

## **AGENDA**

# Property and Community Services Committee Meeting 22 September 2020

<u>NOTICE IS HEREBY GIVEN</u> that a Meeting of Property and Community Services Committee will be convened on:

Date: Tuesday, 22 September 2020

Time: 1.00pm

**Location: Council Chamber** 

**101 Guyton Street** 

Whanganui

Kym Fell Chief Executive

## Property and Community Services Committee Membership

Cr Helen Craig (Chair), James Barron (Deputy Chair),
Mayor Hamish McDouall, Crs Charlie Anderson, Philippa Baker-Hogan,
Josh Chandulal-Mackay, Brent Crossan, Jenny Duncan, Kate Joblin, Hadleigh Reid,
Alan Taylor, Rob Vinsen, Graeme Young.
Whanganui Rural Community Board Appointee: Sandra Falkner

#### **Terms of Reference**

The Property and Community Committee has been delegated the following responsibilities by the Council:

To monitor acquisition or sale or lease of properties owned by the Council or any endowment properties

- To discuss and make recommendations to Council on:
  - Cultural facilities, activity and events
  - o Parks, sporting and recreational activities and facilities
  - Customer service related matters
- To monitor the progress and implementation of key strategic projects including:
  - o Town Centre Regeneration
  - Castlecliff Rejuvenation
  - Port Revitalisation Project

#### Items of business not on the agenda which cannot be delayed

Items not on the agenda may be brought before the meeting through a report from either the chief executive or the Chairperson. The meeting must resolve to deal with the item and the Chairperson must explain at the meeting, when it is open to the public, the reason why the item is on the agenda and the reason why the discussion of the item cannot be delayed until a subsequent meeting. Refer to Standing Order 9.11

Note: nothing in this standing order removes the requirement to meet the provisions of Part 6, LGA with regard to consultation and decision-making.

#### Discussion of minor matters not on the agenda

A meeting may discuss an item that is not on the agenda only if it is a minor matter relating to the general business of the meeting and the Chairperson explains at the beginning of the public part of the meeting that the item will be discussed. However, the meeting may not make a resolution, decision or recommendation about the item, except to refer it to a subsequent meeting for further discussion. Refer to Standing Order 9.12

#### **Order Of Business**

| 1 | Openin                   | ng Prayer / Karakia   | 5  |  |  |  |  |  |  |  |
|---|--------------------------|---|----|--|--|--|--|--|--|--|
| 2 | Apolog                   | Apologies   |    |  |  |  |  |  |  |  |
| 3 | Declarations of Interest |   |    |  |  |  |  |  |  |  |
| 4 | Confirm                  | Confirmation of Minutes   |    |  |  |  |  |  |  |  |
|   | 4.1                      | Minutes of the Property and Community Services Committee Meeting held on 11 August 2020 | 6  |  |  |  |  |  |  |  |
| 5 | Report                   | s to Committee  | 19 |  |  |  |  |  |  |  |
|   | 5.1                      | Sarjeant Gallery Redevelopment Project Update - September 2020                          | 19 |  |  |  |  |  |  |  |
|   | 5.2                      | Property Group Activity Report - September 2020   | 22 |  |  |  |  |  |  |  |
|   | 5.3                      | Road Stopping - Iwiroa Terrace  | 38 |  |  |  |  |  |  |  |
|   | 5.4                      | Annual Pensioner Housing Satisfaction Survey - Full Results                             | 44 |  |  |  |  |  |  |  |
|   | 5.5                      | Upokongaro War Memorial Hall and Public Toilet Survey - Full Results                    | 57 |  |  |  |  |  |  |  |
|   | 5.6                      | Whanganui Heritage Restoration Trust Update - September 2020                            | 60 |  |  |  |  |  |  |  |
|   | 5.7                      | Work Programme - Property and Community Committee - September 2020                      | 62 |  |  |  |  |  |  |  |

#### 1 OPENING PRAYER / KARAKIA

#### 2 APOLOGIES

#### 3 DECLARATIONS OF INTEREST

Elected Members will be provided with the opportunity to declare any disclosable pecuniary or other non-pecuniary interest in any matter to be considered at this meeting, or declare any new conflicts that have arisen since last completing the Elected Members' Interests Register.

#### 4 CONFIRMATION OF MINUTES

# 4.1 MINUTES OF THE PROPERTY AND COMMUNITY SERVICES COMMITTEE MEETING HELD ON 11 AUGUST 2020

Author: Anna Palamountain - Democracy Advisor

Authoriser: Kate Barnes - Senior Democracy Advisor

References: 1. Property and Community Services Committee Minutes - 11 August 2020

**Significance of decision** – In terms of the Significance and Engagement Policy 2018, the recommended decision is not significant.

#### Recommendation

That the minutes of the Property and Community Services Committee Meeting held on 11 August 2020 are confirmed as a true and correct record.

The agenda for this meeting can be viewed at:

https://www.whanganui.govt.nz/files/assets/public/agendas-amp-minutes/property-and-community-services-meeting-11-august-2020-agenda.pdf

Additional Agenda Item – Deputation Hakeke Street Community Centre

https://www.whanganui.govt.nz/files/assets/public/agendas-amp-minutes/property-and-community-services-committee-11-august-2020-additional-item-deputation.pdf

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### **MINUTES**

Property and Community Services
Committee Meeting
11 August 2020

#### **Order Of Business**

| 1 | Opening                  | g Prayer / Karakia   | 3  |  |  |  |  |  |  |  |
|---|--------------------------|--|----|--|--|--|--|--|--|--|
| 2 | Apologi                  | es   | 3  |  |  |  |  |  |  |  |
| 3 | Declarations of Interest |  |    |  |  |  |  |  |  |  |
| 4 | Motion to Exclude Public |  |    |  |  |  |  |  |  |  |
| 8 | Confirm                  | nation of Minutes  | 6  |  |  |  |  |  |  |  |
|   | 8.1                      | Minutes of the Property and Community Services Committee Meeting held on 30 June 2020. | €  |  |  |  |  |  |  |  |
| 9 | Reports                  | to Committee   | 6  |  |  |  |  |  |  |  |
|   | 9.1                      | Annual Pensioner Housing Satisfaction Survey   | 6  |  |  |  |  |  |  |  |
|   | Deputat                  | tion - Hakeke Street Community Centre  | 7  |  |  |  |  |  |  |  |
|   | 9.2                      | Port Project Update – August 2020  | 8  |  |  |  |  |  |  |  |
|   | 9.3                      | Work Programme - Property and Community Services Committee                             | g  |  |  |  |  |  |  |  |
|   | 9.4                      | Operations Group Activity Report 1 March to 1 July 2020                                | 9  |  |  |  |  |  |  |  |
|   | 9.5                      | Actions Arising - June 2020  | 11 |  |  |  |  |  |  |  |

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Item 4.1 - Reference 1

11 August 2020

# MINUTES OF THE PROPERTY AND COMMUNITY SERVICES COMMITTEE MEETING HELD IN THE COUNCIL CHAMBER, 101 GUYTON STREET, WHANGANUI ON 11 AUGUST 2020 AT 1.00PM

PRESENT: Cr Helen Craig (Chair), Cr James Barron, Mayor Hamish McDouall, Cr Philippa

Baker-Hogan, Cr Josh Chandulal-Mackay, Cr Brent Crossan, Deputy Mayor Jenny Duncan, Cr Kate Joblin, Cr Hadleigh Reid, Cr Alan Taylor, Cr Rob Vinsen,

Cr Graeme Young.

APOLOGIES: Cr Charlie Anderson

IN ATTENDANCE: Bryan Nicholson (Chief Operating Officer), Leighton Toy (General Manager

Property), Scott Redding (New Zealand Glassworks Manager), Greg Hoobin (Building Control Manager), Pete Gray (Manager Libraries and Community), Greg Anderson (Director Sarjeant Gallery), Sonny Tamihana (Library Performance Manager), Margie Beautrais (Educator, Whanganui Regional Museum), Rosemary Fletcher (Projects Director), Michael Homan (Property Operations Manager), Graeme Paulger (Senior Property Analyst), Marianne Cavanagh (Customer Solutions Manager), Lauren Tamehana (Manager Safer Whanganui), Harriet McKenzie (Community Activator), Hamish Lampp (Planning Manager), Warrick Zander (Compliance Operations Manager), Emma Bugden (Strategic Lead Creative Industries and Art), Anique Jayasinghe (Contractor), Falkner (WRCB Member), Sandra Sarah **Pomeroy** (Communications & Marketing Manager), Anna Palamountain (Democracy

Advisor), Karyn Turner (Senior Governance Services Officer).

#### 1 OPENING PRAYER

Cr Craig read the Prayer.

#### 2 APOLOGIES

#### Committee Resolution 2020/19

Moved: Cr Helen Craig

Seconded: Deputy Mayor Jenny Duncan

That the apology received from Cr Charlie Anderson is accepted and leave of absence granted.

CARRIED

#### 3 DECLARATIONS OF INTEREST

Crs Barron and Chandulal-Mackay declared an interest in the Hakeke Street Community Centre deputation.

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#### 4 MOTION TO EXCLUDE PUBLIC

#### **RESOLUTION TO EXCLUDE THE PUBLIC**

Section 48, Local Government Official Information and Meetings Act 1987.

#### Committee Resolution 2020/20

Moved: Cr Helen Craig

Seconded: Deputy Mayor Jenny Duncan

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)

CARRIED

#### 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:

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| ITEM<br>NO. | GENERAL SUBJECT OF EACH<br>MATTER TO BE CONSIDERED   | SECTION                                | SUBCLAUSE AND<br>REASON UNDER THE<br>ACT                            | PLAIN ENGLISH REASON  | WHEN REPORTS<br>CAN BE RELEASED |
|-------------|--|--|---|---|---------------------------------|
| 5.1         | Public Excluded Minutes of the<br>Property and Community Services<br>Committee Meeting held on 30<br>June 2020 |  |   | Refer to the previous public excluded reasons in the agenda for this meeting  |                                 |
| 6.1         | Sport Whanganui presentation -<br>Splash Centre  | s7(2)(a),<br>s7(2)(c)(ii),<br>s7(2)(d) | Privacy, Public Interest, Health or Safety of members of the public | The presentation relates to an incident at a Council owned facility, and the details need to remain confidential because there is a Health & Safety and coroner's inquiry underway. | Not to be released.             |
| 6.2         | Actions Arising - Confidential   |  |   | Refer to the previous public excluded reasons in the agenda for this meeting  |                                 |

#### Committee Resolution 2020/21

Moved: Cr Helen Craig

Seconded: Deputy Mayor Jenny Duncan

That John Unsworth and Danny Jonas be permitted to remain at this meeting, after the public has been excluded, for Item 6.1: Sport Whanganui presentation – Splash Centre, because of their knowledge of Splash Centre operations. This knowledge, which will be of assistance in relation to the matter to be discussed, is relevant to that matter because John Unsworth is Chair of Sport Whanganui and Danny Jonas is Chief Executive of Sport Whanganui.

CARRIED

The meeting reopened to the public at 1.20pm

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#### 8 CONFIRMATION OF MINUTES

#### 8.1 MINUTES OF THE PROPERTY AND COMMUNITY SERVICES COMMITTEE MEETING HELD ON 30 JUNE 2020

Author: Karyn Turner - Senior Governance Services Officer

Authoriser: Kate Barnes - Senior Democracy Advisor

**Significance of decision** – In terms of the Significance and Engagement Policy 2018, the decision is not significant.

#### Committee Resolution 2020/22

Moved: Cr Helen Craig

Seconded: Cr Josh Chandulal-Mackay

That the minutes of the Property and Community Services Committee Meeting held on 30 June

2020 are confirmed as a true and correct record.

CARRIED

#### 9 REPORTS TO COMMITTEE

#### 9.1 ANNUAL PENSIONER HOUSING SATISFACTION SURVEY

Author: Michael Homan - Property Operations Manager

**Graeme Paulger - Senior Property Analyst** 

Authoriser: Leighton Toy - General Manager Property

#### Discussion

Michael Homan (Property Operations Manager) said this was a brief report to the Committee due to the deadline for agenda publication. A full report on the satisfaction survey would be provided at the next meeting of the Property and Community Services Committee.

In reply to questions, Graeme Paulger (Senior Property Analyst) said while tenants provided responses anonymously, information was captured in a database that enabled issues to be tracked down if necessary. Mr Homan said in regard to wellbeing issues, Age Concern Whanganui held a contract with the Council to address these issues. This was a good, valuable contract for Council to maintain.

#### Committee Resolution 2020/23

Moved: Cr Helen Craig Seconded: Cr Kate Joblin

That the Property and Community Services Committee receive the report – Annual Pensioner Housing Satisfaction Survey.

CARRIED

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#### **DEPUTATION - HAKEKE STREET COMMUNITY CENTRE**

Author: Anna Palamountain - Democracy Advisor

Authoriser: Kate Barnes - Senior Democracy Advisor

Cr Chandulal-Mackay and Barron declared an interest in Hakeke Street Community Centre and withdrew from the table.

Cr Barron said while the submission to the Council's Annual Plan was led by Hakeke Street Community Centre it was also on behalf of the Rangiora Street Library.

#### Discussion

Cr Craig welcomed Hakeke Street Community Centre representatives, Angela Cromarty and Marie Buturini and referred to correspondence Centre representatives had sent to Elected Members.

Ms Buturini said the Hakeke Street Community Centre requested funding from the Council for the Hakeke Street Library based at the Community Centre. Providing background information on the Hakeke Street Community Centre, Ms Buturini said no-one had foreseen how big this centre would get and so quickly. Twenty-two volunteers worked in the library; two staff were paid, and 5,400 people visited the library in the last year. Similarly the community centre matched those numbers with many groups using the facility including the District Health Board and Safer Whanganui. Feedback received from the many immigrants visiting the centre was it provided them the chance to feel part of the community.

Whanganui East did not have a 'centre point' for its community and the Hakeke Street Community Centre had turned into a real community hub. Sustainability of the centre however was now being questioned. While the centre had applied for all possible grant funding, funding instability meant it difficult to plan ahead and foresee the future.

Ms Cromarty said it was clearly seen how much the centre had improved the area. It was a community centre and a library. So far all costs had been fund-raised by the community centre with no Council or library funding. They were well supported by the Library Performance Manager, Sonny Tamihana.

Ms Cromarty and Ms Buturini responded to questions. While there was a charge for some users, there was no charge for community groups to use the centre. This year's budget was \$76,607 and the Community Centre was requesting that funding allocated in the 2020/21 Council Annual Plan for the establishment of library hubs in Whanganui be redirected to cover the cost of the Hakeke Street Library and possibly the Rangiora Street Library.

Elected Members sought clarity on the funding amount included in the Annual Plan and agreed that a comprehensive options report be brought to the Council's September 2020 meeting. It was also agreed that the 'big picture' should be looked at and an options report would also include Rangiora Street Library.

#### Committee Resolution 2020/24

Moved: Mayor Hamish McDouall

Seconded: Cr Helen Craig

That the Property and Community Services Committee receive the Deputation - Hakeke Street Community Centre.

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CARRIED

#### Committee Resolution 2020/25

Moved: Mayor Hamish McDouall

Seconded: Cr Helen Craig

That an options report is presented to the September 2020 Council meeting regarding the

community library hubs.

CARRIED

#### 9.2 PORT PROJECT UPDATE – AUGUST 2020

Author: Rosemary Fletcher - Projects Director

Authoriser: Leighton Toy - General Manager Property

#### Discussion

Rosemary Fletcher (Projects Director) provided a summary of specific points included in the overview report of the establishment of the port project. The Council had the largest commitment to Tranche 1 works currently in progress.

Cr Vinsen believed there was public concern about the port development and queried whether information on the port development was available to the public. Ms Fletcher said there was information from all parties but this was not yet cohesive and needed to be put together in one 'shopfront'. This communication issue needed to be addressed quickly and thoroughly.

In response to further questions, Ms Fletcher said it would be negligent not to advise that Council had a financial risk. There would be price escalations on a budget set for the project in 2016. This currently was being updated by quantity surveyors to reflect 2020/21 cost. Initial indications were that this could be managed fairly tightly with any required decisions taken through the Steering and Governance Groups. A value engineering exercise would also be undertaken and to a degree this was already occurring based on numbers and deprivation of the current asset. Every tide was having an impact on the port infrastructure, changing what needed to be achieved.

All partners in the Port Project had committed individually and collectively to Government that they would meet their obligations. This provided assurance to the Council that others' obligations would be met.

Horizons Regional Council's first choice for rock required to repair the moles was from Waitahinga Quarry. The quarry had an existing mining consent expiring this year and this would be extended. Reopening would require land use consents from Whanganui and Horizons Regional Councils and consultation with affected parties was already under way. It had been agreed that the Council would be landlord of the quarry, outsourcing the quarry operation to a commercial contractor with Horizons Regional Council the customer of the quarry. Horizons would act in a regulatory fashion as opposed to customer.

There was a detailed programme and timeline integrating all partners' work for the entire project. Ms Fletcher would distribute this programme if required.

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Mayor McDouall said the governance group was officially formed a month ago and would meet weekly. Overall there were four projects and this Council only had control over one. If able to do so he would circulate the governance group's minutes to Councillors.

#### Committee Resolution 2020/26

Moved: Cr Kate Joblin

Seconded: Deputy Mayor Jenny Duncan

That the Property and Community Services Committee receive the report – Port Project Update – August 2020.

CARRIED

Cr Joblin left the meeting at 2.35pm.

#### 9.3 WORK PROGRAMME - PROPERTY AND COMMUNITY SERVICES COMMITTEE

Author: Jennifer Gaskin - EA to GM Finance, GM Property & Legal Counsel

Authoriser: Bryan Nicholson - Chief Operating Officer

#### Committee Resolution 2020/27

Moved: Cr Josh Chandulal-Mackay Seconded: Deputy Mayor Jenny Duncan

That the Property and Community Services Committee receive the report — Work Programme - Property and Community Services Committee.

CARRIED

#### 9.4 OPERATIONS GROUP ACTIVITY REPORT 1 MARCH TO 1 JULY 2020

Author: Eva Osborne - Executive Assistant

Samantha Solesbury - Administrative Assistant - Compliance & Building

Authoriser: Bryan Nicholson - Chief Operating Officer

#### Discussion

Operations Group officers Hamish Lampp (Planning Manager), Greg Hoobin (Building Control Manager), Warrick Zander (Compliance Operations Manager), Pete Gray (Manager Libraries and Community), Sonny Tamihana (Library Performance Manager), Greg Anderson (Director Sarjeant Gallery), Scott Redding (New Zealand Glassworks Manager), Marianne Cavanagh (Customer Solutions Manager), as well as Margie Beautrais (educator, Whanganui Regional Museum), and Whanganui and Partners' staff Emma Bugden (Strategic Lead Creative Industries and Art) and Anique Jayasinghe (Contractor – Community Arts Co-ordinator) provided summaries of their respective parts to the Operations Group Activity Report and responded to questions.

The following matters were highlighted:

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#### **Planning**

- Most consent applications are able to be lodged online. This was helpful during the COVID-19 lockdown with the average number of non-notified resource consents processed in less than half the number of required days. The only limitation was if hard copies were lodged.
   A glitch in the Land Information Memorandums (LIMs) system caused delays in the subdivision process until staff were able to come back to the office. This has since been resolved.
- The main issue in the Planning Unit was staffing, currently operating at a 50% resourcing level. This was a national and international problem. Since publication of the report a Principal Policy Planner had been secured and by Christmas 2020 a fully equipped Policy Planning team was expected. This would not be the case with the consenting side of planning. These positions were extremely difficult to fill.

Cr Chandulal-Mackay left the meeting at 2.45pm.

#### **Community Arts**

In May 2020, Anique Jayasinghe was contracted for a 12-month period as Community Arts
Co-ordinator. The key focus in this role was to distribute community and public funding for
arts and maintenance of existing public art. The role had two key goals: access and
engagement for all and connected creative communities.

#### **New Zealand Glassworks**

Te Rongo Kirkwood has been selected as New Zealand Glassworks first Glass Residency. Te
Rongo Kirkwood would have full use of the glass facility and free accommodation for one
month. Giving back to the community she would have an exhibition, a public and UCOL artist
talk and host a two-day workshop open to all. With a background in fused glass, this will be
her first experience in a hot glass workshop.

Cr Baker-Hogan left the meeting at 2.55pm.

Mayor McDouall left the meeting at 3.03pm

#### Whanganui Regional Museum

- From zero visitation through COVID-19 lockdown, visitations were steadily increasing with considerable numbers of out-of-town visitors.
- Teeth, Talons and Taxidermy exhibition opened on 4 July 2020. While this type of exhibition
  was 'out of fashion' at a number of museums, and primarily designed for children, adults
  had also been thrilled to see it. It was not just about dead animals, it also dealt with
  conservation issues.
- Extensive work was being undertaken to develop a long-term funding plan for the museum, looking for funding from as many sources as possible. Work on a 10-year development plan was also progressing.

#### Parking

 Income from parking meters was down but the shortfall was made up from the Parking Activity Special Fund. This fund was made up from any additional revenue for year after expenses were paid and rate requirement contributions made.

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#### Sarjeant Gallery Te Whare o Rehua Whanganui

- The Prime Minister's visit to Whanganui included the gallery's construction site, meeting with staff and Iwi.
- So far this financial year (post-COVID) visitations had increased and were ahead on this time in 2019. Domestic travel had increased and the Sarjeant's shop was also ahead of target.
- A number of artists had been approached to contribute work to the 'white fence' surrounding the gallery's construction site. A substantial part of the fence would also be decorated with artwork by a number of schools and community groups. Information panels would also be included.

#### **District Library**

- While numbers took a hammering during COVID-19 lockdown, digital numbers did increase significantly. Press Reader provided an enormous number of newspapers across the world. The Library was now able to obtain good statistics on this usage and it was found to be more popular than thought. These statistics would be reported in the next Operations Group Report to the Committee.
- It was expected plans would be complete by September 2020 to replace the big library bus with a mobile library van.

#### Committee Resolution 2020/28

Moved: Cr Helen Craig Seconded: Cr Hadleigh Reid

That the Property and Community Services Committee receive the report – Operations Group Activity Report 1 March to 1 July 2020.

**CARRIED** 

#### 9.5 ACTIONS ARISING - JUNE 2020

Author: Karyn Turner - Senior Governance Services Officer

Authoriser: Kate Barnes - Senior Democracy Advisor

#### Committee Resolution 2020/29

Moved: Cr Helen Craig Seconded: Cr Alan Taylor

That the Property and Community Services Committee receive the report – Actions Arising - June 2020.

**CARRIED** 

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| Property and Community Services Committee Meeting Minutes   | 11 August 2020          |
|---|-------------------------|
| The Meeting closed at 3.30pm.   |                         |
| The minutes of this meeting were confirmed at the Property and Commun<br>Meeting held on 22 September 2020. | nity Services Committee |
| ***************************************   |                         |
|   | CHAIRPERSON             |

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#### 5 REPORTS TO COMMITTEE

#### 5.1 SARJEANT GALLERY REDEVELOPMENT PROJECT UPDATE - SEPTEMBER 2020

Author: Gaye Batty - Project Director - Sarjeant Gallery Redevelopment Project

Authoriser: Bryan Nicholson - Chief Operating Officer

References: Nil

#### Recommendation

That the Property and Community Services Committee receive the report — Sarjeant Gallery Redevelopment Project Update - September 2020.

#### **Executive Summary**

The purpose of this report is to update the Property and Community Services Committee on the progress of the Sarjeant Gallery Redevelopment Project.

#### **Background**

To recap, in May 2019 with the detailed design completed for the Pataka o Sir Archie Taiaroa (the extension), Whanganui District Council (Council) tendered and received two conforming prices and accepted the lower lump sum price from McMillan & Lockwood Central Limited (MML) for \$20.08M. The Contract award was approved by Council on 1 November 2019 with the second stage for the existing building to be awarded as a Contract variation.

In December 2019, the detailed designs for the stage two works on the existing building were completed then peer reviewed by Dr Jason Ingham of The University of Auckland, which necessitated changes to the sequencing of the strengthening works to protect the neo-classical building from vibration, extending the length and cost of the construction programme from 24 to 32 months. The design was issued to MML for pricing while pre-works inside the gallery to remove asbestos and uplift floorboards commenced.

In February 2020, the Archaeological Authority was received from Heritage NZ, signalling the green light to break ground at Pukenamu Queen's Park and proceed with excavation works for the extension. This was the pivotal consenting element needed to proceed with earthworks on the historic site and it meant moving forward with the Iwi blessing and burial of two Mauri stones beneath the location of new gallery entrance. However, all construction activity was put on hold when the country went into lockdown on 24 March 2020 due to the COVID-19 health crisis. The site was secured and all construction works paused.

During the lockdown period, MML advised that they experienced a reluctance to bid on the stage two works from some trades which caused multiple delays with their price submission and dulled the competitiveness of bids received. In April 2020, they submitted a variation price for the existing building that was \$7M higher than the May 2019 estimate, increasing the Total Project cost to \$49.3M, excluding contingency and escalation provisions.

On 15 June 2020, Council approved the Tender's Board recommendation to accept the variation to contract for \$21.9M and agreed that Council would underwrite the \$11.6M shortfall in project funding. Welcome news followed on 2 July 2020 that the project would receive a further investment

of \$12M as a grant from the Provincial Growth Fund to cover the increased cost of the redevelopment. Council's budgeted commitment is now \$5M.

#### **Current Works Update**

Work is now progressing on site in two concurrent stages.

#### **Extension wing**

Bulk excavation for the extension commenced in June 2020 and has now reached its lowest level, compacted hardfill has been placed, and installation of ground beams for the basement where the collection will be stored, is underway. The Project Archaeologist left the site mid-August 2020 after being in attendance throughout the main excavation, working in co-operation with Iwi monitors appointed by Te Runanga o Tūpoho. All items recovered are being stored and managed according to the conditions of the Archaeological Authority.

Excavation of the area along the former tree line, closest to the heritage building, has been paused pending the design of an approved temporary batter retention system required to ensure that the Sarjeant is not undermined while excavation close to the building is carried out. Soil tests will inform the number of ground anchors and phasing of these temporary works for the new wing.

#### **Existing building**

Ground stabilising concrete will be injected deep into the sandy soil at the rear of the building and large temporary buttresses are being erected to support the east and west stone exterior walls. Every precaution must be taken by the contractor to ensure the care of the old, brittle building while its foundations are exposed during the strengthening works. The buttressing work will enable MML to open more work faces and enable a programme saving and potential savings to the P&G cost as part of the project team's on-going commitment to value engineering.

These temporary works are proceeding with structural design input from the structural engineer's Clendon Burns Park and Ian Brown, the geotechnical expert that peer reviewed the original geotechnical report. Datum monitoring sites have been strategically attached to the building so that any subsidence or movement can be detected.

Soft demolition to the interior gallery walls has been completed to allow installation of 7,900 python wall anchors which will provide stiffness and increase the structural integrity of the double brick cavity walls. Once all the anchors have been installed, removal of the matai floors, currently limited to the central dome area, can continue giving MML access to the basement space where the new foundations will be laid. Work in the basement has been slowed down by the discovery of drier than expected soil and loose sand in the area directly under the dome.

#### Health & Safety

Health and safety metrics are captured by the main contractor, MML into a weekly report for discussion and action as required at the fortnightly site meetings and at monthly PCG meetings. There are no on-going concerns.

#### **Programme**

The programme impact caused by delays due to extent of temporary works required for the new wing to progress have not been fully measured. While design and construction of temporary works is the responsibility of the main contractor, the project team is working collaboratively with MML to ensure the best time and cost outcome and options are being costed that will result in gains to the critical path. An updated programme with associated cost impact is expected in November 2020.

The Extension is currently programmed for completion in August 2022 and the existing building in March 2023.

#### **Communication and Community Engagement**

The project's communications team meets weekly to plan and manage all media and stakeholder communications for the project. The Project Director produces updates for the Sarjeant Gallery Quarterly and for the Whanganui Chronicle. Gallery staff keep the community and Friends updated with photo and video stories about the project on the SG website and information pages which are linked to the Council website. Funding reports are also written and co-ordinated by this work stream which has a dedicated resource to facilitate their timely submission.

#### **Iwi Engagement**

Iwi monitors started on site from mid-May 2020 and were present throughout the excavation phase, uncovering a piece of pounamu and a greenstone adze. They were also observers at the project site meetings during the excavation period.

The Rōpū Kaitiaki Huis with Tupoho are held every six weeks. In July 2020, Tupoho discussed the potential engagement of a Ringatoi (Artist) who could advise on Toi Mahi (Artwork) and cultural narratives for the site and landscape and in August 2020, to facilitate this engagement, the Architect, W&M presented an overview of the current designs.

#### **Gallery Transition**

Staff continue to work with the design team through project managers RCP, to re-confirm the detailed design covering areas as diverse as the location of light switches, dimensions of the lift, thicknesses and types of gallery wall linings and the location and layout of the loading bay.

In August 2020, gallery staff started to consider uses for the timber milled from the oak trees felled to make way for the extension, including retail counters, café furniture, and for the construction of a lectern. Local artists and carvers have also expressed interest and Iwi will be consulted through the Roopu Kaitiake. It will be two years before the timber will be fully dry and able to be used.

#### **Risks and issues**

- 1) COVID-19 lockdown costs and restrictions impacting programme/costs.
- 2) Geotechnical risks in relation to the consistency of the ground conditions ie. whether the sandy soil is cohesive or loose, and how the support/batter will perform.
- 3) Scope works that are additional (not tendered). eg. The extent of temporary works.

This is a reasonably significant issue for programme and cost. MML is looking to obtain the best possible temporary works design and then re-programme accordingly. Note that a delay to the extension works will not necessarily affect the critical path which remains dependent on the completion date for the existing building.

4) Discovery of unknown hazardous materials in the existing gallery not currently specified for removal.

#### **Financials**

Total project expenditure is \$5,380,674 and \$228,139 of the contingency has been expended to date including \$929,864 prior to 2017.

#### 5.2 PROPERTY GROUP ACTIVITY REPORT - SEPTEMBER 2020

Author: Jennifer Gaskin - EA to GM Finance, GM Property & Legal Counsel

**Graeme Paulger - Senior Property Analyst** 

**Michael Homan - Property Operations Manager** 

Authoriser: Leighton Toy - General Manager Property

References: Nil

#### Recommendation

That the Property and Community Services Committee receive the report – Property Group Activity Report - September 2020.

#### **Executive Summary**

The purpose of this report is to provide an update on various Property Group activities. This report provides an update on the following matters:

- Airport
- Energy Management
- Parks & Reserves General
- Pensioner Housing
- Port Group
- Port Project
- Projects
- Property General
- Sport & Recreation
- Town Centre Regeneration
- Venues & Events

#### **Key information**

#### **Airport**

#### **Airport Operational Issues**

**Aircraft Movements** - General Aviation flying is permitted under Level 1 and 2 COVID-19 lockdown restrictions. This has seen aircraft movement numbers at Whanganui return and exceed pre-COVID numbers. For statistics purposes the Civil Aviation Authority (CAA) define an aircraft movement as a landing, take-off or touch and go.

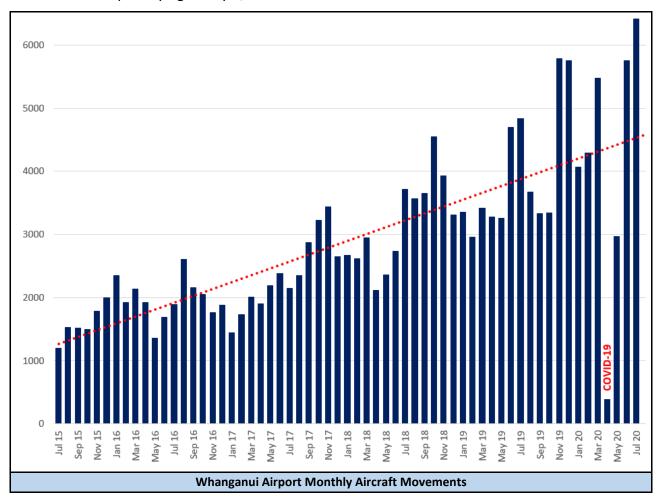
Aircraft movements during the period were as follows (for comparison the 2019 figures are also provided):

June 20 – 5,752 aircraft movements (June 19 – 4,698 aircraft movements)

July 20 – 6,414 aircraft movements (July 19 – 4,840 aircraft movements)

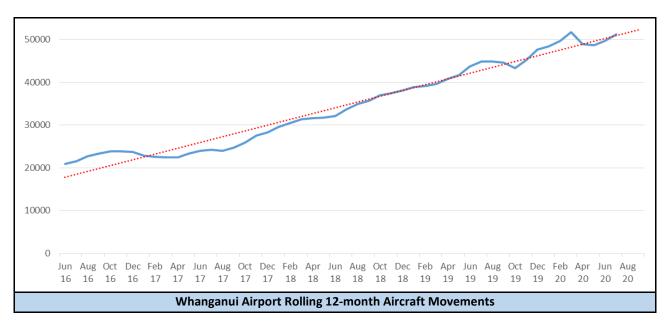
August 20 – not yet processed (Aug 19 – 3,676 aircraft movements)

In July 2020 a record number of monthly movements was reached. This is largely due to the NZICPA returning to normal training levels with students who were already in country prior to the initial lockdown. In July 2020 the NZICPA flew approximately 1,250 hrs. While the landing data for August 2020 is currently being processed, indications are that this record number is likely to be surpassed as the NZICPA report flying nearly 1,400 hrs that month.



Despite the lull in flying during Level 4 lockdown, the rolling 12-month total continues to increase with 51,258 aircraft movements recorded 1 August 2019 - 31 July 2020 versus 44,816 aircraft movements for the same period in 2019.

Air Chathams halted scheduled flying operations while Auckland was in Level 3 lockdown. They have since resumed a reduced flight schedule of 12 inbound and 12 outbound flights per week. While passenger numbers were initially low, they are beginning to increase now that travellers can fly to/from Auckland.



**Infrastructure** - All of the grass runways and taxiways have now been reopened, with the exception of RWY 11L/29R, which is closed permanently and will shortly be decommissioned.

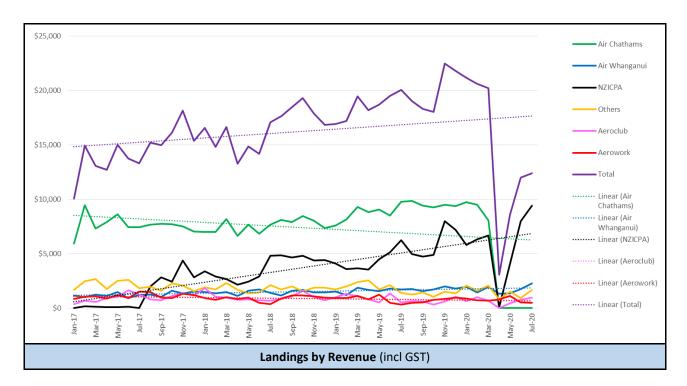
Parallel Taxiway Project - We are currently awaiting notification from the PDU as to the status of the PGF application for a grant to fund 50% of the parallel taxiway project. Unfortunately, indications are that it may not be successful despite being a key item of infrastructure to support safe flying operations at a high activity airport. If the application is not successful the scope of the taxiway project will need to be adjusted to reflect the reduced WDC and MoT funding included in the FY20/21 budget. The remaining items will be included in the Long Term Plan for future funding applications. The construction of the parallel taxiway is considered essential to be able to safely accommodate the high number of aircraft movements and future growth.

#### **Personnel**

The position of Airport Safety Officer has been filled. A key role of the job is the operation and management of a UNICOM airfield information service. UNICOM will be implemented at the airport once the required training has been conducted, control tower cab works are completed and CAA approval has been received.

#### **Finance**

**Landing Fees** - Landing fees for June/July 2020 were significantly impacted by the lack of revenue from Air Chathams flights. It is anticipated that landing fee revenue will return to pre-COVID levels in October 2020.



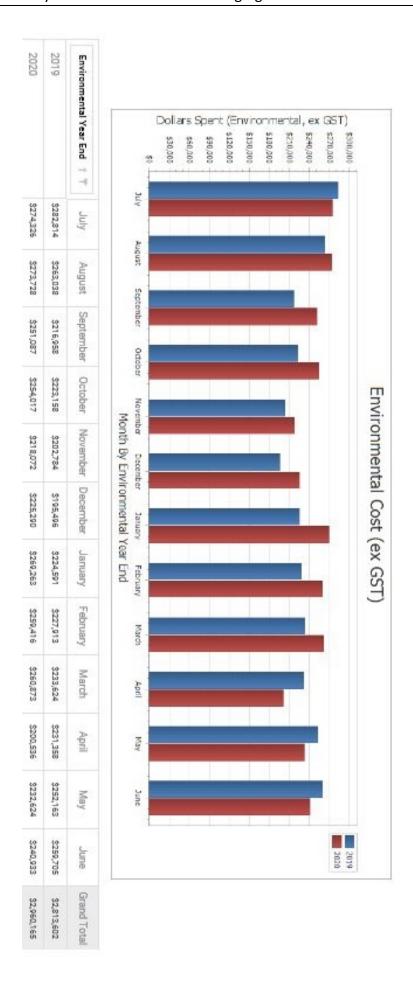
#### **Energy Management**

Graphed information from Smart Power Ltd shows that overall Council spent \$2.96M in the year to 30 June 2020 on energy. The current contracts that we have are at rates that Smart Power have described as very good. These three contracts all expire on 31 August 2021. Smart Power have indicated that when renewed we can expect a significant increase in energy costs. They are currently undertaking an exercise for us to give budget information to be incorporated in the 2021-2031 Long Term Plan. The graph on the following page shows our overall energy costs for the last two full financial years.

The use of solar power was once again raised at a recent Long Term Plan workshop. Smart Power Ltd are preparing a report for us to consider this further. An outline of their approach is to review all Council sites as to which ones look the most promising for solar. They will take into account factors such as:

- annual consumption
- 5 or 7 days per week
- higher day load
- variable energy rates
- summer vs winter load
- space for panels and other physical requirements,
- public visibility

Initial indications are that there are options that can make a solar proposal work where Contact Energy or Meridian install and maintain the system and it gets paid back with savings over eight to 10 years. Savings for the next 10-15 years is then all Councils.



#### **Parks & Reserves General**

**Cemetery Maintenance Contract** has been tendered. Fulton Hogan Ltd were the successful Tenderer. The contract start date is 1 October 2020. The current contractors are retiring. Gary and Leigh Gleeson have had involvement with the Aramoho cemetery since before the Council went to a contracting model. They have provided an exceptional service and leave the cemetery having maintained an excellent standard of service and recognition that Aramoho cemetery continues to be considered one of the more attractive and well maintained cemeteries in the country.

**Karoro Road** – Healthy Streams Initiative. Parks have been assisting with this project (the Community Projects Team and the Litter Team combined with contractors) to plant the area beside the stream at Karoro Road. This stream is part of the Kokohuia catchment, and would have been part of the estuary. Consultation work has been undertaken with Iwi and the local community to restore the watercourse. As part of this the project, gas lines have been relocated out of the watercourse. It is intended that some more planting will be undertaken which will involve some community members.



Mowhanau Mural – A local artist approached the property team about painting a mural on the toilet block at Mowhanau Beach. A meeting was held with Iwi representatives and local residents to discuss ideas for the mural. Agreement was reached on the content of the mural, which should be completed prior to Christmas. The proposed design has a nature theme, with representations of birds.

#### **Upokongaro Landscaping**



The contractors have nearly completed the ground works at the Upokongaro side of the bridge. Parks are looking to get some of the landscaping completed prior to this summer. Ground conditions are very wet at the moment. Landscaping is anticipated to be undertaken in stages.

**Tirimoana Place landscaping** – The developer has completed planting. The parks team have been involved in discussions with the landscaper to ensure the agreed plan is followed. There will be a two-year maintenance term on the landscaping before WDC takes over the reserve area.

#### Litter Team - Dumping continues to be on the increase



Fly tipping continues to increase. Over and above the usual rubbish run, they are now getting large loads of rubbish, as shown above, on a daily basis. The Litter Team currently work four days a week, but with the increase in dumping, particularly with large objects such as this, there may be a need to increase this to five days a week together with an increase to the size of the trailer they use.

#### A more comical slant on signage



Some new signage has been installed at various sites where rubbish dumping is more common.

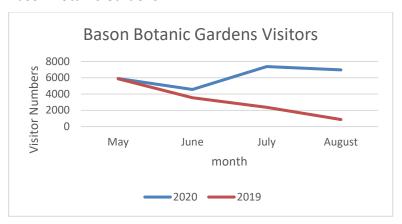
The signage has been used by a number of Councils in New Zealand.

There has been some very positive discussion on social media towards this approach.

While this will not stop people from dumping rubbish, it may give cause to reflect on what other people think of those who do.

#### **Visitor numbers**

#### **Bason Botanic Gardens**





| GRAFFITI BY SUBURB 1ST JUL 2019 TO 30 JUN 20 |     |     |     |     |     |     |     |     |     |     |     |     |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Suburb                                       | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Aramoho                                      | 2   | 1   | 3   |     | 4   | 1   |     |     |     |     |     |     |
| Castlecliff                                  | 3   | 5   | 8   | 1   | 3   |     | 3   |     |     |     | 4   | 10  |
| College Estate                               |     | 3   |     |     |     |     |     | 1   |     |     |     |     |
| Durie Hill                                   | 1   |     | 1   | 1   | 3   |     |     |     | 1   |     |     | 2   |

| Gonville       | 4  | 1  |    | 2 | 5  |   | 3  | 11 |    |   | 1  | 2  |
|----------------|----|----|----|---|----|---|----|----|----|---|----|----|
| Otamatea       |    |    |    |   |    | 1 |    |    |    |   |    |    |
| Papaiti        |    |    |    |   |    |   |    |    |    |   |    |    |
| Rural          |    |    | 1  |   | 1  |   |    |    |    |   |    |    |
| Putiki         |    |    |    |   |    |   |    | 1  |    |   |    |    |
| Springvale     | 2  |    | 1  | 2 | 1  | 1 | 1  |    |    |   | 1  |    |
| St Johns Hill  |    |    |    |   |    |   |    |    |    |   |    |    |
| Tawhero        |    | 1  |    |   |    |   | 1  |    |    |   |    | 1  |
| Whanganui      | 2  | 1  |    | 3 | 1  | 2 | 7  | 7  | 1  |   | 5  | 3  |
| Whanganui East | 6  | 1  | 2  |   | 1  | 3 | 2  | 2  | 11 | 1 | 6  | 6  |
|                | 20 | 13 | 16 | 9 | 19 | 8 | 17 | 22 | 13 | 1 | 17 | 24 |

#### **Public Toilets**

During Covid level 2 and above, extra cleans have been undertaken at all toilets. For the busier toilets this means three or four cleans, and for others this means two instead of one clean per day.

Unfortunately, vandalism is a regular occurrence in many of the facilities. In particular, at the moment the soap bladders inside the dispensers and the dispensers themselves are being targeted frequently. Dispensers are replaced, but just as quickly are removed or broken.

Toilet rolls are being stolen, with the locks on dispensers being picked to remove the rolls, and there are issues of fires being lit inside dispensers.

While running water is a requirement for public toilets, soap and hand drying facilities are not. In newer toilets, soap and hand drying facilities are provided as part of the standard fit out. In some of our older toilet facilities soap or hand drying facilities are not always provided or in areas where vandalism has proven to be a constant issue, they have not always been replaced.

However, as COVID has brought a heightened awareness of the need for hand washing, we are installing extra soap dispensers where possible.

#### **Use of Glyphosate**

The use of Glyphosate in our parks and reserve areas continues but is seen as one of the tools in a range of methods of weed control that also include hand weeding, mulching, and mechanical weeding. We require contractors working on parks and reserve areas to be qualified in the use of agrichemicals which requires that all safety precautions are observed.

Glyphosate would not generally be used on lawn areas such as playgrounds, as the nature of the spray is that it is a broad spectrum and will kill both weeds and grasses. Targeted spraying for some weeds is undertaken in playground areas, but not with Glyphosate products.

Glyphosate is instead limited to some garden areas where weeds are targeted. Spraying is only permitted on some garden areas where there are no sensitive plants such as roses etc. Lawn edges, fence lines and unsealed pathways may also be target sprayed.

We have completed some trials with more 'organic' sprays that are on the market, but the effectiveness of these is limited to the range of weeds that are killed, and the time of year that they are effective and the period of effectiveness. The trials will continue.

#### **Pensioner Housing**

We will be undertaking a review of the recent legislative changes to the Residential Tenancies Act with our in-house Legal Counsel, to determine the repercussions to our tenancies, both existing and new.

Healthy Homes legislation and statutory deadlines are approaching and our aim is to achieve compliance well before the required time.

Due to the freeze until 26 September 2020, placed by Government, on increasing residential rents the annual increase was delayed by two months. Our first billing cycle after the end of the rent increase freeze starts on 29 September 2020. The single rate has increased from \$119.00 to \$127.00 per week and the double rate has increased from \$149.50 to \$163.00 per week.

Occupancy rate has dropped to 89.82% following a number of tenants who have gone into care or died. We have had a recent influx of applicants and our Housing Manager is working additional hours to process these, which will lift the occupancy rate back up. We are also working with Facilities to expand the pool of contractors that assist with the refurbishments of the units to help minimise the refurbishment vacancy periods.

#### **Port - Group**

Port activities continue with regular visits by the *MV Anatoki* carrying bulk cargo in and out of the region. The main focus of the port staff is the continuance of port operations and supporting the continued development and implementation of Te Puwaha (reported below).

Fencing and access gates around the operational port area (adjacent to Wharf 1 and 2) are being improved to provide better access for port users and to safely separate the construction zones of Te Puwaha and the operational areas of the port.

#### Port - Project (Te Puwaha)

This project will be reported as an item at the next committee meeting.

#### **Key milestones/progress from last report:**

- SPV documentation has been completed by Rob Goldsbury.
- 7 September 2020 the deconstruction of the Red Shed commenced with the removal of the asbestos on the northern or land-based side of the shed. Public Notice published in the Chronicle 29 August 2020, no public feedback received.
- o 507 Heads Road has been vacated and possession is now with Q-West.
- The Old Harbourmaster's building is being vacated week of 7 September 2020 and possession will transfer to Q-West.
- o New Port Office refurbishment has been completed.
- The museum, under the supervision of Scott Flutey, has taken possession of all transportable items of historic interest, leaving only large mechanical items to be relocated (drill/pulley etc).
- o Weigh Bridge installation at number 1 wharf commenced 7 September 2020.

#### **Projects**

#### **Pound**

Wells & Wadsworth commenced work 11 June 2020. Progress has been smooth and has remained largely on schedule throughout the build with costs in line with budget. The activity owner, Animal Control, have been invited to visit site regularly from the early stages of the build, to understand the build and plan for relocation with the minimum of disruption. The Pound will be completed and handed over by November 2020 at the latest. Below are photos of progress to date.

Office building in foreground and store and treatment shed at rear



#### Kennel Walls (2.2m high) – Plumbing and floors installed



Store and treatment facility



#### Perimeter Fence (3.5m)



#### **Taupo Quay Toilet Installation**

Plumbing and electrical works are in place on site ready for the toilet unit to be installed following delivery on Thursday, 10 September 2020. Civil works to a achieve accessibility will be undertaken within a week of installation. Ellen Young's work on the fence and riverside paving will complete the project. It is intended that the fence will in part provide the façade for the toilet block, which is matt black to allow the fence to feature when installed.

#### **Property General**

#### Lake Wiritoa

Sale and Purchase Agreement for the "sliver" of land required for car parking at Lake Wiritoa has been signed and returned by the vendor. Administration work is now underway to complete this purchase.

#### **Wembley Park**

Council has advertised a proposal to issue a ground lease to the Athletic Football Club for new clubrooms at Wembley Park. Feedback on the proposed lease closes 25 September 2020.

#### Repertory Theatre

Positive discussions have been held with the new committee representing the Repertory Theatre. Officers are now working with them on a strategy to see the building and surrounds restored to their former glory and in keeping with the Regeneration Strategy for the area.

#### **Durie Hill**

Consultation process for the purchase of land at Blyth Street is underway and closes 30 September 2020. This will allow for hearings to be completed by end of October.

#### <u>Upokongaro</u>

A public meeting was held at Upokongaro School on 30 July 2020. The Chief Executive and Mayor were in attendance along with Council Officers.

Around 60-70 persons attended and questions covered a number of subjects ranging from the State Highway through to questions on the bridge, public toilet and also nearby hall.

It was pleasing to see such a turnout and high level of public participation reflecting a very healthy interest in Council activities at Upokongaro.

This meeting was timed to coincide with public consultation on the Hall and Public Toilet. Feedback was open for a two month period and closed 31 August 2020. Summary of the feedback from this consultation will be covered further at this Committee Meeting via a separate report.

#### **Sport & Recreation**

The Sport and Recreation Advisory Group met on 28 August 2020 at Sport Whanganui. A number of matters were discussed including the possibility of erecting a swing at Lake Wiritoa. Cr Crossan is in discussions with Wendy Bainbridge (Senior Parks Manager) around the possible inclusion of this in the Long Term Plan.

The Advisory Group accepted a report from Sport Whanganui and the Whanganui Football Trust regarding the \$75,000 "seed" funding budget from the 2019/20 year for the development of Wembley Park. It was agreed to proceed as per the plan presented and funding available only to be released after the balance of funds have been secured by the Trust for each project.

Other discussion centred on a submission to the LTP for \$20,000 to progress the Water Sports Hub.

Cr Vinsen raised the possibility of outdoor gym equipment. It was decided that Cr Vinsen would obtain details and costs and provide to Property Operations Manager (Michael Homan) and a trial would get underway to gauge success and the possibility of referring to the LTP.

Next meeting planned for 21 September 2020.

#### **Town Centre Regeneration**

#### Whanganui Walls

Organising is underway for Whanganui Walls 2021. The festival is being planned for the week leading up to Artist Open Studios (AOS), the large scale murals will be in the process of completion on the first weekend of AOS. We found that coinciding with AOS benefited both events immensely. The scope of the event has diminished in light of COVID and the inability to involve international artists.

A selection of high quality artists from around New Zealand have been chosen as well as two local artists. There will be seven walls painted within walking distance of each other. The added element of a one-day music festival is being planned also, this will see around six to eight bands playing in our town centre on the Saturday, adding to the vibrancy of both Whanganui Walls and AOS.

#### <u>Innovating Streets - Drews Avenue</u>

Council's application to the Waka Kotahi (NZTA) Innovating Streets Fund for the Drews Avenue Arts Precinct project has been successful. We have a budget of around \$390,000 for this project. The scope of the project includes a comprehensive workshopping process with the surrounding community to co-design a semi-permanent streetscape. There is a large portion of the budget allocated to design and workshopping support, coms and monitoring and evaluating.

NZTA objectives are to encourage more active modes of transport throughout New Zealand while creating more vibrant cities. The process for the project is to monitor and evaluate numbers and behaviours of vehicles, pedestrians and cyclists as well as the public perception of the street, before the installation of the project. Then go through a co-design process with the community and install the new streetscape elements. Re-test the qualitative and quantitative data to see how effective the changes are. If there is anything in the design that could work better, the design can be modified.

Town Centre Regeneration objectives are to create a streetscape that reflects the creative community and heritage of this precinct. There are a number of new and existing creative businesses in this area who provide a unique flavour to Whanganui and we need to reflect that in the public realm. We also need to create a space that encourages people to spend more time in our city streets. This creates more vibrancy and uses the principle that people attract people.

We also want to connect our key cultural spaces so that walking our city becomes a really attractive prospect to our residents and visitors. Drews Avenue connects the Awa (river) to the Whanganui's town centre. The Awa is a key part of Whanganui's identity and is the location of Whanganui's I-site visitor's centre. Drews Avenue is one of our only central city streets with a view of the river. It is also the gateway to Whanganui's major civic and open space precinct, where the Whanganui Museum, Library and Sarjeant Gallery are situated. This is a nationally significant gallery, which is currently undergoing a multimillion-dollar extension. Wayfinding to between these key spaces is very important and by creating vibrant streets like Drews Avenue we create visual "breadcrumbs" to lead people to these important spaces.

We have run our first session of intensive workshops with the Drews Avenue Community. These were run with the help of our landscape architect, Craig Pocock who facilitated, while providing technical support in spacial design. The workshops were extremely interactive and aspirational. Establishing the identity of the street was a starting point followed by confirming the spaces we will be utilising for seating areas, artwork and activation. A clear and united way forward was achieved.

We will now be refining the ideas to create a design that is functional and reflects the community's feedback. This will be presented in a final workshop.

#### Watt Street

In round two of NZTA Innovating Streets fund, two applications were made. One for wayfinding along Watt Street and up to the Sarjeant. This project would connect Drews Avenue and the river to the Sarjeant development and strengthen connections to Guyton Street, through the Watt Street walkway. It highlights the importance of creating an attractive journey for residents and visitors to our key cultural space. Unfortunately, this application was unsuccessful.

### **Tram Shed Fence plans**

The public Toilet is in the process of installation.



The fence is beginning a tender process in September.

### Walking tour App

We have successfully been granted a seed fund of \$40,000 from Tourism NZ for the Immersive Arts and History walking tour through town. A project plan and team is being created.

### **Venues & Events**

August 2020 promised to be an extremely busy month for Venues & Events with Mr Sandman being held at the Royal Wanganui Opera House; another well-polished performance put together by Sharyn Underwood with over 1,270 tickets sold for the two performances. Whanganui & Partners also held their Destination Management Plan at Cooks Gardens over two days.

Booking enquiries continue to come in despite the COVID restrictions. The Team have been able to adapt and offer alternative options to enable events to continue such as livestreaming and additional shows. Two large events were cancelled - Rivercity Dancesport, which was to be held at the War Memorial Centre with over 300 participants and a NZ Public Party political rally which was also cancelled. The Dave Dobbyn concert has also been postponed with the new date not being set as yet.

It has been great to see the Cooks Gardens field have plenty of use with a pre-season game for Manawatu vs Taranaki, Rugby League trials and the Hurricanes' Roadshow.

Upcoming Events include Wanganui Competitions which are held on an annual basis at the Royal Wanganui Opera House and Stan Walker has a memoir being released late October 2020 and they have booked the Concert Chamber for two shows, which will incorporate Mike King as MC along with Stan and his backing vocals – they are hoping to attract over 500 people to this.

### 5.3 ROAD STOPPING - IWIROA TERRACE

Author: Michael Homan - Property Operations Manager

**Authoriser:** Leighton Toy - General Manager Property

References: 1. Survey Plan

2. Utilities Plan

**Significance of decision** – In terms of the Significance and Engagement Policy 2018, the recommended decision is not significant.

#### Recommendation

The Property and Community Services Committee recommends:

That Council:

- (a) Applies to the Minister of Land Information to stop 450m2 of unformed legal road adjoining 4 Iwiroa Terrace pursuant to section 116 of the Public Works Act 1981.
- (b) Delegates to the Chief Executive authority to negotiate the sale of the 450m2 of stopped unformed legal road adjoining 4 Iwiroa Terrace to the current owner of 4 Iwiroa Terrace in accordance with section 345 of the Local Government Act 1974.

#### **Executive summary**

The purpose of this report is to gain approval to stop 450m2 of unformed legal road adjoining 4 lwiroa Terrace under the Public Works Act 1981 and to sell it to the owners of 4 lwiroa Terrace.

### **Background**

Alongside 4 Iwiroa Terrace is an area of unformed legal road. Currently Council utilises part of this area to access Lot 20 DP 42811, which is a steep downward pathway (foot access only) down to a Waste Pump, for the purposes of maintaining the pump. Other than retaining a four-metre wide strip of the road to access Lot 20 DP 42811 there is no other public use for the balance of the unformed legal road.

The owners of 4 Iwiroa Terrace have approached Council to purchase 450m2 of the unformed legal road for the purposes of forming a driveway that will allow vehicle access to their property. Currently there is no formed driveway into their property or to their garage, which becomes quite messy during the winter months, and causes damage to the land. The proposed area of unformed legal road to be stopped is illustrated in the survey plan attached. (Reference 1)

The proposed four-metre wide strip down the left hand side (adjoining 5 Iwiroa Terrace) would still allow the owner of 5 Iwiroa Terrace the ability to access the rear of their property if required.

The 450m2 piece of land has significant water and sewer infrastructure that has the effect of limiting the structures that could be built on that part of the land. An easement will be registered on the land to protect the infrastructure. Therefore, this land is only of any practical use to the owners of 4 Iwiroa Terrace due to their currently limited unformed access into their property. (Reference 2)

### **Key issues**

### **Strategic Context**

Stopping this unformed legal road and transfer to the adjoining owners will mean that the Council will no longer need to maintain the area to be stopped.

This area of unformed legal road, being vacant, attracts complaints from local residents in regards to the dumping of rubbish and household items. The stopping of the road and transfer to the adjoining owners will reduce or eliminate this issue.

### **Financial Considerations**

The option presents itself to stop and sell this piece of surplus unformed legal road to the owners of 4 lwiroa Terrace who have expressed an interest in purchasing the land.

### **Legal Compliance**

The stopping of the road is being actioned under the section 116 of the Public Works Act 1981. This process involves the Council requesting the Minister of Land Information to publish a notice in the Gazette stopping the road.

The owners at 5 Iwiroa Terrace have been notified by post, a letter sent, dated 28 January 2020, advising of the proposed road stopping and given the opportunity to object.

No reply or objection has been received at this time.

### **Infrastructure Strategy**

The stopping of this unformed legal road would allow for cost effective management of Council Infrastructure by retaining access to Lot 20 DP42811, whilst eliminating future maintenance and repairs, without effecting the residents or members of the Public.

### **Significance**

In terms of Council's Significance and Engagement Policy, the stopping of this section of unformed road and transferring ownership to the adjoining owner is not deemed significant.

### **Options**

### **Assessment of Options**

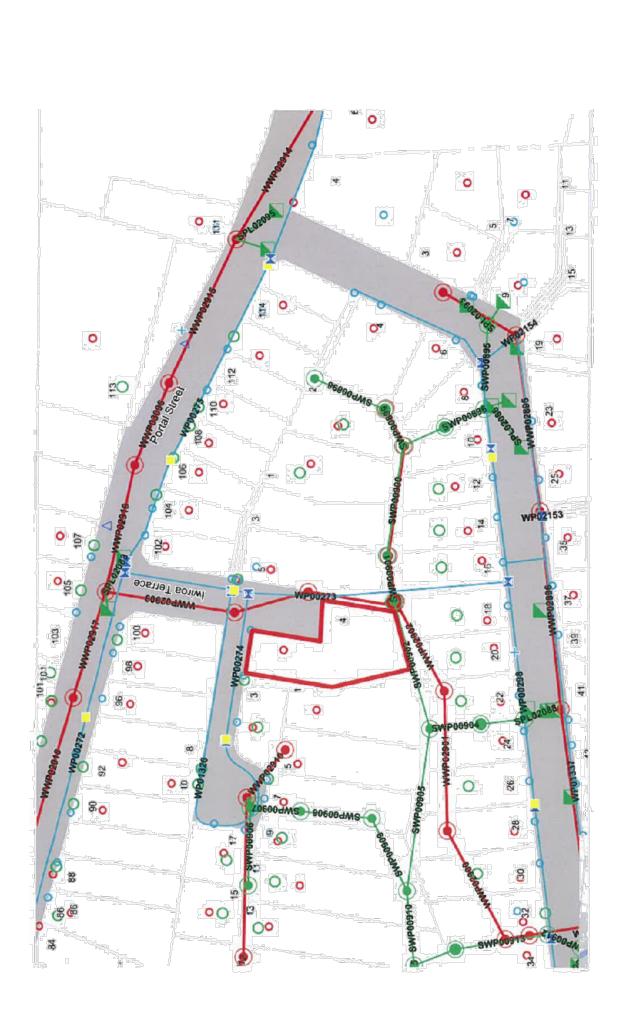
The preferred and realistic option is to sell 450m2 of the unformed legal road to the adjoining owner at 4 lwiroa Terrace. The advantages of the constant clearing of rubbish from a vacant unused site is cost effective whilst simultaneously enhancing the overall look of the street for local residents or members of the public. This piece of land in essence is only of value to the owners of 4 lwiroa Terrace and will enable them to formalise access to their property.

To keep the status quo would not eliminate the dumping of rubbish and continue unnecessary expenditure in maintaining the site.

| SUMMARY OF CONSIDERATIONS  |                     |                |                               |  |  |
|--|---------------------|----------------|-------------------------------|--|--|
| Fit with purpose of local government   |                     |                |                               |  |  |
| Allows the Council to address the issues bought to its attention of local residents to deal with an unused part of the road network, enhance their street and ability to access the require properties by Council and owners of 4 Iwiroa Terrace.  Link: Section 10 of the Local Government Act 2002 |                     |                |                               |  |  |
| Fit with structure from a vale   | LIIIK. Sec          | 20011 10 01 01 | le Local Government Act 2002  |  |  |
| Fit with strategic framework   |                     |                | and the mark                  |  |  |
| Select checkboxes to indicate whether the decision / repo  | ort contributes, ae | etracts or nas | з по ітраст                   |  |  |
| Leading Edge Strategy  Long-Term Plan  | Contributes         | Detracts       | No impact ☑ ☑                 |  |  |
| Infrastructure Strategy  |                     |                |                               |  |  |
| Economic Development Strategy  |                     |                |                               |  |  |
| Other Policies or Plans -  |                     |                |                               |  |  |
| Creates a formal driveway for Infrastructure   |                     | e Waste        | Pump without cost and         |  |  |
| eliminates future expenditure to maintain the u  | iliuseu area.       |                |                               |  |  |
|  |                     |                | Link: Leading Edge Strategy   |  |  |
| Risks  |                     |                |                               |  |  |
| The recommended decision has a very minor degree   | e of risk.          |                |                               |  |  |
| The following risks have been considered and identified:  □ Financial risks related to the financial management of Council and the ability to fund Council activities and operations, now and into the future  |                     |                |                               |  |  |
| $\square$ Service delivery risks related to the meeting  | of levels of serv   | vice to the co | ommunity                      |  |  |
| $\square$ <b>Reputation / image</b> risks that affect the way the Council and staff are perceived by the community - nationwide, internationally, by stakeholders, and the media   |                     |                |                               |  |  |
| $\Box$ <b>Legal compliance (regulatory)</b> risks related to the ability of management to effectively manage the Council, comply with legal obligations and avoid being exposed to liability   |                     |                |                               |  |  |
| $\Box$ <b>Environmental</b> risks related to the environmental impacts of activities undertaken by the Council. Includes potential or negative environmental and / or ecological impacts, regardless of whether these are reversible or irreversible   |                     |                |                               |  |  |
| ☐ <b>Health, safety and wellbeing</b> <i>risks related contractors and the general public when using C</i>   |                     |                |                               |  |  |
| $\Box$ <b>Information technology and management</b> <i>risks related to the integrity of the Council's IT network, including security, access and data management</i>  |                     |                |                               |  |  |
| $\Box$ <b>Infrastructure / assets</b> risks related to the in in the most cost effective manner  | ability of assets   | to provide     | the required level of service |  |  |

| ☐ <b>Project completion</b> risk of fair      | lure to complete on time, on b | udget and to plan   |  |  |  |  |
|---|--------------------------------|---|--|--|--|--|
| No identified risks                           |                                |   |  |  |  |  |
|   |                                | Link: Risk Management Policy  |  |  |  |  |
| Policy implications                           |                                |   |  |  |  |  |
| Not applicable.                               |                                |   |  |  |  |  |
| Financial considerations                      |                                |   |  |  |  |  |
| ☑ Nil   | $\square$ Approved in LTP /    | AP Unbudgeted \$  |  |  |  |  |
| Legislative considerations                    |                                |   |  |  |  |  |
| Complies with the Local Governm               | ent Act 1974 and Public Wo     | rks Act 1981  |  |  |  |  |
| Significance                                  |                                |   |  |  |  |  |
| The recommended decision is consi Policy.     | dered not significant as per C | Council's Significance and Engagement   |  |  |  |  |
|   |                                | Link: Significance and Engagement Policy<br>Link: Determining significance overview |  |  |  |  |
| Engagement                                    |                                |   |  |  |  |  |
| Link: Significance and Engagement Policy 2018 |                                |   |  |  |  |  |
| CONSULTATION                                  | Level of engagement on         | Techniques to engage  |  |  |  |  |
| Community group / stakeholder                 | spectrum                       |   |  |  |  |  |
| Harold and Linda Waltz                        | Letter 28/1/2020               | Post  |  |  |  |  |
| 4 Iwiroa Terrace                              |                                |   |  |  |  |  |





### 5.4 ANNUAL PENSIONER HOUSING SATISFACTION SURVEY - FULL RESULTS

Author: Michael Homan - Property Operations Manager

**Graeme Paulger - Senior Property Analyst** 

Authoriser: Leighton Toy - General Manager Property

References: 1. Pensioner Housing Survey 2020

#### Recommendation

That the Property and Community Services Committee receive the report – Annual Pensioner Housing Satisfaction Survey - Full Results.

#### **Executive Summary**

At Property and Community Services Committee's meeting held 11 August 2020, a summary of the results of the Annual Pensioner Housing survey was tabled. This item provides further detailed information now that the survey results have been collated.

### **Key information**

As a service provider Council has undertaken tenant surveys of our Pensioner Flats for over 25 years. Until 2013 these were carried out on a triennial basis. As a consequence of needing to report on overall satisfaction annually from 2013 we continued with surveys but split the complexes so that we surveyed approximately one third of our tenants each year, as well as getting a geographical spread within the split of complexes.

In 2018 we changed to surveying all tenants again but reduced the number of questions. This year some survey questions were slightly amended. Survey forms were sent to the 264 residents Council had as at 22 June 2020.

Responses were received from 147 tenants representing a 55.7% return, which, although lower than previous years, was still a good response for a postal survey. A further four responses have been received since we closed off our capture for reporting purposes

Some of the relevant information that has been reported in the past is collated below from statistics that we hold.

The only questions that are reported on at Annual Report time are "Overall Level of Satisfaction", and "Satisfaction with the Welfare Service". Staff gain information on trends and current issues by asking a wider range of questions.

The target for the "Overall Level of Satisfaction" with the pensioner housing service is 90%. This year 93.0% of respondents were either very satisfied or satisfied with the service. Six (or 4.2%) of the 141 responses to this question indicated a level of dissatisfaction.

The target for "Satisfaction with the Welfare Service" is 75%. This year 66.7% of respondents were either very satisfied or satisfied with the service. This drop is significant from the 79.5% last year and may reflect tenants feeling in relation to Covid-19. Again only eight (or 5.9%) of the 135 responses to this question indicated a level of dissatisfaction.

Other observations of note are:

- Car ownership 90 or 61.2% of respondents own a car. On a percentage basis this is the highest level we have recorded jumping from 50.5% in 2018 and 57.4% last year. Parking has been identified as an issue at a number of complexes and comments are recorded below.
- Pets The majority 70.7% say no to dogs. This has been 70% or higher the last three years. 56.6% indicated either yes or maybe to cats being allowed. This is consistent with prior years. 68% indicated either yes or maybe to birds being allowed. Similar to last year.
- Getting along with other tenants 137 of the 141 respondents who answered this indicated Very Well or Alright. As with previous surveys over 96% of replies fall into these two categories.
- Feeling safe in their unit 82.4% responded yes, with a further 13.4% responding usually.
- Feeling safe in their complex 78.4% responded yes, with a further 18% responding usually. These results are very similar to last year.
- Last year 13% of respondents answered yes or sometimes to the question "Do you feel socially isolated?" This has increased to 17.8% this year.
- Last year a new question was asked about security screen doors. 85.5% indicated that they would use the screen door. This year there was a slight reduction to 77.5%.

Best Thing – 170 comments were made by 147 respondents with the five most popular shown below:

| Neighbours                                       | 28 |
|--|----|
| Comfortable, warm and cosy                       | 24 |
| Locality - Close to Shops, Public Transport etc. | 20 |
| Very functional unit                             | 14 |
| Peaceful and quiet                               | 14 |

The question of the worst thing about living in Pensioner Housing was re-introduced. 110 comments were made by 90 respondents. The dominant comment was "nothing" with the four most popular being:

| Nothing                | 27 |
|------------------------|----|
| Damp                   | 10 |
| Cold in Winter         | 10 |
| Size - Could be bigger | 6  |

Comments – 68 additional comments were made by 52 respondents with the themes of the top three being:

| Healthy Homes issues | 12 |
|----------------------|----|
| Maintenance issues   | 12 |

| Supportive/Complimentary | 8 |
|--------------------------|---|
|--------------------------|---|

The full results are attached.

## Pensioner Housing Survey 2020

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## Pensioner Housing Survey 2020

Prepared by Graeme Paulger, Senior Property Analyst

### **Executive Summary**

As a service provider Council has undertaken tenant surveys of our Pensioner Flats for over 25 years. Until 2013 these were carried out on a triennial basis. As a consequence of needing to report on overall satisfaction annually from 2013 we continued with surveys but split the complexes so that we surveyed approximately one third of our tenants each year, as well as getting a geographical spread within the split of complexes. In 2018 we changed to surveying all tenants once again but reduced the number of the questions. This year some survey questions were also amended and we surveyed all Tenants. Survey forms were sent to the 264 residents we had as at 22 June 2020.

Responses were received from 147 tenants representing a 55.7% return, which, although lower than previous years, is still a very good response for a postal survey. A further 4 responses have been received since we closed off our capture for reporting purposes

Some of the relevant information that has been reported in the past is collated below from statistics that we hold.

The only questions that are reported on in the Annual Report is the "Overall Level of Satisfaction", and "Satisfaction with the Welfare Service". Staff gain information on trends and current issues by asking a wider range of questions.

The target for the "Overall Level of Satisfaction" with the pensioner housing service is 90%. This year 93.0% of respondents were either very satisfied or satisfied with the service. Six (or 4.2%) of the 141 responses to this question indicated any level of dissatisfaction.

The target for "Satisfaction with the Welfare Service" is 75%. This year 66.7% of respondents were either very satisfied or satisfied with the service. This drop is significant from the 79.5% last year and may reflect 1.) the upgraded contract with Age Concern and 2.) Tenants feeling in relation to Covid-19. Again only 8 (or 5.9%) of the 135 responses to this question indicated any level of dissatisfaction.

Other observations of note are:

Car ownership – 90 or 61.2% of respondents own a car. On a percentage basis this is the highest level we have recorded jumping from 50.5% in 2018 and 57.4% last year.

Parking has been identified as an issue at a number of complexes and all comments are recorded below.

Pets – The majority 70.7% say no to dogs. This has been 70% or higher the last 3 years. 56.6% indicated either yes or maybe to cats being allowed. This is consistent with prior years. 68% indicated either yes or maybe to birds being allowed. Similar to last year.

Getting along with other tenants –137 of the 141 respondents who answered this indicated Very Well or Alright. As with previous surveys over 96% of replies fall into these 2 categories.

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#### Feeling safe

In their unit – 82.4% responded Yes, with a further 13.4% responding Usually.

In their complex - 78.4% responded Yes, with a further 18% responding Usually.

These results are very similar to last year.

Last year 13% of respondents answered yes or sometimes to the question "Do you feel socially isolated?" This has increased to 17.8% this year

Last year a new question was asked about security screen doors. 85.5% indicated that they would use the screen door. This year there is a slight reduction to 77.5%.

Best Thing -170 comments were made by 147 respondents with the 5 most popular being; of these the top 3 remain the same.

| Neighbours                                       | 28 |
|--|----|
| Comfortable Warm and cosy                        | 24 |
| Locality - Close to Shops, Public Transport etc. | 20 |
| Very functional unit                             | 14 |
| Peaceful and quiet                               | 14 |

The question of the worst thing about living in Pensioner Housing was reintroduced. 110 comments were made by 90 respondents. The dominant comment was "Nothing" with the 4 most popular being;

| Nothing                | 27 |
|------------------------|----|
| Damp                   | 10 |
| Cold in Winter         | 10 |
| Size - Could be bigger | 6  |

Comments – 68 additional comments were made by 52 respondents with the themes of the top 3 being;

| Healthy Homes issues     | 12 |
|--------------------------|----|
| Maintenance issues       | 12 |
| Supportive/Complimentary | 8  |

A full summary of these is being actioned by the Property Management and Facilities teams.

Full details of both the background data obtained from our record of the total sample and survey responses are on the following pages.

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### Complexes surveyed

|                   |      |          | 2020       |      |          | 2019       |      |          | 2018       |
|-------------------|------|----------|------------|------|----------|------------|------|----------|------------|
|                   |      |          | Percent of |      |          | Percent of |      |          | Percent of |
|                   | 2020 | 2020     | total sent | 2019 | 2019     | total sent | 2018 | 2018     | total sent |
| Complex           | Sent | Returned | returned   | Sent | Returned | returned   | Sent | Returned | returned   |
| Captain Laye      | 5    | 2        | 0.8        | 6    | 5        | 1.9        | 6    | 5        | 1.9        |
| Collins Street    | 10   | 4        | 1.5        | 10   | 4        | 1.5        | 7    | 4        | 1,5        |
| Eugene Crotty     | 39   | 23       | 8.7        | 40   | 29       | 10.8       | 38   | 32       | 11.9       |
| Garden Court      | 10   | 2        | 0.3        | 10   | 6        | 2.2        | 10   | 6        | 2.2        |
| Heathdene         | 25   | 11       | 4.2        | 25   | 19       | 7.1        | 23   | 21       | 7.8        |
| Ivan Brown Villas | 13   | 10       | 3.8        | 14   | 7        | 2.5        | 14   | 7        | 2.6        |
| John Brotherston  | 15   | 8        | 3          | 11   | 9        | 3.3        | 14   | 10       | 3.7        |
| Kawakawa/Nixon    | 13   | 5        | 1.9        | 14   | 3        | 1.1        | 14   | 7        | 2.6        |
| Ladysmith         | 19   | 10       | 3.8        | 20   | 15       | 5.5        | 20   | 13       | 4.9        |
| Parsons Street    | 10   | 7        | 2.7        | 10   | 7        | 2.5        | 11   | 7        | 2.6        |
| Pukatea           | 9    | 6        | 2.3        | 9    | 5        | 2.2        | 10   | 5        | 1.9        |
| Puriri Street     | 23   | 14       | 5.3        | 23   | 18       | 6.7        | 26   | 17       | 6.3        |
| Rimu Street       | 4    | 1        | 0.4        | 4    | 2        | 0.7        | 4    | 4        | 1.5        |
| Rothesay          | 27   | 16       | 6.1        | 26   | 20       | 7.4        | 24   | 13       | 6.7        |
| Sandown           | 17   | 10       | 3.8        | 20   | 13       | 4.8        | 19   | 11       | 4.1        |
| Walter Nash Place | 25   | 17       | 6.4        | 27   | 16       | 5.9        | 28   | 23       | 8.6        |
| Not Stated        |      | 1        | 0.4        |      | 4        | 1.5        |      | 10       | 3.7        |
|                   | 264  | 147      | 55.7       | 269  | 133      | 68         | 268  | 200      | 74.6       |

### Age Groups were as follows

The age statistics have been taken from the tenancy records in our database.

|                |        |         | Cumulative | Cumulative |                             |
|----------------|--------|---------|------------|------------|-----------------------------|
| Age Group      | Number | Percent | No         | %          | Comment                     |
| Under 55 years | 1      | 0.4     | 1          | 0.4        | The median age is in the 70 |
| 55 - 59 years  | 6      | 2.3     | 7          | 2.7        | 74 year age group. The      |
| 60 - 64 years  | 31     | 11.7    | 38         | 14.4       | actual median age is 73     |
| 65 - 69 years  | 46     | 17.4    | 84         | 31.8       | years.                      |
| 70 - 74 years  | 70     | 26.5    | 154        | 58.3       |                             |
| 75 - 79 years  | 38     | 14.4    | 192        | 72.7       |                             |
| 80 - 84 years  | 41     | 15.5    | 233        | 88.3       |                             |
| 85 - 89 years  | 18     | 6.8     | 251        | 95.1       |                             |
| 90 plus years  | 13     | 4.9     | 264        | 100.0      |                             |
|                | 264    | 100.0   |            | •          |                             |

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### Time in unit for residents surveyed

The length of stay statistics have been taken from the tenancy records of the residents

|               |        |         | Cumulative | Cumulative |                              |
|---------------|--------|---------|------------|------------|------------------------------|
| Years in unit | Number | Percent | No         | %          | Comment                      |
| 0             | 19     | 7.2     | 19         | 7.2        | The cummulative              |
| 1             | 29     | 11.0    | 48         | 18.2       | percentages show the         |
| 2             | 38     | 14.4    | 86         | 32.6       | median length of stay is in  |
| 3             | 28     | 10.6    | 114        | 43.2       | the 4-5 year term. The       |
| 4             | 24     | 9.1     | 138        | 52.3       | actual median length of stay |
| 5             | 19     | 7.2     | 157        | 59.5       | is 4 years and 10 months.    |
| 6             | 14     | 5.3     | 171        | 64.8       |                              |
| 7             | 13     | 4.9     | 184        | 69.7       |                              |
| 8             | 5      | 1.9     | 189        | 71.6       |                              |
| 9             | 13     | 4.9     | 202        | 76.5       |                              |
| 10            | 9      | 3.4     | 211        | 79.9       |                              |
| 11            | 8      | 3.0     | 219        | 83.0       |                              |
| 12            | 2      | 0.8     | 221        | 83.7       |                              |
| 13            | 7      | 2.7     | 228        | 86.4       |                              |
| 14            | 3      | 1.1     | 231        | 87.5       |                              |
| 15            | 3      | 1.1     | 234        | 88.6       |                              |
| 16            | 5      | 1.9     | 239        | 90.5       |                              |
| 17            | 4      | 1.5     | 243        | 92.0       |                              |
| 18            | 8      | 3.0     | 251        | 95.1       |                              |
| 19            | . 5    | 1.9     | 256        | 97.0       |                              |
| 21            | 1      | 0.4     | 257        | 97.3       |                              |
| 22            | 1      | 0.4     | 258        | 97.7       |                              |
| 23            | 1      | 0.4     | 259        | 98.1       |                              |
| 24            | ത      | 1.1     | 262        | 99.2       |                              |
| 26            | 1      | 0.4     | 263        | 99.6       |                              |
| 27            | 1      | 0.4     | 264        | 100.0      |                              |
|               |        |         |            |            |                              |
|               | 264    | 100.0   |            |            |                              |

### Gender of residents surveyed

The gender statistics have been taken from the tenancy records of the residents surveyed.

| Gender       | Number | %     | Average %<br>2019 | Average % 2018 | Comment                      |
|--------------|--------|-------|-------------------|----------------|------------------------------|
| Female alone | 140    | 53.0  | 53.5              | 52.6           | The percentage of females    |
| Male alone   | 106    | 40.2  | 39.8              | 39.2           | living alone remains at just |
| Couple       | 18     | 6.8   | 6.7               | 8.2            | over 50% of our residents.   |
|              | 264    | 100.0 | 100.0             | 100.0          |                              |

### Ethnicity of respondents

| Ethnicity             | No  | Percent | 2019% | 2018% | Comment                             |
|-----------------------|-----|---------|-------|-------|-------------------------------------|
| NZ European or Pakeha | 104 | 70.7    | 74.3  | 77.0  | The majority of tenants continue to |
| Maori                 | 18  | 12.2    | 12.0  | 16.0  | indicate a New Zealand / European   |
| British/European      | 5   | 3.4     | 1.1   | 1.5   | ethnicity.                          |
| Australian            | 1   | 0.7     |       | 0.5   |                                     |
| Pacific Islands       | 1   | 0.7     |       | 0.5   |                                     |
| Other - African       |     |         |       | 0.5   |                                     |
| Other - Indian        |     |         |       | 0.5   |                                     |
| Other - Filipino      | 1   | 0.7     | 0.5   |       |                                     |
| Other - Mixed         |     | 0.0     | 0.5   |       |                                     |
| Other or Not Stated   | 17  | 11.6    | 11.5  | 3.5   |                                     |
|                       | 147 | 100     | 100   | 100   |                                     |

### Car Ownership and Satisfaction

| Car Ownership | Number | Percent | 2019% | 2018% | Comment                              |
|---------------|--------|---------|-------|-------|--------------------------------------|
| Yes           | 90     | 61.2    | 57.4  | 50.5  | The ownership level continues to     |
| No            | 57     | 38.8    | 42.6  | 49.5  | grow and is currently the highest in |
|               | 147    | 100.0   | 100.0 | 100.0 | recent surveys                       |

### Rating of parking facilities

| Parking Satisfaction               | Number | Percent | 2019% | 2018% | Comment                              |
|------------------------------------|--------|---------|-------|-------|--------------------------------------|
| Very satisfied                     | 22     | 24.7    | 19.8  | 27.8  | Satisfaction comments were varied.   |
| Satisfied                          | 37     | 41.6    | 40.6  | 33.0  | The property management team is      |
| Neither satisfied nor dissatisfied | 11     | 12.4    | 12.9  | 10.4  | looking at avenues that will improve |
| Dissatisfied                       | 12     | 13.5    | 19.8  | 20.0  | the parking situation                |
| Very Dissatisfied                  | 7      | 7.9     | 6.9   | 8.7   |                                      |
|                                    | 89     | 100.0   | 100.0 | 100.0 |                                      |

### **Paid Parking**

| Paid Parking                     | Number | Percent | 2019% | Comment              |
|----------------------------------|--------|---------|-------|----------------------|
| Yes I already pay for a carport  | 11     | 12.6    | 162   | New Question in 2019 |
| Yes I would pay for an allocated | 31     | 35.6    | 22.2  |                      |
| carpark if one was available     |        |         |       |                      |
| Maybe                            | 10     | 11.5    | 17.2  |                      |
| No                               | 35     | 40.2    | 44.4  |                      |
| _                                | 87     | 100.0   | 100.0 |                      |

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### **Response Amounts**

| Yes responses the answer to |      |      |  |  |  |
|-----------------------------|------|------|--|--|--|
| amount was:                 | 2020 | 2019 |  |  |  |
| \$5.00                      | 27   | 17   |  |  |  |
| \$10.00                     | 4    | 3    |  |  |  |
| Not Stated                  |      | 2    |  |  |  |
|                             | 31   | 22   |  |  |  |

| Carport Holders responses the |      |      |
|-------------------------------|------|------|
| answer to amount was:         | 2020 | 2019 |
| \$5.00                        | 10   | 13   |
| \$10.00                       |      | 1    |
| Not Stated                    | 1    | 2    |
| ,                             | 11   | 16   |

| Maybe responses the answer to |      |      |
|-------------------------------|------|------|
| amount was:                   | 2020 | 2019 |
| \$5.00                        | 6    | 6    |
| \$10.00                       | 1    | 2    |
| Not Stated                    | 3    | 9    |
|                               | 10   | 17   |

The parking issues raised have been passed on to the Property Management team.

### Pet Ownership and issues

| Have a Pet | Number | Percent | 2019% | 2018% |
|------------|--------|---------|-------|-------|
| Yes        | 5      | 3.4     | 6.0   | 3.5   |
| No         | 142    | 96.6    | 94.0  | 96.5  |
|            | 147    | 100.0   | 100.0 | 100.0 |

### Pets owned were identified as

| Pets Owned | Number |
|------------|--------|
| Bird       | 2      |
| Cat        | 3      |
| Total      | 5      |

### Should Cats and Dogs and Birds be allowed

| Allow Cats | Number | Percent | 2019% | 2018% | Comment                          |
|------------|--------|---------|-------|-------|----------------------------------|
| Yes        | 68     | 47.6    | 48.9  | 34.2  | Percenatges show increased       |
| Maybe      | 13     | 9.0     | 8.9   | 23.1  | tolerance for Cats in the last 2 |
| No         | 62     | 43.4    | 42.2  | 42.7  | surveys. No's have however       |
| Not Stated | 4.*    |         |       |       | stayed fairly constant.          |
|            | 143    | 100 0   | 100 0 | 100 0 |                                  |

<sup>\*</sup> Not Included in Total

7

| Allow Dogs | Number | Percent | 2019% | 2018% | Comment                                 |
|------------|--------|---------|-------|-------|---|
| Yes        | 26     | 18.1    | 15.0  | 7.4   | First asked in 2006 Pet Survey, Not     |
| Maybe      | 16     | 11.1    | 11.6  | 15.8  | allowing dogs continues to have greater |
| No         | 101    | 70.7    | 73.4  | 76.9  | than 70 percent favour.                 |
| Not Stated | 49     |         |       |       |   |
|            | 143    | 99.9    | 100.1 | 100.0 |   |

<sup>\*</sup> Not Included in Total

New Question 2019

| Allow Birds | Number | Percent | 2019% | Comment                           |
|-------------|--------|---------|-------|-----------------------------------|
| Yes         | 87     | 60.4    | 62.0  | Birds seem to be the most popular |
| Maybe       | 11     | 7.6     | 10.6  | allowable pet.                    |
| No          | 46     | 32:0    | 27.4  |                                   |
| Not Stated  | 3 ●    |         |       |                                   |
|             | 144    | 100.0   | 100.0 |                                   |

<sup>\*</sup> Not Included in Total

All comments regarding pets have been passed on to the Property Management team.

### How well they get along with other tenants

| Get along with other |        |         |       |       |                           |
|----------------------|--------|---------|-------|-------|---------------------------|
| Tenants              | Number | Percent | 2019% | 2018% | Comment                   |
| Very Well            | 69     | 48.9    | 53.8  | 51.5  | Percentages remain fairly |
| Alright/keep to self | 68     | 48.3    | 42.8  | 48.0  | constant                  |
| Not very well        | 2      | 1.4     | 1.7   | 0.5   |                           |
| Not at all           | 2      | 1.4     | 1.7   | 0.0   |                           |
| Not Stated           | 6.     |         |       |       |                           |
|                      | 141    | 100.0   | 100.0 | 100.0 |                           |

<sup>\*</sup> Not Included in Total

All comments regarding other tenants have been passed on to the Property Management team.

### Social Isolation

New guestion in 2019

| Do you feel Socially |        |         |       |                               |
|----------------------|--------|---------|-------|-------------------------------|
| isolated             | Number | Percent | 2019% | Comments                      |
| No                   | 116    | 82.2    | 87.0  | Although only 2 years results |
| Yes                  | 8      | 5.7     | 5.1   | are similar                   |
| Sometimes            | 17     | 12.1    | 79    |                               |
| Not Stated           | 6.     |         |       |                               |
|                      | 141    | 100.0   | 100.0 |                               |

Not Included in Total

All comments regarding social isolation have been passed on to the Property Management team.

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### **Welfare Service**

| Welfare Service Satisfaction       | Number | Percent | 2019% | 2018% | Comment                                 |
|------------------------------------|--------|---------|-------|-------|---|
| Very satisfied                     | 49     | 36.3    | 41.7  | 34.8  | The percentage either satisfied or very |
| Satisfied                          | 41     | 30.4    | 37.8  | 42.0  | satisfied fell below the KPI target of  |
| Neither satisfied nor dissatisfied | 37     | 27.4    | 16.0  | 19.3  | 75%                                     |
| Dissatisfied                       | 5      | 3.7     | 3.8   | 28    |   |
| Very dissatisfied                  | 3      | 2.2     | 0.6   | 1.1   |   |
| Not Stated                         | 12.*   |         |       |       |   |
|                                    | 135    | 100.0   | 100.0 | 100.0 |   |

<sup>\*</sup> Not Included in Total

Welfare comments have been passed on to the Property Management team.

### Feeling of safety

| Feel Safe in Unit | Number | Percent | 2019% | 2018% |
|-------------------|--------|---------|-------|-------|
| Yes               | 117    | 82.4    | 76.7  | 78.0  |
| Usually           | 19     | 13.4    | 18.9  | 17.0  |
| Seldom            | 2      | 1.4     | 2.2   | 2.0   |
| No                | 4      | 2.8     | 2.2   | 3.0   |
| Not Stated        | 5*     |         |       |       |
|                   | 142    | 100.0   | 100.0 | 100.0 |

<sup>\*</sup> Not Included in Total

New question 2019

| Feel Safe in Complex | Number | Percent | 2019% |
|----------------------|--------|---------|-------|
| Yes                  | 109    | 78.4    | 77.6  |
| Usually              | 23     | 18.0    | 19.4  |
| Seldom               | 2      | 1.4     | 2.4   |
| No                   | 3      | 22      | 0.6   |
| Not Stated           | 8 *    |         |       |
|                      | 139    | 100.0   | 100.0 |

<sup>\*</sup> Not Included in Total

### **Screen Doors**

New question 2019

| Security Doors | Number | Percent | 2019% |
|----------------|--------|---------|-------|
| Yes            | 100    | 77.5    | 85.5  |
| Not Sure       | 6      | 4.7     | 4.8   |
| No             | 23     | 17.8    | 9.7   |
| Not Stated     | 18*    |         |       |
|                | 129    | 100.0   | 100.0 |

<sup>\*</sup> Not Included in Total

All comments regarding safety have been passed on to the Property Management team.

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### **Overall Satisfaction**

| Overall Satisfaction               | Number | Percent | No. Cumm | % Cumm | 2019% | 2018% |
|------------------------------------|--------|---------|----------|--------|-------|-------|
| Very satisfied                     | 65     | 46.1    | 65       | 46.1   | 50.6  | 44.0  |
| Satisfied                          | 66     | 46.9    | 131      | 93.0   | 41.4  | 48.0  |
| Neither satisfied nor dissatisfied | 4      | 2.8     | 135      | 95.7   | 6.8   | 4.5   |
| Dissatisfied                       | 4      | 2.8     | 139      | 98.6   | 0.6   | 1.5   |
| Very dissatisfied                  | 2      | 1.4     | 141      | 100.0  | 0.6   | 2.0   |
| Not Stated                         | 6*     |         |          |        |       |       |
|                                    | 141    | 100.0   |          |        | 100.0 | 100.0 |

<sup>\*</sup> Not Included in Total

### Best Thing about the Pensioner Housing service

Respondents were given the opportunity to make comments concerning the best thing about the pensioner housing service. 106 of the 147 responded with a total of 170 comments. Of those:

| A total of 170 Best thing comments were made - Of these: |     |  |  |  |
|--|-----|--|--|--|
| Respondents with 5 comments                              | 1   |  |  |  |
| Respondents with 4 comments                              | 3   |  |  |  |
| Respondents with 3 comments                              | 11  |  |  |  |
| Respondents with 2 comments                              | 29  |  |  |  |
| Respondents with 1 comment                               | 62  |  |  |  |
| Respondents who didn't comment                           | 41  |  |  |  |
| Total respondents  | 147 |  |  |  |

### Worst Thing about the Pensioner Housing service

Respondents were given the opportunity to make comments concerning the worst thing about the pensioner housing service. 90 of the 147 responded with a total of 110 comments. Of those:

| A total of 110 Worst thing comments were made - Of these: |     |  |  |  |
|---|-----|--|--|--|
| Respondents with 3 comments                               | 4   |  |  |  |
| Respondents with 2 comments                               | 12  |  |  |  |
| Respondents with 1 comment                                | 74  |  |  |  |
| Respondents who didn't comment                            | 57  |  |  |  |
| Total respondents   | 147 |  |  |  |

It is noted that of the 74 respondents with 1 Worst Thing comment 27 of these stated "Nothing" rather than being left blank.

A full list of these comments have been passed on to the Property Management team.

### **General Comments**

68 comments were made by 52 respondents.

All general comments have been passed on to the Property Management team.

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# 5.5 UPOKONGARO WAR MEMORIAL HALL AND PUBLIC TOILET SURVEY - FULL RESULTS

Author: Michael Homan - Property Operations Manager

Authoriser: Leighton Toy - General Manager Property

References: Nil

#### Recommendation

That the Property and Community Services Committee receive the report — Upokongaro War Memorial Hall and Public Toilet Survey - Full Results.

#### **Executive Summary**

Community feedback was sought regarding the future of the Upokongaro Hall and the need for a public toilet at Upokongaro.

### **Key information**

Feedback was open for a two month period and closed on 31 August 2020. Hard copies of the survey questionnaire were made available to stakeholders and interested persons and feedback was also able to be made electronically via Councils Web-Site.

It is pleasing to see a large number of forms being returned. 181 feedback forms were received (43 hard copies and 138 electronically).

Questions asked and the summary of responses received follows:

### 1/ Should the Upokongaro Hall be restored?

Yes - 83%

No - 14%

No comment - 3%

Comments for restoration were based around community use, in particular, school use and a place to bring the community together. A high number of comments were also received regarding the heritage aspect of the hall. Comments against restoration cited the cost to the ratepayer and a perceived lack of demand.

2/ Do you think there is sufficient demand from the community to use the Upokongaro Hall for community activities such as meetings, concerts, events?

Yes - 74%

No - 20%

No comment - 6%

Comments mentioned a likely high level of school use as well as creating a sense of community. Comments against focussed on unlikely demand and again the cost to ratepayer.

## 3/ Should the Upokongaro Hall be used for some sort of commercial activity? For example an art gallery or a shop?

Yes - 61% No - 27% No comment - 12%

Comments for carried the proviso "depending on what type of activity". Comments against mentioned leaving private enterprise to private enterprise and the cost to the ratepayer.

4/ Should the Upokongaro Hall be included in the Wanganui District Rural Community Halls Trust? This would mean that the Hall was managed by a Upokongaro Hall Committee for community activities. The Trust would receive an annual fee every year from Council for repairs and maintenance. (Significant repairs and outstanding maintenance would have to occur by Council before the Hall was in a condition to transfer ownership to the Trust).

Yes - 70% No - 22% No comment - 8%

Comments for carried the proviso that locals stay involved in the management of the Hall. Against had a similar concern that the management of the hall remain local with comments again around cost.

5/ Could a community Organisation lease the Upokongaro Hall from Council under their Community Organisation Lease Policy? This would result in a group or club leasing the building at subsidised rentals as they would bring benefit to the community.

Yes - 58% No - 30% No Comment - 12%

Strong emphasis on school involvement. Comments against mentioned concern on keeping the facility available to all of the community not just one group.

### 6/ Do you support a public toilet in Upokongaro?

Yes - 88% No - 10% No comment - 2%

This was one of the high emotional/heated topics of discussion from the public meeting. High number of submitters agree with the need for a public toilet at Upokongaro citing the anticipated number of those cycling and also those using the State Highway. Those against expressed concern on location, freedom campers and other undesirable issues associated with public toilets. Those

against were quite passionate in not wanting a public toilet at Upokongaro. Some very strongly worded submissions against were received.

### 7/ Do you support a public toilet being located next to the Upokongaro Hall?

Yes - 74% No - 21% No comment – 5%

Many felt by the hall was the best location for the toilet while those against having the toilet next to the hall suggested locating them on the other side of the river by the bridge or down by the jetty. Again a number of those against felt strongly against.

### **Final Comments**

Council officers submitted to the PGF "Renovation of Town Halls and War Memorials" fund for work on the Upokongaro Hall. Initial indication of support was positive however on 10 September 2020 Council received news that the application was unsuccessful.

Officers will now discuss the results of community feedback with local Iwi/Hapu representatives and the project will be referred to the Long Term Plan for consideration by Elected Members.

### 5.6 WHANGANUI HERITAGE RESTORATION TRUST UPDATE - SEPTEMBER 2020

Author: Leighton Toy - General Manager Property

**Authoriser:** Leighton Toy - General Manager Property

References: 1. Whanganui Heritage Restoration Trust update report

#### Recommendation

That the Property and Community Services Committee receive the report – Whanganui Heritage Restoration Trust Update - September 2020.

### **Executive Summary**

The Chair of the Whanganui Heritage Restoration Trust, Helen Craig, will provide an update on the Trust's purchase of 11 Rutland Street, Whanganui.

### **Key information**

Attached as REF 1 is the Whanganui Heritage Restoration Trust update report.

Whanganui Heritage Restoration Trust update report - from Cr Helen Craig

#### Introduction

The Trust has secured legal and charitable status as required and completed purchase of 11 Rutland Street for the tendered price of \$175,000. The entity is registered for GST, insurance has been secured on the property and a grant application made to Lotteries for a Conservation Report totalling \$52,888. Once the grant outcome has been notified in November, the Report should be completed no later than mid 2021. At that stage, the next steps toward obtaining building quotes can be furthered before going out for more grant applications to cover the cost of building.

#### **Key Information**

The Trust has secured the required registration requirements with the NZ Companies Office and secured Charitable status for its trading entity 'Whanganui Heritage Restoration Limited'. The entity is registered for GST.

A bank account has been established and the Trustees remain unchanged being Helen Craig, Hamish MacKay, Lyndsay Tait and Richard Austin.

The Trust purchased the Native Land Court Building at 11 Rutland Street, Whanganui on 31 June 2020 for the Tendered price of \$175,000.

The Trust has secured Material Damage property insurance to the sum of \$175,000 plus Demolition of \$100,000. Natural Disaster cover is included. Public liability insurance to the amount of \$5m has also been secured.

An application has been made to Lottery Environment and Heritage Grant Fund, Physical Heritage section for the costs of a Conservation Report totalling \$52,888. The Report will provide critical information for earthquake and fire engineering, architectural heritage design requirements, clarify the boundary and enable an update of the Quantity Survey in preparation of going out to market for a full build quote. The Trust will borrow any difference between the grant received and the cost of the report. A decision by Lotteries will be known by early November and the Conservation Report will be completed by mid 2021.

The Trust is holding two public information tours of the Native Land Court Building during Heritage Month on Sunday 25 October, noon-1pm and Wednesday 28 October, 6-7pm. Cost is \$10pp and will be led by historian Kyle Dalton.

Signs have been attached to the building to display the intent of the Trust to restore the building, which will be 100 years old in 2022, and we hope to be nearing completion of the project in 2022.

#### **Financial Update:**

| Pre-purchase costs:      | Valuation:       | \$   | 3,220.00  |
|--------------------------|------------------|------|-----------|
|                          | Quantity Survey: | \$   | 4,485.00  |
| <b>Building purchase</b> |                  | \$17 | 75,000.00 |
| Legal costs to comple    | te purchase:     | \$   | 3,691.05  |
| Property Insurance       |                  | \$   | 4,813.33  |
| Legal Liability Insuran  | ce               | \$   | 268.59    |
| Rates                    |                  | \$   | 5,378.88  |
| <b>Building Signs</b>    |                  | \$   | 304.75    |
| Loans from Council:      |                  |      |           |

# 5.7 WORK PROGRAMME - PROPERTY AND COMMUNITY COMMITTEE - SEPTEMBER 2020

Author: Jennifer Gaskin - EA to GM Finance, GM Property & Legal Counsel

Authoriser: Jennifer Gaskin - EA to GM Finance, GM Property & Legal Counsel

References: Nil

#### Recommendation

That the Property and Community Services Committee receive the report – Work Programme - Property and Community Committee - September 2020.

### **Executive Summary**

The purpose of this report is to present the Committee's work programme for noting.

The work programme will be on every agenda to ensure that the key issues covered in the Committee Terms of Reference will be covered and to enable forward planning.

### **Key information**

The scheduled 2020 meeting dates for the Property and Community Committee are:

- 18 February
- 4 June
- 30 June
- 11 August
- 22 September
- 3 November

### **Reporting programme for the Property and Community Committee**

| Items                            | 2020 meetings |        |         |          |         |          |  |
|----------------------------------|---------------|--------|---------|----------|---------|----------|--|
|                                  | 18 Feb        | 4 June | 30 June | 11 Aug   | 22 Sept | 3 Nov    |  |
| OPERATIONS Group Activity Report |               |        |         |          |         |          |  |
| OPERATIONS ITEMS                 |               |        |         |          |         |          |  |
| Alcohol Licensing Update         |               | ✓      |         | ✓        |         | ✓        |  |
| Animal Management Update         |               | ✓      |         | ✓        |         | ✓        |  |
| Building Control Update          |               | ✓      |         | <b>√</b> |         | <b>√</b> |  |
| Compliance Update                |               | ✓      |         | ✓        |         | ✓        |  |

| Items  | 2020 meetings |          |          |          |          |          |  |
|--|---------------|----------|----------|----------|----------|----------|--|
|  | 18 Feb        | 4 June   | 30 June  | 11 Aug   | 22 Sept  | 3 Nov    |  |
| Corporate Update   |               | ✓        |          | ✓        |          | ✓        |  |
| Council Funding - Whanganui Regional<br>Museum                                   |               | <b>√</b> |          | <b>√</b> |          | <b>√</b> |  |
| Customer Services matters  |               | ✓        |          | ✓        |          | ✓        |  |
| District Library Update  |               | ✓        |          | ✓        |          | ✓        |  |
| • Environmental Health Update  |               | <b>√</b> |          | <b>√</b> |          | ✓        |  |
| <ul> <li>Freedom Camping review – April<br/>(notes workshop positive)</li> </ul> |               | <b>√</b> |          | <b>√</b> |          | <b>√</b> |  |
| GlassWorks Update  |               | ✓        |          | ✓        |          | ✓        |  |
| Parking Update   |               | ✓        |          | ✓        |          | ✓        |  |
| Sarjeant Gallery - Project Update  |               |          |          |          |          | ✓        |  |
| Whanganui Regional Museum Update   |               | <b>√</b> |          | <b>√</b> |          | <b>√</b> |  |
| ltems PROPER   | 18 Feb        | 4 June   | 30 June  | 11 Aug   | 22 Sept  | 3 Nov    |  |
| PROPERTY ITEMS   |               |          | •        |          |          |          |  |
| Airport Update (PM)  | ✓             |          | ✓        |          | ✓        |          |  |
| • Energy Management Update (MH)  | ✓             |          | ✓        |          | ✓        |          |  |
| Parks & Reserves General Update (MH)     (cost comparison before and after)      | <b>√</b>      |          | <b>√</b> |          | <b>√</b> |          |  |
| Pensioner Housing Update (MH)     (workshop on policy review)                    | <b>√</b>      |          | <b>√</b> |          | ✓        |          |  |
| • Port – Group Update (PM)   | <b>✓</b>      |          | <b>✓</b> |          | ✓        |          |  |
| • Projects Update (RF)   | ✓             |          | ✓        |          | ✓        |          |  |
| • Property General Update (MH)   | ✓             |          | ✓        |          | ✓        |          |  |
| • Sport & Recreation Update (MH)   | ✓             |          | ✓        |          | ✓        |          |  |
| • Town Centre Regeneration Update (EY)   | ✓             |          | ✓        |          | ✓        |          |  |
| Upokongaro Bridge Update (LT)  |               |          |          |          | ✓        |          |  |
| • Venues & Events Update (JJ)  | ✓             |          | ✓        |          | ✓        |          |  |
|  | AD HOC R      | EPORTS   |          |          |          | ı        |  |

| Items                                   | 2020 meetings |          |         |        |         |       |
|---|---------------|----------|---------|--------|---------|-------|
|   | 18 Feb        | 4 June   | 30 June | 11 Aug | 22 Sept | 3 Nov |
| AD HOC REPORTS                          |               |          |         |        |         |       |
| Port – Projects Update (RF)             |               |          |         | ✓      |         | ✓     |
| • Earthquake Prone Building - 6 monthly | ✓             |          |         |        |         | ✓     |
| • GlassWorks Review report – 3 year     |               | <b>√</b> |         |        |         |       |
| Sarjeant Gallery Project Update         |               |          |         |        | ✓       |       |
| Whanganui Heritage Restoration Update   |               |          |         |        | ✓       |       |