with the public/ improve transparency	4.5%	7.0%	5.4%	5.6%	6.8%	5.9%	0.0%
Information and Communication: Consistency and clarity	4.5%	2.2%	2.7%	0.8%	1.6%	2.2%	0.0%
Information and communication: More consultations	0.0%	1.7%	0.0%	0.0%	0.8%	0.7%	0.0%
Parks, reserves, and green spaces: Increase maintenance staff	0.0%	0.9%	2.0%	3.2%	2.4%	1.5%	0.0%
Parks, reserves, and green spaces: Improve maintenance/repair of park facilities	0.0%	2.6%	3.4%	1.6%	2.4%	2.6%	0.0%
Parks, reserves, and green spaces: Limit commercial activity in parks	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Parks, reserves, and green spaces: More facilities	0.0%	0.4%	0.7%	0.0%	0.0%	0.7%	0.0%
Parks, reserves, and green spaces: Adding more plants and trees/ increasing variety of plants	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Recreation & Sports Centres: Construct more facilities	0.0%	0.0%	0.7%	0.8%	0.4%	0.4%	0.0%
Recreation & Sports Centres: Construct better quality facilities/add improvements	0.0%	0.4%	2.0%	0.8%	1.2%	0.7%	0.0%
Recreation & Sports Centres: Make them cheaper/ open them for longer	0.0%	0.0%	0.7%	0.0%	0.4%	0.0%	0.0%

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	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Events/ activities: Improvement communication about events	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%
Events/ activities: Providing options for the disabled community	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Events/ activities: Provide more events and activities	0.0%	1.3%	0.0%	0.0%	0.4%	0.7%	0.0%
Housing: Safer housing	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%
Housing: More housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Housing: Cheaper housing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Housing: Other	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%
Waste management: better delineation/ education of recycling/ organic/waste	0.0%	0.4%	0.7%	0.8%	0.0%	1.1%	0.0%
Waste management: Provide bigger bins/ more bins/ same size bins/ replacement of bins	9.1%	3.0%	2.7%	2.4%	2.0%	4.1%	0.0%
Waste management: Proper/better collection of waste	4.5%	3.0%	2.0%	0.0%	1.6%	2.6%	0.0%
Waste management: better recycling options / information	4.5%	3.0%	3.4%	0.0%	2.0%	3.0%	0.0%
Waste management: Increase collection frequency/ change time of collection	4.5%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%
Waste management: Cost of collections/bins should be reconsidered	4.5%	0.9%	0.0%	0.0%	0.0%	1.1%	0.0%
Waste management: Other	4.5%	0.9%	0.7%	0.0%	0.4%	1.1%	0.0%
Earthquake recovery/ rebuild: Speed up the rebuild and rebuild processes	0.0%	2.6%	2.0%	1.6%	2.8%	1.5%	0.0%
Earthquake recovery/ rebuild: Doing the job correctly/ better rebuild decisions	0.0%	0.4%	0.0%	0.8%	0.8%	0.0%	0.0%
Earthquake recovery rebuild: Rebuild on reclaimed land	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/ rebuild: More attention to the red zones	4.5%	0.4%	0.0%	0.8%	0.0%	1.1%	0.0%

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	18-24	25-49	50-64	65+	Male	Female	Gender diverse
Earthquake recovery/ rebuild: Not rebuilding the Cathedral	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/ rebuild: Management of Heritage properties	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Earthquake recovery/ rebuild: Other	0.0%	0.0%	0.7%	0.0%	0.4%	0.0%	0.0%
Get rid of COVID mandates	0.0%	1.7%	1.4%	0.0%	0.4%	1.9%	0.0%
Noise control: not responding to complaints	0.0%	1.3%	0.0%	0.0%	0.4%	0.7%	0.0%
Other	0.0%	4.8%	7.5%	3.2%	5.6%	4.5%	0.0%

\*Don't know and positive responses removed



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## Section 5

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# Questionnaire

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## Part One: Demographics

Q1. Have you lived in Christchurch for at least 12 months? Select one. SINGLE CODE.

1 Yes [CONTINUE]

2 No [NQ EXIT PAGE]

Q2. Which suburb do you live in? Select one. SINGLE CODE

SHOW LIST, AUTO CODE WARD BASED ON CLIENT SUPPLIED LIST (like done for Community Events J1947)

☐ Harewood

☐ Halswell

☐ Waimairi

☐ Riccarton

☐ Papanui

☐ Spreydon

☐ Fendalton

☐ Central

☐ Innes

☐ Cashmere

☐ Burwood

☐ Linwood

☐ Coastal

☐ Heathcote

☐ Hornby

☐ Banks Peninsula

Q3. Which of these age groups do you fall into? Select one. SINGLE CODE.

1 18-24

2 25-49

3 50-64

4 65+

5 Prefer not to say

Q4. Which of the following best describes you? Select one. SINGLE CODE.

1 Male

2 Female

3 Gender Diverse

4 Prefer not to say



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Q4a. Which ethnic group(s) do you identify with? Select all that apply.  
MULTICODE.

1	NZ European
2	Other European
3	Māori
4	Cook Islands Māori
5	Samoan
6	Tongan
7	Fijian
8	Niuean
9	Tokelauan
10	Chinese
11	Indian
12	Filipino
13	Japanese
14	Korean
15	Sri Lankan
16	Cambodian
17	Vietnamese
18	Middle Eastern
19	Latin American
20	African
21	Other – please specify



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## Part Two: Introduction Statement

We are going to ask you to tell us how satisfied or dissatisfied you are with some of the activities Christchurch City Council is involved with and how strongly you agree or disagree with specific statements. Remember, there are no right or wrong answers, and we are just interested in your opinion.

## Part Three: City Promotions

Firstly, thinking about City events and festivals.

The Council provides information about a range of City events and festivals, and information about activities such as walking or biking in the City or on the Port Hills, walking on the Pier and about attractions such as the Botanic Gardens.

Q5. How satisfied, or dissatisfied are you that the information provided is timely, relevant, and accurate? Select one. SINGLE CODE.

This includes the information being available at the right time to decide what you want to attend or take part in, telling you what you want to know and it being correct.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/not applicable

Q6. The Council supports a range of events and festivals such as Kids Fest, the International Jazz and Blues Festival, Le Race and local community events. How satisfied, or dissatisfied are you with the range of events and festivals? Select one. SINGLE CODE.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/not applicable





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## Part Four: Governance and Decision-Making

Thinking now about governance and decision making in our City. We want you to think about the decision-making processes rather than actual outcomes of decisions, which you may or may not have supported.

Q7. How much do you agree or disagree that you understand how the Council makes decisions? Select one. SINGLE CODE.

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q8. The accuracy of information provided to you about Council decisions. This includes being able to rely on what you are told and information being clear, correct, and available to people	1	2	3	4	5	99
Q9. The public receives information about decision making in a prompt and timely manner	1	2	3	4	5	99
Q11. The Council makes decisions that are in the best interests of the City	1	2	3	4	5	99
Q12. The opportunities to have a say in what Council does	1	2	3	4	5	99
Q13. The Council makes it easy for you to use and engage with its decision-making processes. This includes clear instructions about processes and timelines, having options for engaging with Council and being able to talk to staff and elected members about decisions	1	2	3	4	5	99



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Q10. How much influence do you feel the public has on the decisions the Council makes? Select one. SINGLE CODE.

1	Large influence
2	Some influence
3	Small influence
4	No influence
99	Don't know/not applicable

## Part Five: Waterways

Christchurch has several waterways such as The Avon, Heathcote and Styx rivers, tributary waterways such as St Albans and Cashmere streams and utility waterways such as outfall drains, roadside swales, and timbered drains.

How satisfied are you with each of the following? SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q14. The condition of the waterways. This includes maintenance and how they are looked after	1	2	3	4	5	99
Q15. Waterway margins are usually the two-metre strip from the water's edge to the top of the bank and are often planted with shrubs, grasses, and reeds. The condition of the waterway margins. This includes maintenance and how they are looked after	1	2	3	4	5	99
Q16. The appearance of Christchurch's waterway margins. This includes layout, plants, shrubs, grasses, and reeds	1	2	3	4	5	99

The Council manages stormwater through things such as rivers, waterways, timbered drains, and stormwater pipes. How satisfied or dissatisfied are you that... Select one. SINGLE CODE.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q17. The City's stormwater management systems operate effectively to ensure the risk of flooding is minimised.	1	2	3	4	5	99



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## Part Six: Rubbish and Recycling

Thinking now about the Council's rubbish and recycling collection and its three-bin kerbside collection service.

How satisfied, or dissatisfied are you with each of the following? SINGLE CODE PER ROW.

This includes Council understanding resident rubbish, organics and recycling needs, provision of clear and correct information about what can go in each type of bin and about collection days and changes, prompt addressing of any issues, and the user friendliness of the bins and service.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q18. The Council's kerbside collection of RECYCLABLE materials (your YELLOW bin)	1	2	3	4	5	99
Q19. The Council's kerbside collection of RUBBISH (your RED bin)	1	2	3	4	5	99
Q20. The Council's kerbside collection of ORGANIC materials (your GREEN bin)	1	2	3	4	5	99

## Part Seven: Roading

Thinking now about the condition of the City's roads and footpaths.

How satisfied, or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q21. The condition of Christchurch's roads, excluding the residential red zone roads? This includes maintenance and how they are looked after	1	2	3	4	5	99
Q22. The condition of Christchurch's footpaths, excluding the residential red zone footpaths? This includes maintenance and how they are looked after	1	2	3	4	5	99



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Attachment B

ONLY ASK Q21a IF Q21 = OPTIONS 4 (DISSATISFIED) OR 5 (VERY DISSATISFIED)

Q21a. What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch's roads? ONE TO THREE OPTIONS ONLY. RANDOMISE ANSWERING ORDER. ANCHOR FINAL TWO OPTIONS

1	Road surfaces are not smooth or level
2	There are potholes in the roads
3	Roadworks are causing delays and disruption
4	Roadworks are taking too long
5	Roadworks not completed to a good standard
6	Roads are not swept often enough (including litter and debris on roads)
7	Ongoing patch repairs to roads (e.g., reoccurring potholes in the same location)
8	Other – please specify [ANCHOR]
99	Don't know [ANCHOR]

## Part Eight: Water

Thinking now about the City's wastewater collection and water supply.

Wastewater collection is about the underground pipes that take wastewater (e.g., from your toilets, showers etc.) away from homes and to the treatment plant. It is not about storm water collection that collects water in gutters and storm water drains.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q23. That there is minimal odour from the sewerage system? This includes odours from manholes in the street, treatment plants such as the one at Bromley and smaller plants on Banks Peninsula	1	2	3	4	5	99
Q24. That the wastewater services are reliable? This means wastewater is collected, carried, treated, and disposed of without blockages and overflows. Overflow means wastewater coming out of toilets or gully traps on private property or manholes on roads	1	2	3	4	5	99



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	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q25. That the Council repairs wastewater faults and investigates wastewater complaints in a timely manner? This includes blockages, overflows, or broken pipes	1	2	3	4	5	99

Thinking now about water supply. This is about clean, drinkable water being supplied to your house. How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q26. The quality of the water supply? This includes its taste, appearance. (e.g., sediment free) and with minimal water odour	1	2	3	4	5	99
Q27. That the water supply is reliable? This means that unplanned water shutoffs are kept to a minimum and pressure/flow is maintained	1	2	3	4	5	99
Q28. That the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?	1	2	3	4	5	99

## Part Nine: Active Travel

Thinking now about Active Travel in Christchurch. This is human-powered travel such as walking, cycling, skating, and kick scootering.

How much do you agree or disagree with each of the following? SINGLE CODE PER ROW

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
Q29. Christchurch is a cycle friendly City? This means that cyclists can travel safely and easily around the City by cycle, using roads and cycle lanes; supporting and understanding cyclist needs; provision of correct information about the cycling network; and user friendliness of signage and information	1	2	3	4	5	99



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	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
Q31. Christchurch is a walking friendly City? This includes pedestrians being able to travel safely and conveniently around the City on foot; supporting and understanding pedestrian needs; provision of correct information about the pedestrian network; and user friendliness of signage and information	1	2	3	4	5	99

Q30. How often have you cycled on a public road in Christchurch in the last 12 months? Select one. SINGLE CODE

1	All the time, (i.e., about every day)
2	Frequently (i.e., at least once a week)
3	Occasionally (i.e., around once a month)
4	Rarely (i.e., no more than a few times a year)
5	Never
99	Don't know

## Part Ten: Parking

Thinking now about parking a vehicle in Christchurch...

Q32. Have you parked a vehicle in a Council parking facility within the last 12 months? This includes on-street and off-street parking. Select all that apply. MULTI CODE

1	Yes, on-street
2	Yes, Council off-street
3	No [UNIQUE ITEM]
99	Don't know/not applicable [UNIQUE ITEM] [SKIP TO Q40]



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How satisfied or dissatisfied are you with each of the following? SINGLE CODE  
PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q33. The ease of use of on-street parking meters? This includes clear instructions, the purchasing of tickets, meters working correctly and the response from the Council when they aren't working	1	2	3	4	5	99
Q34. The range of Council parking options available to you. This includes on-street and off-street Council parking, parking permits and mobility parking	1	2	3	4	5	99
Q35. The information provided about Council parking options. This includes clear signs and instructions, and information that is correct and available to people	1	2	3	4	5	99
Q36. The ease of use of Council parking.	1	2	3	4	5	99

How much do you agree or disagree with the following? Select one. SINGLE  
CODE

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
Q37. That your motor vehicle is safer in Council off-street parking compared to on-street parking? This includes theft, damage from other cars or from posts, bollards or other things and damage from people (like vandalism)	1	2	3	4	5	99

Thinking about your personal safety, how much do you agree or disagree with the following? SINGLE CODE PER ROW

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
Q38. That you feel safe using Council off-street parking during the day	1	2	3	4	5	99
Q39. That you feel safe using Council off-street parking after dark?	1	2	3	4	5	99





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Part Eleven: Heritage Assets

Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains, and artworks that reflect the City’s heritage and character.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE  
PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q40. The appearance of these objects. This includes layout, type, and style	1	2	3	4	5	99
Q41. The condition of these objects. This includes maintenance and how they are looked after	1	2	3	4	5	99

Christchurch’s heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties, and commercial activities such as accommodation and restaurants. They are maintained and conserved by the Council.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE  
PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q42. The appearance of the City’s heritage buildings. This includes layout, type, and style	1	2	3	4	5	99
Q43. The condition of these buildings. This includes maintenance and how they are looked after	1	2	3	4	5	99



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## Part Twelve: Parks

The Council's parks network is made up of different types of sports, community, garden heritage and regional parks. These parks have recreation facilities to meet a range of needs and not all parks will have all types of facilities.

Q44a. Thinking about the City's parks network as a whole, how satisfied, or dissatisfied are you with the range of recreation facilities available in the City's parks (including beach park areas)? This includes areas for sitting and relaxing (e.g., spaces, seats, picnic areas and drinking fountains); play spaces; walking and biking tracks; viewing areas; and facilities for playing sport (including sports surfaces, goal posts and changing rooms), etc. Select one. SINGLE CODE

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/not applicable

Q44b. How satisfied or dissatisfied are you with information provided about recreation facilities in the City's parks (including beach park areas)? This includes clear signs and information that is correct and available to people about what is at different parks Select one. SINGLE CODE

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/not applicable



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Thinking now about central City parks, riverbanks, and squares...

This includes small central City parks and reserves, squares such as Cranmer, Latimer, and Victoria Square and the inner-city Avon/Otakaro riverbanks, but it excludes Hagley Park and the Botanic Gardens.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Q44. The appearance of central City parks and green spaces. This includes layout, plants, trees, and gardens	1	2	3	4	5	99
Q45. The condition of these parks and green spaces? This includes maintenance and how they are looked after	1	2	3	4	5	99

## Part Thirteen: Emergency Management

Has your household done any of following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding? Select one. SINGLE CODE PER ROW

	Yes	No	Don't know
Q46a. Stored enough water for three days	1	2	99
Q46b. Stored enough food for three days	1	2	99
Q46c. Secured heavy household items that might fall in an earthquake e.g., furniture, water cylinder, etc	1	2	99

Q47a. Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters? Select one. SINGLE CODE

☐ Yes

☐ No

☐ Don't know/not applicable



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Attachment B

## Part Fourteen: Overall Satisfaction

We have nearly finished the survey, so we would just like to ask you a few questions about your impressions of the Council overall.

Think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides.

Q48. Overall, how satisfied, or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months? Select one. SINGLE CODE.

1	Very satisfied
2	Satisfied
3	Neither satisfied nor dissatisfied
4	Dissatisfied
5	Very dissatisfied
99	Don't know/not applicable

Q49. Please tell us, giving as much detail as you can, why you gave that rating? Use examples where relevant. Giving your views helps the Council better understand how people feel about its performance. Verbatim. CODING REQUIRED.

o Don't know/nothing

ASK QX IF Q48 = OPTION 3 (NEITHER SATISFIED NOR DISSATISFIED).  
OTHERWISE, SKIP TO Q50

QX. Which of the following would best describe your feelings toward Christchurch City Council's overall performance over the last 12 months?

1	Overall, slightly more satisfied than dissatisfied
2	Overall, slightly more dissatisfied than satisfied
3	Feel equally satisfied as dissatisfied
4	Don't know



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## Part Fifteen: Things Done Well, and Opportunities for Improvement

All Christchurch residents use Council services over the course of a year. This could be by seeking advice, making an enquiry, complaint, or payment, making a submission, applying for consent, or visiting a public library or swimming pool. This also includes having your rubbish or sewerage collected or using roads and the water supply.

Q50. Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs? This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues. Select one. SINGLE CODE.

1	Strongly agree
2	Agree
3	Neither agree nor disagree
4	Disagree
5	Strongly disagree
99	Don't know/ not applicable

Now we have two questions about the best things the Council does and the things that need improving most.

Often when we do these surveys, it's the detailed things people tell us about what Council is doing well, and what it is not doing quite so well, that provide the most powerful feedback.

Q51. Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why? Please give as much detail as possible about how and why you think Council is performing best in delivering. Please only choose just the one service. Giving your views helps the Council better understand what people feel it does well. Verbatim. CODING REQUIRED.

o Don't know/nothing



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Q52. Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months, and why? Please give as much detail as possible about how and why this service needs improving. Again, just choose the one service you think is most in need of improvements. Giving your views helps the Council better understand what people feel it needs to do better. Verbatim. CODING REQUIRED.

o Don't know/nothing

## Part Sixteen: Completion

RF DATABASE RESPONDENTS ONLY.

Q53. For future feedback about services and issues impacting on Christchurch residents, would you consent to Christchurch City Council holding your email address and the demographic information that you have provided? This information allows us to better understand who is giving us feedback about services and issues impacting residents. All personal details remain confidential, and your survey responses will always be made anonymous.

The Council complies with the Privacy Act 2020. Any information you provide will be used for the sole purpose of contacting you about future feedback about our services and other issues impacting on Christchurch residents.

☐ Yes (write email address)

☐ No

Q54. Would you like to be entered into the prize draw? SINGLE CODE.

1 Yes GOTO Q55.

2 No END

Q55. Please enter your contact details for the prize draw.

Name

Phone number

END. Thank you for taking the time to complete our survey.

NQ. Thank you for your support.



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## Christchurch Residents Survey Programme 2021–2022

# Results snapshot

## How we are doing

The annual Residents Survey programme, which finds out what people think about Christchurch City Council services, shows that overall satisfaction is at 42 per cent in 2021–2022 – lower than last year's 49 per cent.

The Residents Survey programme involves two pieces of research – the Point of Contact Surveys+, which were carried out throughout the year with 6,265 Council customers, and the General Satisfaction Survey\*, which was carried out in late January and into February 2022. They involved phone interviews with 773 randomly selected residents. The survey results are used to inform Council decisions.

This year the results show there is still dissatisfaction with services such as road and footpath condition. We have an action plan to respond systematically to the feedback.

As in previous years, the highest satisfaction services were walk in customer services, libraries, education programmes, and Hagley Park, the Botanic Gardens and Mona Vale.

Read the full Residents Survey Programme 2021–2022 results:

[ccc.govt.nz](https://ccc.govt.nz)

+Point of Contact Surveys – percentages are based on individual sample/ respondent sizes, which vary for each survey.

\*General Satisfaction Survey – 773 people surveyed in January and February 2022.

## What people say we do well

### Botanic Gardens and Mona Vale

"Hagley Park and the Botanic Gardens are fantastic."



### Cemeteries administration

"We are very fortunate in Christchurch to have an amazing team at Cemeteries both in administration and front line staff."



### Sport and Recreation facilities

"The staff are incredible – so welcoming and friendly"



### Libraries

"Libraries in Christchurch are wonderful - well resourced with helpful staff. New Brighton Library caters to its community very well."



### Customer service

"The customer service representatives are always friendly and helpful."



### Community development support

"Staff are always very approachable and helpful."



### Kerbside collection

"The three kerbside bins are the best in NZ. They are always collected on time and put back in the correct place."



"I really like the recycling and rubbish services, compared to other councils I have dealt with the waste disposal for Christchurch is the most comprehensive of all, I especially like that we have a green waste bin."

### Resource consenting

"I was very impressed with the prompt communication from our processing planner, kept me informed of progress the whole way through and the consent was processed very efficiently."



### Reliability of water supply

"The water...always work[s] well in my suburb."



## Where people think we could improve

### A little room to improve

#### Water supply responsiveness

"They take too long to repair the water leaks in suburbs."



#### Community parks

"Ease of access, the beauty of the green space, the plantings, both floral and other."

Note: NIWA data confirms Christchurch experienced rainfall 2.5 times higher than usual in the last year. This limited the time service providers could operate, as well as leading to extraordinary growth.



#### On-street parking

"It will be good to create more affordable parking options in the CBD to encourage more people coming into the city."



### Public involvement in decision making (surveying residents in general)

"I think the decision making around some of these things is very opaque - I suspect if the public understood some of the restrictions, funding issues, and moving parts around these decisions, we'd be a lot more understanding at perceived lack of progress on some issues. The main thing I'd like to see the council do more is be open about why they are or aren't doing things."

### A lot of room to improve

#### Condition of roads

Improve the condition of the road network across the city.  
"Main areas I think need addressing is the roads, roadworks are taking too long and aren't done to a good standard."



#### Condition of footpaths

Improve the condition of the city's footpaths.  
"Roadwork disruption, footpaths not in good condition."



#### Stormwater drainage

"Stormwater drains often aren't cleared in time for heavy rains."



#### Water supply and quality

"Dissatisfied with chlorine still in water..."



**Christchurch City Council**  
***Point of Contact Service Satisfaction***  
***Residents Survey Results***

**2021/2022**

Monitoring and Research Team  
Performance Management Unit  
February 2022

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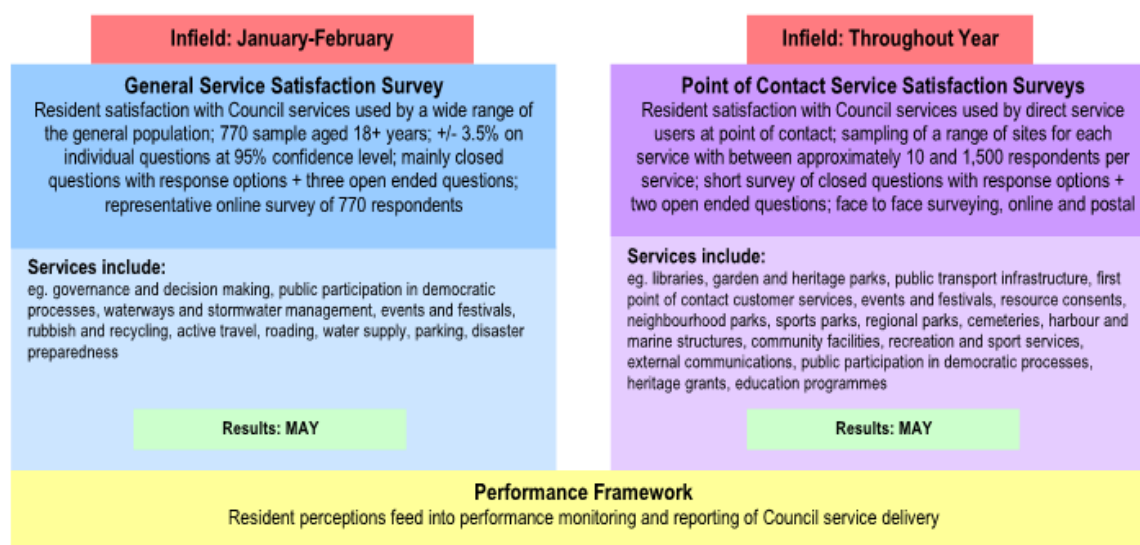


# Introduction

## Rationale for Residents Survey Framework

Christchurch City Council began surveying residents on a regular basis in 1991 with the introduction of a face to face Annual Survey of Residents. The Council's Residents Survey framework assesses a total of 40 Performance Standards (levels of service) under 14 different Activities<sup>1</sup>. It also assesses some other services for ongoing organisation performance trend monitoring. The Residents Survey includes a two part framework:

1. **General Service Satisfaction Survey** – this measures resident perceptions of satisfaction with Council services that the general population of Christchurch is likely to have had experience using (such as the water supply and roads). Survey content is closely aligned with Levels of Service in Service Plans (and uses, where possible, a consistent style of satisfaction questioning across services). It also includes an overall Council service performance measure and an overall effort or ease of interaction with Council measure. The online survey is conducted in January and February each year with a representative sample of 770 residents aged 18 years and over (quotas are applied for age, gender and ward). The overall questionnaire length is approximately 15 minutes. The General Service Satisfaction Survey measures 18 Performance Standards under 9 Activities. In February 2022 a Life in Christchurch booster survey was undertaken to boost participation by Maori, Pacific Peoples, Asian and those aged 18-24 years. This survey included some of the key General Service Satisfaction Survey questions such as overall service performance, ease of interaction with Council and core infrastructure satisfaction.
2. **Point of Contact Service Satisfaction Surveys** – this is a series of surveys conducted during the year at the point of contact with Council services. Surveys cover services identified as better suited to assessment by users at the time they use a service or where there is a very specific customer base (eg. library users and resource consent applicants). A range of survey methods is used including onsite and telephone sequential mixed method surveying (onsite and online survey completions); postal/mail drop surveys and email surveys to people on Council data bases. Point of contact surveys are used to measure 22 Performance Standards under 8 Activities.



<sup>1</sup> Note that results for two levels of service are not available for this report. 2.8.5.2 Council funded events content and delivery results are not yet available due to event timings. The 3.1.8 library programmes and events LOS will not be measured this year due to COVID programme suspensions.

#### Methodology

- Survey questions based on Levels of Service in Activity Plans and/or existing surveys
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don't know / not applicable)
- Point of Contact Service Satisfaction Surveys are conducted at service sites or users are contacted by either telephone, email, post or mail drop with either a random sample or the total population of service users
- Respondent sample sizes range from approximately 10 to 1,500 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites are selected for each service, (random selection of small, medium and larger sites) (service size is determined by factors such as user numbers and scale of services provided at the location)
- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: Most of the surveys are administered using a sequential mixed methodology of onsite, mail drop/postal and online surveying. Respondents are asked if they would give feedback at the site about the service and if they agree, they are interviewed or given a self-complete form. Those who do not want to complete the survey onsite are asked for their email address and are then sent an online feedback form. Some surveys are completed as email collectors (using lists supplied by business units), postal/mail drop or as telephone interviews.
- With the potential for disruption to onsite surveying in 2021-2022 due to COVID restrictions, changes were made to simplify the wording of many questions across the Residents Survey programme to ensure surveys could be delivered in a contactless manner if required. While the changes did not impact the intent of the questions, some caution is needed when comparing results to previous years.
- Overall, 6,601 Point of Contact surveys were completed in 2021-2022<sup>2</sup>: of those completed via the summer research programme, 58.4% were completed face to face (including via additional booster surveys at some parks sites); 6.7% were completed by mail drop or post and 33.2% were completed online. The overall completion rate for the summer point of contact surveys was 30.2%.

#### Customer Effort: Ease of Interacting With or Using Council Services

Customer services research suggests that customers want, with minimal effort on their part, to be able to interact with organisations in the easiest possible way for them, with their needs met so that they can get on with their busy lives (Corporate Executive Board 2014 *Blinded by Delight: Why Service Fails and How to Fix It* CEB, Arlington). A measure of ease of interaction with Council services, based on customer services principles, has been added to all point of contact feedback forms. This question tests respondent perceptions of how easy it is for them to interact with or use a Council service, based on efficient and effective processes and/or receiving respectful, prompt and efficient service by staff who understand customer/citizen needs and who provide accurate advice and effective options to address needs and resolve issues.

<sup>2</sup> Including 405 at school education programmes throughout the year, 2,127 at recreation and sport facilities. 2.8.5.2 Events attendees have not been included in this total as these surveys were not completed at the time of publication of this report.

## Summary of Levels of Service Results: Point of Contact Surveys 2021-2022

**NOTES:** In 2021-2022 minor question wording simplification occurred across many measures and while the changes did not impact the intent of the questions, some caution is needed when comparing results to earlier years. Some pre 2021-2022 and pre 2018-2019 results have been adjusted to align with current LOS performance standards (footnotes below indicate which results this affects). To view unadjusted results, see previous years' results tables

Activity Group	Activity	Performance Standard	Type of Performance Standard	2021-22 LOS Target	2021-22 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2021-22	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20	Survey Result 2018-19	Effort / Ease of Interaction or Use 2018-19
Citizens and Communities	Citizens and Customer Services	2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in	Community	At least 85%				97%	92%	97% <sup>a</sup>	95%	99% <sup>2</sup>	100%	98% <sup>2</sup>	99%
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	Community	At least 75%				76% <sup>1</sup>	73%	71% <sup>a1</sup>	59%	75% <sup>12</sup>	62%	70% <sup>12</sup>	48%
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	Community	At least 85%				90% <sup>1</sup>	88%	92% <sup>a1</sup>	93%	89% <sup>12</sup>	78%	85% <sup>12</sup>	82%
	Libraries	3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	Community	At least 90%				94%	95%	95%	97%	95%	97%	94%	96%
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	Management	90%				%	%	97%	96%	99%	100%	98%	94%
	Community Development and Facilities	4.1.27.1 Customers are satisfied with community development and capacity building initiatives	Community	80%				81%	71%	88%	71%	82%	73%	80%	73%
	Recreation, Sports, Community Arts and Events	2.8.5.2 Produce and deliver engaging programme of community events	Community	At least 80%				% <sup>1</sup>	%	81% <sup>1</sup>	89%	79% <sup>1</sup>	86%	81% <sup>1</sup>	75%
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	Community	80%				90%	78%	92%	89%	88%	89%	90%	87%
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	Community	80%				85%	75%	88%	90%	87%	79%	76%	74%
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Community	At least 80% 5.6 score (CERM Survey)				6.1	NA	6.1	NA	6.0	NA	6.0	NA
Strategic Planning and Policy	Public Information and Participation	4.1.10.1 We provide effective and relevant external communications, marketing and engagement activities to ensure residents have information about Council services, events, activities, decisions and opportunities to participate	Community	67%				65%	59%	82%	76%	61%	57%	59%	48%
Parks, Heritage and Coastal Environment	Parks and Foreshore	6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks	Community	≥ 60%				56%	69%	63%	69%	57%	69%	67%	69%
		6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks	Community	≥ 90%				99%	97%	97%	98%	97%	98%	96%	98%
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks	Community	≥ 80%				90%	89%	NA	91%	NA	90%	NA	85%
		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	Community	≥ 85%				72%	80%	86%	92%	65%	85%	78%	91%
		6.4.5 Cemeteries administration services meet customer expectations	Community	≥ 95%				95% <sup>4</sup>	95% <sup>4</sup>	100% <sup>23</sup>	100% <sup>3</sup>	98% <sup>23</sup>	100% <sup>3</sup>	70% <sup>23</sup>	60% <sup>3</sup>
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	Community	≥ 75%				60%	70%	NA	NA	NA	NA	NA	NA
		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	Community	≥ 90%				97%	91%	98%	99%	94%	93%	97%	98%



		10.8.1.1 Availability of a network of public marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors	Community	60%				67%	72%	71%	76%	65%	81%	71%	80%
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Community	95%				100%	97%	100%	99%	100%	98%	100%	98%
Regulatory and Compliance	Resource Consenting	9.2.7 % satisfaction of applicant with resource consenting process	Community	70%				77%	67%	73%	62%	69%	63%	74%	65%
Transport	Transport	10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	Community	≥ 71%				72%	83%	84%	92%	71%	83%	70%	88%

a In 2020-2021 three separate levels of service were added to represent each of the customer service channels  
1 Sample may include non-residents of Christchurch  
2 This score has been adjusted to allow comparability with current LOS scoring (ie. the same aggregate measures have been used for each year)  
3 Caution must be taken in interpreting this result due to small sample size  
4 From 2021-2022 onward, sample includes resident customers of cemetery support services (eg. who purchased plots) as well as funeral directors and monumental masons

	LOS target met		LOS target not met		Data still being collected or analysed by business units
	Baseline result or target to be set		Effort / Ease of Interaction or Use consistent with LOS result (within 5%)	NA	Deleted Level of Service or no information available
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year
	Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)				

## Additional Service Satisfaction Results

Service	Detail	Old LOS Target <sup>1</sup>	Old LOS Target Met <sup>4</sup>	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2021-22	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20	Survey Result 2018-19	Effort / Ease of Interaction or Use 2018-19	Survey Result 2017-18	Effort / Ease of Interaction or Use 2017-18
Community Facilities	Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities	80%				80%	73%	84%	73%	82%	66%	76%	61%	77%	62%
Sports Parks	Deliver a high level of customer satisfaction with the range and quality of sports parks	90%				70% <sup>1</sup>	87%	80% <sup>1</sup>	89%	73% <sup>1</sup>	85%	73% <sup>1</sup>	84%	68% <sup>1</sup>	83%
Regional Parks	Overall customer satisfaction with the presentation of the City's Parks – Regional Parks	≥ 80%				88%	89%	85%	91%	81%	90%	79%	85%	72% <sup>2</sup>	78%
Marine Structures	Customer satisfaction with marine structure facilities (presentation)	90%				61%	72%	80%	76%	70%	81%	55%	80%	65%	77%
Governance and Decision Making	Percentage of residents that understand how Council makes decisions (users of governance services)	NA	NA			42% <sup>3</sup>	NA	36% <sup>3</sup>	39%	42% <sup>3</sup>	36%	37% <sup>3</sup>	36%	32% <sup>3</sup>	31%
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	NA	NA			33%	NA	24%	39%	33%	36%	28%	36%	20%	31%
	Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)	NA	NA			44%	NA	NA	NA	NA	NA	NA	NA	NA	NA



	Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)	NA	NA			27%	NA	NA	NA	NA	NA	NA	NA	NA	NA
Transport	Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs	≥ 90%				89%	96%	93%	98%	91%	94%	93%	98%	89%	97%

1 This score is based on an average score comprised of range of sport support facilities, sports park condition and information provided for sports parks  
2 This score has been adjusted to allow comparability with current scoring (ie. the same aggregate measures have been used for both years)  
3 This score is based on an aggregate measure of 'understanding of Council decision making' (a. understanding of how Council makes decisions, b. accuracy of information about Council decisions, and c. prompt and timely information about decisions). This aligns with the calculation of LOS 4.1.18 'understanding of Council decision making' measured through the General Service Satisfaction Survey (for residents generally)  
4 The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?

## Survey Results

### Activity: Citizens and Customer Services

#### Walk In Customer Service

##### 2.6.7.1 Recommended Level of Service Target: At least 85%

2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner

Target: At least 85% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via walk in services

#### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

#### **Walk In:**

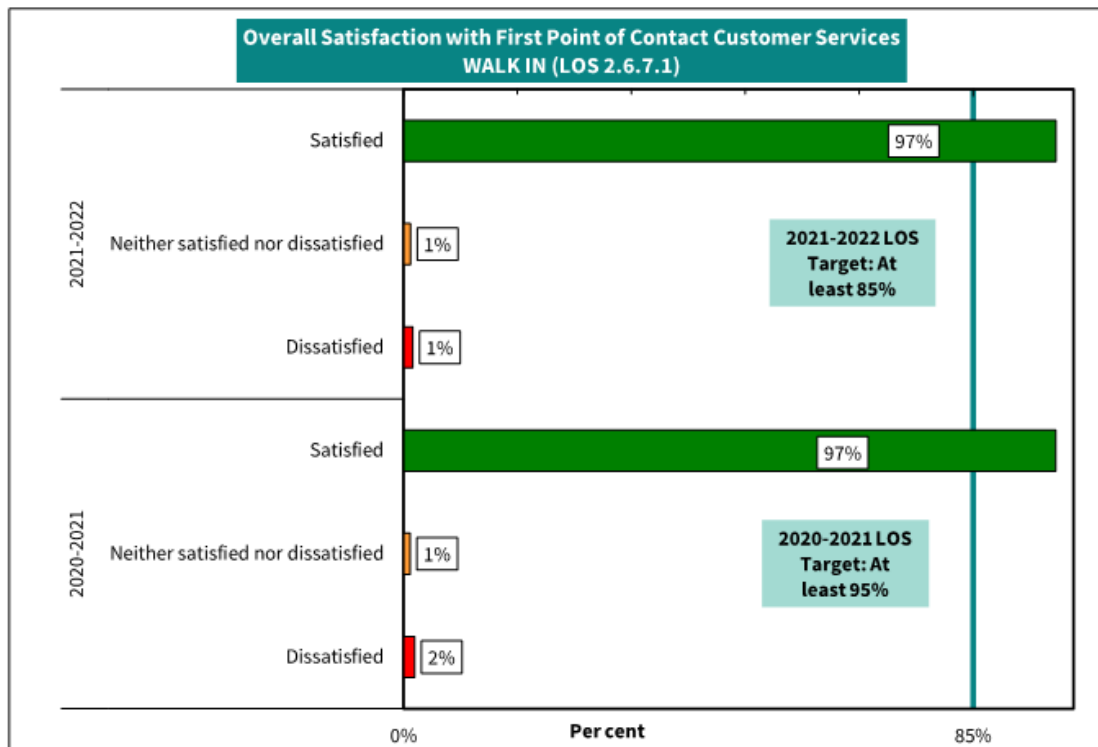
1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the staff member you spoke to today was?
2. How satisfied or dissatisfied were you that they UNDERSTOOD WHAT YOU NEEDED?
3. How satisfied or dissatisfied were you with HOW THEY RESPONDED to your enquiry? *This includes checking your needs were met and following up on any other issues*
4. How satisfied or dissatisfied were you that our walk-in service was PROFESSIONAL and EFFICIENT? *This includes fast service, helpful instructions or signs and the presentation of counter staff*

**Time in field:** Face to face and booster online panel surveying took place between November and December 2021

**Sites Surveyed:** 5 (plus additional sites mentioned in boosters)

**Completed Surveys:** 199

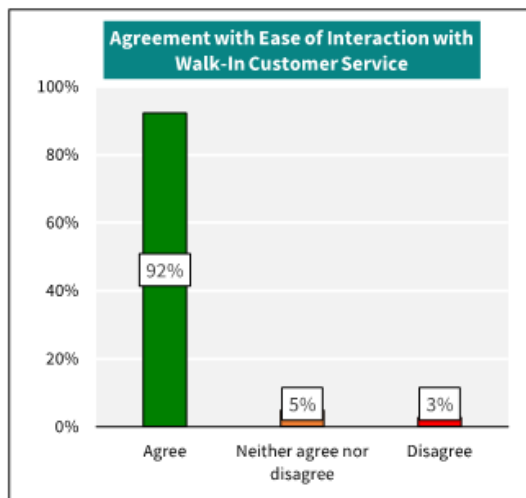
Service Centres	Completed Surveys
CIVIC OFFICES (HEREFORD STREET)	30
LINWOOD SERVICE CENTRE	25
PAPANUI SERVICE CENTRE	25
RICCARTON SERVICE CENTRE	22
TE HAPUA HALSWELL	15
LIFE IN CHRISTCHURCH PANEL BOOSTERS (range of sites)	82
<b>Total</b>	<b>150</b>



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Walk in manner	n	120	22	2	0	1	0	145
	%	82.8%	15.2%	1.4%	0.0%	0.7%	0.0%	100.0%
Walk in understanding of needs	n	116	25	2	0	1	1	145
	%	80.0%	17.2%	1.4%	0.0%	0.7%	0.7%	100.0%
Walk in how we responded	n	103	32	1	1	2	0	139
	%	74.1%	23.0%	0.7%	0.7%	1.4%	0.0%	100.0%
Walk in professional and efficient	n	113	26	1	1	2	0	143
	%	79.0%	18.2%	0.7%	0.7%	1.4%	0.0%	100.0%
LOS AVERAGE RATING	n	452	105	6	2	6	1	572
	%	79.0%	18.4%	1.0%	0.3%	1.0%	0.2%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: And how much do you agree or disagree that the Council makes it EASY for you TO INTERACT with our customer service counters?



Agreement Results		
Not Applicable responses have been removed from the results		
	Number	Percent
Strongly Agree	76	53.1%
Agree	56	39.2%
Neither Agree nor Disagree	7	4.9%
Disagree	2	1.4%
Strongly Disagree	2	1.4%
Don't Know	0	0.0%
<b>Total</b>	<b>143</b>	<b>100.0%</b>

### Email Customer Service

#### 2.6.7.2 Recommended Level of Service Target: At least 75%

2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner

Target: At least 75% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via email

#### Methodology

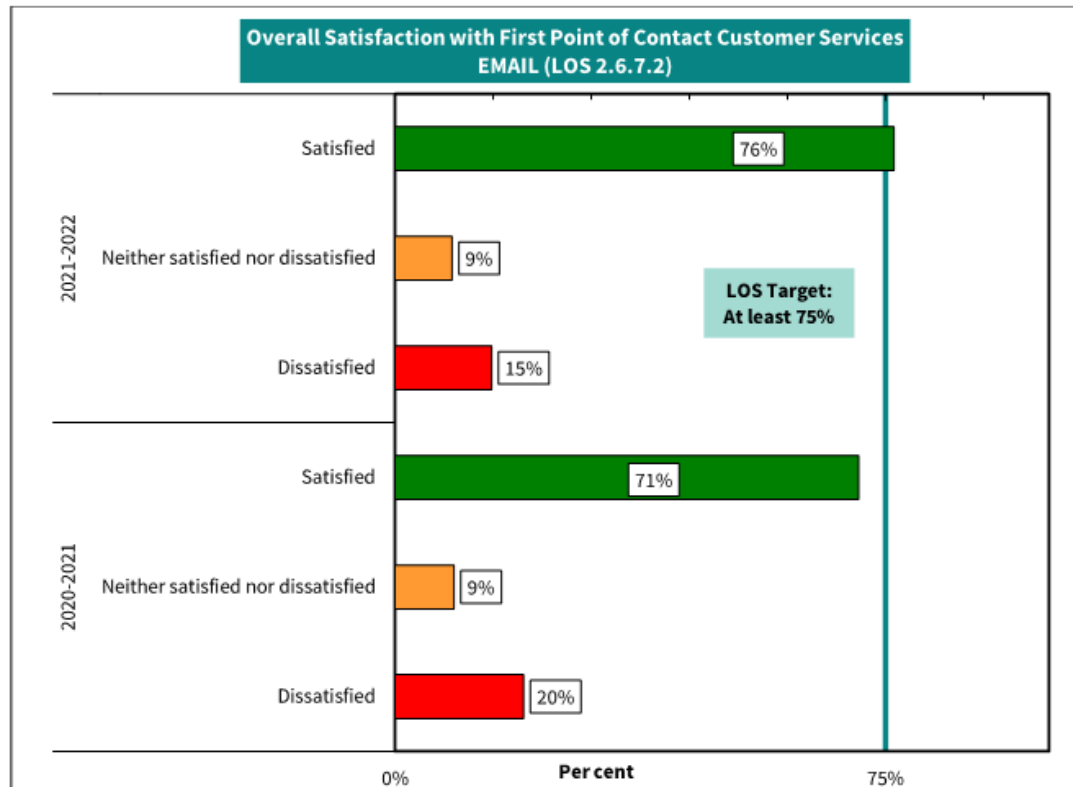
LOS score calculated as an aggregate of the three survey questions stated below:

#### **Email:**

1. How satisfied or dissatisfied were you with the TIME TAKEN before you received a FIRST RESPONSE from us to your email? *This includes an email thanking you for your enquiry and saying we will respond to you shortly or an email answering your enquiry*
2. How satisfied or dissatisfied were you that the first response email from us was CLEAR, PROFESSIONAL and EASY TO UNDERSTAND?
3. How satisfied or dissatisfied were you that our email customer service was EFFICIENT to use? *This includes saving you time and making it easy for information to be communicated between you and the Council*

**Time in field:** The online survey was infield in October and November 2021, with surveys emailed to 2,216 residents who had emailed the CCC email customer services email address from June to September. In total, 414 surveys were completed. 100% of surveys were completed online

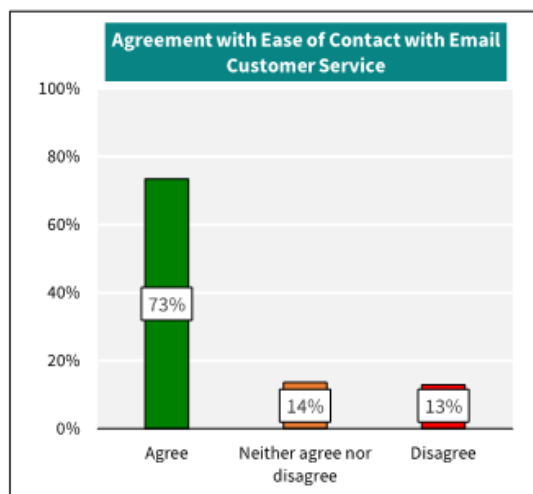
**Completed Surveys:** 414



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Email time taken to respond	n	62	54	11	7	16	0	150
	%	41.3%	36.0%	7.3%	4.7%	10.7%	0.0%	100.0%
Email clear, professional and easy to understand	n	54	63	12	6	14	0	149
	%	36.2%	42.3%	8.1%	4.0%	9.4%	0.0%	100.0%
Email efficient	n	55	53	16	11	12	1	148
	%	37.2%	35.8%	10.8%	7.4%	8.1%	0.7%	100.0%
LOS AVERAGE RATING	n	171	170	39	24	42	1	447
	%	38.3%	38.0%	8.7%	5.4%	9.4%	0.2%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: And how much do you agree or disagree that the Council makes it EASY for you TO MAKE CONTACT with us using email?



Agreement Results		
Not Applicable responses have been removed from the results		
	Number	Percent
Strongly Agree	54	36.7%
Agree	54	36.7%
Neither Agree nor Disagree	20	13.6%
Disagree	6	4.1%
Strongly Disagree	13	8.8%
Don't Know	0	0.0%
<b>Total</b>	<b>147</b>	<b>100.0%</b>

## Telephone Customer Service

### 2.6.7.3 Recommended Level of Service Target: At least 85%

2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner

Target: At least 85% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via phone

#### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

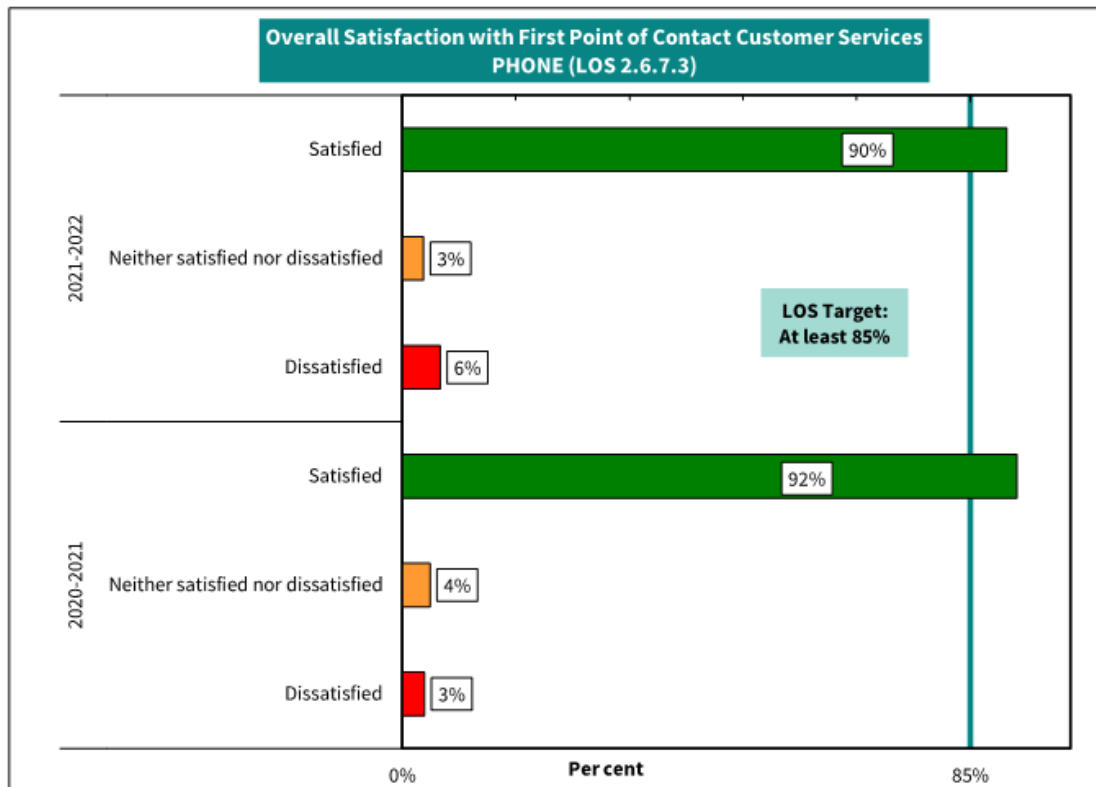
#### Phone:

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the staff member you first spoke to was?
2. How satisfied or dissatisfied were you that they UNDERSTOOD WHAT YOU NEEDED?
3. How satisfied or dissatisfied were you with HOW THEY RESPONDED to your enquiry? *This includes checking your needs were met and following up on any other issues*
4. How satisfied or dissatisfied were you that the Council's telephone customer service was PROFESSIONAL and EFFICIENT? *This includes waiting times, giving you fast service and providing helpful instructions*

**Time in field:** The telephone survey was in field in October 2021, with surveys conducted with residents who had called the CCC telephone customer services line in October and November 2021. 100% of surveys were completed by telephone

**Completed Surveys:** 150

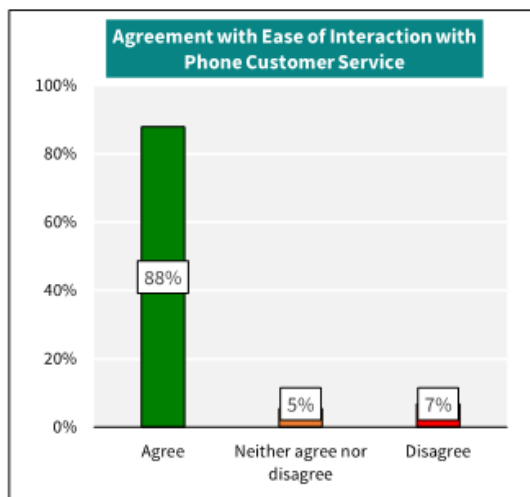




Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Phone manner	n	114	24	7	1	2	1	149
	%	76.5%	16.1%	4.7%	0.7%	1.3%	0.7%	100.0%
Phone understanding of needs	n	112	27	5	2	4	0	150
	%	74.7%	18.0%	3.3%	1.3%	2.7%	0.0%	100.0%
Phone how we responded	n	95	28	4	8	11	2	148
	%	64.2%	18.9%	2.7%	5.4%	7.4%	1.4%	100.0%
Phone professional and efficient	n	113	27	3	2	4	1	150
	%	75.3%	18.0%	2.0%	1.3%	2.7%	0.7%	100.0%
LOS AVERAGE RATING	n	434	106	19	13	21	4	597
	%	72.7%	17.8%	3.2%	2.2%	3.5%	0.7%	100.0%

**Customer Effort: Ease of Interacting With or Using Council Services**

Question: And how much do you agree or disagree that the Council makes it EASY for you TO INTERACT with us by telephone?



Agreement Results		
Not Applicable responses have been removed from the results		
	Number	Percent
Strongly Agree	83	56.1%
Agree	47	31.8%
Neither Agree nor Disagree	8	5.4%
Disagree	4	2.7%
Strongly Disagree	6	4.1%
Don't Know	0	0.0%
<b>Total</b>	<b>148</b>	<b>100.0%</b>

## Activity: Public Information and Participation

### External Communications

#### 4.1.10.1 Recommended Level of Service Target: 67%

4.1.10.1 We provide effective and relevant external communications, marketing and engagement activities to ensure residents have information about Council services, events, activities, decisions and opportunities to participate  
Target: 67% of residents are satisfied that our communications, marketing and engagement activities are effective, helpful, and relevant

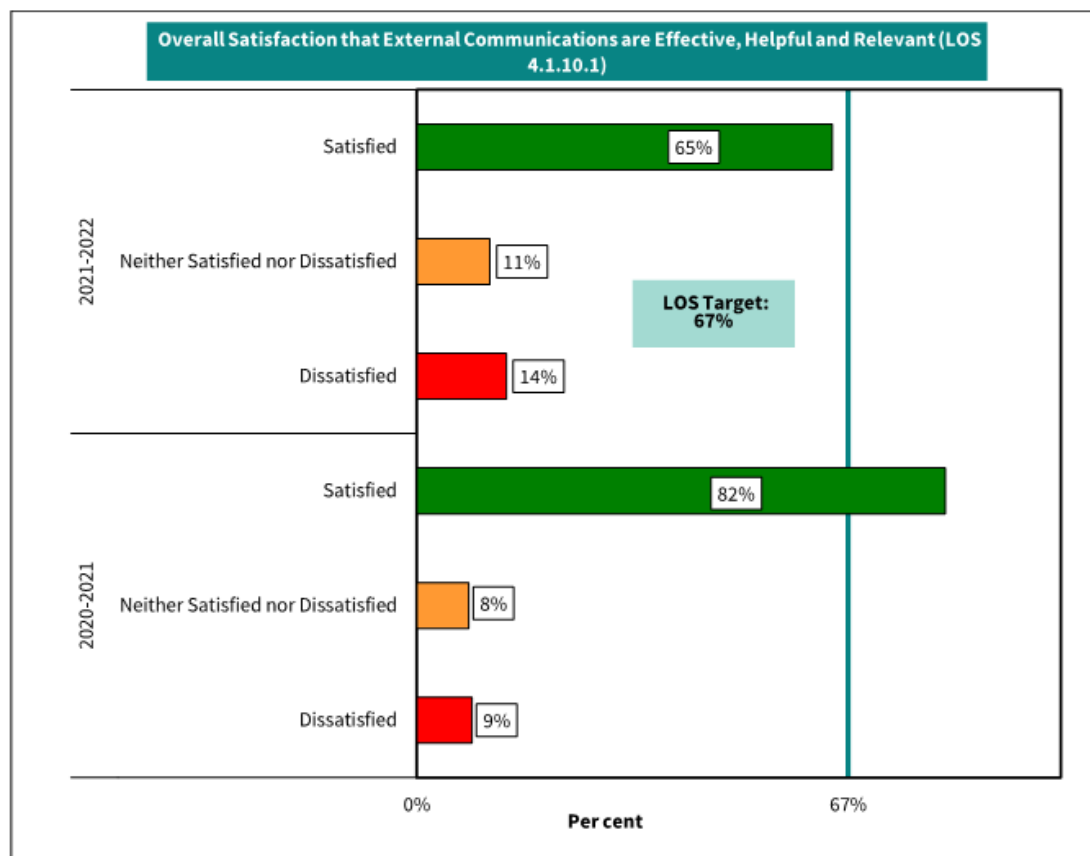
#### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you that Council communications are **TIMELY**? *This means information is available at the right time*
2. How satisfied or dissatisfied are you that Council communications are **RELEVANT**? *This means information covers what the Council is doing and what you want to know*
3. How satisfied or dissatisfied are you that Council communications are **ACCURATE**? *This means information is correct*
4. How satisfied or dissatisfied are you that Council communications are **CLEAR and EASY TO UNDERSTAND**?

**Time in field:** Face to face surveying took place at a range of public sites between November and December 2021

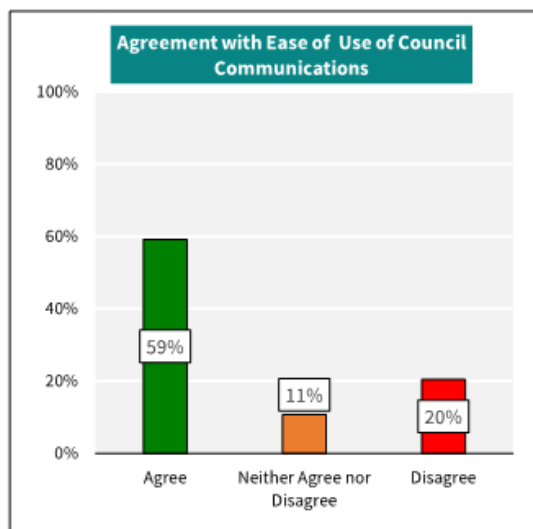
**Completed Surveys:** 300



Satisfaction Results <small>Not Applicable responses have been removed from the results</small>		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Timely communications (helpful)	n	11	164	39	33	8	35	290
	%	3.8%	56.6%	13.4%	11.4%	2.8%	12.1%	100.0%
Relevant communications	n	19	174	34	24	12	28	291
	%	6.5%	59.8%	11.7%	8.2%	4.1%	9.6%	100.0%
Accurate communications (effective)	n	12	175	30	30	12	37	296
	%	4.1%	59.1%	10.1%	10.1%	4.1%	12.5%	100.0%
Clean and easy to understand communications (helpful)	n	15	185	30	35	9	19	293
	%	5.1%	63.1%	10.2%	11.9%	3.1%	6.5%	100.0%
LOS AVERAGE RATING	n	57	698	133	122	41	119	1170
	%	4.9%	59.7%	11.4%	10.4%	3.5%	10.2%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE Council communications?



Agreement Results <small>Not Applicable responses have been removed from the results</small>	Number	Percent
Strongly Agree	7	2.4%
Agree	164	56.7%
Neither Agree nor Disagree	31	10.7%
Disagree	50	17.3%
Strongly Disagree	9	3.1%
Don't Know	28	9.7%
<b>Total</b>	<b>289</b>	<b>100.0%</b>

## Activity: Community Development and Facilities

### Community Development and Capacity Building Initiatives

#### 4.1.27.1 Recommended Level of Service Target: 80%

4.1.27.1 Customers are satisfied with community development and capacity building initiatives

Target: 80% customer satisfaction with the delivery of community development and recreational events, programmes and initiatives

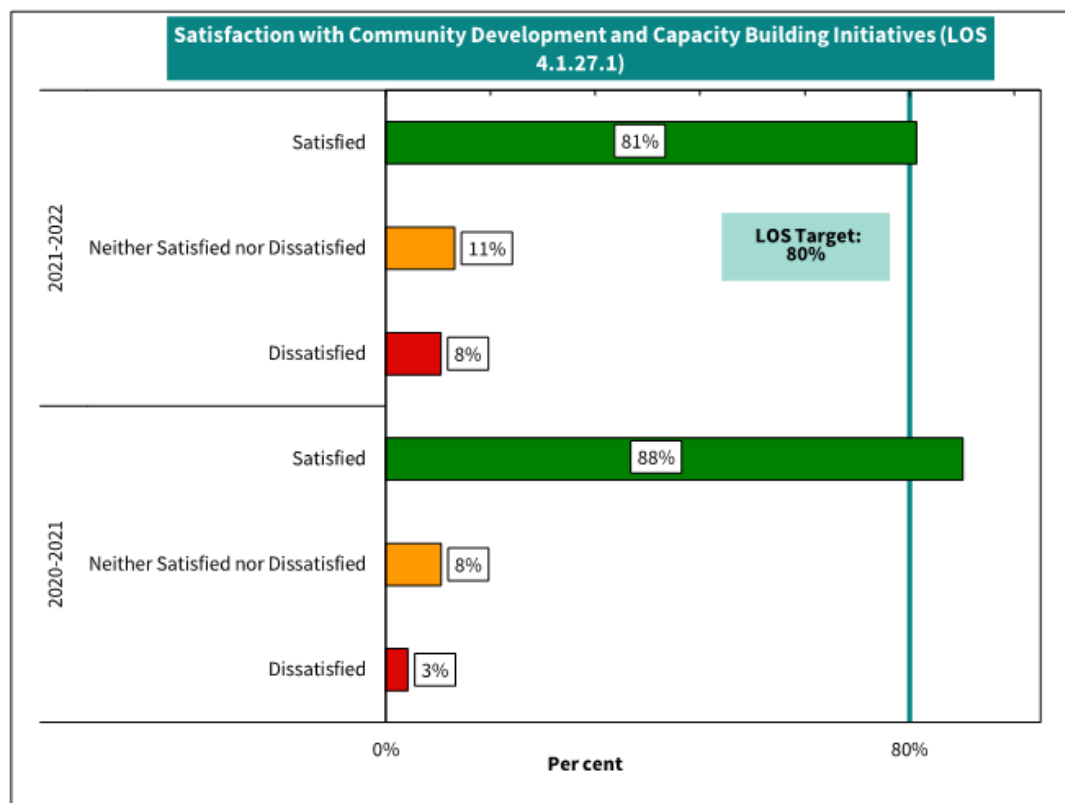
#### Methodology

LOS score based on the survey question stated below:

1. How satisfied or dissatisfied are you with the SUPPORT GIVEN to your community group by Council community capacity building staff? This includes community development, community support and community recreation staff being friendly, respectful and responsive and providing information, resources and advice that is correct and helpful and providing networking and collaboration opportunities

**Time in field:** The online survey was infield in October and November 2021, with surveys emailed to 345 community groups that have had contact with community governance teams from January 2021. 100% of surveys were completed online

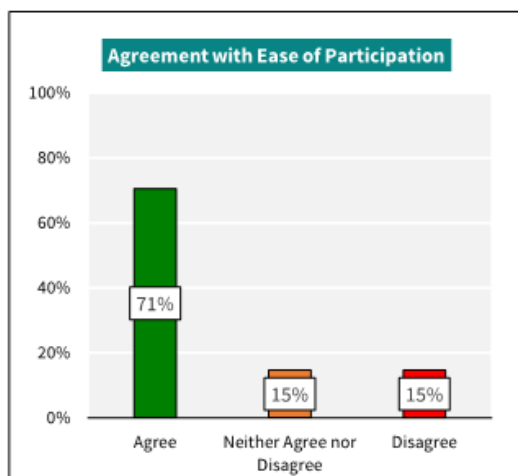
**Completed Surveys:** 97



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Support Given	n	40	37	10	6	2	0	95
LOS AVERAGE RATING	%	42.1%	38.9%	10.5%	6.3%	2.1%	0.0%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO PARTICIPATE in our local community development and capacity building initiatives?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	19	20.0%
Agree	48	50.5%
Neither Agree nor Disagree	14	14.7%
Disagree	9	9.5%
Strongly Disagree	5	5.3%
Don't Know	0	0.0%
Total	95	100.0%

## Activity: Libraries

### Libraries

#### 3.1.5 Recommended Level of Service Target: At least 90%

3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries

Target: At least 90% of library users satisfied with the library service

#### Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

1. How satisfied or dissatisfied are you that library services are EFFICIENT, EASY TO UNDERSTAND and ACCESS? This includes signs, self-service kiosks, computers, digital resources, free wifi, library catalogues and the library website
2. How satisfied or dissatisfied are you with the RANGE of books and other items available? This includes books, magazines, DVDs, reference material and digital resources like digital eBooks, eMagazines, PressReader, LinkedIn Learning, etc
3. How satisfied or dissatisfied are you with how FRIENDLY, KNOWLEDGEABLE and HELPFUL the library staff are?

**Time in field:** Face to face surveying took place between November and December 2021

**Completed Surveys:** 300

Library Site	Completed surveys
Turanga Central City Library	60
New Brighton	60
Shirley	60
Te Hapua Halswell	60
Upper Riccarton	60
<b>Total</b>	<b>300</b>

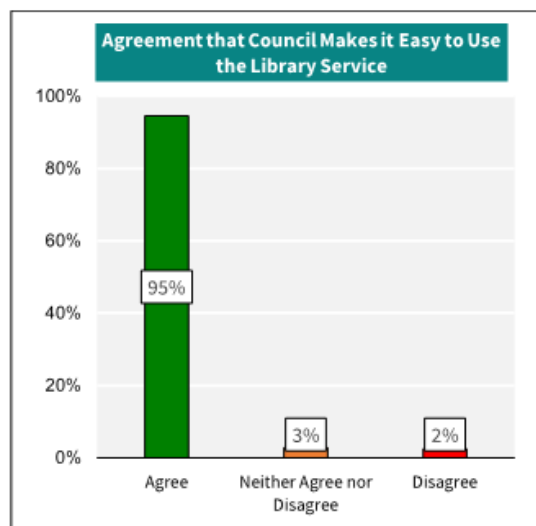




Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Efficient, easy to understand and access	n	158	129	5	1	1	1	295
	%	53.6%	43.7%	1.7%	0.3%	0.3%	0.3%	100.0%
Range of books and other items	n	106	151	16	7	1	6	287
	%	36.9%	52.6%	5.6%	2.4%	0.3%	2.1%	100.0%
Staff friendly, knowledgeable and helpful	n	185	97	3	0	2	7	294
	%	62.9%	33.0%	1.0%	0.0%	0.7%	2.4%	100.0%
LOS AVERAGE RATING	n	449	377	24	8	4	14	876
	%	51.3%	43.0%	2.7%	0.9%	0.5%	1.6%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE the library service?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	114	39.2%
Agree	161	55.3%
Neither Agree nor Disagree	8	2.7%
Disagree	5	1.7%
Strongly Disagree	2	0.7%
Don't Know	1	0.3%
Total	291	100.0%

## Libraries Programmes and Events

### 3.1.8 Recommended Level of Service Target: 90%

3.1.8 Customer satisfaction with programmes and events

Target: 90% customer satisfaction across Children, Youth and Adults

#### Methodology

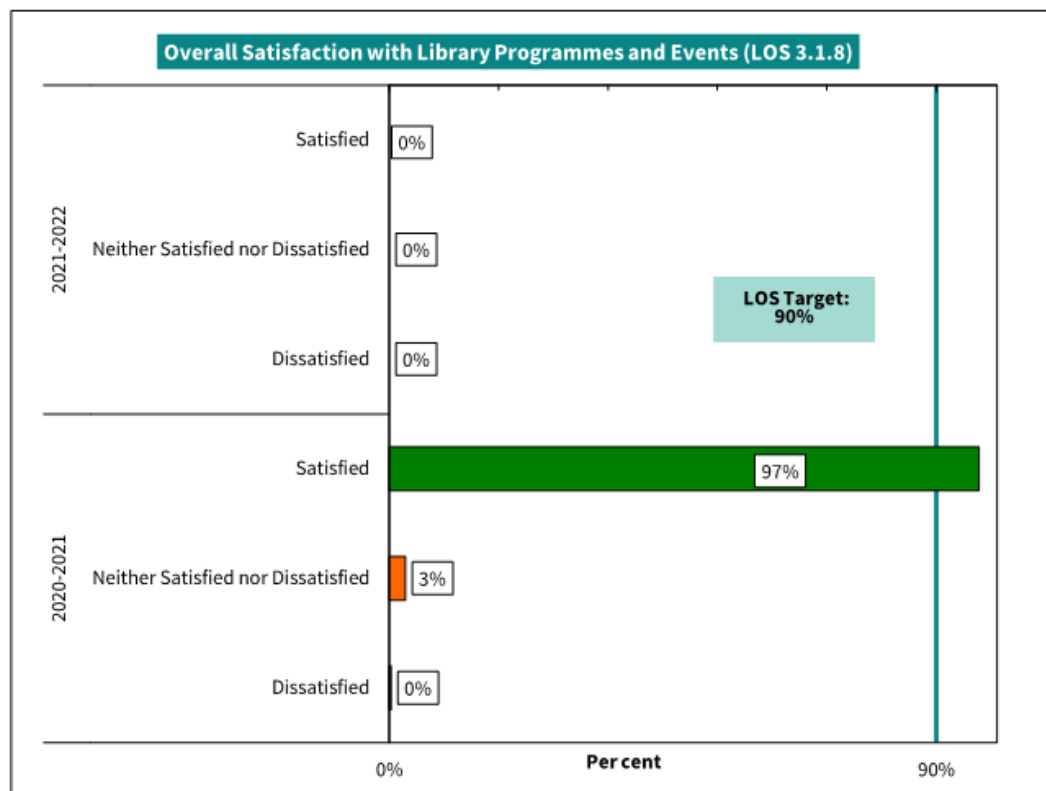
LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied were you with the PROCESS OF JOINING / TAKING PART in the programme?
2. How satisfied or dissatisfied were you with how FRIENDLY and HELPFUL the staff were?
3. How satisfied or dissatisfied were you that staff KNEW ABOUT the topic?
4. How satisfied or dissatisfied were you that the programme was ENJOYABLE?

**Time in field:** The online pulse survey was infield throughout the year, with surveys emailed to those who attended library programmes and events over the year. 100% of surveys were completed online

#### Completed Surveys:

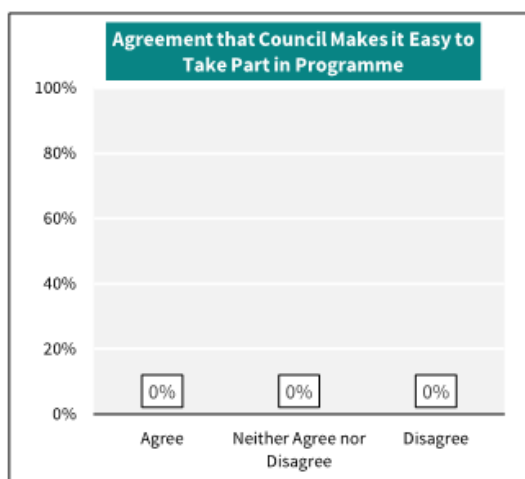
No results are available this year due to programme and event suspensions as a result of COVID restrictions



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Process of Joining / Taking Part in Programme	n	0	0	0	0	0	0	0
	%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Friendly and Helpful Staff	n	0	0	0	0	0	0	0
	%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Staff Knowledge of Topic	n	0	0	0	0	0	0	0
	%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Programme was Enjoyable	n	0	0	0	0	0	0	0
	%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
LOS AVERAGE RATING	n	0	0	0	0	0	0	0
	%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to TAKE PART in this course/programme?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	0	#DIV/0!
Agree	0	#DIV/0!
Neither Agree nor Disagree	0	#DIV/0!
Disagree	0	#DIV/0!
Strongly Disagree	0	#DIV/0!
Don't Know	0	#DIV/0!
Total	0	#DIV/0!

## Activity: Recreation, Sports, Community Arts and Events

### Community Events

#### 2.8.5.2 Recommended Level of Service Target: At least 80%

2.8.5.2 Produce and deliver engaging programme of community events

Target: At least 80% satisfaction with the content and delivery across three delivered events

#### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

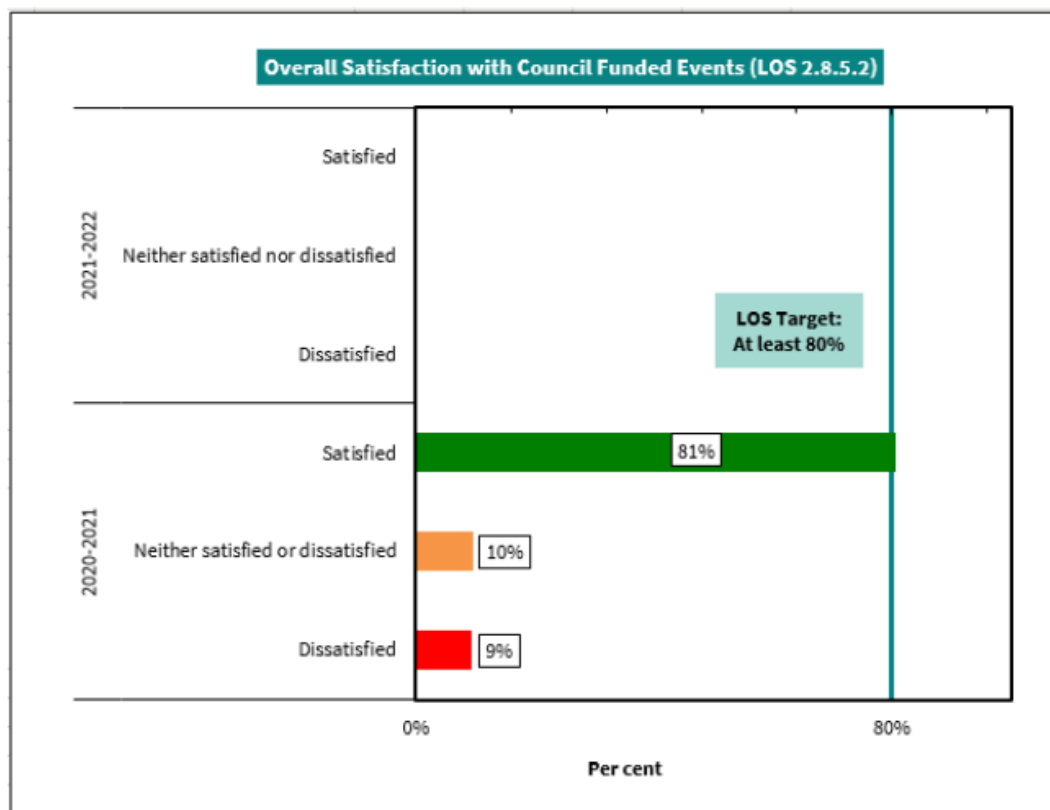
1. How satisfied or dissatisfied were you with the CONTENT of the event? *This includes what the event included and it being interesting and enjoyable*
2. How satisfied or dissatisfied were you with the DELIVERY of the event? *This includes how it was run and presented*

**Time in field:** The online survey was conducted with event attendees who attended selected events at a range of dates in 2021-2022

#### **Completed Surveys:**

#### **Events Surveyed:**

Results to be added at a later date



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Event content	n							
	%							
Event delivery	n							
	%							
LOS AVERAGE RATING	n							
	%							

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: Matariki and Go Live events: How much do you agree or disagree that the Council made it EASY for you TO ENJOY this event?

Tirama Mai event: How much do you agree or disagree that the Council made it EASY for you TO FIND INFORMATION about this event?

NB: from 2022-2023 onward, all events will use the ease of information question



Agreement Results	Number	Per cent
Not Applicable responses have been removed from the results		
Strongly Agree		
Agree		
Neither Agree nor Disagree		
Disagree		
Strongly Disagree		
Don't Know		
Total		

## Event Support

### 2.8.6.2 Recommended Level of Service Target: 80%

2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch  
Target: 80% satisfaction with the quality of Council event support

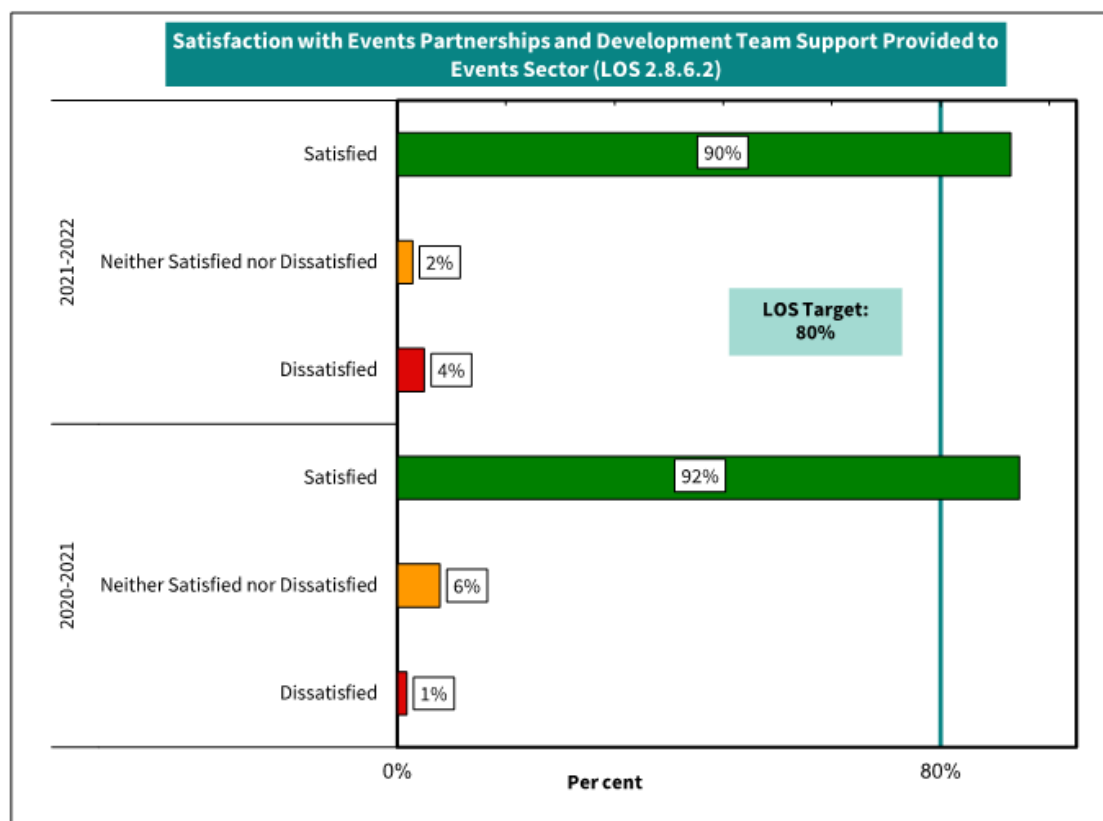
#### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the Council Events Partnerships and Development Team staff you dealt with were?
2. How satisfied or dissatisfied were you with the ACCURACY of INFORMATION and ADVICE PROVIDED to you by staff? *This includes information that is correct and available to you*
3. How satisfied or dissatisfied were you with the staff member's ABILITY TO RESPOND to your needs? *This includes helping you willingly and promptly, understanding your needs and offering information and options to meet your needs*
4. How satisfied or dissatisfied are you with the INFORMATION PROVIDED on the 'Running an event' support pages on the COUNCIL WEBSITE? *This includes the website being user-friendly and information that is correct and useful*

**Time in field:** The online survey was infield in October and November 2021, with surveys emailed to 172 respondents who had used the Events Partnerships and Development Team's services from January 2021. 100% of surveys were completed online

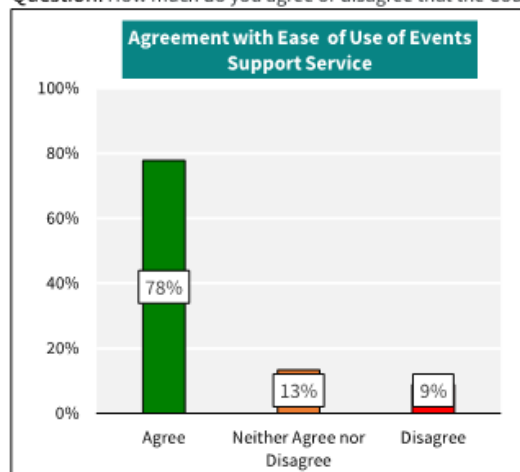
**Completed Surveys:** 45



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Staff friendly and respectful	n	36	7	0	2	0	0	45
	%	80.0%	15.6%	0.0%	4.4%	0.0%	0.0%	100.0%
Accuracy of information and advice	n	33	10	0	2	0	0	45
	%	73.3%	22.2%	0.0%	4.4%	0.0%	0.0%	100.0%
Ability to respond	n	31	11	2	1	0	0	45
	%	68.9%	24.4%	4.4%	2.2%	0.0%	0.0%	100.0%
Events support web pages	n	15	16	2	2	0	6	41
	%	36.6%	39.0%	4.9%	4.9%	0.0%	14.6%	100.0%
LOS AVERAGE RATING	n	115	44	4	7	0	6	176
	%	65.3%	25.0%	2.3%	4.0%	0.0%	3.4%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our events support service?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	19	42.2%
Agree	16	35.6%
Neither Agree nor Disagree	6	13.3%
Disagree	3	6.7%
Strongly Disagree	1	2.2%
Don't Know	0	0.0%
<b>Total</b>	<b>45</b>	<b>100.0%</b>



## Recreation and Sport Support

### 7.0.3.2 Recommended Level of Service Target: 80%

7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch  
Target: 80% satisfaction with the quality of Council recreation and sport support

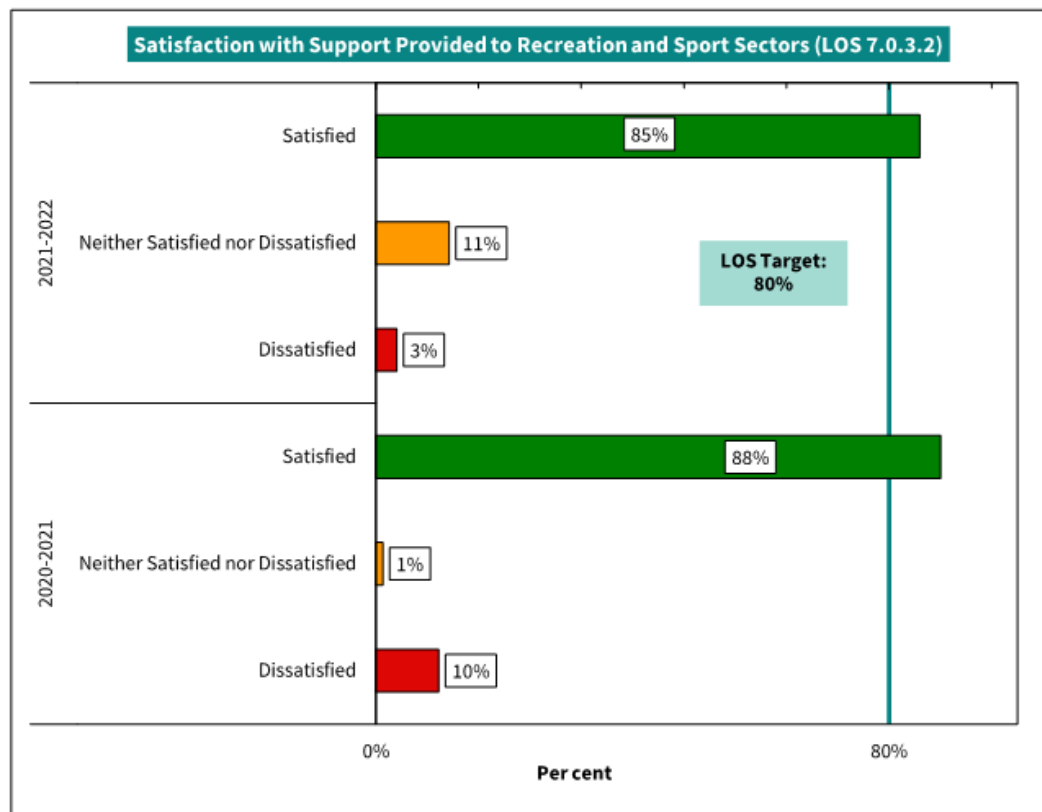
#### Methodology

LOS score calculated as an aggregate of the three survey questions stated below:

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the Council Recreation and Sport Services Team staff member/s you dealt with were?
2. How satisfied or dissatisfied were you with the ACCURACY of INFORMATION and ADVICE PROVIDED to you by staff? *This includes information that is correct and available to you*
3. How satisfied or dissatisfied were you with the staff member's ABILITY TO RESPOND to your needs? *This includes helping you willingly and promptly, understanding your needs and offering information and options to meet your needs*

**Time in field:** The online survey was infield in October and November 2021, with surveys emailed to 186 respondents who had used the Recreation Services Team's services from January 2021. 100% of surveys were completed online

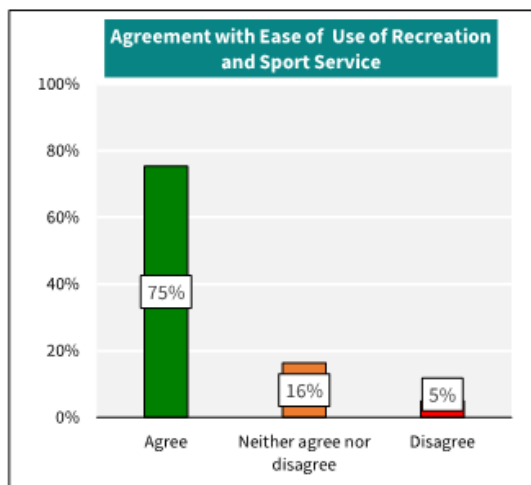
**Completed Surveys:** 62



Satisfaction Results <small>Not Applicable responses have been removed from the results</small>		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Staff friendly and respectful	n	32	22	6	1	0	1	62
	%	51.6%	35.5%	9.7%	1.6%	0.0%	1.6%	100.0%
Accuracy of information and advice	n	29	23	6	3	0	0	61
	%	47.5%	37.7%	9.8%	4.9%	0.0%	0.0%	100.0%
Ability to respond	n	26	24	9	2	0	0	61
	%	42.6%	39.3%	14.8%	3.3%	0.0%	0.0%	100.0%
LOS AVERAGE RATING	n	87	69	21	6	0	1	184
	%	47.3%	37.5%	11.4%	3.3%	0.0%	0.5%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our recreation and sport support service?



Agreement Results <small>Not Applicable responses have been removed from the results</small>	Number	Percent
Strongly Agree	16	26.2%
Agree	30	49.2%
Neither Agree nor Disagree	10	16.4%
Disagree	3	4.9%
Strongly Disagree	0	0.0%
Don't Know	2	3.3%
<b>Total</b>	<b>61</b>	<b>100.0%</b>

## Recreation and Sport Facilities

### 7.0.7 Recommended Level of Service Target: At least 80% (CERM Survey)

7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities

Target: At least 80% of customers are satisfied with the range and quality of facilities (5.6 on a 7 point scale using CERM international benchmark)

#### Methodology

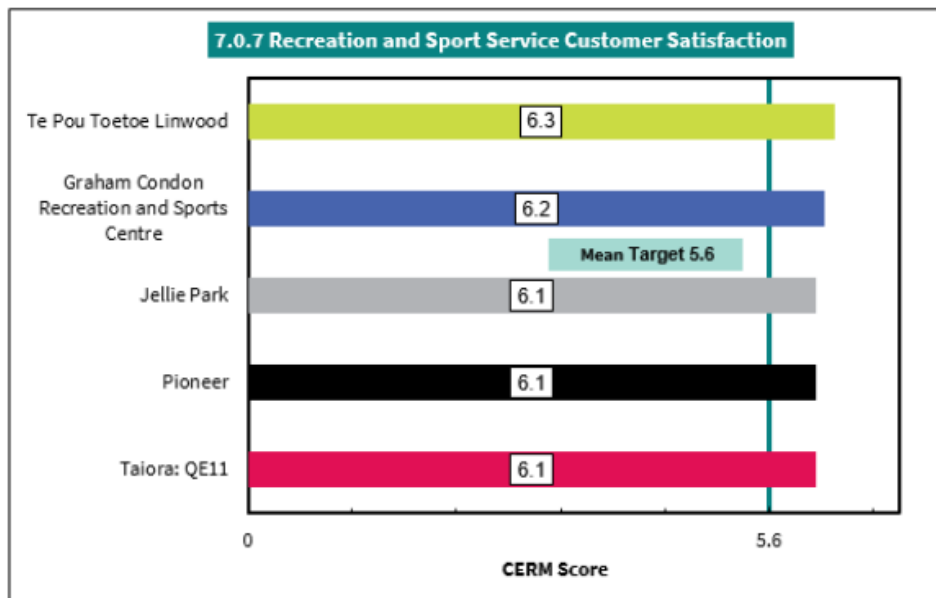
LOS score based on the survey question stated below:

- Overall, how satisfied are you as a customer of this centre?

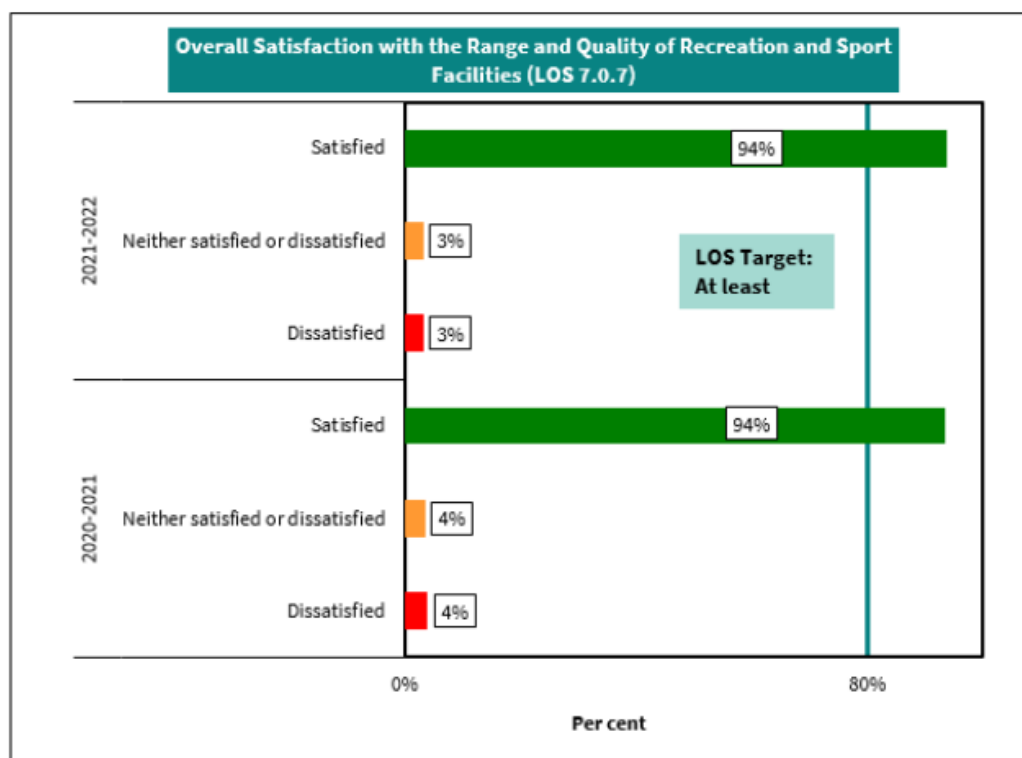
**Time in field:** The online survey was carried out by the University of South Australia (CERM PI) and was emailed to those who had attended a facility during February 2022. 100% of surveys were completed online

**Completed Surveys:** 2,127

**Centres Surveyed:** Graham Condon, Jellie Park, Pioneer and Taiora: QEII, Te Pou Toetoe Linwood



Recreation and Sport Centre		Taiora QEII	Pioneer	Jellie Park	Graham Condon	Te Pou Toetoe Linwood	TOTAL
CERM Score	n	487	652	436	331	221	2,127
	Mean	6.1	6.1	6.1	6.2	6.3	6.1



NB: 2020-2021 results do not include Te Pou Toetoe Linwood

## Activity: Parks and Foreshore

### Community Parks

#### 6.0.3 Recommended Level of Service Target: $\geq 60\%$

6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks

Target: Community Parks presentation: resident satisfaction  $\geq 60\%$

#### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

1. Overall, how satisfied or dissatisfied are you with the APPEARANCE of this park? *This includes layout, plants, trees and gardens*
2. Overall, how satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*

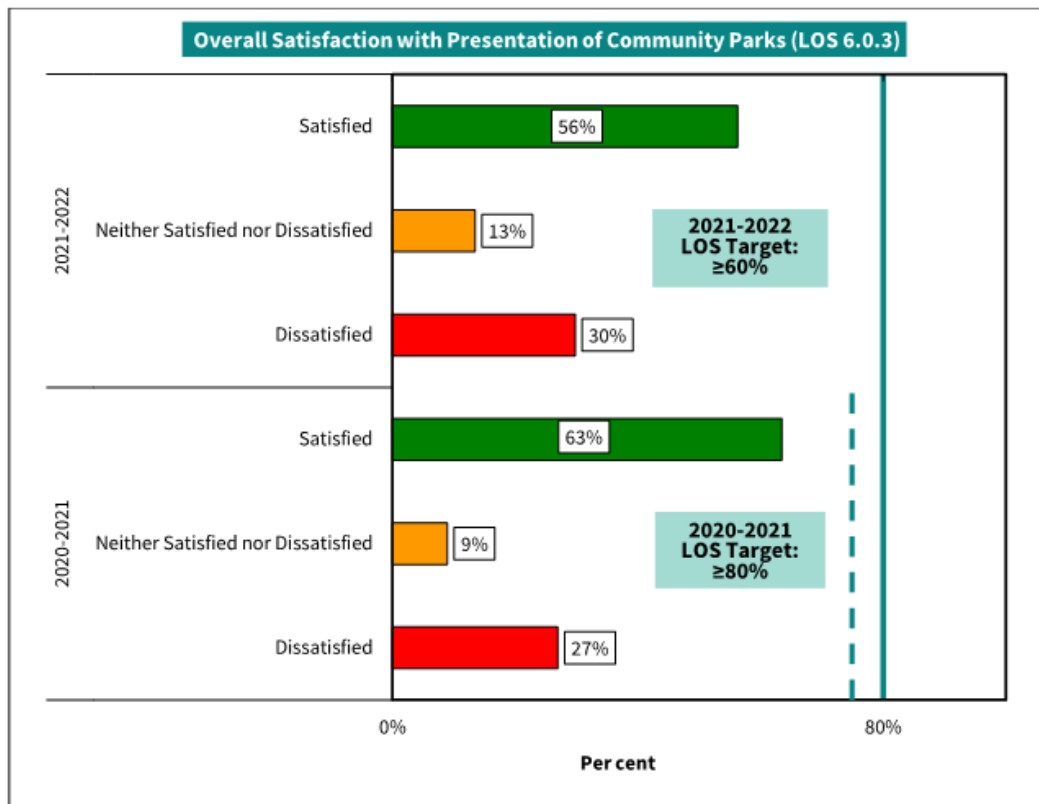
**Time in field:** The mail drop postal and online survey was delivered to households in the vicinity of community parks from November to December 2021. Surveys were also completed using our Life in Christchurch online panel where respondents gave feedback on a range of local parks throughout the city

**Completed Surveys:** 337

#### Sites surveyed:

Park Name	Number Completed Surveys
ARCON STREAM RESERVE	5
AVONDALE PLAYGROUND	7
BAYSWATER RESERVE	9
BENMORE GARDENS RESERVE	15
CAMPION RESERVE	10
CANBERRA RESERVE	7
CASHMERE VILLAGE GREEN	7
CASS BAY PLAYGROUND	27
CENTAURUS PARK	14
CHARTWELL RESERVE	9
COTTONWOOD RESERVE	2
CROSS RESERVE	4
ERICA PLAYGROUND	12
FERNBROOK PLAYGROUND	10
HYDE PARK	11
KING PARK	5
KOTUKU RESERVE	5
MARLENE RESERVE	7
NORRIE PARK	13
PALATINE RESERVE	9
RIDDER RESERVE	16
SHAMROCK RESERVE	9
STEWARTS BUSH	12
WOLSEY PLAYGROUND	7

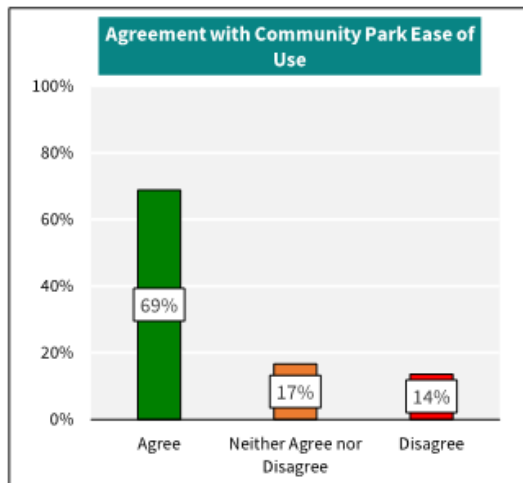
LIFE IN CHRISTCHURCH PANEL BOOSTERS (range of sites)	105
<b>TOTAL</b>	<b>337</b>



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Park appearance	n	45	161	43	59	25	1	334
	%	13.5%	48.2%	12.9%	17.7%	7.5%	0.3%	100.0%
Park condition	n	32	134	46	80	34	2	328
	%	9.8%	40.9%	14.0%	24.4%	10.4%	0.6%	100.0%
LOS AVERAGE RATING	n	77	295	89	139	59	3	662
	%	11.6%	44.6%	13.4%	21.0%	8.9%	0.5%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE this park?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	59	18.2%
Agree	164	50.6%
Neither Agree nor Disagree	54	16.7%
Disagree	34	10.5%
Strongly Disagree	10	3.1%
Don't Know	3	0.9%
<b>Total</b>	<b>324</b>	<b>100.0%</b>

## Botanic Gardens and Mona Vale

### 6.2.2 Recommended Level of Service Target: $\geq 90\%$

6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks

Target: Botanic Gardens and Mona Vale presentation: resident satisfaction  $\geq 90\%$

#### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

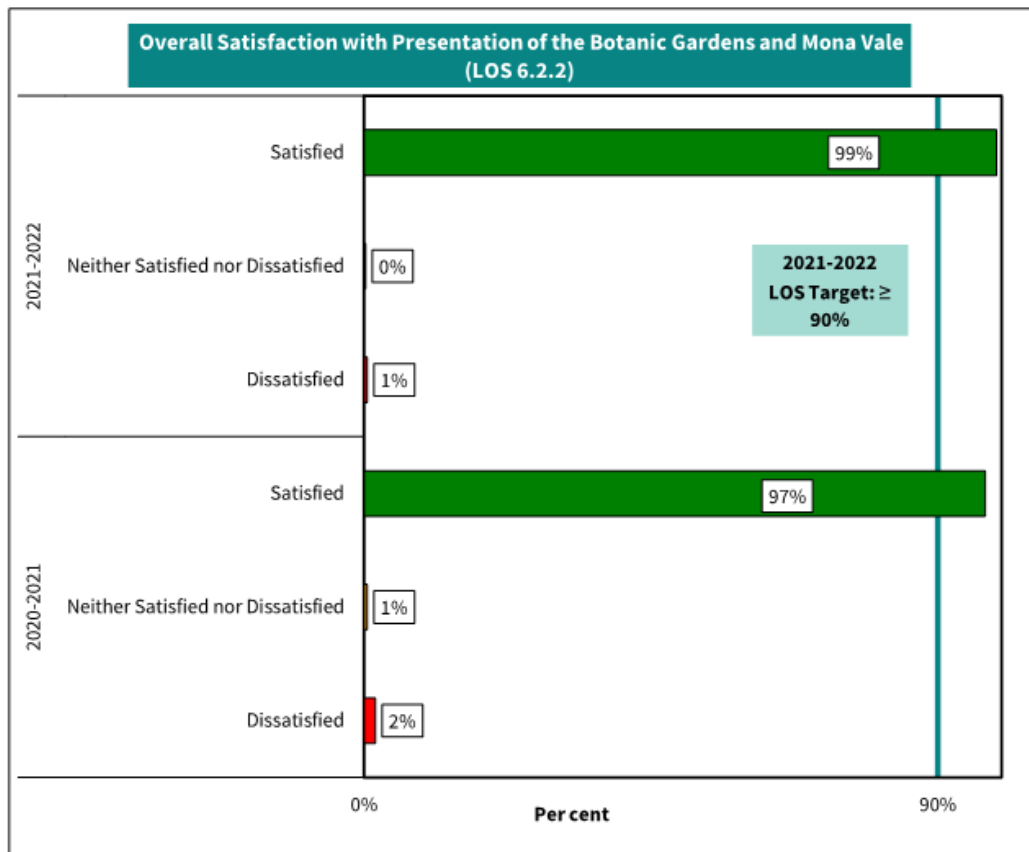
- How satisfied or dissatisfied are you with the APPEARANCE of the Botanic Gardens? *This includes layout, plants, trees and gardens and layout and style of facilities such as the Visitor Centre, toilets, playgrounds, swimming pools and houses such as Cunningham House*
  - How satisfied or dissatisfied are you with the CONDITION of the Gardens? *This includes maintenance and how it is looked after*
- OR
- How satisfied or dissatisfied are you with the APPEARANCE of Mona Vale? *This includes layout, plants, trees and gardens and layout and style of facilities, such as the homestead and toilets*
  - How satisfied or dissatisfied are you with the CONDITION of Mona Vale? *This includes things such as maintenance and how it is looked after*

**Time in field:** Face to face surveying took place between November and December 2021

**Completed Surveys:** 195



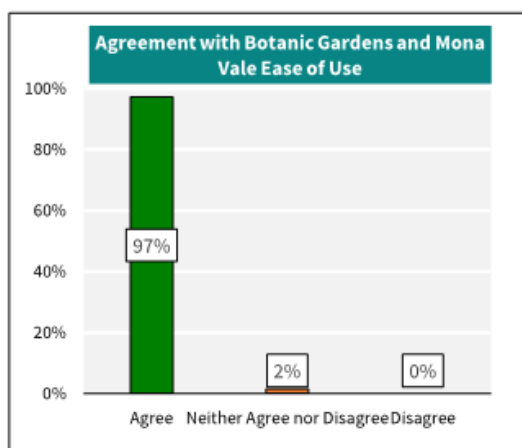
Park Name	Completed Surveys
BOTANIC GARDENS	150
MONA VALE	45
<b>Total</b>	<b>195</b>



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Botanic Gardens and Mona Vale appearance	n	151	40	0	0	1	0	192
	%	78.6%	20.8%	0.0%	0.0%	0.5%	0.0%	100.0%
Botanic Gardens and Mona Vale condition	n	142	48	1	0	1	0	192
	%	74.0%	25.0%	0.5%	0.0%	0.5%	0.0%	100.0%
LOS AVERAGE RATING	n	293	88	1	0	2	0	384
	%	76.3%	22.9%	0.3%	0.0%	0.5%	0.0%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE <the Botanic Gardens> or <Mona Vale>?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	101	54.0%
Agree	81	43.3%
Neither Agree nor Disagree	3	1.6%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Don't Know	2	1.1%
<b>Total</b>	<b>187</b>	<b>100.0%</b>

## Regional Parks

### 6.3.5 Recommended Level of Service Target: $\geq 80\%$

6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks

Target: Regional Parks: resident satisfaction  $\geq 80\%$

#### Methodology

LOS score based on the survey question stated below:

- How satisfied or dissatisfied are you with the RANGE of RECREATION OPPORTUNITIES and NATURE EXPERIENCES at this park? This includes areas for sitting, relaxing and playing (eg. spaces, seats, picnic areas and drinking fountains); play spaces; walking and biking tracks; and opportunities to enjoy nature (eg. native plantings and bird life)

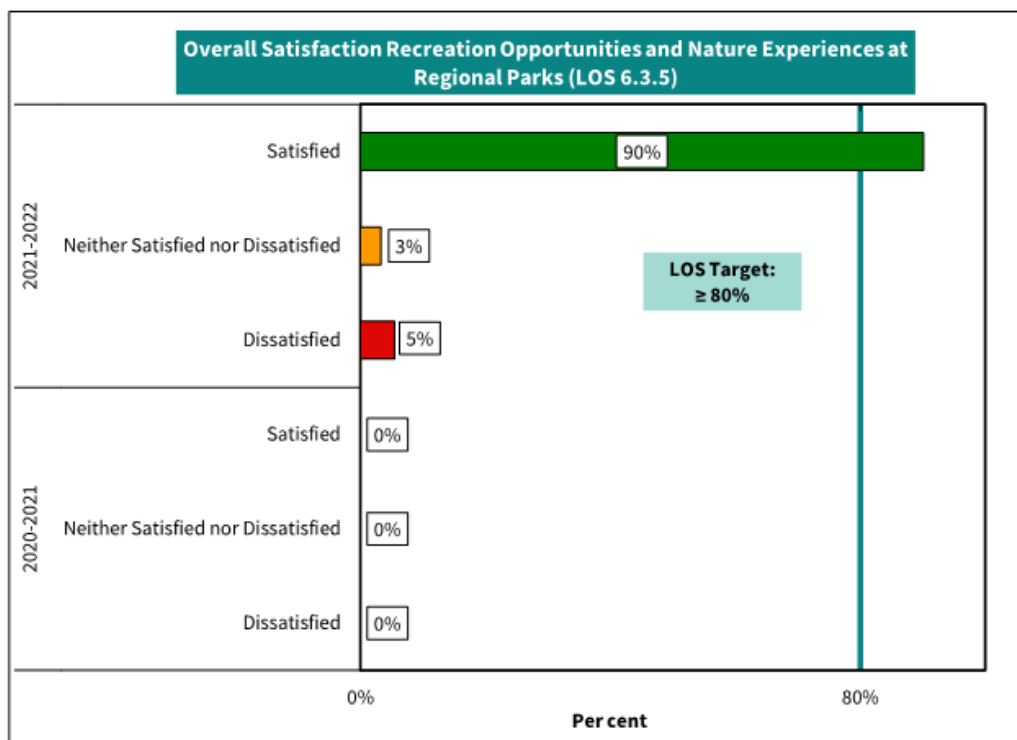
**Time in field:** Face to face and mail drop postal surveying took place between November and December 2021

**Completed Surveys:** 279

**Sites Surveyed:**

Regional Park	Completed
BOTTLE LAKE BEACH PARK	30
BOWENVALE PARK	16
BRIDLE PATH WALKWAY	40
CORONATION HILL RESERVE	9
CRACROFT CAVERNS RESERVE	10

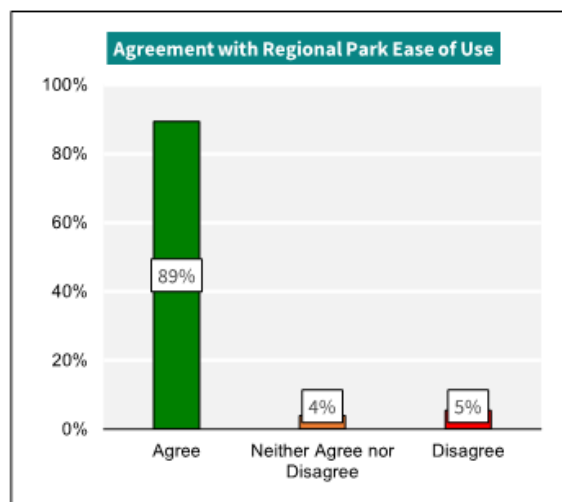
HALSWELL QUARRY PARK	30
NEW BRIGHTON BEACH (developed)	30
RAPAKI TRACK	30
ROTO KOHATU	30
VICTORIA PARK	30
WAIMAIRI BEACH	24
<b>Total</b>	<b>279</b>



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Recreational opportunities and ecological experiences	n	114	132	9	13	2	3	273
LOS AVERAGE RATING	%	41.8%	48.4%	3.3%	4.8%	0.7%	1.1%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE this park?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	76	27.8%
Agree	168	61.5%
Neither Agree nor Disagree	11	4.0%
Disagree	13	4.8%
Strongly Disagree	2	0.7%
Don't Know	3	1.1%
<b>Total</b>	<b>273</b>	<b>100.0%</b>

### Cemetery Administration Services

#### 6.4.5 Recommended Level of Service Target: $\geq 95\%$

6.4.5 Cemeteries administration services meet customer expectations

Target: Customer satisfaction with cemetery administration services:  $\geq 95\%$

#### Methodology

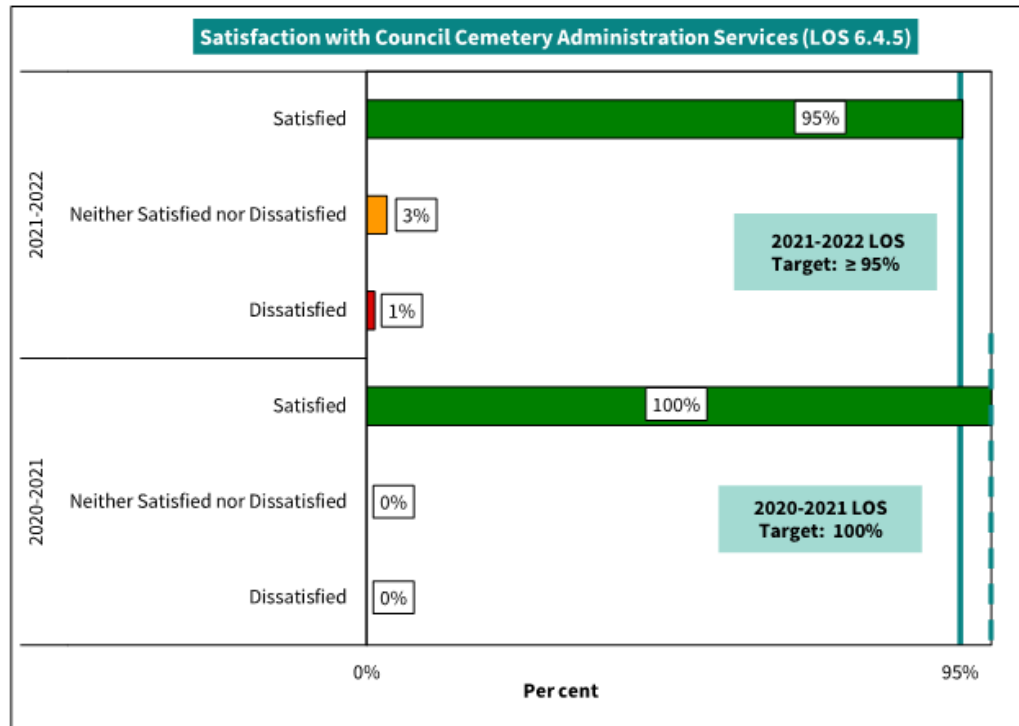
LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you with the INFORMATION PROVIDED about plot location, ownership and availability? *This includes information that is correct and available to you*
2. How satisfied or dissatisfied are you with how FRIENDLY and RESPECTFUL the Council Cemetery Support Officers are?
3. How satisfied or dissatisfied are you that the (interment) application process is EASY TO USE? *This includes clear instructions and processes, and checking your needs were met and following up on any issues*
4. How satisfied or dissatisfied are you with the (interment) application RESPONSE TIME? *This includes time taken to contact you and general timeliness of communication from us*

**Time in field:** The online survey was infield in October 2021, with surveys emailed to 37 funeral directors and monumental masons who had used the Cemetery administration services in the preceding 12 months. The survey was also emailed to 152

resident customers who had used the Cemetery administration services since January 2021 (this excluded those who had used the service in the eight weeks before the survey due to sensitivities). 100% of surveys were completed online

Completed Surveys: 78



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Provision of information	n	60	14	4	0	0	0	78
	%	76.9%	17.9%	5.1%	0.0%	0.0%	0.0%	100.0%
Staff friendly and respectful	n	65	12	0	0	0	0	77
	%	84.4%	15.6%	0.0%	0.0%	0.0%	0.0%	100.0%
Ease of use of interment process	n	56	15	2	2	0	0	75
	%	74.7%	20.0%	2.7%	2.7%	0.0%	0.0%	100.0%
Interment application response time	n	52	17	4	2	0	0	75
	%	69.3%	22.7%	5.3%	2.7%	0.0%	0.0%	100.0%
LOS AVERAGE RATING	n	233	58	10	4	0	0	305
	%	76.4%	19.0%	3.3%	1.3%	0.0%	0.0%	100.0%

## Cemeteries

### 6.4.4 Recommended Level of Service Target: $\geq 85\%$

6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries  
Target: Cemeteries presentation: resident satisfaction  $\geq 85\%$

#### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

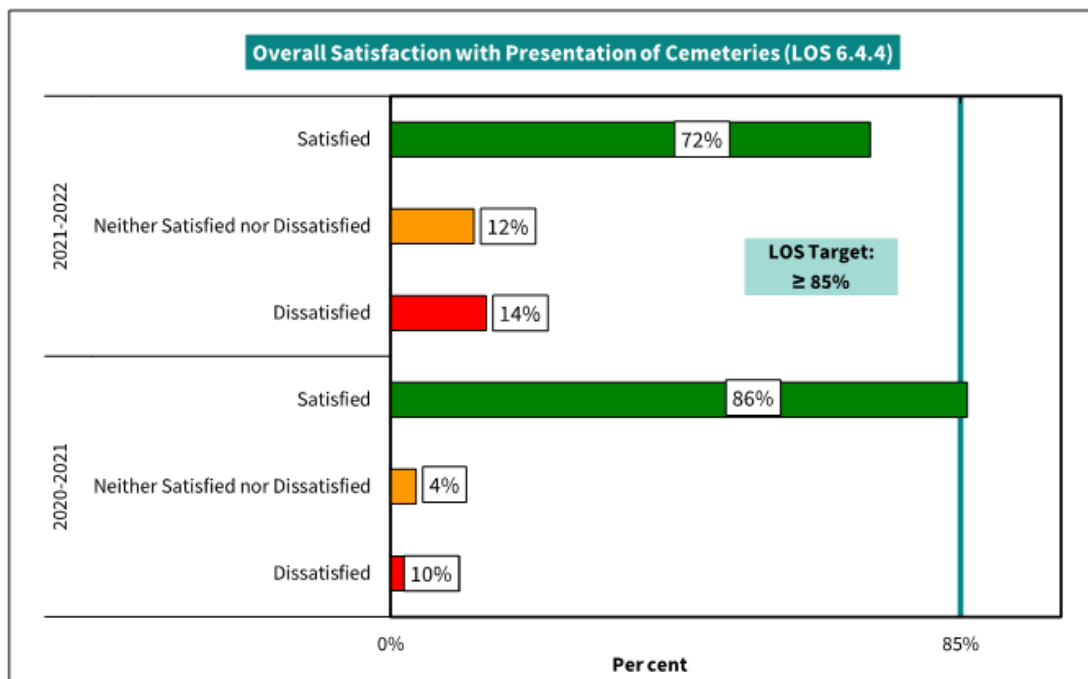
1. How satisfied or dissatisfied are you with the APPEARANCE of this cemetery? *This includes layout, plants, trees and gardens (excluding headstones)*
2. How satisfied or dissatisfied are you with the CONDITION of this cemetery? *This includes maintenance and how it is looked after (excluding headstones)*

**Time in field:** Face to face and mail drop postal and booster online panel surveying took place between November and December 2021

**Completed Surveys:** 165

**Sites Surveyed:**

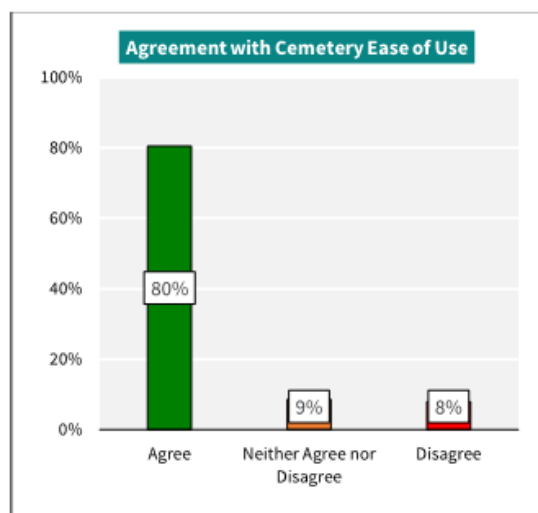
Cemeteries	Completed Surveys
AVONHEAD CEMETERY	34
BELFAST CEMETERY	32
BROMLEY CEMETERY	12
MEMORIAL PARK CEMETERY	14
RURU LAWN CEMETERY	21
LIFE IN CHRISTCHURCH PANEL BOOSTERS (range of sites)	52
<b>Total</b>	<b>165</b>



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Cemeteries appearance	n	34	88	18	13	10	2	165
	%	20.6%	53.3%	10.9%	7.9%	6.1%	1.2%	100.0%
Cemeteries condition	n	27	87	23	11	13	4	165
	%	16.4%	52.7%	13.9%	6.7%	7.9%	2.4%	100.0%
LOS AVERAGE RATING	n	61	175	41	24	23	6	330
	%	18.5%	53.0%	12.4%	7.3%	7.0%	1.8%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE this cemetery?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	45	27.4%
Agree	87	53.0%
Neither Agree nor Disagree	14	8.5%
Disagree	9	5.5%
Strongly Disagree	4	2.4%
Don't Know	5	3.0%
<b>Total</b>	<b>164</b>	<b>100.0%</b>
Not applicable	0	



## Hagley Park

### 6.8.4.1 Recommended Level of Service Target: $\geq 90\%$

6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park

Target: Hagley Park presentation: resident satisfaction  $\geq 90\%$

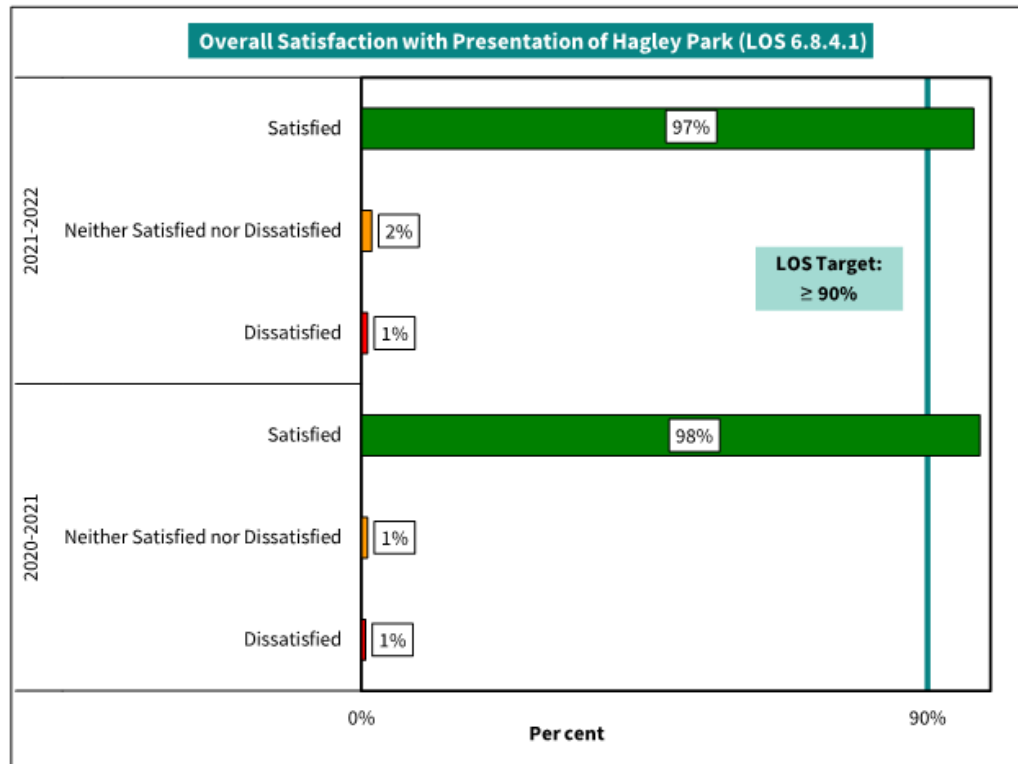
#### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of Hagley Park? *This includes layout, plants, trees and gardens*
2. How satisfied or dissatisfied are you with the CONDITION of Hagley Park? *This includes maintenance and how it is looked after*

**Time in field:** Face to face surveying took place between November and December 2021

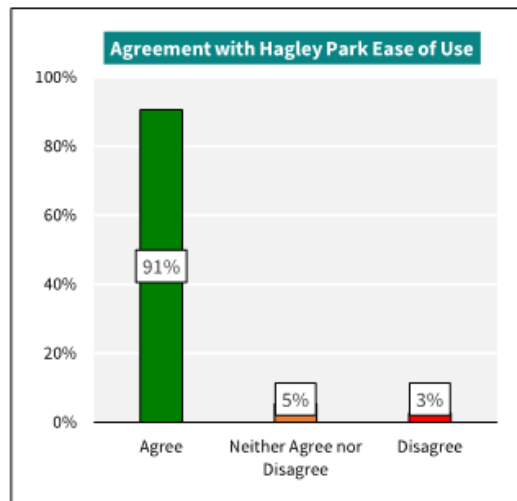
**Completed Surveys:** 150



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Park appearance	n	102	45	3	0	0	0	150
	%	68.0%	30.0%	2.0%	0.0%	0.0%	0.0%	100.0%
Park condition	n	79	65	2	3	0	0	149
	%	53.0%	43.6%	1.3%	2.0%	0.0%	0.0%	100.0%
LOS AVERAGE RATING	n	181	110	5	3	0	0	299
	%	60.5%	36.8%	1.7%	1.0%	0.0%	0.0%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: And how much do you agree or disagree that the Council make it EASY for you TO USE this park?



Agreement Results		
Not Applicable responses have been removed from the results		
	Number	Percent
Strongly Agree	60	40.5%
Agree	74	50.0%
Neither Agree nor Disagree	8	5.4%
Disagree	3	2.0%
Strongly Disagree	1	0.7%
Don't Know	2	1.4%
<b>Total</b>	<b>148</b>	<b>100.0%</b>

### Council Park Sport Surfaces

#### 6.8.1.6 Recommended Level of Service Target: $\geq 75\%$

6.8.5 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces  
Target: Satisfaction  $\geq 75\%$

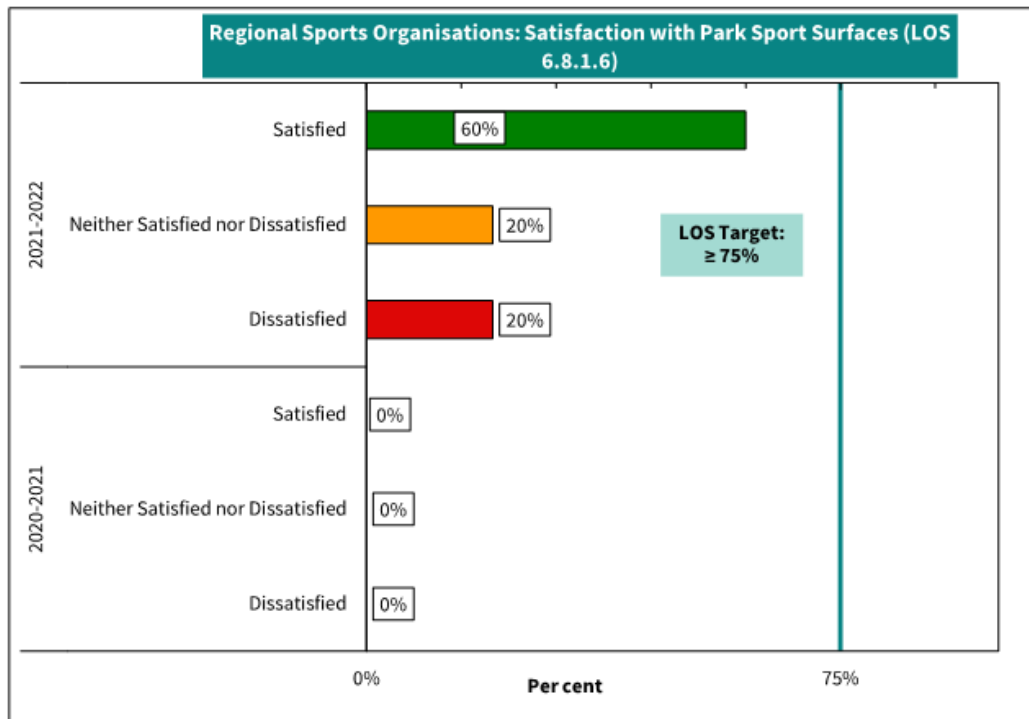
#### Methodology

LOS score calculated as an aggregate of the two survey questions stated below:

1. Thinking about all of the sport surfaces your organisation uses at Council parks, overall how satisfied or dissatisfied that the sport surfaces are FIT FOR PURPOSE? *This includes surfaces meeting your needs such as type of surfaces available and their layout*
2. Again, thinking about all of the sport surfaces your organisation uses at Council parks, overall how satisfied or dissatisfied are you with the CONDITION of the sport surfaces? *This includes surface maintenance and upkeep*

**Time in field:** The online survey was infield in October 2021, with surveys emailed to 16 regional sports organisations who had used Council sports park surfaces from January 2021. 100% were completed online

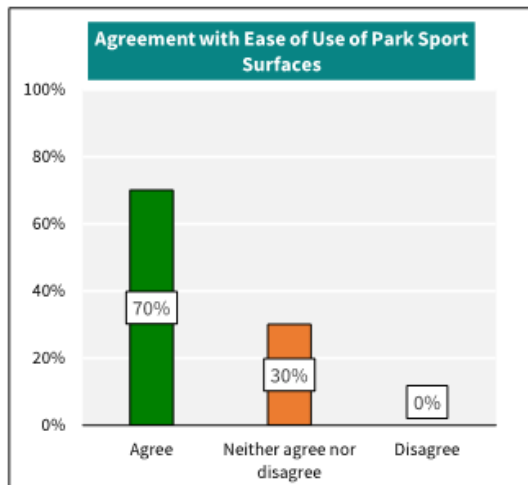
**Completed Surveys:** 10



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Surface fitness for purpose	n	2	5	2	0	1	0	10
	%	20.0%	50.0%	20.0%	0.0%	10.0%	0.0%	100.0%
Surface condition	n	2	3	2	0	3	0	10
	%	20.0%	30.0%	20.0%	0.0%	30.0%	0.0%	100.0%
LOS AVERAGE RATING	n	4	8	4	0	4	0	20
	%	20.0%	40.0%	20.0%	0.0%	20.0%	0.0%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our sport surfaces?



Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	2	20.0%
Agree	5	50.0%
Neither Agree nor Disagree	3	30.0%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
<b>Total</b>	<b>10</b>	<b>100.0%</b>

## Marine Structures

### 10.8.1.1 Recommended Level of Service Target: 60%

10.8.1.1 Availability of a network of public marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors

Target: Customer satisfaction with the availability of marine structure facilities: 60%

#### Methodology

LOS score calculated as an aggregate of the five survey questions stated below:

#### *Resident Users*

- How satisfied or dissatisfied are you with being able to ACCESS marine structures for RECREATION? *This includes being in the right places and easy to get to and using them for things like launching boats, fishing and walking on them*
- How satisfied or dissatisfied are you that there are ENOUGH marine structures of different types for RECREATION? *This includes wharves, jetties, ramps, rafts and moorings*
- How satisfied or dissatisfied are you with being able to ACCESS marine structures for TRANSPORT? *This includes structures being in the right places and easy to get to for ferries, etc*

#### *Commercial Operators*

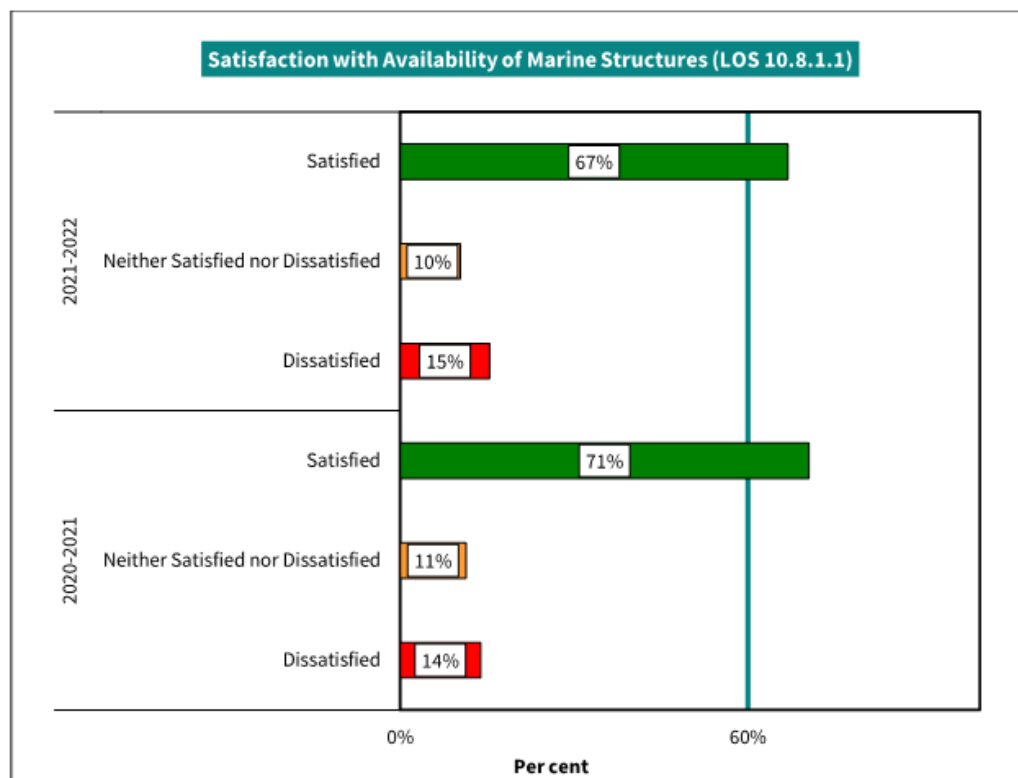
- How satisfied or dissatisfied are you with being able to ACCESS marine structures for COMMERCIAL PURPOSES? *This includes structures being in the right places and easy to get to and using them for commercial activities such as launching boats, loading and unloading passengers and cargo, for refuelling and for tourism activities*
- How satisfied or dissatisfied are you that there are ENOUGH marine structures of the different types outlined above for COMMERCIAL PURPOSES?

**Time in field:** An online survey was infield in October and November 2021, with surveys emailed to 14 commercial users who had used marine structures in the preceding 12 months. 100% of surveys were completed online  
Face to face surveying of residential marine structure users took place at marine structures between November and December 2021. In total 195 surveys were completed at 9 marine structures

**Completed Surveys:** 200 (including commercial users)

**Sites surveyed (residential users):**

Site	Number Completed Surveys
AKAROA BOAT PARK AND RECREATION GROUND JETTY AND SLIPWAY	15
AKAROA WHARF	30
CORSAIR BAY RAMP AND JETTY	15
DALY'S WHARF	20
DIAMOND HARBOUR WHARF	30
LYTTELTON MARINA PUBLIC RAMP AND JETTY	15
MONCK'S BAY PUBLIC RAMP	15
NEW BRIGHTON PIER	40
SCOTT PARK PUBLIC RAMPS	15
<b>Total</b>	<b>195</b>



Satisfaction Results <small>Not Applicable responses have been removed from the results</small>		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Accessibility for recreation	n	36	98	17	20	1	9	181
	%	19.9%	54.1%	9.4%	11.1%	0.5%	5.0%	100.0%
Enough for recreation	n	13	89	15	11	7	15	157
	%	8.3%	56.7%	9.6%	14.0%	1.9%	9.6%	100.0%
Accessibility for transportation	n	9	55	15	10	7	9	105
	%	8.6%	52.4%	14.3%	9.5%	6.7%	8.6%	100.0%
Accessibility for commercial purposes	n	0	2	0	3	0	0	5
	%	0.0%	40.0%	0.0%	60.0%	0.0%	0.0%	100.0%
Enough for commercial purposes	n	0	1	0	3	1	0	5
	%	0.0%	20.0%	0.0%	60.0%	20.0%	0.0%	100.0%
LOS AVERAGE RATING	n	58	245	47	5	33	453	
	%	12.8%	54.1%	10.4%	1.1%	7.3%	100.0%	

2021-2022 LOS  
Target: 60%

2020-2021  
LOS 10.8.1.5  
Target: ≥ 50%

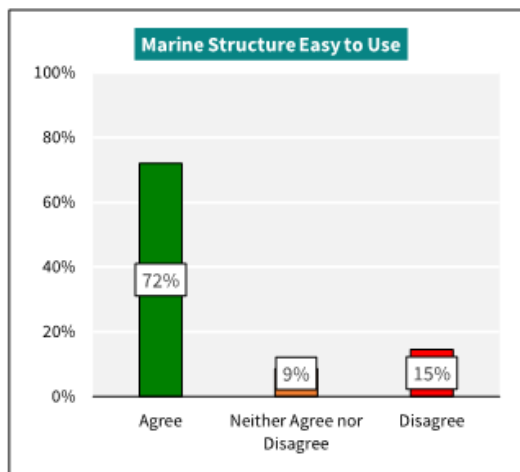
#### Customer Effort: Ease of Interacting With or Using Council Services

Questions:

How much do you agree or disagree that the Council makes it EASY for you TO USE this marine structure?

or

How much do you agree or disagree that the Council makes it EASY for you TO USE marine structures for commercial purposes?



Agreement Results <small>Not Applicable responses have been removed from the results</small>	Number	Percent
Strongly Agree	19	10.2%
Agree	115	61.8%
Neither Agree nor Disagree	16	8.6%
Disagree	22	11.8%
Strongly Disagree	5	2.7%
Don't Know	9	4.8%
<b>Total</b>	<b>186</b>	<b>100.0%</b>

## Environmental, Conservation, Water and Civil Defence Education Programmes

### 19.1.6 Recommended Level of Service Target: 95%

19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes

Target: Teachers satisfied with education programmes delivered: 95%

#### Methodology

LOS score based on the survey question stated below:

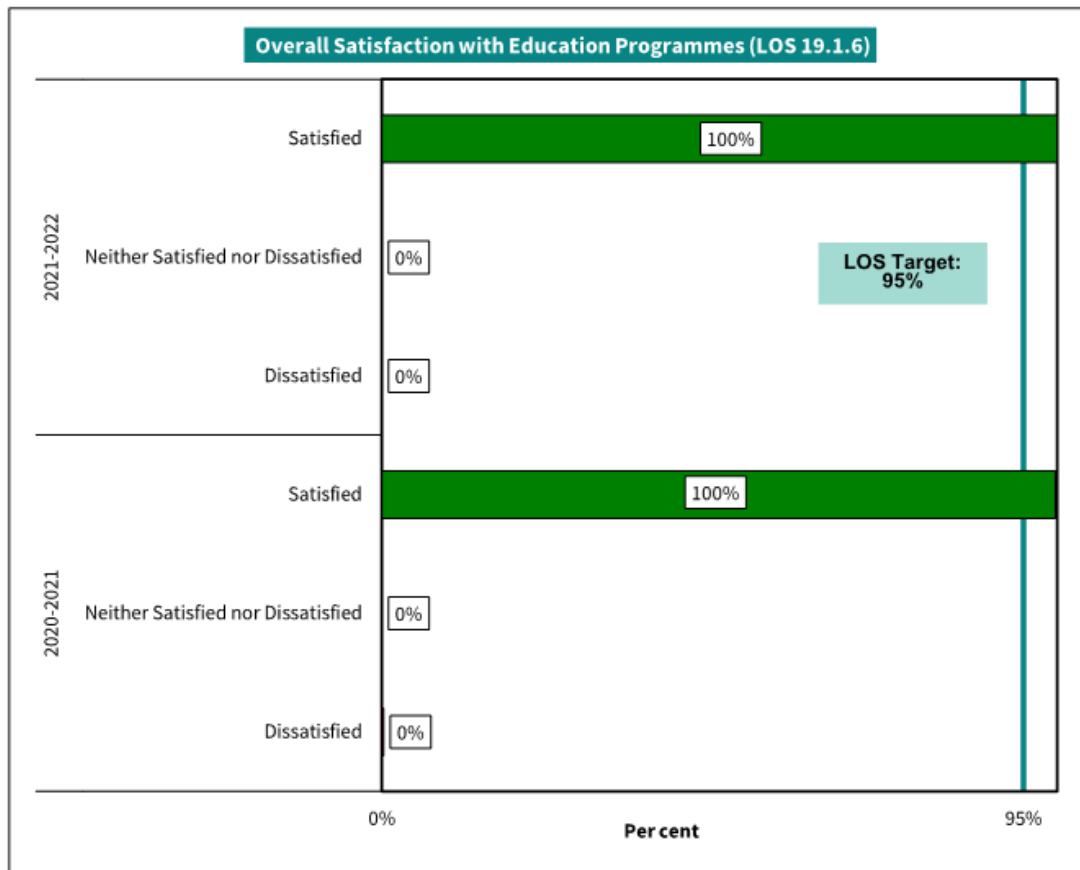
Overall, how satisfied or dissatisfied were you with the education programmes? This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students learn about protecting and enhancing our natural environment

**Time in field:** The online pulse survey was in field throughout the year, with surveys emailed to teachers after their students had participated in education programmes over the year. 100% of surveys were completed online

**Completed Surveys: 405**

Education Programme
Coastal Management at North New Brighton beach
Creative and Native in the Botanic Gardens
Forest Explorer at Spencer Park
Forest Explorer in Bottle Lake Forest
Freshwater Frolicking at the Groynes
Future Proof : Climate Change
Have Your Say
Junior Park Explorers at Bottle Lake
Junior Park Explorers at Ernle Clark Reserve
Junior Park Explorers at Halswell Quarry
Junior Park Explorers at Mona Vale
Junior Park Explorers at the Groynes
Junior Park Explorers in Spencer Park
Junior Park Explorers in the Botanic Gardens
Junior Park Explorers in Travis Wetland
Native Nurturing in Victoria Park
On the Rocks at Sumner Beach
On The Rocks at Taylors Mistake Beach
Otautahi, Our City
Park Detectives at Mona Vale
Park Detectives Halswell Quarry
Park Detectives in the Botanic Gardens
Rocky Road of Discovery at Halswell Quarry
Saving the Sand Dunes at Le Bons Bay
Saving the Sand Dunes at New Brighton Beach
Saving the Sand Dunes at South Brighton Beach
Saving the Sand Dunes at Spencer Park Beach
A Waste of Time at various sites
Casting Magic with Worms at the Curators House in the Botanic Gardens
Casting Magic with Worms at the EcoDrop Metro Place, Bromley
Fertilising for the Future (EM Bokashi) at the EcoDrop Metro Place, Bromley
Fertilising for the Future (Worms) at the EcoDrop Metro Place, Bromley
Kidsfest Making Mini Worm Farms
Recycling Talk at the MRF
Tour of the Organic Processing Plant
Watch Your Waste at Metro Place, Bromley
Water for Life at Main Water Pumping Station
Water Talk
Stan's Got a Plan for Earthquakes
Coastal Management at North New Brighton beach
Creative and Native in the Botanic Gardens

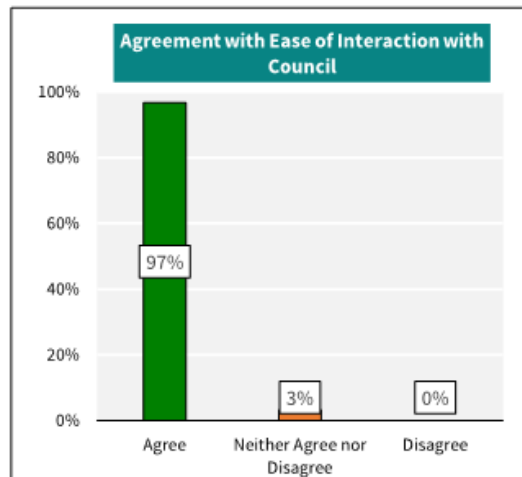




Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Overall satisfaction	n	373	32	0	0	0	0	405
LOS RATING	%	92.1%	7.9%	0.0%	0.0%	0.0%	0.0%	100.0%

### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to interact with us regarding the education programme? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understood your needs, and who provided you with accurate information and service that met your needs*



Agreement Results		
Not Applicable responses have been removed from the results		
	Number	Percent
Strongly Agree	337	83.2%
Agree	55	13.6%
Neither Agree nor Disagree	13	3.2%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
<b>Total</b>	<b>405</b>	<b>100.0%</b>

## Activity: Resource Consenting

### Resource Consenting Process

#### 9.2.7 Recommended Level of Service Target: 70%

9.2.7 % satisfaction of applicant with resource consenting process

Target: 70% satisfaction achieved

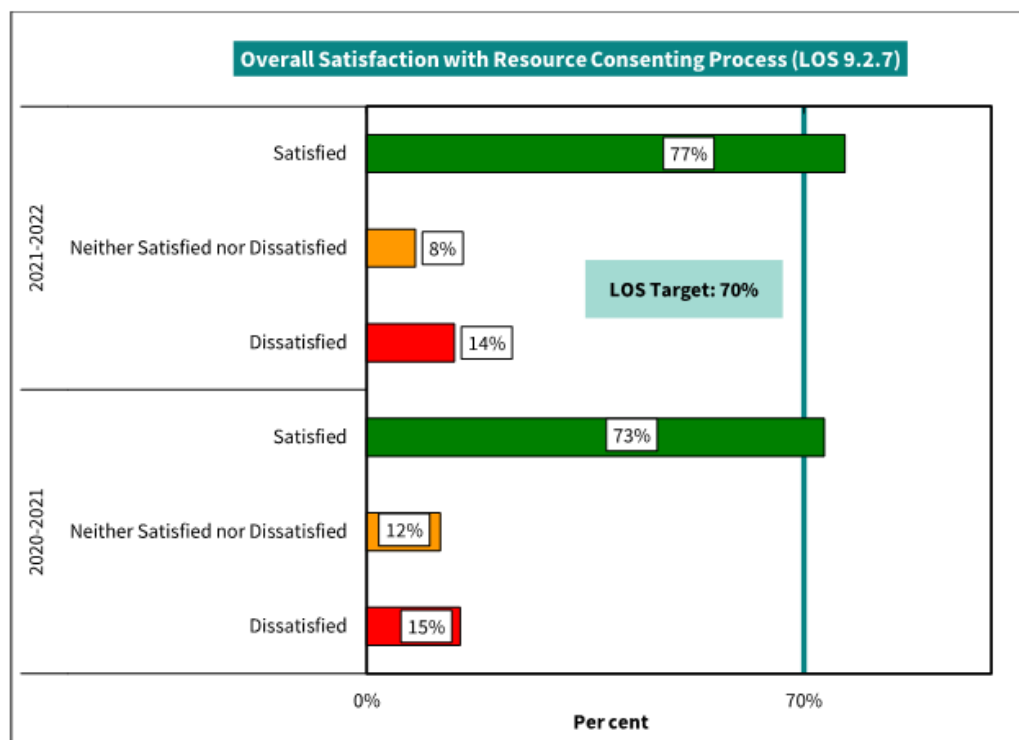
#### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

1. Thinking about this resource consent, how satisfied or dissatisfied were you with the ACCURACY of the INFORMATION and ADVICE PROVIDED to you by planner/s? *This includes information being correct and reliable*
2. How satisfied or dissatisfied were you with you with the TIMELINESS of the INFORMATION and ADVICE provided to you? *This includes planners providing information and advice promptly*
3. How satisfied or dissatisfied were you with you with the MANNER of the planner/s you dealt with? *This includes planners being friendly and respectful*
4. How satisfied or dissatisfied were you with you with the TIME TAKEN to PROCESS your Consent application?

**Time in field:** The online survey was infield in October and November 2021, with surveys emailed to 410 resource consents applicants from January 2021. 100% of surveys were completed online

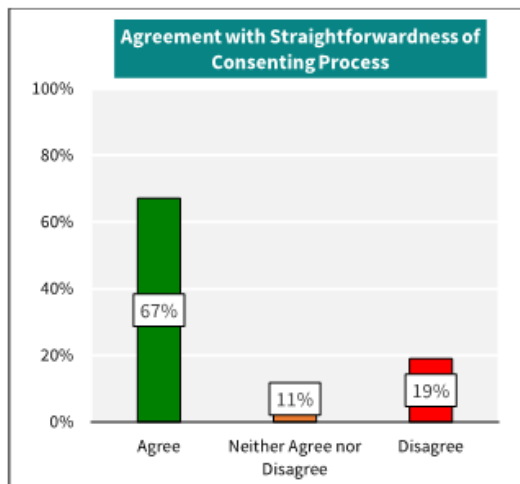
**Completed Surveys:** 82



Satisfaction Results <small>Not Applicable responses have been removed from the results</small>		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Accuracy of information and advice	n	38	23	9	7	2	1	80
	%	47.5%	28.8%	11.3%	8.8%	2.5%	1.3%	100.0%
Timeliness of information and advice	n	27	33	7	6	7	1	81
	%	33.3%	40.7%	8.6%	7.4%	8.6%	1.2%	100.0%
Staff manner	n	49	22	3	3	2	1	80
	%	61.3%	27.5%	3.8%	3.8%	2.5%	1.3%	100.0%
Time taken to process consents	n	26	27	6	13	5	2	79
	%	32.9%	34.2%	7.6%	16.5%	6.3%	2.5%	100.0%
LOS AVERAGE RATING	n	140	105	25	29	16	5	320
	%	43.8%	32.8%	7.8%	9.1%	5.0%	1.6%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: Taking into account the legal requirements of the consent process, how much do you agree or disagree that the Council made it STRAIGHTFORWARD for you to have your resource consent processed?



Agreement Results <small>Not Applicable responses have been removed from the results</small>	Number	Percent
Strongly Agree	23	29.1%
Agree	30	38.0%
Neither Agree nor Disagree	9	11.4%
Disagree	8	10.1%
Strongly Disagree	7	8.9%
Don't Know	2	2.5%
<b>Total</b>	<b>79</b>	<b>100.0%</b>

## Activity: Transport

### Public Transport Facilities

#### 10.4.4 Recommended Level of Service Target: $\geq 71\%$

10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)

Target:  $\geq 71\%$  resident satisfaction

#### Methodology

LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you with the number of bus shelters available at bus stops in Christchurch?
2. How satisfied or dissatisfied are you with the DESIGN of bus shelters? *This includes seating and pillars and ability to protect from weather*
3. How satisfied or dissatisfied are you with the INFORMATION PROVIDED at bus shelters? *This includes bus stop signs, timetables and real time bus tracking to tell you when buses will get to your stop*
4. How satisfied or dissatisfied are you with the CONDITION of bus shelters? *This includes maintenance and how they are looked after (like cleanliness and no graffiti and vandalism)*

**Time in field:** Face to face surveying took place between November and December 2021

**Completed Surveys:** 250

**Sites surveyed:** 2

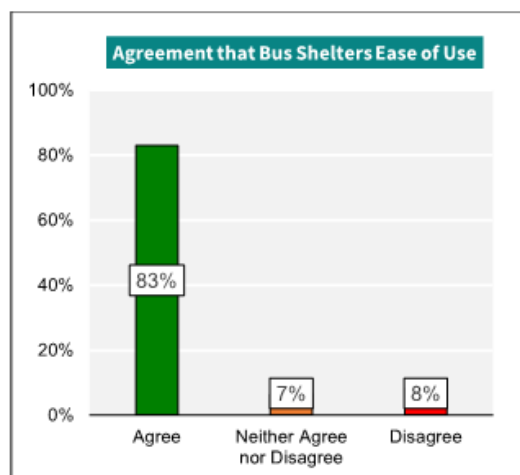
Bus Infrastructure	Completed Surveys
BUS INTERCHANGE	200
RICCARTON BUS LOUNGE	50
<b>Total</b>	<b>250</b>



Satisfaction Results <small>Not Applicable responses have been removed from the results</small>		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Bus shelter number	n	17	153	24	33	8	2	237
	%	7.2%	64.6%	10.1%	13.9%	3.4%	0.8%	100.0%
Bus shelter design	n	18	151	23	39	6	2	239
	%	7.5%	63.2%	9.6%	16.3%	2.5%	0.8%	100.0%
Bus shelter information	n	26	143	28	29	7	5	238
	%	10.9%	60.1%	11.8%	12.2%	2.9%	2.1%	100.0%
Bus shelter condition	n	17	159	28	26	4	2	236
	%	7.2%	67.4%	11.9%	11.0%	1.7%	0.8%	100.0%
LOS AVERAGE RATING	n	78	606	103	127	25	11	950
	%	8.2%	63.8%	10.8%	13.4%	2.6%	1.2%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE bus shelters?



Agreement Results <small>Not Applicable responses have been removed from the results</small>	Number	Percent
Strongly Agree	27	11.7%
Agree	164	71.3%
Neither Agree nor Disagree	15	6.5%
Disagree	16	7.0%
Strongly Disagree	3	1.3%
Don't Know	5	2.2%
<b>Total</b>	<b>230</b>	<b>100.0%</b>

## Appendix 1: Satisfaction Results for Additional Services

A range of services continue to be surveyed as part of the Residents Survey programme for organisation performance trend monitoring purposes

### Community Facilities

#### Range and Quality of Council Operated Community Facilities

##### Methodology

Score calculated as an aggregate of the eight survey questions stated below:

1. How satisfied or dissatisfied are you with the **CONDITION** of this facility? *This includes maintenance and how it is looked after*
2. How satisfied or dissatisfied are you with the **AVAILABILITY** of this facility? *This includes being able to book it when you want to use it*
3. How satisfied or dissatisfied are that people can **GET AROUND** and **ACCESS** this facility? *This includes the location of the facility, car parking and disability access*
4. How satisfied or dissatisfied are you that this facility is **FIT FOR PURPOSE** for your activities? *This includes layout, equipment, lighting, appliances and furnishings*
5. How satisfied or dissatisfied are you that this facility gives **VALUE FOR THE MONEY** you pay to use it?
6. How satisfied or dissatisfied are you with the **ACCURACY OF INFORMATION PROVIDED** about this facility? *This includes clear signs and instructions and information that is correct and available to people*
7. Thinking about Council community facilities **IN CHRISTCHURCH**, how satisfied or dissatisfied are you with the **RANGE** of facilities available for hire and use? *This includes options (like size and type) to meet your needs*
8. Thinking now about community facilities **IN YOUR LOCAL AREA**, how satisfied or dissatisfied are you with the **RANGE** of facilities available for hire and use?

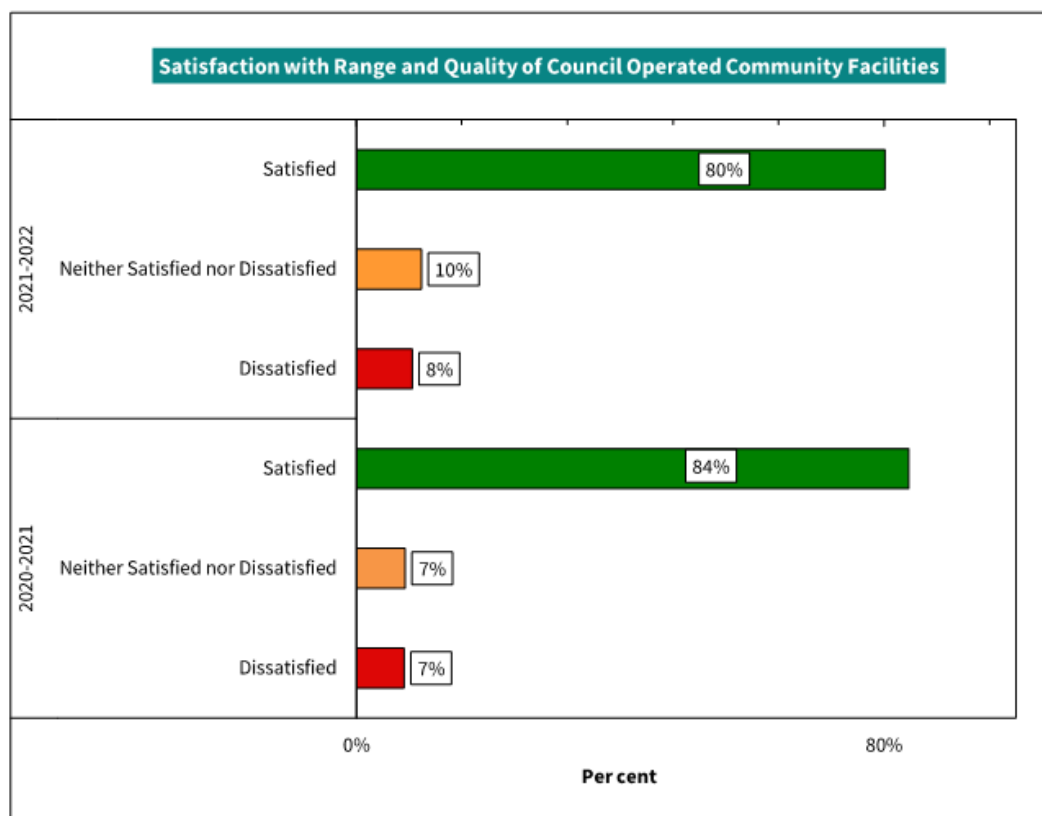
**Time in field:** The online survey was infield in October and November 2021, with surveys emailed to 250 people who had hired Council Community Facilities from January 2021. 100% of surveys were completed online

**Completed surveys:** 84

Community Facilities	Number Completed Surveys
Abberley Park Hall	6
Aranui/Wainoni Community Centre	6
Avice Hill Community Centre	4
Fendalton Community Centre	6
Harvard Community Lounge	6
Hei Hei Community Centre	3
Lyttelton Recreation Centre	1
North New Brighton Community Centre	3
Orauwata Bishopdale Library and Community Centre	7
Parklands Community Centre	4
Parkview Community Lounge	5
Rarakau Riccarton Centre	5
St Martins Community Centre	2
South New Brighton Community Centre	1



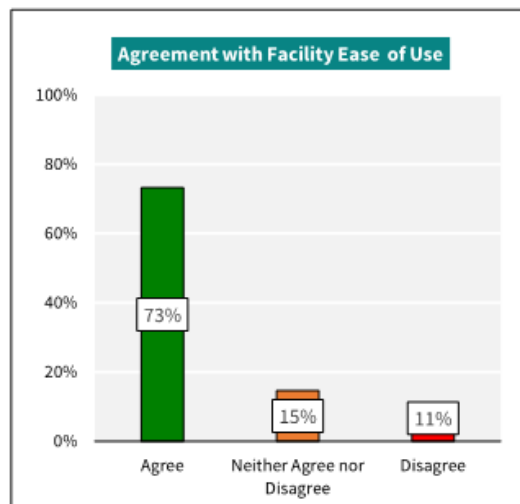
Te Hapua Halswell Centre	9
Templeton Community Centre	6
Waimairi Community Centre	9
Woolston Community Library	1
<b>Total</b>	<b>84</b>



Satisfaction Results <small>Not Applicable responses have been removed from the results</small>		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Condition	n	26	40	6	9	0	0	81
	%	32.1%	49.4%	7.4%	11.1%	0.0%	0.0%	100.0%
Availability	n	29	34	11	8	1	0	83
	%	34.9%	41.0%	13.3%	9.6%	1.2%	0.0%	100.0%
Getting around and accessing	n	34	43	1	3	0	0	81
	%	42.0%	53.1%	1.2%	3.7%	0.0%	0.0%	100.0%
Fit for purpose	n	33	36	6	6	0	0	81
	%	40.7%	44.4%	7.4%	7.4%	0.0%	0.0%	100.0%
Value for money	n	35	30	7	3	3	2	80
	%	43.8%	37.5%	8.8%	3.8%	3.8%	2.5%	100.0%
Accuracy of information	n	27	47	5	1	0	2	82
	%	32.9%	57.3%	6.1%	1.2%	0.0%	2.4%	100.0%
Range of facilities in Christchurch	n	22	36	12	7	1	3	81
	%	27.2%	44.4%	14.8%	8.6%	1.2%	3.7%	100.0%
Range of facilities in local area	n	17	31	16	10	3	3	80
	%	21.3%	38.8%	20.0%	12.5%	3.8%	3.8%	100.0%
AVERAGE RATING	n	223	297	64	47	8	10	649
	%	34.4%	45.8%	9.9%	7.2%	1.2%	1.5%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE Council-operated community facilities?



Agreement Results <small>Not Applicable responses have been removed from the results</small>	Number	Percent
Strongly Agree	24	29.3%
Agree	36	43.9%
Neither Agree nor Disagree	12	14.6%
Disagree	8	9.8%
Strongly Disagree	1	1.2%
Don't Know	1	1.2%
Total	82	100.0%

## Sports Parks

### Presentation of Sports Parks

#### Methodology

Score calculated as an aggregate of the three survey questions stated below:

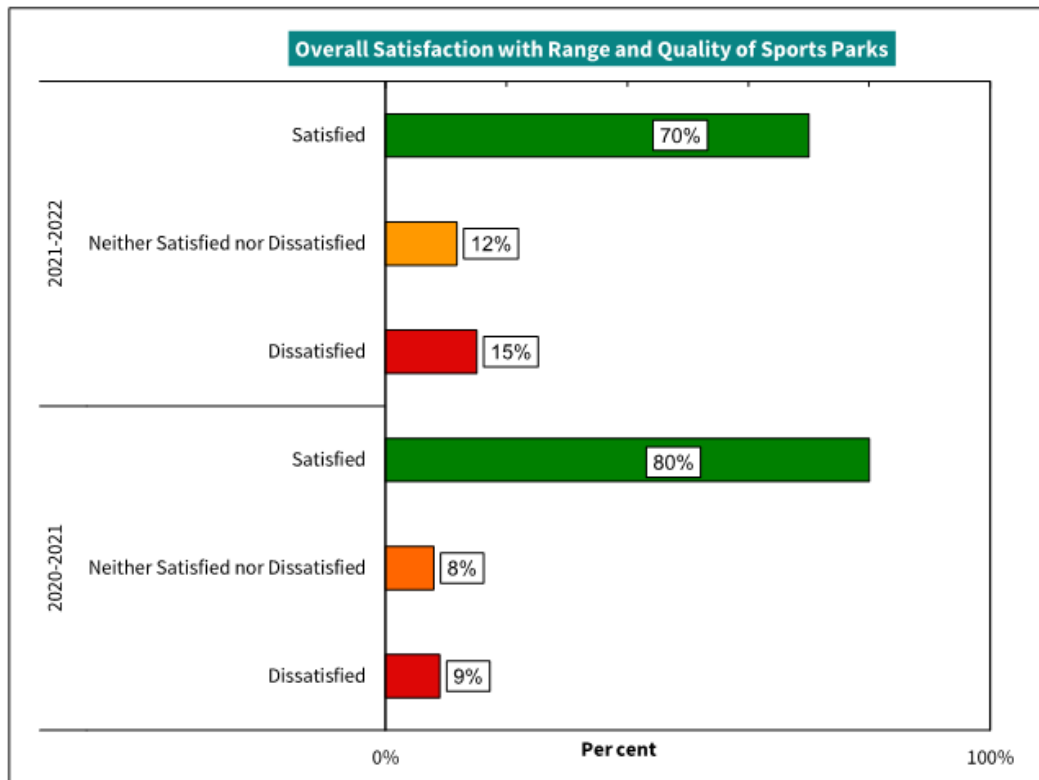
1. How satisfied or dissatisfied are with the RANGE OF SPORTS SUPPORT FACILITIES available at this park? *This includes toilets, changing rooms and drinking fountains*
2. How satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*
3. How satisfied or dissatisfied are you with INFORMATION PROVIDED for this park? *This includes clear signs and information that is available to people*

**Time in field:** Face to face and mail drop postal surveying took place between November and December 2021

**Completed Surveys:** 272

#### Sites Surveyed:

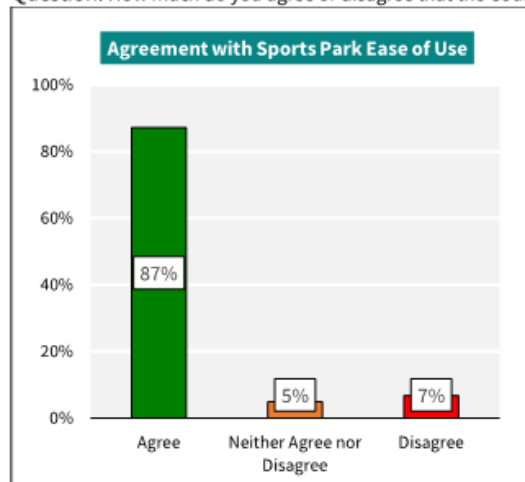
Park Name	Completed Surveys
BARRINGTON PARK	33
BECKENHAM PARK	6
BURNSIDE PARK	40
BURWOOD PARK	30
FERRIER PARK	8
HAGLEY PARK SOUTH	30
HANSEN PARK	34
RAWHITI DOMAIN	30
SOCKBURN PARK	10
WAINONI PARK	11
WALTER PARK	21
WESTBURN RESERVE	19
<b>TOTAL</b>	<b>272</b>



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Sport support facilities	n	47	132	27	30	11	12	259
	%	18.1%	51.0%	10.4%	11.6%	4.2%	4.6%	100.0%
Park condition	n	57	152	15	35	6	1	266
	%	21.4%	57.1%	5.6%	13.2%	2.3%	0.4%	100.0%
Park information provided	n	23	140	51	33	4	11	262
	%	8.8%	53.4%	19.5%	12.6%	1.5%	4.2%	100.0%
Getting around park	n	83	146	14	21	1	1	266
	%	31.2%	54.9%	5.3%	7.9%	0.4%	0.4%	100.0%

**Customer Effort: Ease of Interacting With or Using Council Services**

Question: How much do you agree or disagree that the Council make it EASY for you TO USE this park?



Agreement Results		
Not Applicable responses have been removed from the results		
Strongly Agree	66	24.9%
Agree	165	62.3%
Neither Agree nor Disagree	13	4.9%
Disagree	17	6.4%
Strongly Disagree	1	0.4%
Don't Know	3	1.1%
<b>Total</b>	<b>265</b>	<b>100.0%</b>

## Regional Parks

### Presentation of Regional Parks

#### Methodology

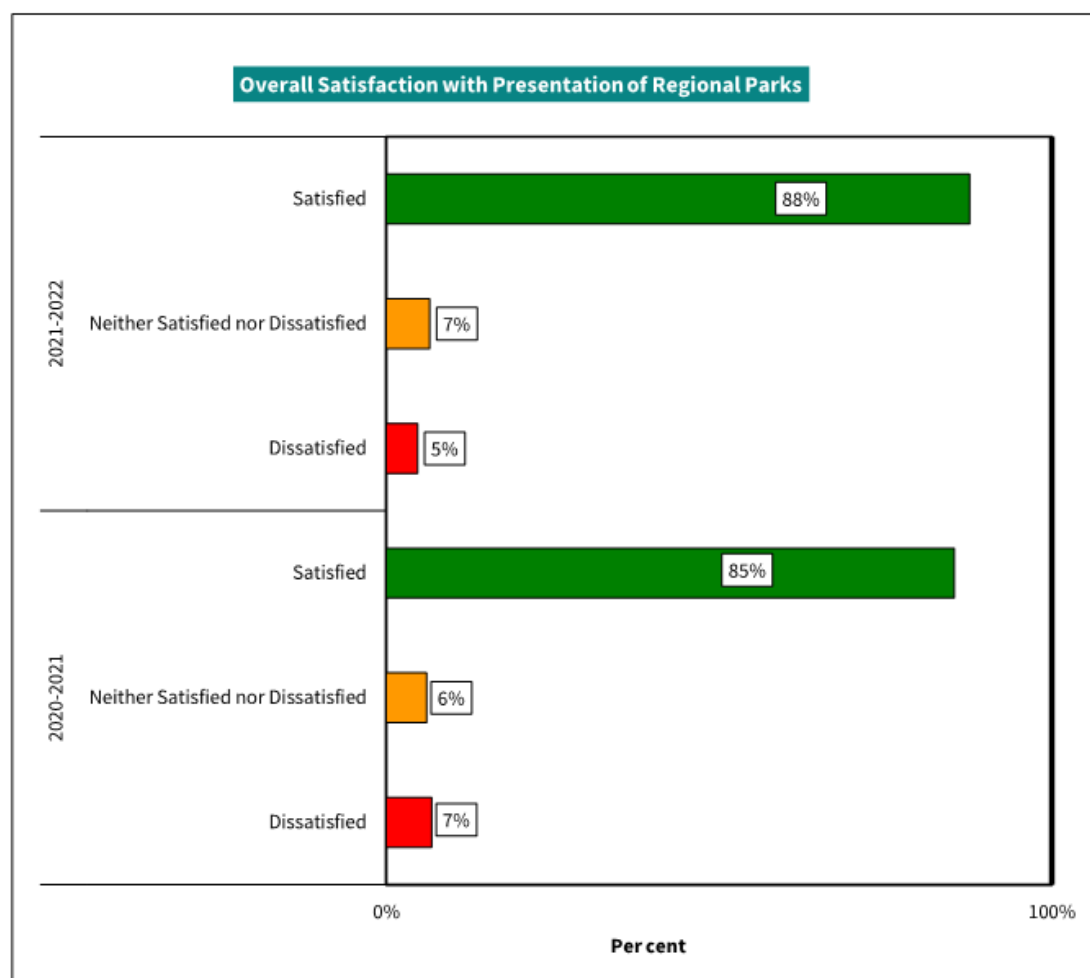
Score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of this park? *This includes layout, plants, trees and gardens*
2. How satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*

**Time in field:** Face to face and mail drop postal surveying took place between November and December 2021

**Completed Surveys:** 279

**Sites Surveyed:** see list in Regional Parks section above



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Park appearance	n	101	142	18	10	1	2	274
	%	36.9%	51.8%	6.6%	3.6%	0.4%	0.7%	100.0%
Park condition	n	76	163	18	15	0	4	276
	%	27.5%	59.1%	6.5%	5.4%	0.0%	1.4%	100.0%



## Marine Structures

### Presentation of Marine Structures

#### Methodology

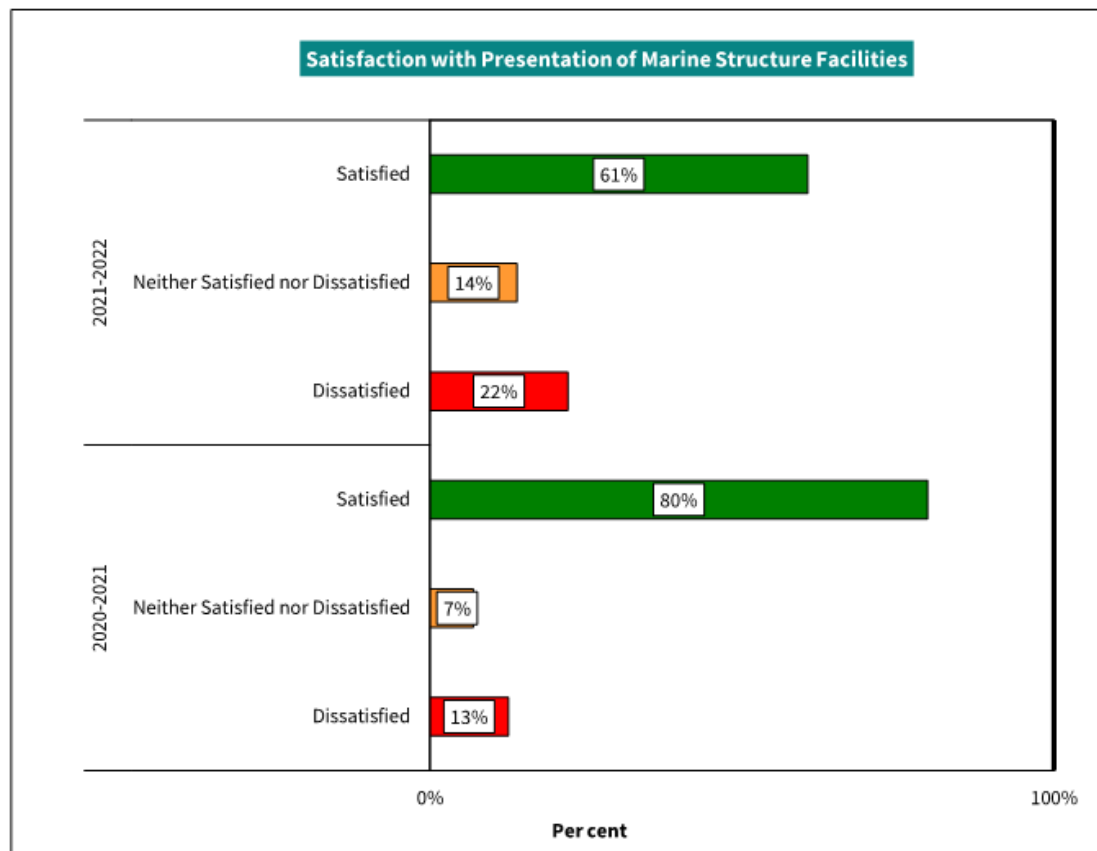
Score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of this marine structure? *This includes layout, type and style of facilities*
2. How satisfied or dissatisfied are you with the CONDITION of this marine structure? *This includes maintenance and how it is looked after*

**Time in field:** Face to face surveying took place between November and December 2021

**Completed Surveys:** 195

**Sites Surveyed:** see list in Marine Structures section above



Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Marine structure appearance	n	30	97	27	26	7	3	190
	%	15.8%	51.1%	14.2%	13.7%	3.7%	1.6%	100.0%
Marine structure condition	n	18	85	26	41	10	10	190
	%	9.5%	44.7%	13.7%	21.6%	5.3%	5.3%	100.0%
AVERAGE RATING	n	48	182	53	67	17	13	380
	%	12.6%	47.9%	13.9%	17.6%	4.5%	3.4%	100.0%

## Governance and Decision Making: People Who Attended Hearings or Made Deputations

### Methodology

**Time in field:** The online survey was infield in October 2021, with surveys emailed to 662 people who had attended a hearing or made a deputation to the Council or to a Council committee or community board from January 2021. 100% of surveys were completed online

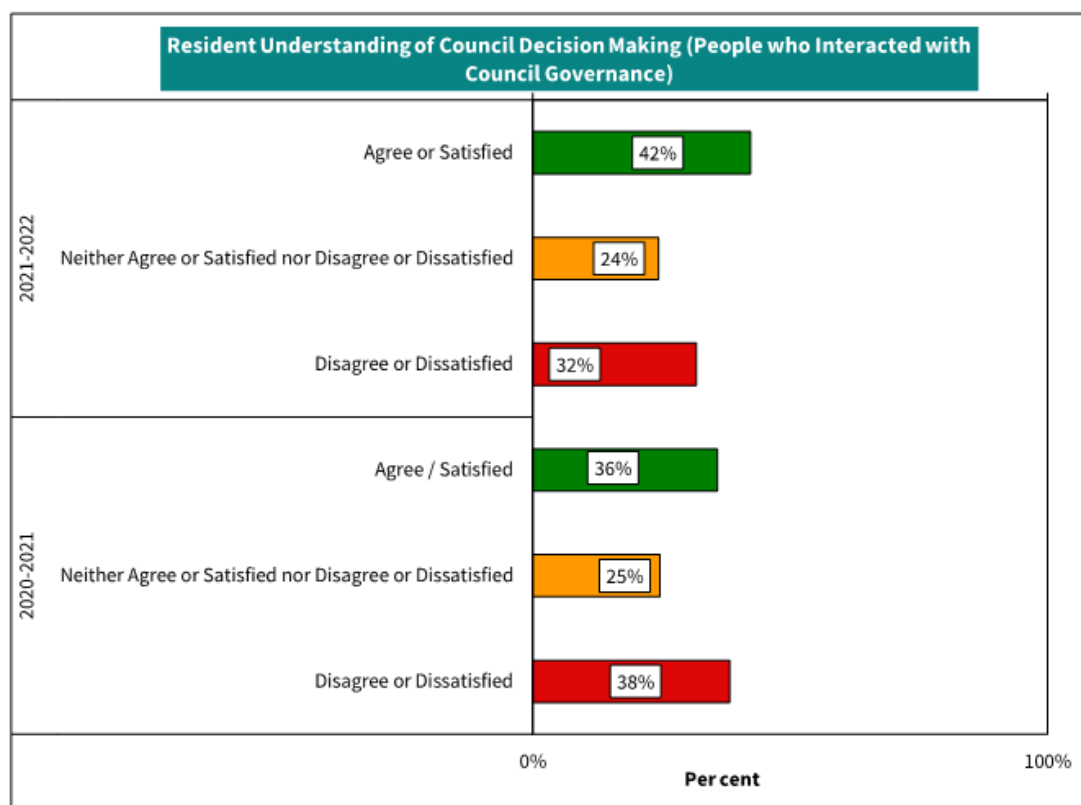
**Completed Surveys:** 200

### Understanding of Council Decisions

#### Questions

Score calculated as an aggregate of the three survey questions stated below:

1. How much do you agree or disagree that you UNDERSTAND how the Council makes decisions?
2. How satisfied or dissatisfied are you with the ACCURACY of information provided to you about Council decisions? *This includes being able to rely on what you are told and information being clear, correct and available to people*
3. How satisfied or dissatisfied are you that the public receives information about decision making in a PROMPT and TIMELY manner?



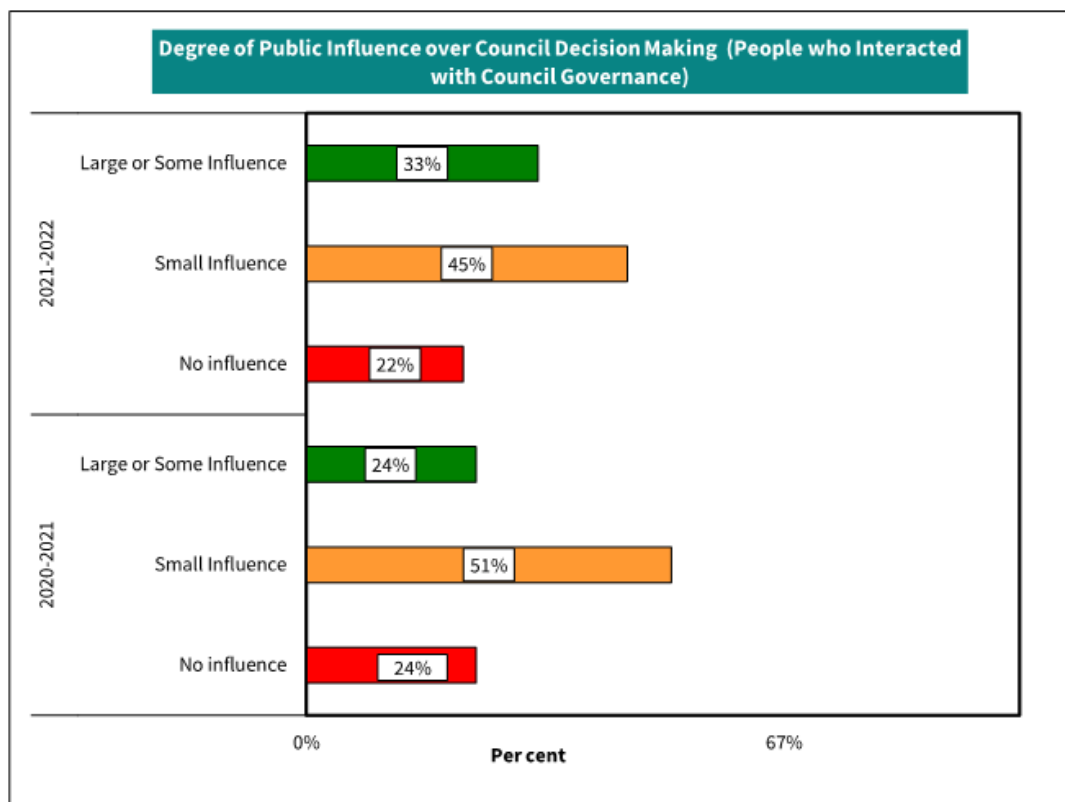
Satisfaction Results <small>Not Applicable responses have been removed from the results</small>		Very Satisfied / Strongly Agree	Satisfied / Agree	Neither	Dissatisfied / Disagree	Very Dissatisfied / Strongly Disagree	Don't Know	TOTAL
Understanding of decision making	n	25	98	38	21	10	7	199
	%	12.6%	49.2%	19.1%	10.6%	5.0%	3.5%	100.0%
Accuracy of information about decisions	n	11	57	52	49	30	0	199
	%	5.5%	28.6%	26.1%	24.6%	15.1%	0.0%	100.0%
Prompt and timely information about decisions	n	8	54	56	46	34	2	200
	%	4.0%	27.0%	28.0%	23.0%	17.0%	1.0%	100.0%
AVERAGE RATING	n	44	209	146	116	74	9	598
	%	7.4%	34.9%	24.4%	19.4%	12.4%	1.5%	100.0%

### Public Influence on Council Decision Making

#### Question

Score based on the survey question stated below:

- How much INFLUENCE do you feel the public has on the decisions the Council makes?



Satisfaction Results		Large Influence	Some Influence	Small Influence	No Influence	Don't Know	TOTAL
Not Applicable responses have been removed from the results							
Influence on decision making	n	4	61	90	44	1	200
AVERAGE RATING	%	2.0%	30.5%	45.0%	22.0%	0.5%	100.0%

## Opportunities to Participate in and Contribute to Council Decision Making

### Questions

- How satisfied or dissatisfied are you with the OPPORTUNITIES TO HAVE A SAY in what the Council does?
- How satisfied or dissatisfied are you that the Council makes it EASY for you TO USE and ENGAGE with our decision making processes? *This includes clear instructions about processes and timelines, having options for engaging with us and being able to talk to staff and elected members about decisions*

Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Opportunities to have a say	n	19	72	35	37	36	0	199
	%	9.5%	36.2%	17.6%	18.6%	18.1%	0.0%	100.0%
Decision making processes being easy to use and engage with	n	19	67	34	42	37	0	199
	%	9.5%	33.7%	17.1%	21.1%	18.6%	0.0%	100.0%
AVERAGE RATING	n	38	139	69	79	73	0	398
	%	9.5%	34.9%	17.3%	19.8%	18.3%	0.0%	100.0%

## Making Decisions in Best Interests of City

### Questions

- How satisfied or dissatisfied are you that the Council MAKES DECISIONS that are in the BEST INTERESTS of the city?

Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Decisions made in best interests of city	n	6	48	45	65	32	3	199
AVERAGE RATING	%	3.0%	24.1%	22.6%	32.7%	16.1%	1.5%	100.0%

## Public Transport Facilities

### Appearance, Safety and Ease of Use of Bus Interchange and Hubs

#### Methodology

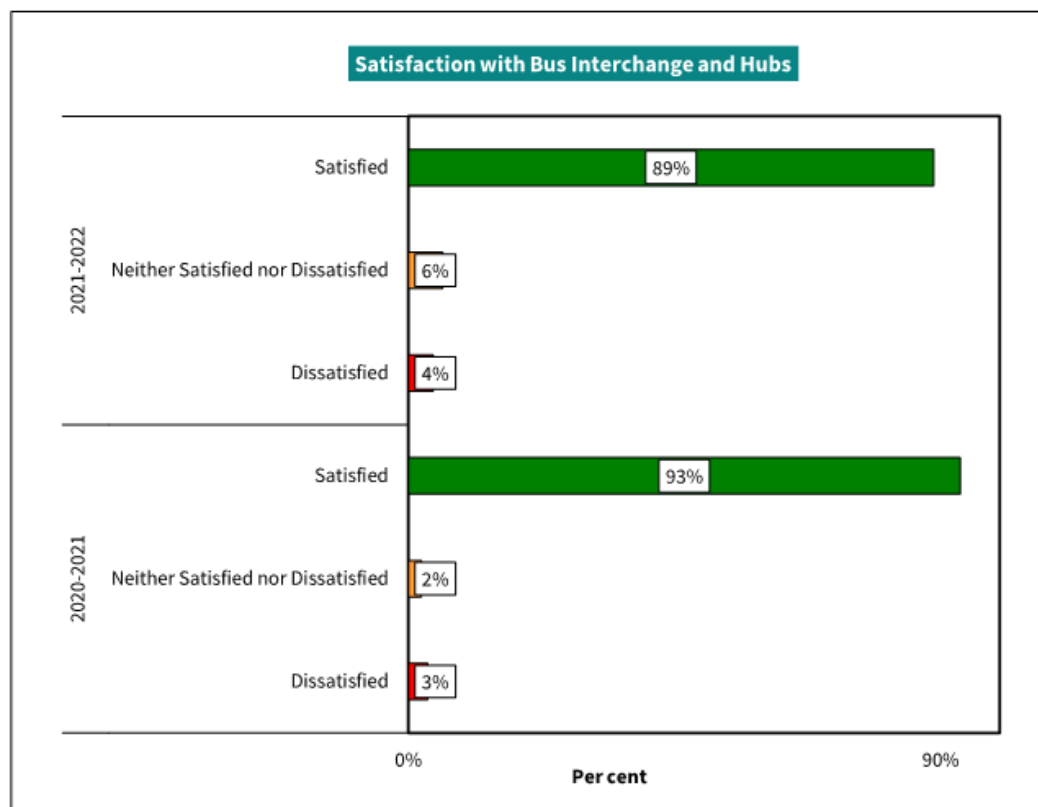
Score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of the Bus Interchange OR Hub/Lounge? *This includes layout, type and design*
2. How satisfied or dissatisfied are you with the CONDITION of the Bus Interchange OR Hub/Lounge? *This includes maintenance and how it is looked after (like cleanliness and no graffiti and vandalism)*
3. How satisfied or dissatisfied are you with your PERSONAL SAFETY at the Interchange OR Hub/Lounge DURING THE DAY? *This includes safety from crime, amount of lighting, and road safety (like separating people from buses and other road users)*
4. How satisfied or dissatisfied are you with your PERSONAL SAFETY at the Interchange OR Hub/Lounge AFTER DARK?

**Time in field:** Face to face surveying took place between November and December 2021

**Completed Surveys:** 250

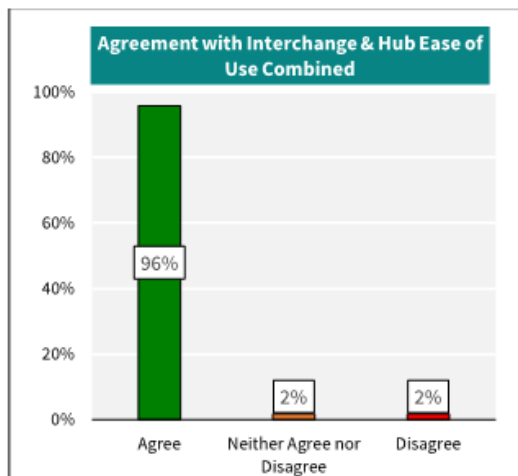
**Sites surveyed:** Bus Interchange, Riccarton Bus Lounge



Satisfaction Results <small>Not Applicable responses have been removed from the results</small>		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Interchange appearance	n	53	127	9	2	0	1	192
	%	27.6%	66.1%	4.7%	1.0%	0.0%	0.5%	100.0%
Interchange condition	n	48	137	7	1	0	0	193
	%	24.9%	71.0%	3.6%	0.5%	0.0%	0.0%	100.0%
Interchange safety during day	n	36	135	8	10	0	2	191
	%	18.8%	70.7%	4.2%	5.2%	0.0%	1.0%	100.0%
Interchange safety at night	n	9	70	14	17	3	6	119
	%	7.6%	58.8%	11.8%	14.3%	2.5%	5.0%	100.0%
Suburban hub appearance	n	12	36	1	0	0	1	50
	%	24.0%	72.0%	2.0%	0.0%	0.0%	2.0%	100.0%
Suburban hub condition	n	8	40	1	1	0	0	50
	%	16.0%	80.0%	2.0%	2.0%	0.0%	0.0%	100.0%
Suburban hub safety during day	n	9	38	3	0	0	0	50
	%	18.0%	76.0%	6.0%	0.0%	0.0%	0.0%	100.0%
Suburban hub safety at night	n	6	16	8	2	1	0	33
	%	18.2%	48.5%	24.2%	6.1%	3.0%	0.0%	100.0%
AVERAGE RATING	n	181	599	51	33	4	10	878
	%	20.6%	68.2%	5.8%	3.8%	0.5%	1.1%	100.0%

#### Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE the Interchange (or suburban hub/lounge)?



Agreement Results <small>Not Applicable responses have been removed from the results</small>	Number	Percent
Strongly Agree	69	28.6%
Agree	162	67.2%
Neither Agree nor Disagree	4	1.7%
Disagree	3	1.2%
Strongly Disagree	1	0.4%
Don't Know	2	0.8%
<b>Total</b>	<b>241</b>	<b>100.0%</b>



## Summary of Levels of Service Results: Point of Contact Surveys 2021-2022

**NOTES:** In 2021-2022 minor question wording simplification occurred across many measures and while the changes did not impact the intent of the questions, some caution is needed when comparing results to earlier years. Some pre 2021-2022 and pre 2018-2019 results have been adjusted to align with current LOS performance standards (footnotes below indicate which results this affects). To view unadjusted results, see previous years' results tables

Activity Group	Activity	Performance Standard	Type of Performance Standard	2021-22 LOS Target	2021-22 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2021-22	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20	Survey Result 2018-19	Effort / Ease of Interaction or Use 2018-19
Citizens and Communities	Citizens and Customer Services	2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in	Community	At least 85%				97%	92%	97% <sup>a</sup>	95%	99% <sup>2</sup>	100%	98% <sup>2</sup>	99%
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	Community	At least 75%				76% <sup>1</sup>	73%	71% <sup>a1</sup>	59%	75% <sup>12</sup>	62%	70% <sup>12</sup>	48%
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	Community	At least 85%				90% <sup>1</sup>	88%	92% <sup>a1</sup>	93%	89% <sup>12</sup>	78%	85% <sup>12</sup>	82%
	Libraries	3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	Community	At least 90%				94%	95%	95%	97%	95%	97%	94%	96%
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	Management	90%				%	%	97%	96%	99%	100%	98%	94%
	Community Development and Facilities	4.1.27.1 Customers are satisfied with community development and capacity building initiatives	Community	80%				81%	71%	88%	71%	82%	73%	80%	73%
	Recreation, Sports, Community Arts and Events	2.8.5.2 Produce and deliver engaging programme of community events	Community	At least 80%				% <sup>1</sup>	%	81% <sup>1</sup>	89%	79% <sup>1</sup>	86%	81% <sup>1</sup>	75%
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	Community	80%				90%	78%	92%	89%	88%	89%	90%	87%
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	Community	80%				85%	75%	88%	90%	87%	79%	76%	74%
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Community	At least 80% 5.6 score (CERM Survey)				6.1	NA	6.1	NA	6.0	NA	6.0	NA
Strategic Planning and Policy	Public Information and Participation	4.1.10.1 We provide effective and relevant external communications, marketing and engagement activities to ensure residents have information about Council services, events, activities, decisions and opportunities to participate	Community	67%				65%	59%	82%	76%	61%	57%	59%	48%
Parks, Heritage and Coastal Environment	Parks and Foreshore	6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks	Community	≥ 60%				56%	69%	63%	69%	57%	69%	67%	69%
		6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks	Community	≥ 90%				99%	97%	97%	98%	97%	98%	96%	98%
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks	Community	≥ 80%				90%	89%	NA	91%	NA	90%	NA	85%
		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	Community	≥ 85%				72%	80%	86%	92%	65%	85%	78%	91%
		6.4.5 Cemeteries administration services meet customer expectations	Community	≥ 95%				95% <sup>4</sup>	95% <sup>4</sup>	100% <sup>23</sup>	100% <sup>3</sup>	98% <sup>23</sup>	100% <sup>3</sup>	70% <sup>23</sup>	60% <sup>3</sup>
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	Community	≥ 75%				60%	70%	NA	NA	NA	NA	NA	NA
		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	Community	≥ 90%				97%	91%	98%	99%	94%	93%	97%	98%



		10.8.1.1 Availability of a network of public marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors	Community	60%				67%	72%	71%	76%	65%	81%	71%	80%
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Community	95%				100%	97%	100%	99%	100%	98%	100%	98%
Regulatory and Compliance	Resource Consenting	9.2.7 % satisfaction of applicant with resource consenting process	Community	70%				77%	67%	73%	62%	69%	63%	74%	65%
Transport	Transport	10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	Community	≥ 71%				72%	83%	84%	92%	71%	83%	70%	88%

a In 2020-2021 three separate levels of service were added to represent each of the customer service channels

1 Sample may include non-residents of Christchurch

2 This score has been adjusted to allow comparability with current LOS scoring (ie. the same aggregate measures have been used for each year)

3 Caution must be taken in interpreting this result due to small sample size

4 From 2021-2022 onward, sample includes resident customers of cemetery support services (eg. who purchased plots) as well as funeral directors and monumental masons

	LOS target met		LOS target not met		Data still being collected or analysed by business units
	Baseline result or target to be set		Effort / Ease of Interaction or Use consistent with LOS result (within 5%)	NA	Deleted Level of Service or no information available
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year
	Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)				

## Additional Service Satisfaction Results

Service	Detail	Old LOS Target <sup>1</sup>	Old LOS Target Met <sup>4</sup>	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2021-22	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20	Survey Result 2018-19	Effort / Ease of Interaction or Use 2018-19	Survey Result 2017-18	Effort / Ease of Interaction or Use 2017-18
Community Facilities	Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities	80%				80%	73%	84%	73%	82%	66%	76%	61%	77%	62%
Sports Parks	Deliver a high level of customer satisfaction with the range and quality of sports parks	90%				70% <sup>1</sup>	87%	80% <sup>1</sup>	89%	73% <sup>1</sup>	85%	73% <sup>1</sup>	84%	68% <sup>1</sup>	83%
Regional Parks	Overall customer satisfaction with the presentation of the City's Parks – Regional Parks	≥ 80%				88%	89%	85%	91%	81%	90%	79%	85%	72% <sup>2</sup>	78%
Marine Structures	Customer satisfaction with marine structure facilities (presentation)	90%				61%	72%	80%	76%	70%	81%	55%	80%	65%	77%
Governance and Decision Making	Percentage of residents that understand how Council makes decisions (users of governance services)	NA	NA			42% <sup>3</sup>	NA	36% <sup>3</sup>	39%	42% <sup>3</sup>	36%	37% <sup>3</sup>	36%	32% <sup>3</sup>	31%
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	NA	NA			33%	NA	24%	39%	33%	36%	28%	36%	20%	31%
	Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)	NA	NA			44%	NA	NA	NA	NA	NA	NA	NA	NA	NA



	Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)	NA	NA			27%	NA	NA	NA	NA	NA	NA	NA	NA	NA
Transport	Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs	≥ 90%				89%	96%	93%	98%	91%	94%	93%	98%	89%	97%

1 This score is based on an average score comprised of range of sport support facilities, sports park condition and information provided for sports parks  
2 This score has been adjusted to allow comparability with current scoring (ie. the same aggregate measures have been used for both years)  
3 This score is based on an aggregate measure of 'understanding of Council decision making' (a. understanding of how Council makes decisions, b. accuracy of information about Council decisions, and c. prompt and timely information about decisions). This aligns with the calculation of LOS 4.1.18 'understanding of Council decision making' measured through the General Service Satisfaction Survey (for residents generally)  
4 The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?

## 18. Electricity Procurement

Reference / Te Tohutoro: 22/703561

Report of / Te Pou  
Matua:

Steven Nichols, Energy Analyst, [steven.nichols@ccc.govt.nz](mailto:steven.nichols@ccc.govt.nz)  
Bruce Rendall, Head of Facilities, Property and Planning,  
[bruce.rendall@ccc.govt.nz](mailto:bruce.rendall@ccc.govt.nz)

General Manager /  
Pouwhakarae:

Leah Scales, GM Resources

### 1. Purpose of the Report Te Pūtake Pūrongo

- 1.1 The purpose of this report is for the Council to enter into a contract with Meridian Energy Limited for the provision of electricity to the Council's facilities supplied by Time of Use (TOU), Non Half Hour (NHH) and Unmetered (UNM) connections.
- 1.2 Distributed Unmetered loads (DUML) for street lighting are covered under a smaller electricity contract which has been approved under existing delegations.
- 1.3 This report has been written in response to the results of MBIE's All-of-Government secondary procurement process for the Council's electricity contracts.
- 1.4 Council's current electricity contract expires on 20 September 2022. The new pricing from Meridian Energy starts 1 October 2022 for a period of 36 months.
- 1.5 The decision in this report is of low significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by assessing the relevant policy criteria.

### 2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Award the MBIE All-of-Government (AoG) electricity agreements to: Meridian Energy Limited for Time of Use (ToU), Non-Half Hourly (NHH) and Unmetered (UNM) connections of electricity to the Council's facilities for a term of 36 months and a predicted value of \$36.7 million excluding line charges (based on the Council's projected demand profile).
2. Authorise the General Manager Resources to sign agreements with Meridian Energy Limited for the supply of electricity to new Council facilities as they open under the terms and conditions similar to the above.
3. Authorise the General Manager Resources to undertake contract variations and renewals for regular business activity, within the terms and conditions of the electricity agreements.
4. Note the financial impact on the financial year (2022/23) is in line with previous estimates and budgets.

### 3. Reason for Report Recommendations Ngā Take mō te Whakatau

- 3.1 The pricing offered by Meridian Energy for TOU, NHH and UNM installation control points (ICPs) presents the lowest cost to the Council over a 36 month term compared to offers from all MBIE panel members who submitted pricing.

- 3.2 As part of continued investigations into future electricity supply options, staff have considered 18 and 36 month terms. Given the current volatility in electricity pricing on the wholesale market, an 18 month contract term posed a large cost impact compared to a 36 month contract term, regardless of supplier.

#### 4. Alternative Options Considered Ētahi atu Kōwhiringa

- 4.1 Alternative options considered were:
- 4.1.1 A “financial” approach, which would involve the Council purchasing electricity on the wholesale spot market whilst securing contract for difference hedges to mitigate spot pricing volatility. The advantages of this option included the historical price advantage of hedge contracts over fixed price contracts (usually 7% on average), however in recent years, this price advantage has been significantly reduced. This approach is more complex and would require both internal and external resource and expertise to make regular decisions regarding which hedge to purchase and when. External consultants would provide advice on hedging purchases and conduct RFPs for hedge contracts on behalf of Council.
  - 4.1.2 A “financial” approach with renewable power purchase agreements. The advantages of this option include the ability to purchase and accommodate renewable power purchase agreements alongside hedge contracts. However, the disadvantages included significant monthly volatility in pricing, particularly when larger renewable power purchase agreements are added. The success of this approach would require the power purchase agreement have a very competitive price in order to achieve better value for money over fixed price contracts.
  - 4.1.3 A hybrid option where Council enters into an agreement with a retailer which allows a customer to purchase electricity on mostly fixed prices which a predetermined level of spot pricing (e.g. 30%). Council could then enter into renewable power purchase agreements with generators and nominate the level of spot pricing to match the output of the renewable generator. The advantages of this option include the ability to mitigate the exposure to spot pricing. However, the disadvantage of this option are that the level of spot pricing can only be set once per month which would not be frequent enough to change with the output of the renewable generator to avoid significant volatility in monthly electricity costs.
- 4.2 Following the 24 March 2022 Finance and Performance Committee approval of the electricity procurement plan, staff have, and are continuing to, investigate both opportunities with Kōwhai Park and with rooftop solar power purchase agreements (PPAs). Kōwhai Park is on track to be operational by Q3 2024 (calendar year) and rooftop solar PPAs are currently going through Council’s procurement process.
- 4.3 Rooftop solar PPAs are able to be pursued concurrently with retail electricity contracts, and can be deployed at any time with no penalty from the retailer.

#### 5. Detail Te Whakamahuki

- 5.1 Council is a significant consumer of electricity in Christchurch with an approximate annual total consumption of over 83 GWh (Gigawatt hours) across street lighting, time-of-use and non-half-hourly metering types. This usage profile has shifted from 69GWh in 2017, to 100GWh in 2019, and back to the current figures. The reasons for the decrease are related to permanent changes associated with the street light LED roll out and temporary change associated with Covid 19 shutdowns.

- 5.2 The Existing electricity supply arrangements via the MBIE All-of-Government (AoG) electricity agreement will expire on the 30 September 2022.
- 5.3 Council need to have new electricity contracts in place before the expiry date or risk being subject to spot pricing in a highly volatile market.
- 5.4 In March 2022, the Finance and Performance Committee approved a procurement plan for electricity. The procurement has been undertaken consistent with this plan.
- 5.5 The new offered pricing represents a unit rate increase, however, this was predicted based on market forecast, and sufficient funding has been included in budgets.

## 6. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

### Strategic Alignment Te Rautaki Tīaroaro

- 6.1 Electricity is essential to providing the required services to the Council and the community.
- 6.2 Council has set itself a target of becoming net carbon neutral by 2030.
- 6.3 This report supports the [Council's Long Term Plan \(2018 - 2028\)](#):
  - 6.3.1 Activity: Facilities, Property and Planning
    - Level of Service: 13.4.29.2 We provide advice and projects that reduce the energy used in Council facilities - At least 3.3% reduction year on year greenhouse gas emissions, excluding methane (Based on Greenhouse Gas Emissions Target for Christchurch, Option 1)

### Policy Consistency Te Whai Kaupapa here

- 6.4 The decision is consistent with Council's Plans and Policies.

### Impact on Mana Whenua Ngā Whai Take Mana Whenua

- 6.5 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does specifically impact Mana Whenua, their culture and traditions.

### Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

- 6.6 Electricity related greenhouse gas emissions represent a significant portion of Council's overall emissions profile. Staff have considered this as one of the stated strategic objectives for electricity procurement. This objective is to reduce the emissions factor from the electricity that council purchases and to show climate leadership. Emissions factor is calculated as the mass of carbon dioxide equivalent emitted whenever a unit (kWh) of electricity is generated, either from the grid as an average or from a specific generation source (e.g. solar PV).
- 6.7 Currently electricity supplying Council facilities is sourced from the grid and, for the purposes of Council's greenhouse gas inventory, the associated greenhouse gas emissions are calculated using the grid average emissions factor published by the Ministry for the Environment. Despite the fact that the majority of electricity supply in the South Island is from hydro and wind generation, the only accepted emissions factor used for greenhouse gas inventories is the national grid average emissions factor which includes the fossil fuelled generators in the North Island.
- 6.8 In order to reduce the emissions intensity for electricity purchases, electricity purchases either need to be offset using renewable energy certificates or carbon credits, or directly sourced from generation that has a lower emissions factor than the grid average emissions factor.

- 6.9 Electricity sourced from behind the meter solar PV generation would achieve this through sourcing a portion of the electricity from a solar array attached to a rooftop (for example) that would otherwise purchase from the grid.
- 6.10 While behind the meter solar PV will reduce Council's greenhouse gas emissions, there is a practical limit to the amount of solar PV panels that can be deployed on Council facilities. Staff have therefore also considered power purchase agreements with renewable energy generators. While the electricity generated from these sources is considered low carbon, the electricity delivered to council would still use the grid average emissions factor. However, this can potentially be mitigated through the purchase of renewable energy certificates, however these need to be certified for the purposed of calculating Council's greenhouse gas inventory.
- 6.11 There is also consideration that, while a renewable PPA may not affect the emissions intensity of the electricity supplied to Council facilities, it would contribute to increasing the availability of low carbon electricity for the wider Christchurch community, as this power would be available in the electrical grid, incrementally reducing the grid average electricity factor by avoiding greenhouse gas emissions that would otherwise be emitted by generators elsewhere.

#### Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

- 6.12 Not applicable as the procurement process to purchase electricity does not affect accessibility.

## 7. Resource Implications Ngā Hīraunga Rauemi

### Capex/Opex / Ngā Utu Whakahaere

- 7.1 Cost to Implement – There are no additional costs required to implement this decision
- 7.2 Maintenance/Ongoing costs - \$36.7 million

	Y1	Y2	Y3	Total*
Meridian	\$10,684,728	\$12,987,237	\$12,987,237	\$36,659,202
*Note this analysis does not include lines charges				

- 7.3 Funding Source – Electricity costs are budgeted across activities. The budgets are sufficient to include all costs (i.e. electricity charges and lines costs)

### Other / He mea anō

- 7.4 NA

## 8. Legal Implications Ngā Hīraunga ā-Ture

### Statutory power to undertake proposals in the report / Te Manatū Whakahaere Kaupapa

- 8.1 Council has the authority to purchase electricity.

### Other Legal Implications / Ētahi atu Hīraunga-ā-Ture

- 8.2 The commercial and contractual framework to be used is the same as the current arrangements.
- 8.3 This report has not been reviewed and approved by the Legal Services Unit



## 9. Risk Management Implications Ngā Hīraunga Tūraru

- 9.1 When the Finance and Performance Committee approves the procurement plan, staff identified that the main risks were financial. Due to market conditions at this time, staff predicted that there is likely to be an increase in electricity prices.
- 9.2 The risk prediction was based on publically available market prediction.
- 9.3 By entering into electricity contracts with suppliers, the Council is exercising risk management through avoiding exposure to the wholesale spot electricity market.

## Attachments / Ngā Tāpirihanga

There are no attachments to this report.

In addition to the attached documents, the following background information is available:

Document Name	Location / File Link
<enter document name>	<enter location/hyperlink>
<enter document name>	<enter location/hyperlink>

## Confirmation of Statutory Compliance / Te Whakatūtutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

## Signatories / Ngā Kaiwaitohu

<b>Authors</b>	Steven Nichols - Energy Analyst Paul Bakker - Procurement & Contracts Category Lead
<b>Approved By</b>	Bruce Rendall - Head of Facilities, Property & Planning Leah Scales - General Manager Resources/Chief Financial Officer





## 19. Mayor's Monthly Report - May 2022

Reference / Te Tohutoro: 22/634369

Report of / Te Pou  
Matua:

Lianne Dalziel, Mayor, [mayor@ccc.govt.nz](mailto:mayor@ccc.govt.nz)

General Manager /  
Pouwhakarae:

Dawn Baxendale, Chief Executive, [dawn.baxendale@ccc.govt.nz](mailto:dawn.baxendale@ccc.govt.nz)

### 1. Purpose of Report Te Pūtake Pūrongo







- 1.1 The purpose of this report is for the Mayor to report on external activities she undertakes in her city and community leadership role; and to report on outcomes and key decisions of the external bodies she attends on behalf of the Council.
- 1.2 This report is compiled by the Mayor's office.

### 2. Mayors Recommendations Ngā Tūtohu o Te Koromatua

That the Council:

1. Receive the information in this Report.
2. Approves the travel of the Mayor and Councillor Galloway to Adelaide to lead the Christchurch - Adelaide sister city 50th anniversary commemorations, recommitment, and engagements to further the objectives of the International Relations Policy.

### Attachments Ngā Tāpirihanga

No.	Title	Page
A  	Mayor's Monthly report May 2022	636
B  	Adelaide Sister City 50th Anniversary travel	638
C  	Mayor's Monthly Report May 2022 Attachment	

Council  
05 May 2022

Christchurch  
City Council 

## 9. Mayor's Monthly Report - April 2022

Reference / Te Tohutoro: 22/481879

Report of / Te Pou  
Matua: Lianne Dalziel, Mayor, [mayor@ccc.govt.nz](mailto:mayor@ccc.govt.nz)

General Manager /  
Pouwhakarae: Dawn Baxendale, Chief Executive, [dawn.baxendale@ccc.govt.nz](mailto:dawn.baxendale@ccc.govt.nz)

### 1. Purpose of Report Te Pūtake Pūrongo

- 1.1 The purpose of this report is for the Mayor to report on external activities she undertakes in her city and community leadership role; and to report on outcomes and key decisions of the external bodies she attends on behalf of the Council.
- 1.2 The report includes detail and recommendations on the establishment of the Whakawhanake Kāinga Committee (Urban Growth Partnership for Greater Christchurch).
- 1.3 This report is compiled by the Mayor's office.

### 2. Mayor's Recommendations Ngā Tūtohu o Te Koromatua

That the Council:

1. Receive the information in this Report.
2. Note that in September 2021, the Finance and Performance Committee resolved (under delegation) to approve the Whakawhanake Kāinga Committee (Urban Growth Partnership for Greater Christchurch) Memorandum of Agreement (MoA).
  - a. Note that Cabinet has now agreed to enter into the MoA.
3. Agree to implement the decision as follows:
  - a. Appoint the Whakawhanake Kāinga Committee (Urban Growth Partnership for Greater Christchurch), in accordance with Clause 30 and Clause 30A of Schedule 7 of the Local Government Act 2002;
  - b. Delegate to the Whakawhanake Kāinga Committee (Urban Growth Partnership for Greater Christchurch), under clause 32 of Schedule 7 of the Local Government Act 2002 and any other applicable statutory authority, the matters in clauses 10 (delegations) and 11 (financial delegations) of the MoA.
  - c. Agree to vary clause 4 (ii) of the MoA to include Kāinga Ora as a member of the Chief Executive Advisory Group.
  - d. Appoint the Christchurch City Council's Greater Christchurch Partnership Committee members, being the Mayor and Councillors Davidson and Templeton, as the appointed members of the Whakawhanake Kāinga Committee (Greater Christchurch Urban Growth Partnership) until the conclusion of the 2022 triennial general election under Clause 31 of Schedule 7 of the Local Government Act 2002.
  - e. Resolve under Clause 30(7) of Schedule 7 of the Local Government Act 2002 that the Greater Christchurch Partnership Committee and the Whakawhanake Kāinga Committee (Greater Christchurch Urban Growth Partnership) are not discharged following triennial general elections, in accordance with clause 5.6 of the MoA.

Council  
05 May 2022

Christchurch  
City Council 

- f. [Delegate to the Greater Christchurch Urban Growth Partnership Committee the authority to adopt a new name.](#)

### Attachments Ngā Tāpirihanga

No.	Title	Page
A	Mayor's Monthly Report April 2022	

## Office of The Mayor



### Christchurch – Adelaide 50 year Sister City Relationship

1. 2022 is the 50th anniversary of the Christchurch – Adelaide sister city relationship. This is the first Christchurch sister city relationship to reach a golden jubilee.
2. The importance of the Christchurch – Adelaide sister city relationship is articulated through the City's International Relations Policy Framework, adopted in 2019 with further work agreed by Council in March 2022 including recognising the continuing importance of Adelaide and formally adopting Australia (including Sister City Adelaide) as an International Foundation & Recovery Partner for Ōtautahi Christchurch.
3. The Framework is a strategy jointly owned by all internationally-active city institutions for how Ōtautahi Christchurch will engage with the world, for the benefit of city residents, including as part of a post-Covid recovery pathway. Hence, a number of key stakeholders in the Framework are participating in a proposed July 11 – July 13 Adelaide trip and programme of events.
4. The programme of events is being negotiated with Framework stakeholders and with Adelaide. Focal points include the Children's University, the aerospace industry, and airport connectivity due to the potential that both our airports see for direct flight connections. This is important to pursue as a post-Covid recovery mechanism for mutual business and travel opportunities.
5. The timing and details of the proposed engagements are near confirmed so this is the first opportunity to bring this to Council. Engagements will include: A City of Adelaide welcome and meeting; a Civic Reception; Meetings with the Adelaide Economic Development Agency (AEDA), the Children's University, Adelaide University and the Australian Space Agency & Space Discovery Centre; visits to the Lot 14 Innovation Precinct, the Adelaide Convention Centre and Woods Bagot Architecture; a courtesy call with Her Excellency, Frances Adamson, Governor of South Australia; and the signing of an MOU between the Airport Company and Adelaide Airport.
6. The costs anticipated for the Mayor and Councillor Galloway are \$2,500 per person including flights (economy), accommodation and sundry costs as determined by the Elected Member Allowances and Expenses Policy 2019.
7. During the programme, the Mayors will sign a Recommitment Pledge to mark the 50th anniversary of the sister city relationship. It reflects on five decades of mutual exchange, collaboration, celebration, and solidarity and looks forward to an ongoing exchange of ideas and information, arts and culture, trade, travel, education, and sport, which will continue to benefit both cities in the years of friendship to come.

## 20. Resolution to Exclude the Public

*Section 48, Local Government Official Information and Meetings Act 1987.*

I move that the public be excluded from the following parts of the proceedings of this meeting, namely items listed overleaf.

Reason for passing this resolution: good reason to withhold exists under section 7.

Specific grounds under section 48(1) for the passing of this resolution: Section 48(1)(a)

### Note

Section 48(4) of the Local Government Official Information and Meetings Act 1987 provides as follows:

“(4) Every resolution to exclude the public shall be put at a time when the meeting is open to the public, and the text of that resolution (or copies thereof):

- (a) Shall be available to any member of the public who is present; and
- (b) Shall form part of the minutes of the local authority.”

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

ITEM NO.	GENERAL SUBJECT OF EACH MATTER TO BE CONSIDERED	SECTION	SUBCLAUSE AND REASON UNDER THE ACT	PLAIN ENGLISH REASON	WHEN REPORTS CAN BE RELEASED
21.	PUBLIC EXCLUDED HEALTH, SAFETY AND WELLBEING COMMITTEE MINUTES - 6 MAY 2022			REFER TO THE PREVIOUS PUBLIC EXCLUDED REASON IN THE AGENDAS FOR THESE MEETINGS.	



## Karakia Whakamutunga

Kia whakairia te tapu

Kia wātea ai te ara

Kia turuki whakataha ai

Kia turuki whakataha ai

Haumi e. Hui e. Tāiki e