

## Hibiscus and Bays Local Board Workshop Programme

**Date of Workshop:** Tuesday 11 June 2024  
**Time:** 10:30am – 2:00pm  
**Venue:** Local board office – 2 Glen Road, Browns Bay  
**Apologies:**

Item	Time	Workshop Item	Presenter	Governance role	Proposed Outcome(s)
		Welcome and apologies	<b>Alexis Poppelbaum</b> Chairperson		
1.	10:30am	Parks and Community Facilities update  <b>Attachment</b> <ul style="list-style-type: none"> <li>Monthly report</li> </ul>	<b>Sandra May</b> Manager Area Operations  <b>Prakash Thakur</b> Work Programme Lead	Keeping informed	Receive an update on Parks and Communities activities for April.
2.	11:00am	Shoreline Adaptation Plans: Hibiscus and Bays  <b>Attachment</b> <ul style="list-style-type: none"> <li>Presentation - Shoreline Adaptation Plans: Hibiscus and Bays</li> </ul>	<b>Lara Clarke</b> Principal Coastal Adaptation Specialist  <b>Matt Rivers</b> Senior Coastal Specialist  <b>Sage Vernall</b> Coast Adaptation Specialist	Keeping informed	Receive an update on the development of Shoreline Adaptation Plans for the Hibiscus and Bays Local Board area.
	<b>12:00pm</b>	<b>BREAK</b>			

3.	12:30pm	<p>Draft Waste Management and Minimisation Plan 2024: summary of submissions</p> <p><b>Attachment</b></p> <ul style="list-style-type: none"> <li>• Presentation – Draft Waste Management and Minimisation Plan 2024</li> </ul>	<p><b>Tania Utley</b> Senior Waste Planning Specialist</p>	Keeping informed	Receive a summary of submissions and findings following public consultation.
4.	1:00pm	<p>Full Facilities contractor update</p> <p><b>Attachment</b></p> <ul style="list-style-type: none"> <li>• Presentation – Parks and Community Facilities Full Facilities Contract Performance</li> </ul>	<p><b>Jennifer Rose</b> Head of Asset and Business Performance, Parks and Community Facilities</p> <p><b>Julie Pickering</b> Head of Area Operations</p> <p><b>Sandra May</b> Manager Area Operations</p> <p><b>Matt Scott</b> Ventia</p>	Keeping informed	Receive an update on the Full Facilities contract performance over the last 12 months.
	2:00pm	Workshop concludes			

**Role of workshop:**

- (a) Workshops do not have decision-making authority.
- (b) Workshops are used to canvass issues, prepare local board members for upcoming decisions and to enable discussion between elected members and staff.
- (c) Workshops are not open to the public as decisions will be made at a formal, public local board business meeting.
- (d) Members are respectfully reminded of their Code of Conduct obligations with respect to conflicts of interest and confidentiality.
- (e) Workshops for groups of local boards can be held giving local boards the chance to work together on common interests or topics.



# HIBISCUS & BAYS

## Local Board Report – April 2024

**MAKING  
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PARKS & COMMUNITY FACILITIES



Stanmore Bay Park



Area Manager update by Sandra May

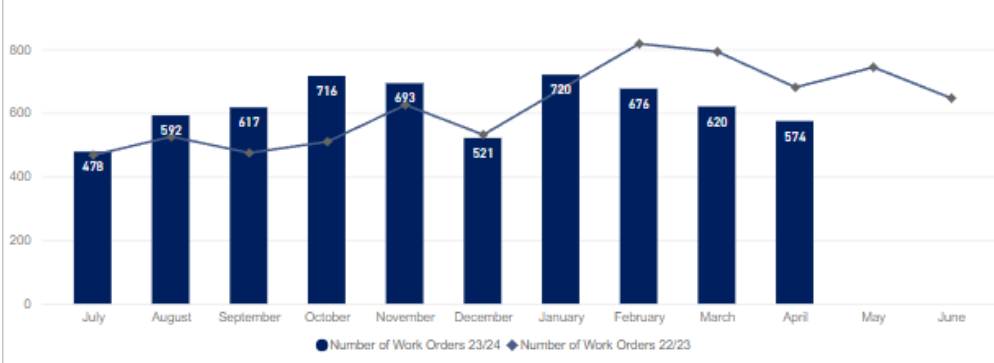
# PERFORMANCE REPORTING

## Audit Results and Request for Service

### Request for Service Received

Total raised for FY23/24 YTD **6207**

Hibiscus and Bays RFS Breakdown



\*Only includes RFS that have resulted in a Work Order for action.

Breakdown of Top 5 Request for Service for April

Service Name	#Received
Electrical Maintenance Service	46
Furniture and Fixtures Maint and Repairs	41
Plumbing Maintenance Service	59
Structure Maintenance and Repairs	83
Tree Maintenance - General	83

Breakdown of Top 5 Request for Service FY23/24 YTD

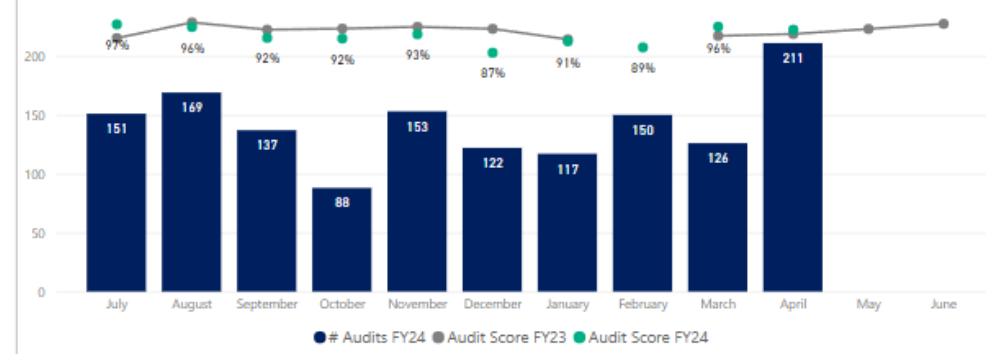
Service Name	#Received
Electrical Maintenance Service	619
Loose Litter Collection	381
Plumbing Maintenance Service	624
Structure Maintenance and Repairs	1024
Tree Maintenance - General	727

### COMMENTARY

As this time last year, we were still dealing with the aftermath of the weather event it is hard to compare trends. However, the lower RFS numbers are expected this time of year. The movement towards building based requests is caused by seasonal weather. Loose litter has moved out of the top ten even with the bin removals.

### Audit Results

Hibiscus and Bays Full Facilities Audits



The highlights and lowlights of audits undertaken FY23/24 YTD are:

#### Highlights YTD

- Water Feature
- Litter
- Gardens & Plants
- Furniture, Playgrounds & Recreational Equipment
- Building Cleaning

#### Lowlights YTD

- Sportsfields
- Street Garden
- Streetscapes Clean
- Streetscapes Green
- Tracks (incl. Structures)

### COMMENTARY

High audit numbers have brought slightly lower scores, but even with this scores are still well above 90%

We expect with the colder months that we will have an opportunity get into the parks and reserves and be able to get ahead and push these scores even higher in the future.



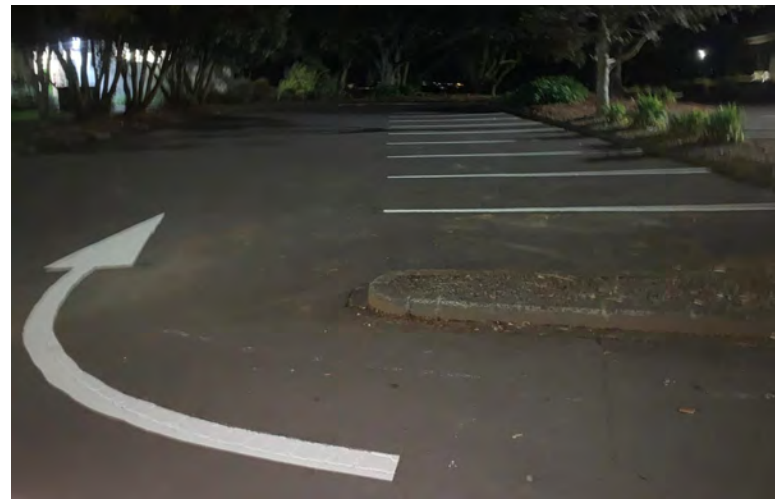
# MAINTENANCE DELIVERY UPDATE

Corrective, preventive, risk-based and condition-based maintenance

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## Western Reserve – Line Marking

Remarking of the car park outside the Estuary Arts Centre and the community building at Western Reserve is now complete. Works were undertaken overnight to ensure minimum disruption to the park users. This work should lead to safer use of the carpark especially with the repainting of the crossings.





# MAINTENANCE DELIVERY UPDATE

Corrective, preventive, risk-based and condition-based maintenance

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## Okura Reserve/ Stanmore Bay Park

Okura Reserve and Stanmore Bay Park received a much-needed cushion fall top up. Especially with the continued high use of Stanmore bay park during the winter football season.





# MAINTENANCE DELIVERY UPDATE

Corrective, preventive, risk-based and condition-based maintenance

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## Orewa Reserve

We have had a new basketball post installed at Orewa Reserve by Airtime hoops. The previous post had suffered from the elements, with the cross-support welds rusting. The previous hoops were kept in a safe condition while these hoops were brought to Auckland. Airtime also supplied and installed these without any charge to Auckland Council.



## Friends of Bushglen Reserve

Active and regular volunteers have been working in these two reserves for many years. Before going on leave I was able to walk the track and assess volunteer potential for any assistance with track upgrade planned by CF and the Project Manager.

The committed volunteers have conducted years of rat and possum control, weeding, infill planting for increased biodiversity and most notably identifying, reporting and treating myrtle rust on the rare swamp maire/maire tawake (*Syzygium maire*). Volunteers have removed some new maire tawake seedlings from the proposed track upgrade with support from Restore Hibiscus Bays.



Robert Beresford from Plant & Food Research and Kathy McCormack from Friends of Bushglen Reserve assess new shoot growth on a swamp maire seedling.



Myrtle rust on swamp maire/maire tawake with the characteristic yellow spore pustules. Courtesy of Roy Clements Treeway.

## Te Oneroa ō Kahu, Long Bay

I attended a Community workshop hosted by Long Bay Residents Association with a bold new, holistic outlook on Restoration in the Long Bay region. Local Parks will be key training grounds to help locals understand their connection to place and nature and guide them on restoration in their own private land. Already there is much volunteer work going on in the Local Parks close to Long Bay Regional Park, however this galvanising vision will connect work from the Awaruku/Torbay catchment, to the Okura estuary.



Edward Ashby of Te Kawarau ā Maki – presenting on mana whenua history and contemporary iwi connection to Te Oneroa





## Catch up meeting with Ōrewa Surf Club

The Parks and Places Specialist met with representatives from the Ōrewa Surf Club on 09/05/24, to communicate the key outcomes of the recent Ōrewa Future Management Report. We also discussed aspects of their proposed building curtilage that will require design co-ordination with Council (Land and Resilient Coasts and PCF).



## Awaruku Reserve 'rest area' tidy up

The Parks and Places Specialist has been working with the PCF Operations Team and the Urban Tree Specialist to schedule a tidy up of the triangular shaped rest area at Awaruku Reserve. This purpose of the work is to tidy up the space ahead of a memorial tree report coming to the local board in memory of Hugh Willis.



## Accessibility reports

Accessibility reports have been finalised for Victor Eaves Park, Sherwood Reserve, Red Beach Park, Ōrewa Beach Reserve and Awaruku Reserve. These identify key accessibility issues within these reserves and provide recommendations for improvements which could be considered in line with future renewals work.



**Sherwood Reserve  
Accessibility  
Assessment**



# ARBORICULTURE UPDATE

The cultivation of trees and shrubs

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## Arboriculture maintenance



Treescape undertook general pruning work at Waiwera Place, Waiwera. The general pruning and removal of dead fronds on seven Phoenix Palms along the open space area in front of Waiwera Beach. Treescape had been made aware of this work through a request for service. The Palms are now looking well maintained and risk of falling fronds is mitigated.

Tree King  
Job: 21K20161  
21/05/2024

# ARBORICULTURE UPDATE

The cultivation of trees and shrubs

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## Arboriculture maintenance



Treescape began the first stage of level two traffic management works along Whangaparaoa Road. It had been highlighted by members of the public through request for service as well as the council's arborist and Treescape's contract supervisor for the area. Due to the high volume of traffic and the amount of work needing doing, the work is broken down into sections which require traffic management by a third party, so the crews can work safely. The first stage involved the removal of encroaching pest species such as *Acacias* sp. (Wattles) and the pruning of vegetation/trees growing onto the footpath and road on Whangaparaoa Road, Red Beach. The work was completed successfully and has now made it safer for road users and the public to use the pathways.

# ARBORICULTURE UPDATE

The cultivation of trees and shrubs

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## Arboriculture maintenance



Treescape undertook the removal of roadside Willow tree (*Salix sp.*), on Hibiscus Coast Highway, Orewa that had completely died, the tree posed a risk to road and pathway users and had developed a large split between its stem union. The tree was successfully removed, and the wood cut up for firewood for the public to use. Job well done.

# ECOLOGICAL UPDATE

## Plants, animals and their environment

### Matakatia Scenic Reserve

Weed-wise, the eco-polygon within Matakatia is in reasonably good shape, however, its cliff faces, which are outside of the polygon, are infested with climbing asparagus lending further proof that a cliff-weed contract is needed. Accessible only with the use of ropes or drones fitted with spraying wands, this large infestation will be behind the small bits of climbing asparagus that continue to pop up near the edge of the reserve.

Unfortunately, Matakatia Scenic Reserve does not have formed walkways for members of the public. Its tracks are pest control lines that traverse some steep and slick ground. The shame of this is that few people will get to experience the beautifully big and primordial-looking trees located within the cliff-top forest.

Despite Shakespeare Regional Park being available on the end of the Whangaparāoa Peninsula, there are few local parks or reserves on the Whangaparāoa with eco-polygons that are available for the public to walk through. Like Matakatia, most are cliff top vegetation or thin strips along the side of a sports ground. As Hibiscus-Bays is still 6% away from meeting their 30% canopy coverage target, I will keep an eye out for planting that can be done out this way.



# SPORTS FIELDS AND FACILITIES

A field or piece of ground on which agricultural labour is carried out enclosed areas of sports pavilions, stadiums etc

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## Stanmore Bay

The new surface has now opened for the club on the 27<sup>th</sup> April, The field is already showing signs of heavy use by the club from training on one side of the field, this failure to rotate training will result in the field needing to be closely managed before blowing the field out over the winter. The club have been notified to avoid this. We have added more rye grass seed into this area and fertilised this to keep pushing this along.





# NOTIFICATIONS

## Community leasing and land-owner approvals

### Community Leasing

#### Community lease movements

- New lease to Torbay Lawn Tennis Club resolved during April's business meeting
- Awaiting lease application information and trust entity issues to be resolved between Metro Community Sports Charitable Trust and Metro Community Trust.
- Awaiting information from the Orewa Tennis Club regarding proposed new development and lease extension for padel tennis courts at the club.
- Staff exploring options regarding the proposed lease surrender of Stillwater Community Hall.

### Land Advisory

Land-owner applications received are assessed by Land Use Advisory and reviewed by Community Facilities staff. The board will be contacted for feedback in due course.

There were three landowner approval applications **received** in the Hibiscus and Bays Local Board area during April 2024:

- An application by the owner of 25 Chelverton Terrace, Red Beach for retrospective approval for a vehicle crossing constructed within Stanmore Bay Park.
- An application by Super Kool NZ Ltd to operate an ice-cream truck within Stanmore Bay Park and Orewa Recreation Reserve.
- An application by Hibiscus Bays AFC to install a temporary storage container at Stanmore Bay Park.

There were no landowner approval applications **approved** in the Hibiscus and Bays Local Board area during April 2024.

# PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

## Murrays Bay Boat Ramp Renewal

Murrays Bay Boat Ramp renewal has commenced. Currently the boat ramp is being deconstructed, however the contractors are running into a couple of issues with ground water seeping under the sand, into the work site.

We are working to prevent this from happening, so they can reach the required level to set the footing of the ramp at its lowest point.

The programme for construction was supposed to be 2 weeks, however this will likely extend slightly due to the unforeseen ground water issues and tide times for the next week starting 13<sup>th</sup> May – 18<sup>th</sup> May.

Aside from this, the deconstruction has progressed well.





# PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

## Storm Damage Remediation Progress

Mairangi Bay Park suffered significant damage with the failure of a retaining wall and fence structure above the bowling green shed area. Construction of the new retaining wall and fence structure have now been completed adding additional resilience to the car park area.



Brookvale Reserve bridge reconstruction is underway too, with some good progress being made here. The bridge structure is coming along well and the damaged concrete path leading up to the bridge has been ripped up for re-laying. Completion is expected here before the 24<sup>th</sup> of May.



# PROJECT DELIVERY UPDATE

Assets being built, renewed or maintained

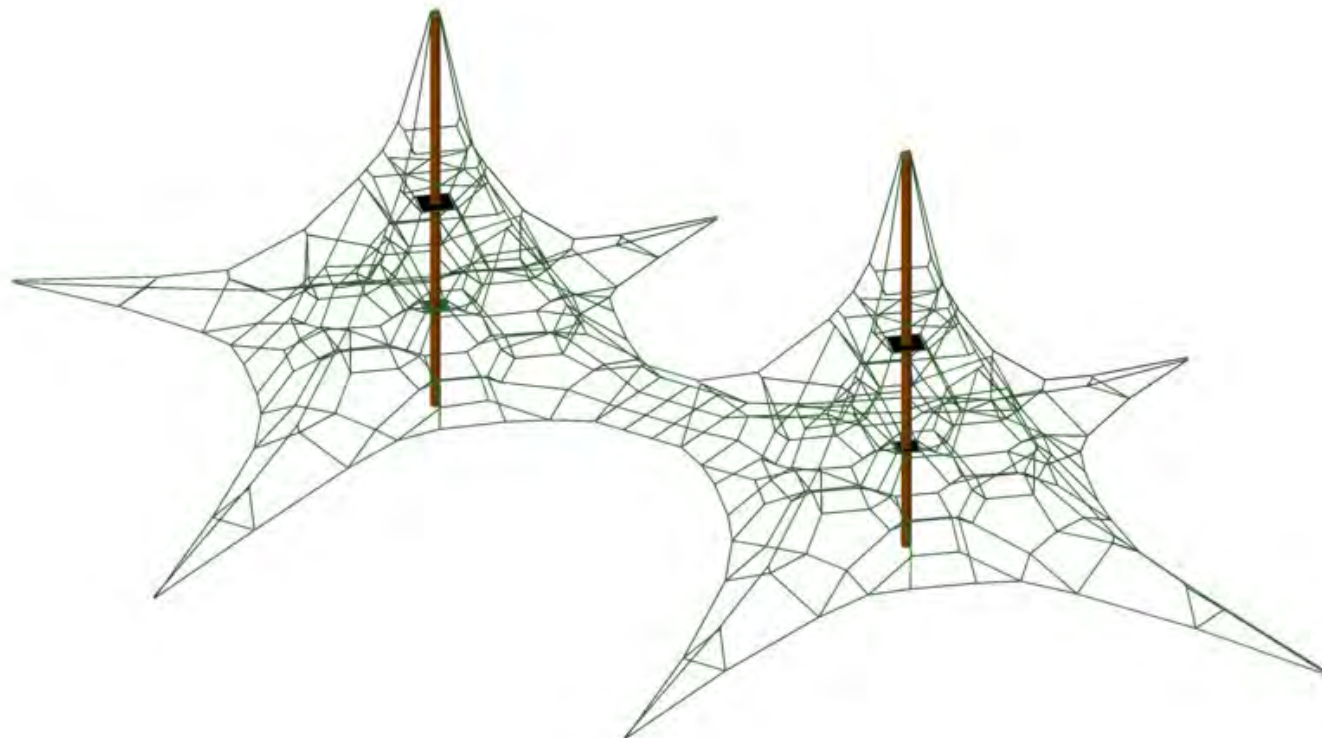
## Long Bay Regional Park

The replacement of the vandalised climbing module at Long Bay Regional Park is underway.

The stakeholders have reviewed options and identified the net climber as the best replacement option.

The replacement is being covered with the insurance payout.

Further playground renewal is planned in future years.



# NOTIFICATIONS

## PROJECT DELIVERY STATUS

### Notification of Works – Metro Park West – installation of grass swale

Construction is set to begin Monday 13<sup>th</sup> of May 2024 with the expected completion date of 28<sup>th</sup> of June 2024.

The scope of works includes the creation of a new grass swale including plantings at the low point of Metro Park West to help manage the water flows downhill towards Butler Stoney Crescent.



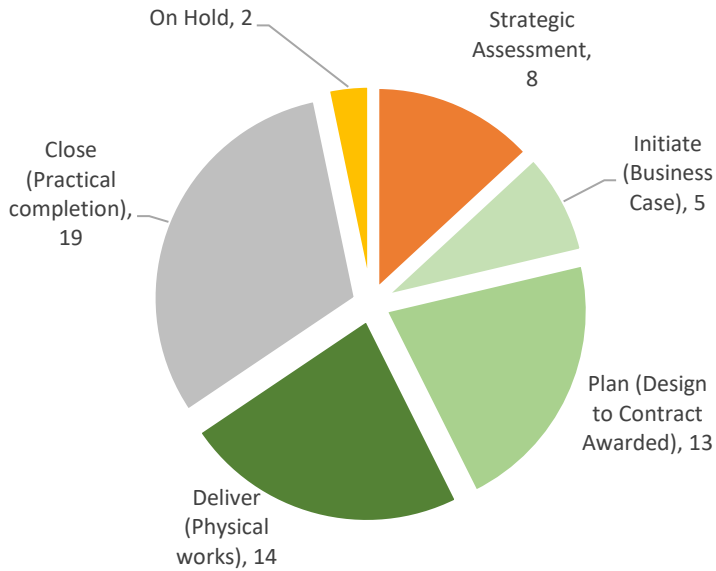


# NOTIFICATIONS PROJECT DELIVERY STATUS

## Project Delivery

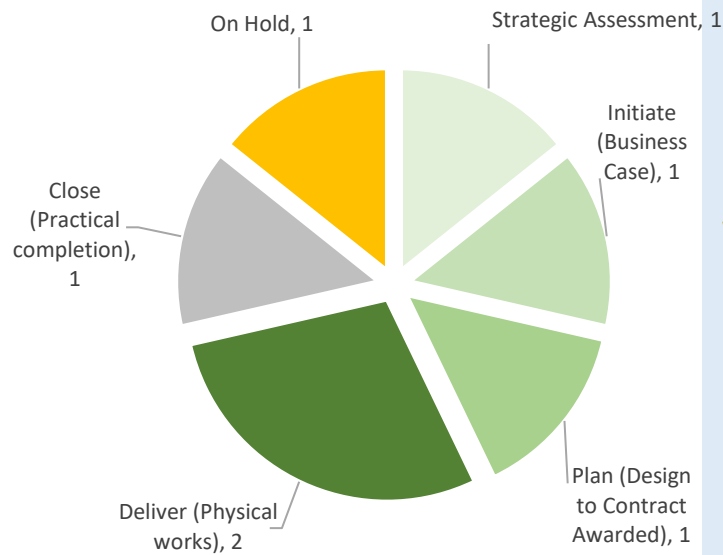
Annual work programme Local Board - Project Status

Total Number of Projects - 61



Annual work programme Local Board - Project Status

Total Number of LDI Projects - 7



## Notifications - Next Month

Deborah Track renewal works completion

Browns Bay boat ramp renewal Commencement

# PROJECT DELIVERY

## Status and summary updates

			Initiate	Preliminary design	Detailed Design	Tender Process	Construction	Defects
			2023/2024 - Current year					
Activity Name	RAG	Local Board Commentary	Timeline	Q1	Q2	Q3	Q4	
(OLI) Kohu Street to Marine View, Orewa Beach - renew northern seawall	Green - On Track	Current status: The construction tender has been issued. Property survey inspections for properties adjacent to the foreshore are nearing completion. The quarterly project newsletter for the community has been distributed. Next steps: The tender is due to close on 17 May 2024. Evaluation and negotiation is planned for late May. Building consents will be submitted in May following the completion of a peer review process.	Baseline					
			Forecast/Actual					
86 Harvest Avenue, Ōrewa - develop new neighbourhood park	Green - On Track	Current status: The final concept design has been approved in August 2023. Resolution number HB/2023/121. Contract for construction works of the playground awarded. Next steps: Play equipment arrival by June/ July 2024. Construction works commencing onsite in May 2024.	Baseline					
			Forecast/Actual					
Aickin Reserve - install walkway lighting	Green - On Track	Project completed October 2023.	Baseline					
			Forecast/Actual					
Bushglen Reserve - implement concept plan	Green - On Track	Current status: Resource consent conditions being worked through with regard to restorative planting requirements. Awaiting resource consent outcome. Next steps: Volunteer involvement capacity being understood so physical works can commence under permitted activities if resource consent approval is delayed. Expecting works to start by April/May 2024.	Baseline					
			Forecast/Actual					
Centennial Park, Campbells Bay - renew road	Green - On Track	Current status: Construction works nearly completed, minor defects to be worked through. Bollard/timber railing renewal through some of the park to be completed before mid April 2024. Next steps: Practical completion walk over with contractors.	Baseline					
			Forecast/Actual					
Centreway Reserve - renew bridge	Green - On Track	Project completed March 2023.	Baseline					
			Forecast/Actual					
Churchill Reserve - renew walkways and gardens	Green - On Track	Current status: Detail design in progress in conjunction with subject matter expert feedback. Next steps: Tender process close on being initiated so work can be booked in for financial year 2025.	Baseline					
			Forecast/Actual					
Cranston Street Reserve - renew play space	Green - On Track	Current status: Consultation feedback review and concept design development based on community and stakeholder feedback. Next steps: Present concept design for local board input and proceed to procurement and construction.	Baseline					
			Forecast/Actual					
D'Oyly/Stanmore Bay Weir Reserve - renew play space	Green - On Track	Project completed August 2023.	Baseline					
			Forecast/Actual					
Dacre Historic and Esplanade Reserve - improve coastal walkway	Green - On Track	Current status: Physical works commenced on 11/March/2024 Next Steps: Completion is anticipated by the end of March 2024.	Baseline					
			Forecast/Actual					

# PROJECT DELIVERY

## Status and summary updates

			Initiate	Preliminary design	Detailed Design	Tender Process	Construction	Defects
			2023/2024 - Current year					
Activity Name	RAG	Local Board Commentary	Timeline	Q1	Q2	Q3	Q4	
East Coast Bays Community Centre - refurbish buildings	Green - On Track	Current status: Developed design is underway. Next steps: Review and approve the developed design.	Baseline					
			Forecast/Actual					
East Coast Bays Leisure Centre - reconfigure front of house & renew bathroom flooring	Green - On Track	Project complete in March 2023.	Baseline					
			Forecast/Actual					
East Coast Bays Leisure Centre - refurbish building	Green - On Track	This project will be scoped for works to commence in future years.	Baseline					
			Forecast/Actual					
Edith Hopper Park - renew play space	Green - On Track	Current status: Consultation feedback review and concept design development based on community and stakeholder feedback. Next steps: Present concept design for local board input and proceed to procurement and construction.	Baseline					
			Forecast/Actual					
Fitzwilliam Drive Reserve - renew walkways and stairs	Green - On Track	Current status: The track renewal works has been completed in June 2023. Next steps: Close out project.	Baseline					
			Forecast/Actual					
Freyberg Park - demolish and rebuild main park building	Green - On Track	Project completed December 2022.	Baseline					
			Forecast/Actual					
Freyberg Park - renew car park and retaining wall	Amber - At Risk	This project will be scoped for works to commence in future years.	Baseline					
			Forecast/Actual					
Freyberg Park - renew sports field # 3	Green - On Track	This project will be scoped for works to commence in future years.	Baseline					
			Forecast/Actual					
Gilshennan Reserve - renew play space and footpaths	Green - On Track	Current status: Review of strategic assessment and network requirements. Review play provision and identify engagement strategy. Site visit with subject matter experts scheduled for 20 March 24 to obtain design requirements and develop public engagement plan. Next steps: Deliver public engagement plan by April- May 2024.	Baseline					
			Forecast/Actual					
Hibiscus & Bays - renew carparks 2020/2021+	Green - On Track	Project completed December 2022.	Baseline					
			Forecast/Actual					
Hibiscus & Bays - renew reserve roads and carparks 2023/2024+	Green - On Track	This project will be scoped for works to commence in future years.	Baseline					
			Forecast/Actual					
Hibiscus & Bays - replace swimming pontoons	Green - On Track	Project completed March 2024.	Baseline					
			Forecast/Actual					
Hibiscus and Bays - actions from signage audit	Green - On Track	Current status: The last signs are being manufactured. Next steps: Installation planned during October/November for remaining signs.	Baseline					
			Forecast/Actual					

# PROJECT DELIVERY

## Status and summary updates

			Initiate	Preliminary design	Detailed Design	Tender Process	Construction	Defects
			2023/2024 - Current year					
Activity Name	RAG	Local Board Commentary	Timeline	Q1	Q2	Q3	Q4	
Hibiscus and Bays - develop dog parks	Green - On Track	Current status: Staff attended a local board workshop on 28 October 2021 to present the development plan for a dog park at Western Reserve, Ōrewa. Next steps: Attend workshop with local board to gain direction on community engagement and extent of dog park facilities in May/ June 2024.	Baseline Forecast/Actual					
Hibiscus and Bays - Ngahere urban forest strategy - implement Planting Plans	Green - On Track	Current status: Waldorf Reserve and Totara Views Reserves will be planted this year. Next steps: Planting will commence in May/June 2024.	Baseline Forecast/Actual					
Hibiscus and Bays - remediate storm and cyclone affected assets	Green - On Track	This project is no longer required and is replaced with #45723 Hibiscus and Bays - Storm Capex Damage - Renewals. Which has been centrally approved as a storm response budget and will be used towards remediating the storm damaged assets.	Baseline Forecast/Actual					
Hibiscus and Bays - renew furniture and fixtures 2023/2024+	Green - On Track	Current status: Scoping of sites has been scheduled. Next Steps: Scoping documents to be formulated for pricing in May 2024.	Baseline Forecast/Actual					
Hibiscus and Bays - renew park buildings 2021/2022+	Green - On Track	Project completed July 2023.	Baseline Forecast/Actual					
Hibiscus and Bays - renew park buildings 2024/2025+	Green - On Track	Current status: Orewa Reserve Exeloo ordered for delivery and install. Whangaparaoa Library gutter replacement work underway in March 2024. Next steps: Additional park building sites to be visited and prioritised for financial year 2025.	Baseline Forecast/Actual					
Hibiscus and Bays - renew park play spaces 2023/2024+	Green - On Track	Current status: Sites for initial design to be scoped in the next few months. Next steps: Priority list created and planning phase continued for delivery in future years.	Baseline Forecast/Actual					
Hibiscus and Bays - renew park structures	Green - On Track	Project completed December 2023.	Baseline Forecast/Actual					
Hibiscus and Bays - renew playground components and drainage 2021/2022+	Green - On Track	Current status: Renewal of edging and drainage at Rothesay Bay playground scheduled to commence in January followed by renewal works at Gulf Harbour Recreation Reserve. Next steps: Project close out.	Baseline Forecast/Actual					
Hibiscus and Bays - renew playground components and drainage 2024/2025+	Green - On Track	Current status: Strategic assessment of requirements at each location being worked through to determine scope. Next steps: Physical works to commence in future years.	Baseline Forecast/Actual					
Hibiscus and Bays - renew signage	Green - On Track	Current status: Creating signs for Edith Hopper Park, Manly Beach, Campbells Bay, Murrays Bay, Mairangi Bay, Brunton Park, Maygrove Reserve and Lake and Ashley Reserve. Next steps: Arrange for sign installation at the various sites.	Baseline Forecast/Actual					

# PROJECT DELIVERY

## Status and summary updates

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			2023/2024 - Current year					
Activity Name	RAG	Local Board Commentary	Timeline	Q1	Q2	Q3	Q4	
Hibiscus and Bays - renew sports field assets	Green - On Track	Current status: Renewal of basketball hoops at East Coast Leisure Centre completed in December 2023. Next steps: Continued planning for renewing assets at identified sites for FY25.	Baseline Forecast/Actual					
Hibiscus and Bays - renew tracks and footpaths 2024/2025+	Green - On Track	Current status: Western Reserve asphalt renewal and D'Oyly Reserve walkway renewal to be scoped March 2024 for completion this FY24. Next steps: Schedule site visits for other sites that require work, and plan physical works for FY25.	Baseline Forecast/Actual					
Hibiscus and Bays - renew walkways and paths 2021/2022+	Green - On Track	Project completed September 2023.	Baseline Forecast/Actual					
Hibiscus and Bays - Storm Capex Damage - Renewal	Green - On Track	Current Status: The project is being phased out into various stages depending on site priority. A concrete path section at Te Tara Tahuna Cycleway has been completed. New timber barrier has been installed along Clifftop walkway completed, reinforcing of bank at Glenelg Res completed. Okoromai Walkway completed and Swann Beach Reserve fence has been completed.  Next Steps: Mairangi Bay Park retaining wall and Brookvale Reserve bridge reinstatement due to being March and April, 2024. Renewal of Murrays Bay and Browns Bay boat ramp has been scheduled to start at end of April 2024. Deborah Reserve tracks and boardwalk renewal due to start March 2024.	Baseline Forecast/Actual					
Hibiscus and Bays - Water Feature - renew minor assets	Green - On Track	Current steps: The misting function testing was successful and local board have approved this system. To save costs and time on trenching, alternate solution to wirelessly connect the misting and wind vane provided to the contractor. Inspected the Brown's Bay WF with the contractor and provided the scope. Next steps: Contractor is working on providing a quote for the wireless system. Awaiting quote from the contractor to renew the Brown's Bay WF.	Baseline Forecast/Actual					
Hibiscus and Bays- Investigate and implement recreation facilities in partnership with the community	Green - On Track	Current status: Investigating site options and community groups for partnerships and sponsors. Next steps: Establish the best sites for recreation facilities and develop relationships with community groups and sponsors.	Baseline Forecast/Actual					
Hibiscus Coast Community House - renew roof and spouting	Green - On Track	Project completed August 2023.	Baseline Forecast/Actual					
Mairangi Bay Beach Reserve - renew bridge across creek by Surf Club	Green - On Track	Current status: Commence design works including preparation of coastal permits and resource consent documentations. Next Steps: Construction work is planned to commence in FY25.	Baseline Forecast/Actual					



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			Initiate	Preliminary design	Detailed Design	Tender Process	Construction	Defects
			2023/2024 - Current year					
Activity Name	RAG	Local Board Commentary	Timeline	Q1	Q2	Q3	Q4	
Mairangi Bay Reserve - implement development plan	Green - On Track	Project on hold, awaiting the Revised Reserve Management Plan. Current status: Professional services developed preliminary design of the turning heads on Sidmouth Street and Montrose Terrace to prepare for the pedestrianisation of Montrose Terrace along the beachfront. Next steps: Await results of the Mairangi Bay Reserve Management Plan review before progressing further designs of the turning head options and overall concept design of the reserve development.	Baseline					
			Forecast/Actual					
Murrays Bay and Crow's Nest Rise Walkway - renew pathways	Green - On Track	Current status: Detail design in progress. Subject matter experts engaged for Resource Consent requirements. Next steps: At completion of design phase preparation for tender process.	Baseline					
			Forecast/Actual					
Murrays Bay Wharf – renewal of handrails	Green - On Track	Project scoping will be done in FY25.	Baseline					
			Forecast/Actual					
Okura Hall - refurbish building	Green - On Track	This project will be scoped for works to commence in future years.	Baseline					
			Forecast/Actual					
Orewa Community Centre - renew roof	Green - On Track	Current status: Physical work complete in March 2024. Next steps: Settle final payments and obtain Code Compliance Certificate.	Baseline					
			Forecast/Actual					
Orewa Library - comprehensive renewal incl. roof	Green - On Track	Current status: Supplier Recommendation Report is being completed. Next steps: Issue the contract award letter upon approval to the Supplier Recommendation Report.	Baseline					
			Forecast/Actual					
Rosario Reserve - renew play space	Green - On Track	Current status: Project to be scoped in future years. Next steps: Community engagement to take place in future years to inform scope.	Baseline					
			Forecast/Actual					
Shadon/Springtime Reserve - renew playspace	Green - On Track	Project completed August 2023.	Baseline					
			Forecast/Actual					
Stanmore Bay Park - renew park bridges	Green - On Track	Current status: Construction work for bridges #1 & #2 is underway. Next steps: Construction work for bridge #3 is planned in FY25.	Baseline					
			Forecast/Actual					
Stanmore Bay Park - renew sports field #4 and Raiders Club sports field lights	Green - On Track	Project completed October 2023.	Baseline					
			Forecast/Actual					
Stanmore Bay Pool & Leisure Centre - renew minor assets	Green - On Track	Current status: Resurfacing and renewing of stadium 1 & 2 floors. Next steps: Received quote. Planning in progress to undertake this work.	Baseline					
			Forecast/Actual					
Stredwick Reserve - renew walkways	Green - On Track	Project completed December 2023.	Baseline					
			Forecast/Actual					

# PROJECT DELIVERY

## Status and summary updates

			Initiate	Preliminary design	Detailed Design	Tender Process	Construction	Defects
			2023/2024 - Current year					
Activity Name	RAG	Local Board Commentary	Timeline	Q1	Q2	Q3	Q4	
Torbay Heights - renew walkways and stairs	Green - On Track	Current status: Resource consent preparation in progress. Subject matter experts engaged with site inspection scheduled for March 2024. Next steps: Existing permitted activity being considered so work can commence on these areas whilst resource consent is sought for relevant items that require it.	Baseline					
			Forecast/Actual					
Victor Eaves Park - renew baseball diamond	Green - On Track	Project completed October 2023.	Baseline					
			Forecast/Actual					
Victor Eaves Park - renew premium cricket ground	Green - On Track	This project will be scoped for works to commence in future years.	Baseline					
			Forecast/Actual					
Waiake Beach Reserve – remediate boardwalk and storage shed	Green - On Track	Current status: Technical engineers are preparing the detailed design documentation. Mana whenua have been contacted and Ngāti Manuhiri will provide a Kaitiaki Report for the Resource Consent. Resource Consent has been lodged. Next steps: Lodge the boardwalk building consent. Engage shed suppliers to refine design and apply for building consent.	Baseline					
			Forecast/Actual					
Western Reserve - renew skatepark half-pipes	Green - On Track	Current status: Refining mural design with artist. Next steps: Present artwork to local board before implementation.	Baseline					
			Forecast/Actual					
Whangaparaoa Library - comprehensive renewal	Green - On Track	Project completed November 2023.	Baseline					
			Forecast/Actual					

# Shoreline Adaptation Plans: Hibiscus and Bays

Local Board Workshop: June 2024



## Shoreline Adaptation Plans

# Today's workshop

**Purpose:** Shoreline Adaptation Programme (SAP) update on the development of plans for the Hibiscus and Bays Local Board area.

1. **Snells Beach to Ōrewa SAP (Update)**
2. **Weiti Estuary to Devonport Peninsular**



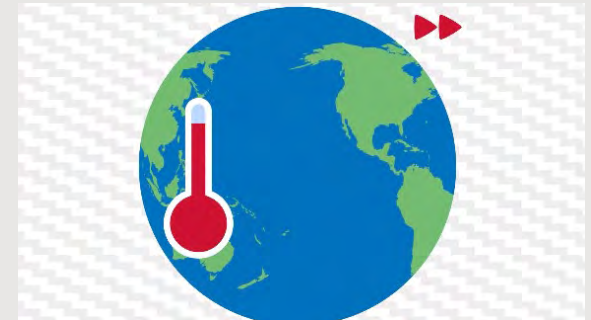


## Why (the challenge)

- Auckland has a diverse coastline with ~3200km of harbours, cliffs, beaches and estuaries



- Coastal areas are dynamic (including where they intersect with catchment flooding)



- Coastal areas affected by natural coastal processes & climate change
- The extent (the area of land impacted) and rate of change will increase into the future due to sea level rise combined with these natural processes



# Scope: Auckland Council & Council Controlled Organisation assets at the coast

Public facilities  
(playgrounds,  
toilet blocks,  
community  
halls,  
libraries)

Stormwater,  
drinking water  
& wastewater  
infrastructure

Walkways,  
Roads,  
Cycleways,  
etc.

# Council owned land & assets

Esplanade reserves



Regional parks



Coastal structures



Public beaches



## What are we doing?

Developing a series of Shoreline Adaptation Plans (20) for Council owned Land and Assets

## Purpose

### We need to Adapt

Sustainable coastal management  
Strategic & holistic decision making  
for council owned land & assets

Non-statutory plans

Living documents  
(long timeframes)

Council owned land & assets only (not private land)



## How will we use them? Implementation

### Local implementation, from now:

- directs **operational responses** (post storm, maintenance)
- preferred options within **Coastal Renewals Programme** (where existing budget available)
- supports regional **Coastal Asset Management Plan** and risk-based decision making.
- Inform future statutory plans and processes e.g. **Local Parks Management Plans**

### Regional implementation, from mid-2025\*\*:

- **Regional risk-profile**
- **Future funding** requirements
- **Prioritisation schema** for future works.

\*\* following completion of all area plans





# Snells beach to Ōrewa





# Area Overview

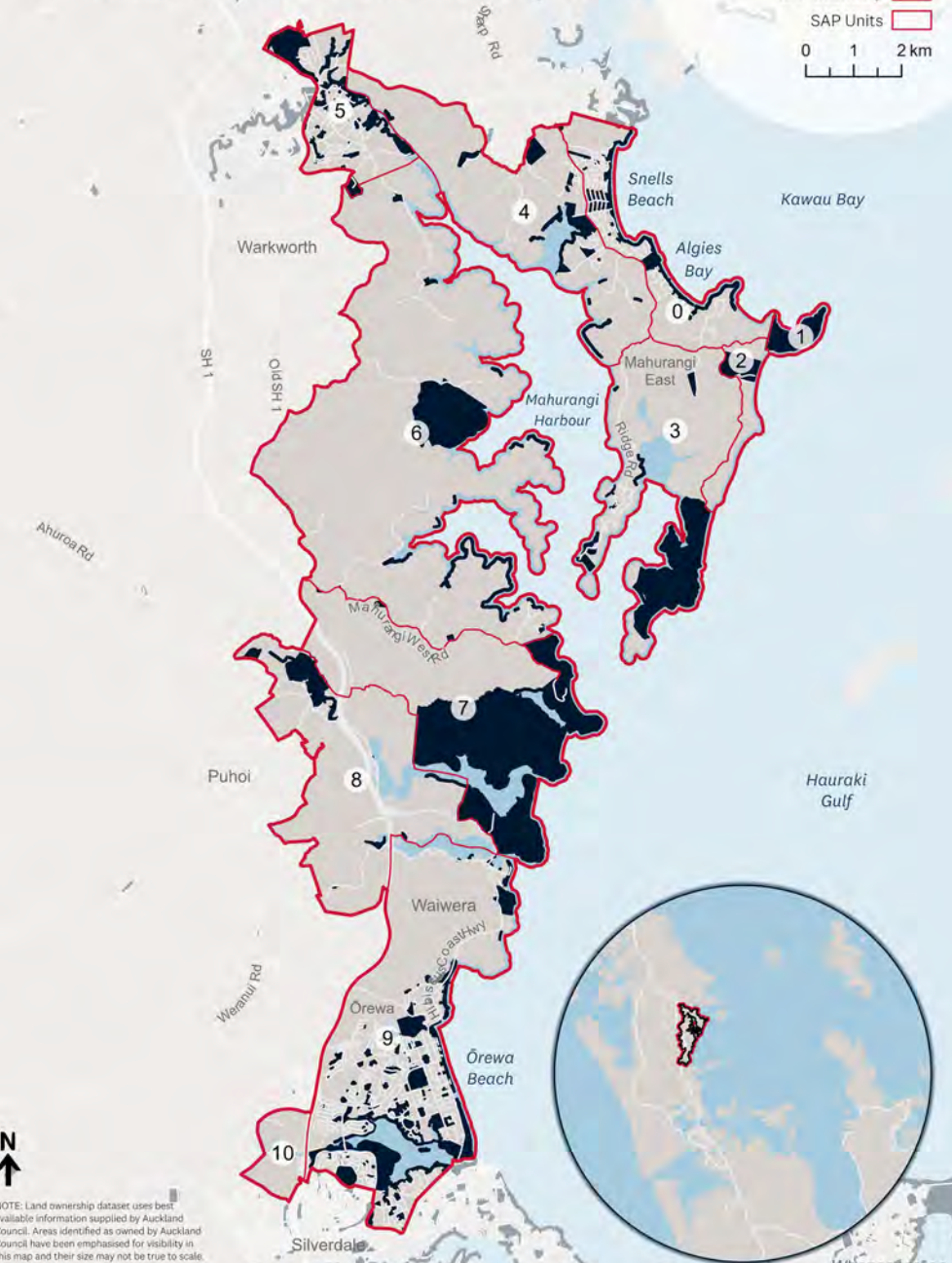
## Snells Beach to Ōrewa Hibiscus Coast

Land owned by Auckland Council and Council Controlled Organisations

SAP Boundary

SAP Units

0 1 2 km

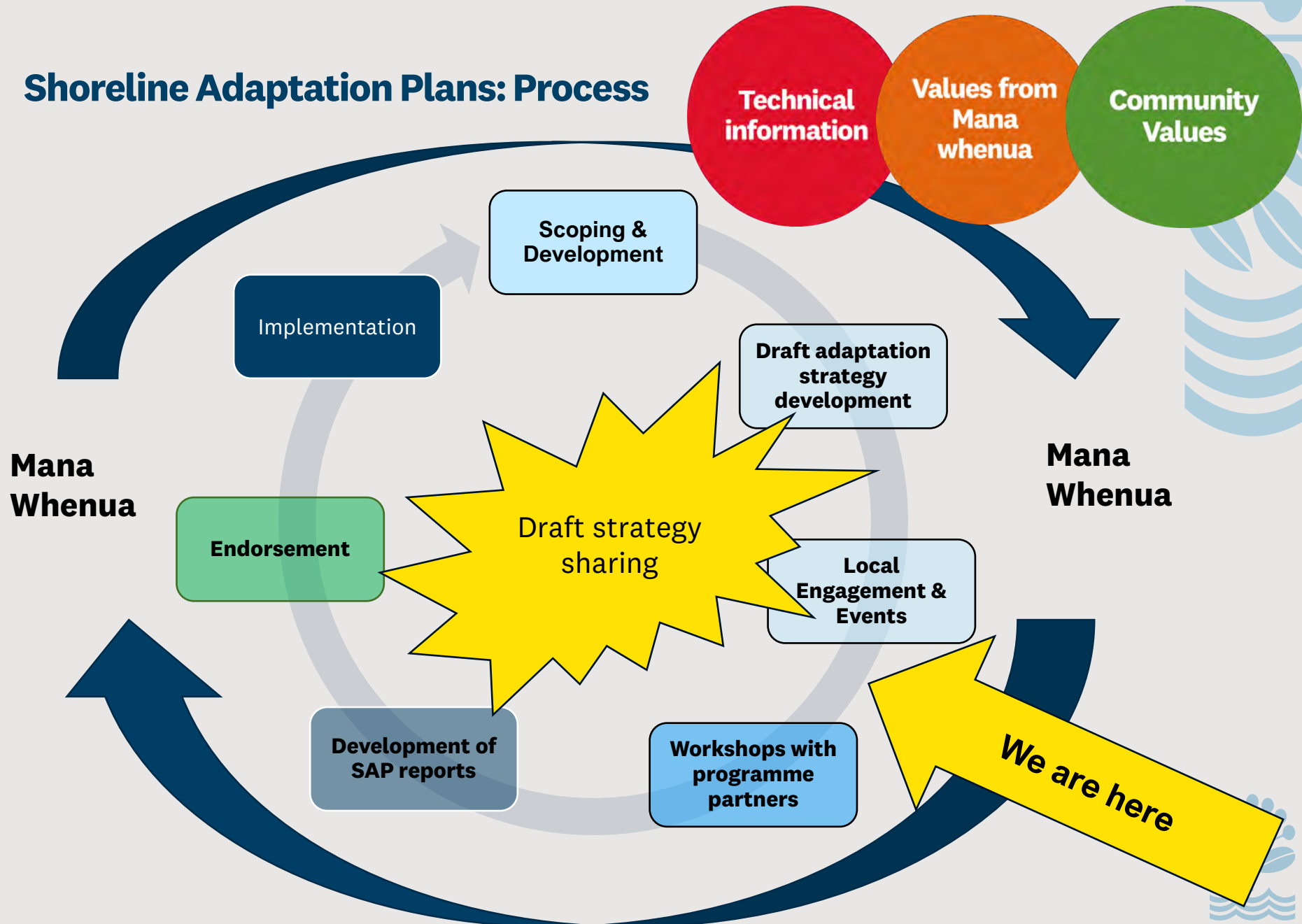


# Snells Beach to Ōrewa



NOTE: Land ownership dataset uses best available information supplied by Auckland Council. Areas identified as owned by Auckland Council have been emphasised for visibility in this map and their size may not be true to scale.

# Shoreline Adaptation Plans: Process





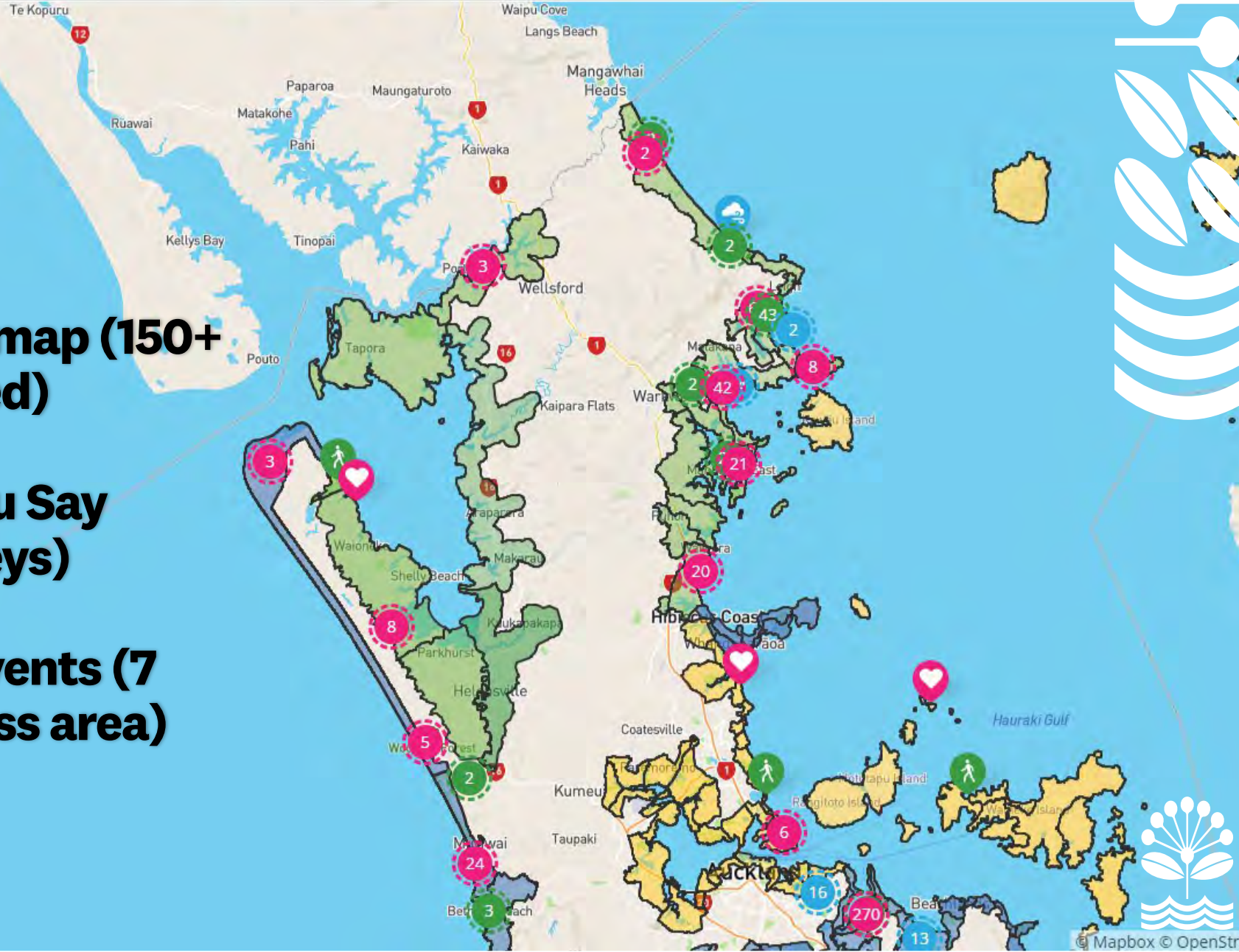
**Community  
feedback**

Drag to comment >  I value this...  I remember..  I exercise here...

**Interactive map (150+ pins dropped)**

**AK Have you Say (450+ surveys)**

**In person events (7 events across area)**



# Snells Beach to Ōrewa

- Importance of coastal access (to and along) for all abilities
- Importance and value of wildlife
- Value of dunes & beach areas
- Community led environmental initiatives
- Coastal erosion observed in many locations



## Next steps: Where to from here?

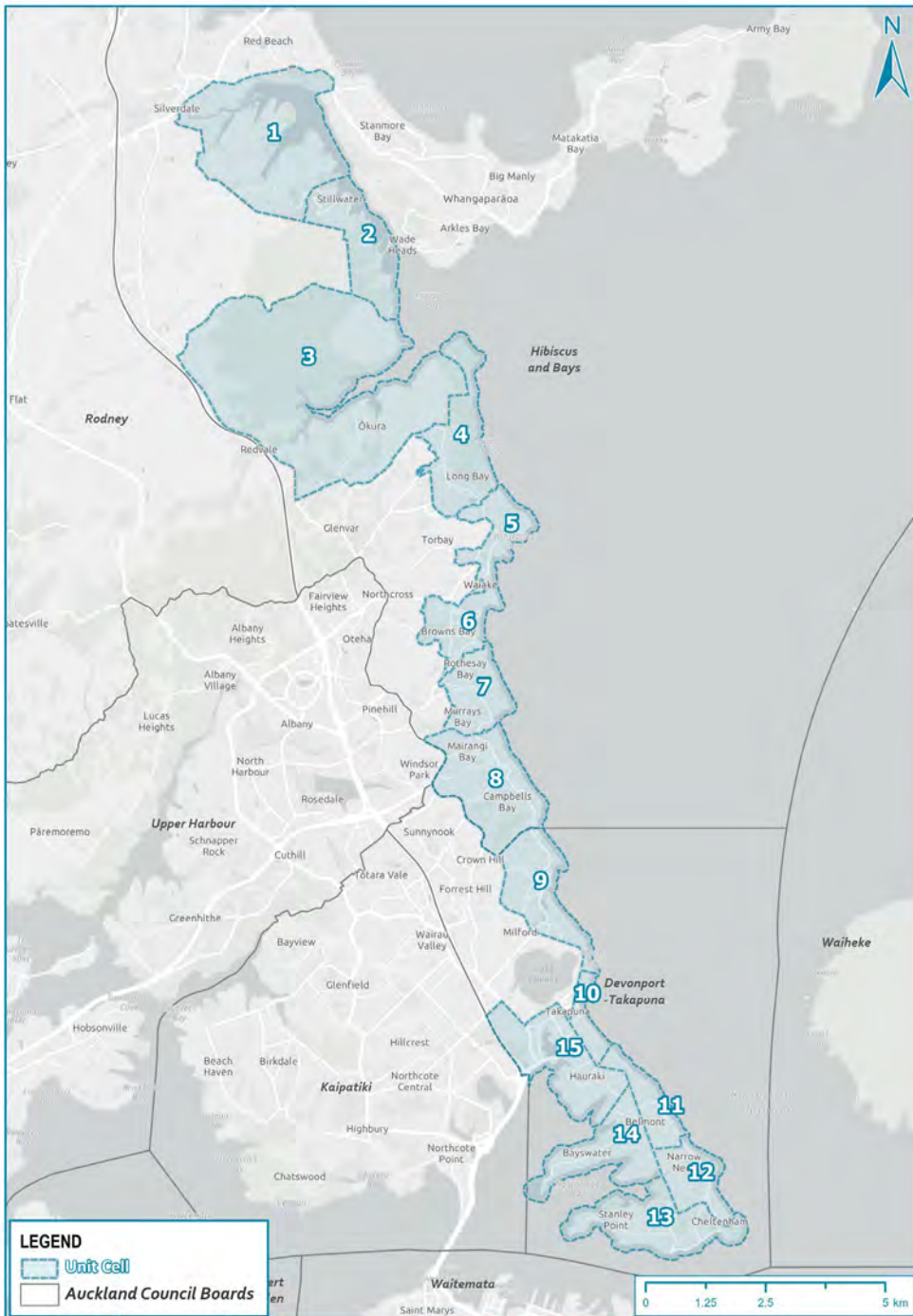
- **[NOW]** analysis of feedback & development of community objectives.
- **[Late June]** sharing draft strategies with community



# Weiti Estuary to Devonport



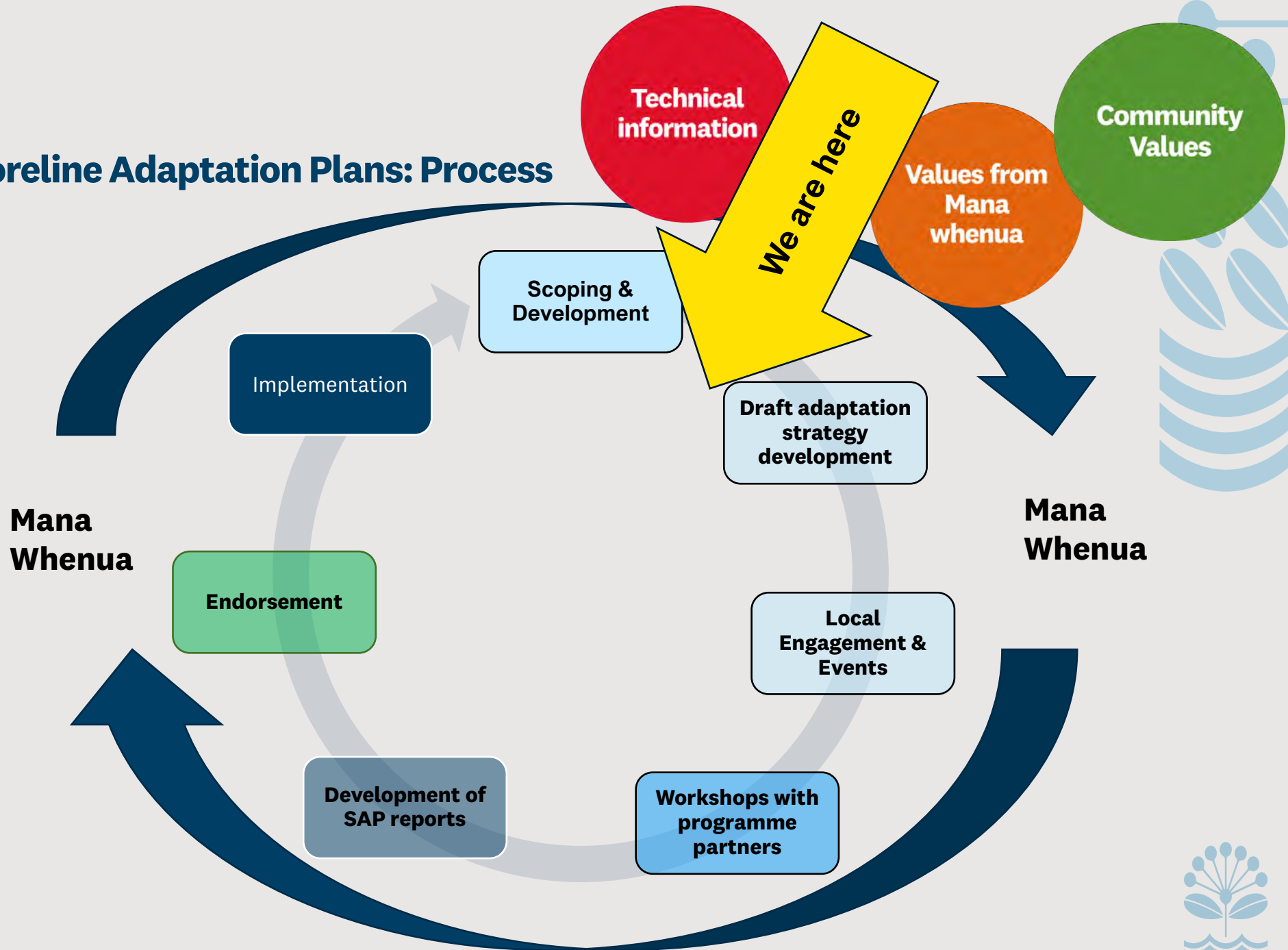




# Weiti Estuary to Devonport



# Shoreline Adaptation Plans: Process



## Communities:

- **Hibiscus and Bays** Local Board areas
- **Coastal communities & users**

## Stakeholders

- Key groups and organisations
- Community groups

Who?

**Weiti  
Estuary to  
Devonport**

How?

**Working  
together!**

## Late July – Mid September:

### Digital engagement:

- Ak have your say
- Social Pinpoint

### In person events:

- Libraries/markets/ferries/town hall/community centres
- Local channels & presence:
  - Our Auckland events and stories
  - Advertising via Auckland Council and Ecomatters
  - Signage in parks and beaches

## Shoreline Adaptation Plans

# Recap & next steps

1. **[NOW]** identify key community stakeholders and opportunities to engage
2. **[NOW - JULY]** event planning & promotion, adaptation strategy drafting
3. **[JULY - SEP] community engagement**
4. **[Late SEP - Early 2025]**  
Develop, finalise and endorse the Weiti Estuary to Devonport Plan

\*\*Further workshops – on request



# Pātai

## Questions and discussion



# Draft Waste Management and Minimisation Plan 2024

Update on public consultation  
Hibiscus and Bays Local Board

May-June 2024: Waste Solutions



Te Mahere Hukihuki mō te Whakahaeretanga me  
te Whakaitinga o te Para 2024

**DRAFT Waste  
Management and  
Minimisation Plan 2024**





# Purpose

- Provide a summary of public consultation findings
- Answer questions related to the consultation submissions



# Context





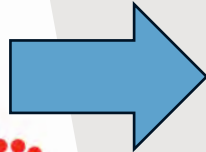
# Draft Waste Plan 2024



The preparation of the waste assessment has relied on information from multiple sources, including SWAP analysis, reporting of domestic waste data under the licensing requirements of the Waste Management and Minimisation Bylaw 2019, contracts, consents, and annual reports. The accuracy of these sources is contingent on the best information available at the time and the degree of disclosure from the waste industry.

It is not possible to calculate, with precision, up-to-date tonnage and composition of waste being disposed to landfill in the Auckland region without mandatory industry disclosure. Information has also been sought from landfill and refuse transfer station operators, and operators of product stewardship schemes, who have no obligation to supply the requested information. In some instances, information has been voluntarily provided, however on others the requests have been declined to supply information for this purpose.

Financial analysis and modelling have relied on the best financial information available at the time of drafting of the waste assessment.



**Auckland's Waste Assessment 2023**  
November 2023



Te Mahere Hukihuki mō te Whakahaeretanga me te Whakaitinga o te Para 2024

## DRAFT Waste Management and Minimisation Plan 2024

Issued February 2024.  
\*Version 1.0 for public consultation.

[aucklandcouncil.govt.nz](http://aucklandcouncil.govt.nz)



## DRAFT Hauraki Gulf Islands Waste Plan 2024

February 2024.  
Version 1.0 for public consultation.

[aucklandcouncil.govt.nz](http://aucklandcouncil.govt.nz)



Plans and waste assessment available here: [HaveYourSay website](https://www.aucklandcouncil.govt.nz/your-voice)



# Why it matters

- Draft WMMP 2024 retains 2040 regional **zero waste vision** and outlines
  - **principles** to guide decision-making
  - **targets** for 2024-2030
  - **priorities and actions** for 2024-2030 to achieve those targets
- **Aligned** with national direction, iwi and key stakeholder input and now tested with the public
- Forms basis for our **6-year waste work programme**
- Includes **changes to services** with rates-funding implications (LTP and Annual Budget)
- Enables us to receive and spend **waste levy funding** from central government



# Hibiscus and Bays Local Board Draft Waste Plan views – August 2023



Resolution: HB/2023/124 ([full resolution found here](#))

Summary of key feedback (slide 1 of 2)

- supported standardisation of kerbside services; and sought frequent reviews to ensure that funding via a general rate remains an appropriate tool
- noted the persistence of illegal dumping and sought new solutions and advocacy for new legislation
- sought a scheme to incentivise businesses to manage C&D waste; and that waste minimisation plans be required/enforced through building consents
- sought investigation of green waste solutions; including option for user-pays model or local collection point and free pest plant disposal
- supported extension of food scraps collection service to additional urban areas and requested that service solutions for multi-unit developments is expedited
- requested consideration of local and established commercial food scrap collection services and facilities; and work for food waste collection from supermarkets, restaurants, and cafes
- requested establishing / supporting existing food redistribution networks to strengthen food security



# Hibiscus and Bays Local Board Draft Waste Plan views – August 2023



Resolution: HB/2023/124 ([full resolution found here](#))

Summary of key feedback (slide 2 of 2)

- supported extension to 23 Community Recycling Centres by 2031, noting importance of centres being in, or around, Rosedale and Silverdale; and requested further investment to develop each site
- requested best practice procurement at Auckland Council
- supported advocacy work with central government to implement the currently deferred container return scheme
- requested support from regional programmes with waste minimisation to allow for coordinated work



# Public consultation 28 Feb-28 March 2024

## Communications and engagement pathways

- Online in 8 languages & NZSL / video recordings / 2 webinars
- AKHaveYourSay regionwide, including Islands
- Working directly with iwi
- Community partners spread the word
- Mailout to commercial & community stakeholders
- NZME communication campaign
- Council advisory panels
- Council communications – OurAuckland, People’s Panel, social media



# Public consultation 28 Feb-28 March 2024

## Written submissions

- 7-question feedback form
- Email
- **Verbal input**
  - 10 public AKHaveYourSay events
  - 2 regional organisation events



# Feedback form questions

1. Direction of the plan
2. Priorities for action
3. Hauraki Gulf Islands Plan
4. Any other comments

5



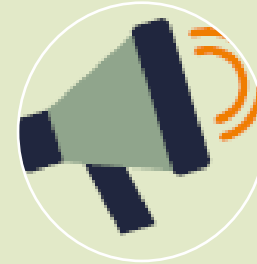
# Feedback form questions / Priorities for Action



1. Strengthen ways of working with mana whenua **and** deliver on Māori outcomes.
2. Continue expanding and strengthening the Resource Recovery Network and its services



3. Target construction and demolition waste
4. Focus on organics, plastics, packaging, textiles and biosolids
5. Strengthen our disaster preparedness and climate change mitigation, adaptation and resilience



6. Move up the waste hierarchy including source reduction, reuse and right to repair
7. Implement the Container Return Scheme and other mandatory product stewardship



8. Support Aucklanders to use their kerbside bins effectively + shift to rates-funded
9. Transition to a fortnightly rubbish collection
10. Accelerate efforts re council's operational waste
11. Address litter and illegal dumping to protect health and the environment

**12. Work in partnership with others to achieve our Zero Waste vision**





# Who we heard from



# Regional and local submission numbers

**2737** total number of submissions

**+ 1410** responses from public events

**2669** submitters identified their local board

**159** submissions from Hibiscus and Bays

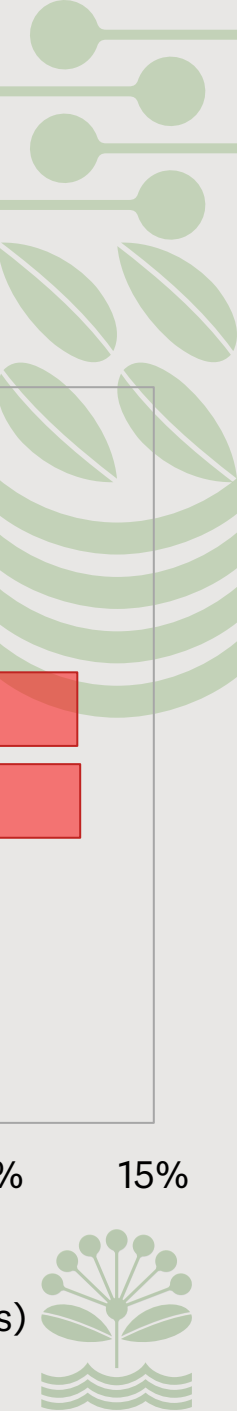
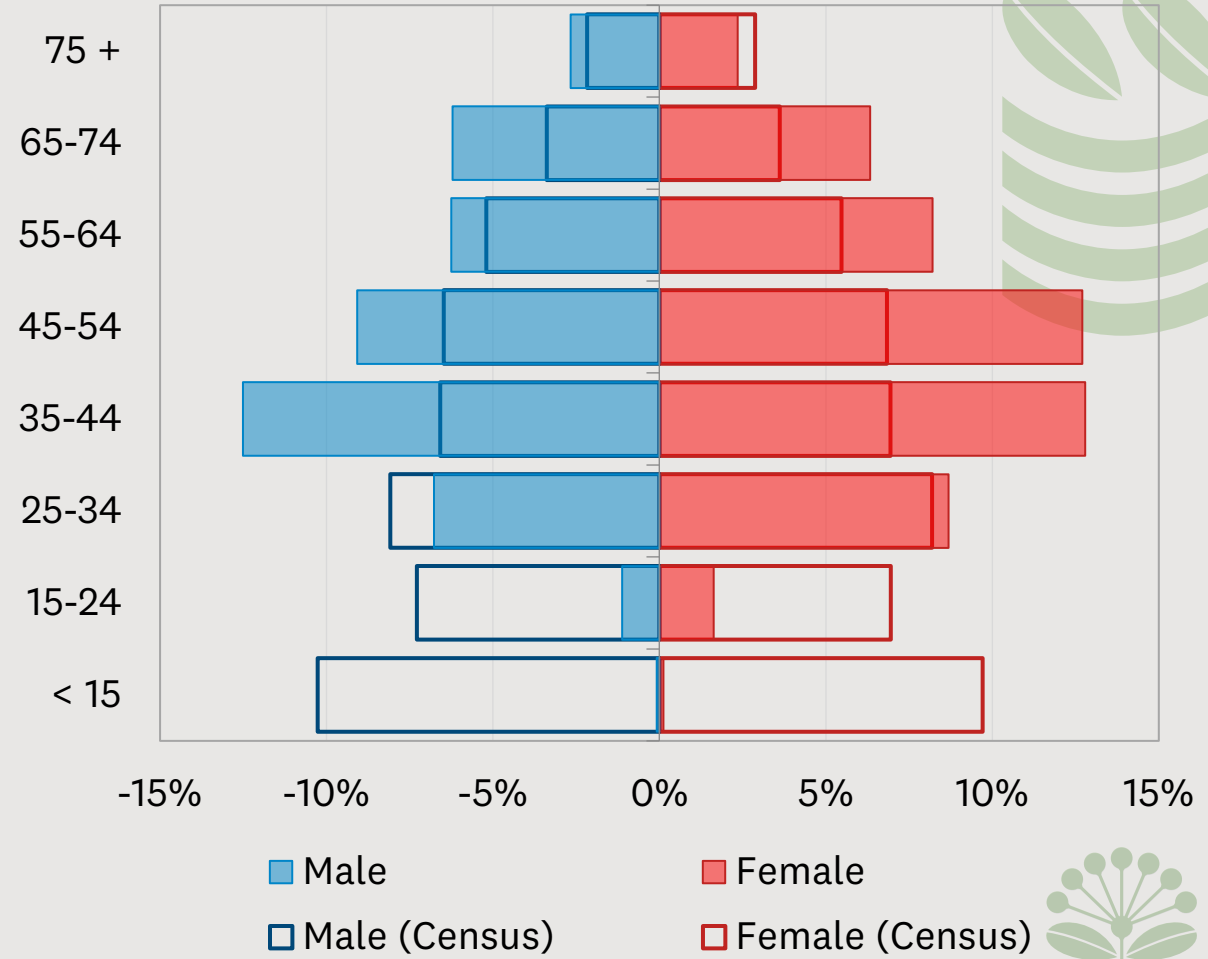
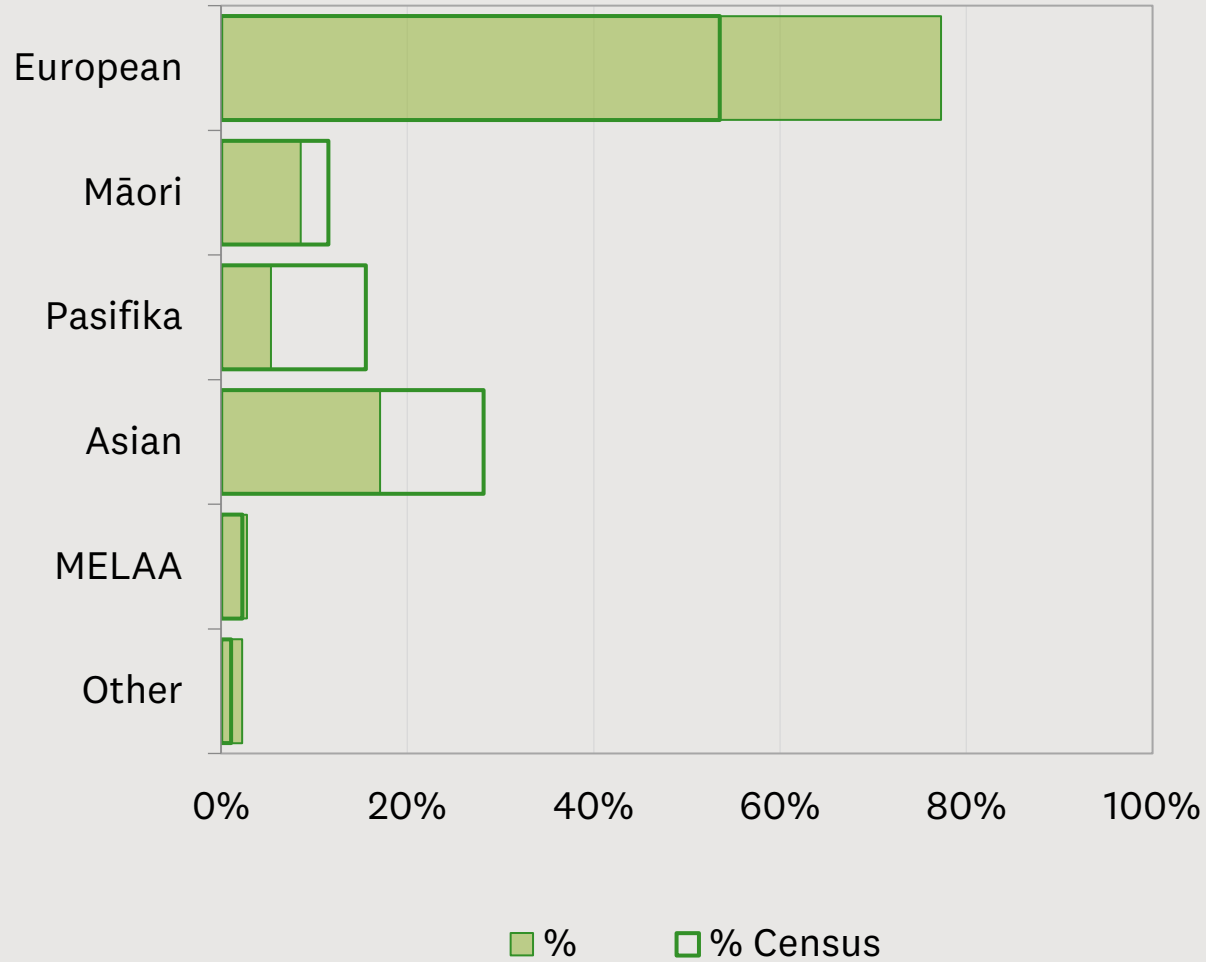
including:

**1** Senior Focus 104.6 FM radio for 50 plus



# Regionwide Demographics

## compared with census profile



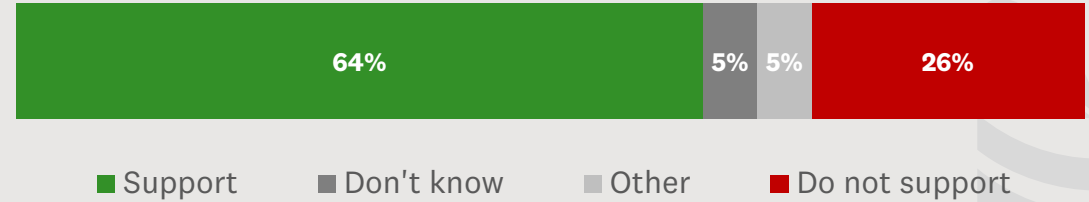
# What we heard



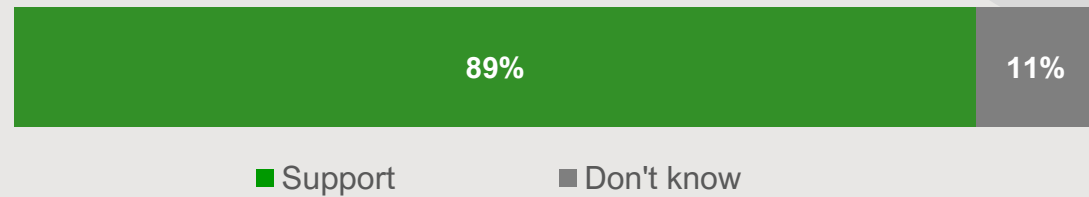
# Q1. Support for the regional plan

## Regional view

Submissions 2626

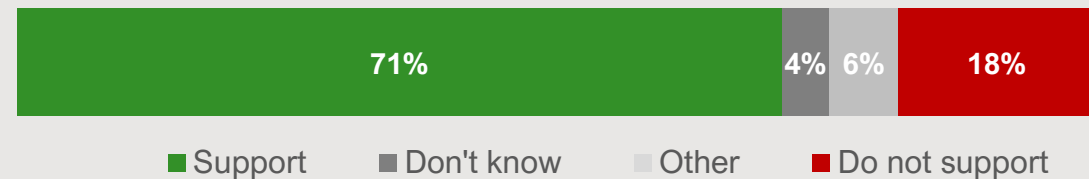


AKHaveYourSay events feedback 135



## Hibiscus and Bays view

Submissions 158



## Local themes

- Should target larger waste streams, waste producers, more options for reuse/repair/recycling (20 submissions)

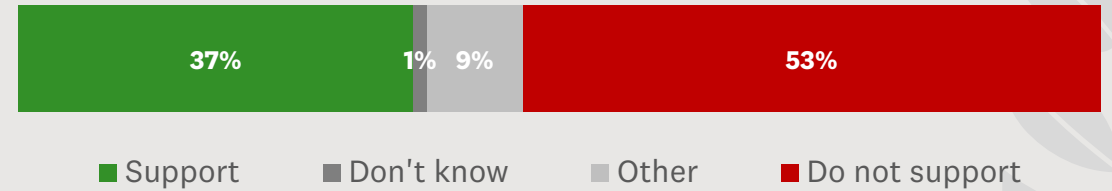


# Q2A: Fortnightly rubbish

## Regional view

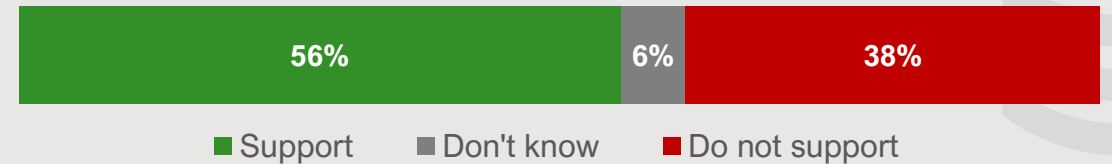
Submissions

2683



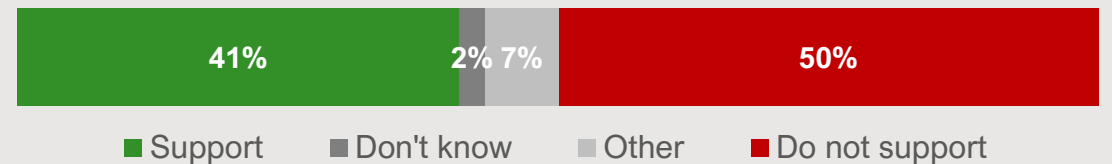
AKHaveYourSay  
events feedback

798



Submissions +  
AKHaveYourSay  
events feedback

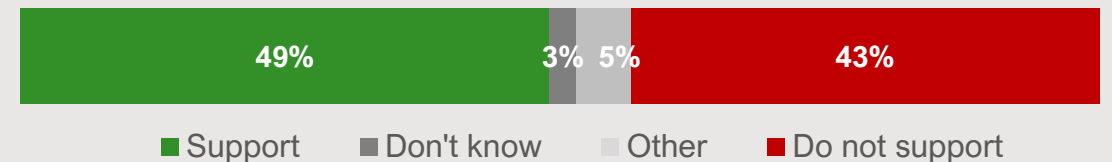
3481



## Hibiscus and Bays view

Submissions

159



## Local themes

- Supporters – could manage/achievable (17 out of 78 supporters commented)
- Concern about ability to cope – too much waste (36) – odours/pests (17) – costs/rates (11)



# Q2B and Q2C: Other regional priorities

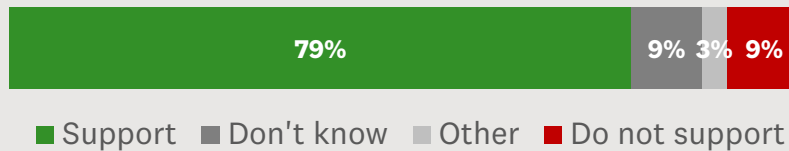
## Priority

### Region-wide

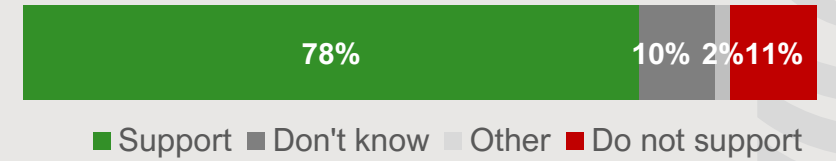
### Hibiscus and Bays

## Construction and Demolition Waste

n= 2620



n= 156

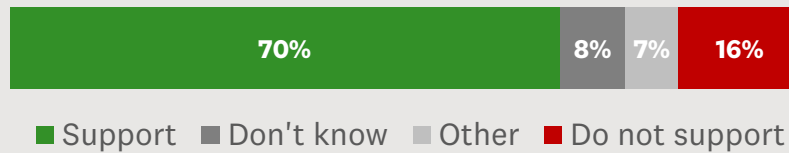


## Local themes:

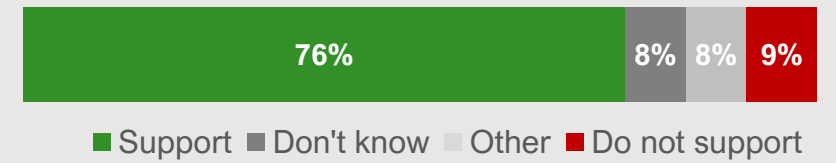
Concerned it will increase costs (rates/compliance) (11 submissions)

## Priority Waste Materials

n= 2608



n= 157



## Local themes:

Agree materials should be prioritised (15 submissions)

Want producers / businesses to be targeted / to take responsibility (10 submissions)

n = number of submissions



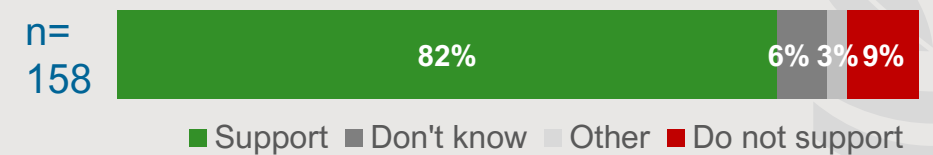
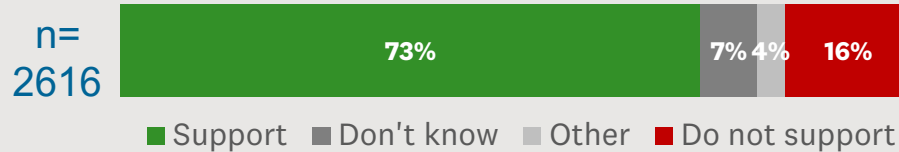
# Q2D and Q2E: Other regional priorities

## Priority

### Region-wide

### Hibiscus and Bays

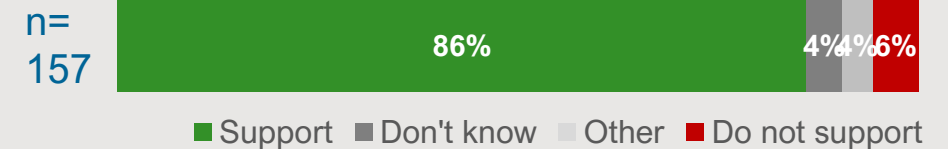
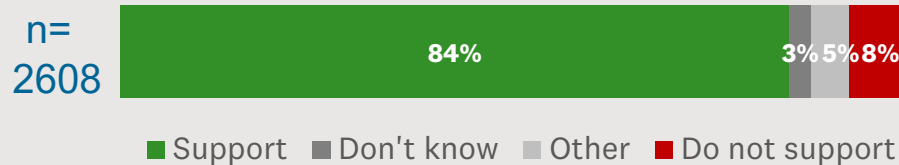
## Product stewardship



## Local themes:

Concern it will increase costs to consumers (14 submissions)  
 Support because improves reuse or recycling, or reduces litter (12 submissions)  
 Container return scheme / product stewardship worked well in past/overseas (14 submissions)  
 Businesses/ manufacturers/producers of waste should be responsible (12 submissions)

## Litter and illegal dumping



## Local themes:

Opposed to reduction of litter bins / want more public bins (for recycling, rubbish, food scraps, dog poos) (21 submissions)  
 Use fines and/or cameras (17 submissions)

n = number of submissions





# Local Organisation:

## Senior Focus 104.6 FM radio for 50 plus

### Suggest

- fortnightly rubbish collections a 'no-brainer', but will take time to educate residents
- should be no cost of transferring to a smaller bin, only to a bigger bin
- those disposing of construction and demolition waste should pay a premium as it doesn't breakdown in landfill
- moving material to recycling centres needs to be incentivised to help address litter and illegal dumping



# Next steps

- Hibiscus and Bays Local Board views — June agenda report



**Questions /  
Pātai?**



# Parks and Community Facilities Full Facilities Contract Performance

11 June 2024

Jennifer Rose – Head of Asset and Business Performance, Parks  
and Community Facilities

# An update of what we look after ...



280 tree planting events

260 volunteer groups

141,798 digital sportsfield bookings

19,366 accommodation & site bookings



120  
Town  
Centres

57  
Cemeteries

>1300  
projects  
delivered  
annually

8.3m  
visitors to  
regional parks  
& botanic  
gardens

6  
Co-  
management  
entities



\$14b of assets

53,000 hectares of parkland

32 Regional Parks cover 8 % of Auckland

Botanic Gardens & Wintergarden



45  
Pools &  
recreation  
centres

1.306  
Community  
leases

3  
Holiday  
parks

223  
Flagpoles

219  
BBQ's

7  
Animal  
Centres

142  
Community  
halls

31  
Community  
centres

57  
Libraries

978  
Playgrounds

472  
drinking  
fountains

235  
Sports  
parks

858  
Public  
toilets

8,407  
Sports &  
Amenity  
Lighting

647  
Chapel  
services

2,628,974  
sqm  
Street cleaning

23  
Corporate  
buildings

8,784  
Litter Bins

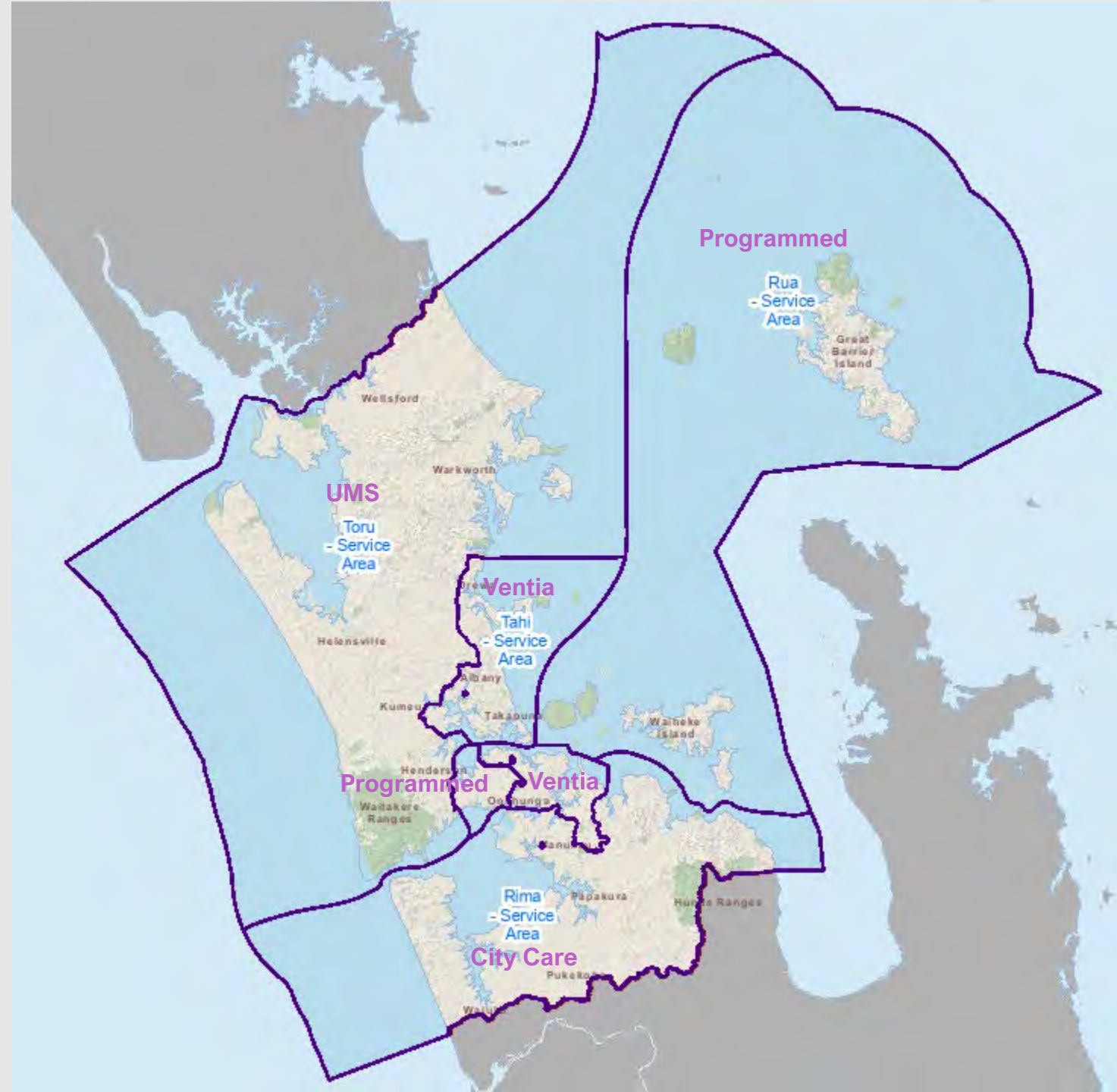
30  
Technical  
contracts



# Project 17 - Background

## 30 June 2017

- ❖ 30 June 2017 all supplier contracts for the maintenance of Auckland Council's open spaces and assets expired
- ❖ Council moved from core function delivery e.g., mowing lawns, picking up rubbish, cleaning toilets etc to ownership by way of a single Supplier by region
- ❖ The result was in a reduction from 17 x Suppliers across 23 x maintenance contracts to 5 x main Full Facilities Suppliers
- ❖ The new contract model moved largely from 'scheduled' to both 'outcome' and 'scheduled'. Outcome means suppliers are required to meet agreed service level standards at all times
- ❖ Services delivered by various Council-Controlled Organisation's and departments integrated into the same P17 supplier contracts
- ❖ In March 2019 Streetscapes services were transferred from Auckland Transport to Council following recognition of the collective responsibility and collaboration across the road corridor.



# Project 17 - Benefits

## 1 July 2017

- ❖ The full facilities supplier has **ownership of an entire service area** so there is one point of contact to respond to and address local maintenance issues
- ❖ **Outcome model** gives flexibility to respond to changes in the use of a facility ie. beaches in summer; grass mowing increased during spring flush
- ❖ Full facilities suppliers are responsible for all **works under \$1,000 at no extra cost** to council, which means it is in their best interest to look after and fix assets the first time
- ❖ Sharing **innovation and technology** is key part of the contracts, for example sensors in rubbish bins to inform the supplier when they need emptying
- ❖ Influence of **sustainability and environmental outcomes** through performance measures for reduction of emissions, types of agri-chemicals used etc
- ❖ **Operational efficiencies** with clarified service responsibility enabling better customer service through transfer of services from CCO's and other council departments into full facilities supplier contracts
- ❖ Influence **social outcomes** including working collaboratively with suppliers with council to achieve better outcomes for Māori.
- ❖ Significant **reduction in administrative** overheads and internal costs



# What makes up Lump Sum (one off cost)

Plumbing

Lump Sum is scheduled works our Full Facilities contractors carry out to agreed asset specifications

Garden Maintenance

Non Sports Turf Maintenance & Repair

Cleaning Services

Roofing Maintenance Services

Floor Covering Repairs

Hard Sports Surface.



**SERVICES**

Drain Cleaning & Repair



**MAINTENANCE**

Carpentry

Track Maintenance

Plant Pest Removal

Gutter Cleaning

Carpark Cleaning

Lock / Unlock Gates & Toilets

Loose Litter Collection

Furniture and Fixtures Maintenance & Repairs



**REPAIRS**

Dead Animal / Carcass Removal

BWOF compliance

Structure Cleaning

HVAC Repairs & Maintenance

Playground Compliance

Window & Glass Repairs

Painting

Auto Door Maintenance

Electrical

Garden Irrigation Repairs & Maintenance

Plant Pest Removal

Water Features

Sports Equipment Maintenance

Clock Maintenance & Adjustment

Drain Cleaning & Repair

Grass / Turf Mowing

Raising & lowering flags

Chimney Sweeping

Cremator Repairs & Maintenance

Structure Maintenance & Repairs



# What makes up chargeable

With approval, Full Facilities contractors are able to charge for works that are over and above the expected service level or more significant works to bring asset to agreed asset specifications



# Executive Summary

- ❖ Our contracts are for managing arboriculture, ecological, parks and cleaning services, and open space and building maintenance are in place, with final extensions decision to 30 June 2027 to be granted by the council's CEO before 30 June 2024.
- ❖ Performance has generally been good, with areas of non-compliance managed through the contract and regularly monitored. Any areas of non-compliance are monitored as per the mechanism under the contracts and are further detailed in this presentation.
- ❖ The impacts of the Auckland floods, Cyclone Gabrielle and continued significant wet weather in early 2023, as well as resourcing challenges due to the low unemployment rate and competing construction markets, has resulted in a challenging year for all the Full Facilities suppliers. There has been a marked improvement over dryer months.
- ❖ As part of the 2023/2024 Annual budget savings, the levels of service for gardens and turf were adjusted. Approximately 30 per cent of bins are being removed from all local board areas following engagement with local boards. The savings are being achieved through a combination of bin removals, turf and garden level of service changes and a reduction of the CPI applied for by suppliers.
- ❖ The "Te Ara Hura – The Way Forward" project is underway to review the structure of the contracts and to explore a potential future contract framework. This will be reported through the relevant procurement committee and local boards. The project has already started in order to meet tender and procurement timelines for the re-tender of the full facilities, arboriculture and ecological contracts in late-2025 to early 2026 to align with the current term expiry of 30 June 2027



# Full Facilities Overall Performance

A combination of contractor performance measures are applied; our main measure for Full Facilities is auditing on outcome based assets / services and a balanced scorecard

**24,671**

Total Audits

**215,911**

Total Elements



Full Facilities contracts achieve acceptable levels as measured by Key Performance Indicators

	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	October 2023	November 2023	December 2023
Target	88%	Storm Exemption	88%	91%	92%	94%	85%	85%	86%	83%	91%	90%
	82%											

### Commentary:

Parks & Community facilities Full facilities contractors have collectively met the KPI target from January to December 2023. Due to the significant impact of the January storm event across the Auckland region, Full Facilities Contractors have been given a KPI exemption for the month of February 2023.

Full Facilities contracts deliver agreed outcomes as measured by quality audits performed by Community Facilities staff

	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	October 2023	November 2023	December 2023
Target	93.7%	Storm Exemption	94.2%	94.4%	94.5%	94.9%	94.5%	93.9%	94.1%	94.4%	93.2%	91.9%
	90%											

### Commentary:

Parks & Community facilities Full facilities contractors have collectively met the KPI target from January to December 2023 despite the challenges posed by the storm.

# Request for Service Work Orders - Hibiscus and Bays

**6301**  
Total RFS WO #

**263**  
# Site RFS raised

**13**  
# Vendors Assigned

**1281**  
Critical #

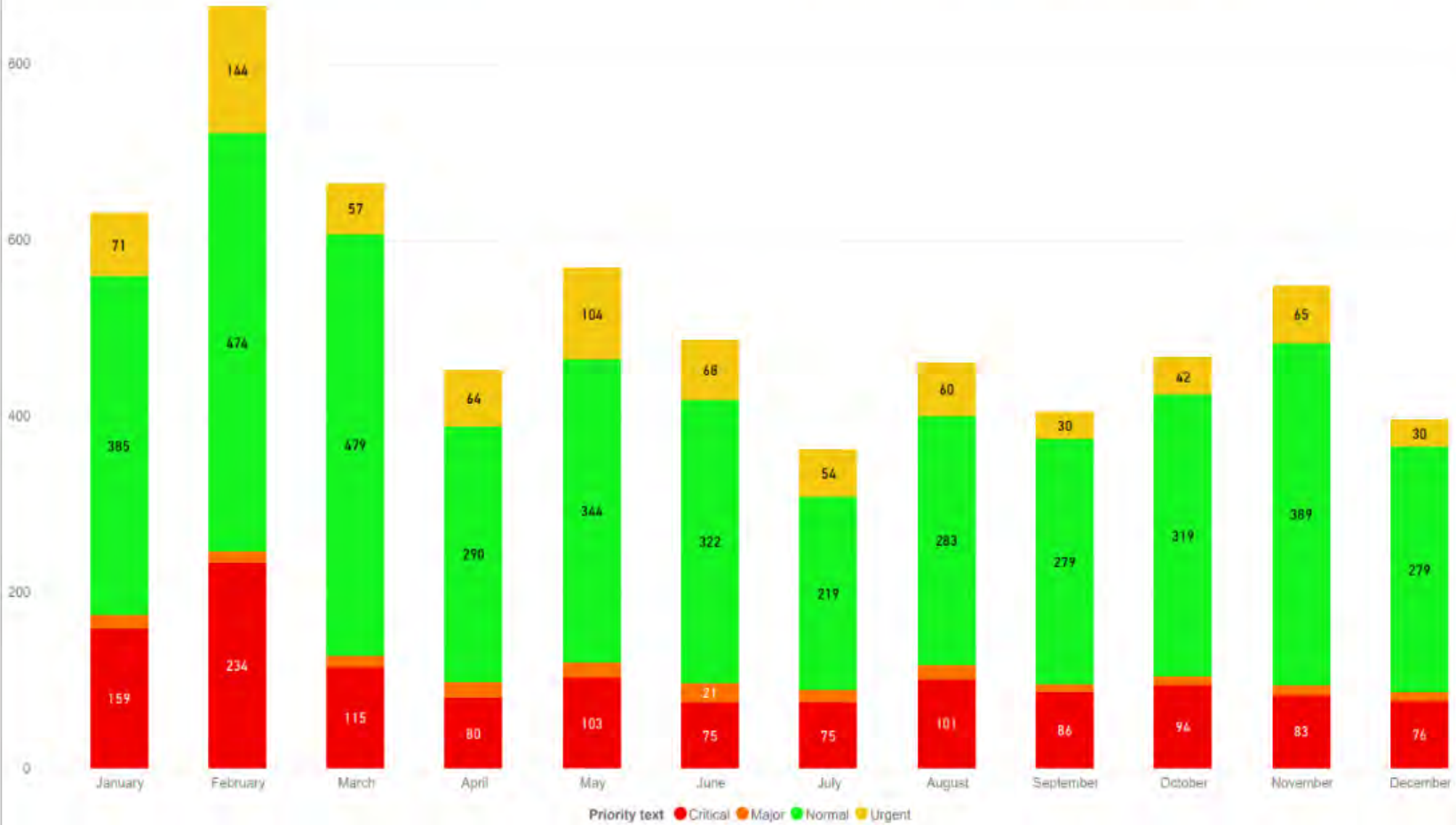
**168**  
Major #

**789**  
Urgent #

**4063**  
Normal #

Local Board  
Hibiscus and Bays

Request for Service Volume



Top 25 Request Types by WO Volume

Request Type	#Work Order
Tree Maintenance - General	1439
Structure Maintenance and Repairs	564
Loose Litter Collection	535
Electrical Maintenance Service	389
Plumbing Maintenance Service	372
Carpentry Maintenance Service	352
Track Maintenance	211
Roadside Vegetation Clearing	195
Cleaning Services	174
Furniture and Fixtures Maint and Repairs	174
Non Sports Turf Maintenance & Repair	174
Berm Mowing / Maintenance	137
Plant Pest Removal	136
Garden Maintenance	132
Hard Surface Cleaning	116
Roofing Maintenance Services	96
Playground Repairs and Maintenance	83
Tree Maintenance - Power Lines	75
Locking/Unlocking Parks Gates & Toilets	70
Mechanical Edging	67
Garden Irrigation Repairs and Maint	64
Locksmith Services	58
HVAC Repairs and Maintenance	53
Structure Cleaning	49
Lift Service and Maintenance	22



# Contractor Audit Overview - Hibiscus and Bays

93%

Combined Audits

94%

Outcome Audits

85%

Response Audits

## Elements Audited 2023

Category	Avg Score	# Assessed
Streetscapes Clean	82%	45
Sportsfields	83%	37
Response WO	84%	132
Street Garden	90%	116
Hard Surfaces & Paths	91%	430
Tracks (incl. Structures)	92%	51
Turf	93%	738
Streetscapes Green	93%	102
Building Maintenance	94%	222
Gardens & Plants	95%	501
Litter	96%	226
Toilet	96%	267
Furniture, Playgrounds & Recreational Equipment	96%	493
Building Cleaning	97%	288
Water Feature	98%	10

Please Note: February 2023 audits results due to weather events have been made exempt.

Please Note: Full Facilities contractors are measured at Contract Region, this means all Local Board results are combined and shown at Contract Region level, and may not reflect the overall scoring as a whole, and are just shown to give a break down for each Local Board to understand that specific area.



## Elements Scoring Under 90% 2023

Element	#	%
Have any potholes or damage to the surface been repaired (to industry best practice) or made safe if unable to be repaired?	190	90%
Is the water feature clear of debris?	10	90%
Are all exterior areas such as courtyards (but not including car parks) free of rubbish, dirt, moss, grime and leaves?	37	89%
Does edging meet contract specifications, and has the appropriate edging technique been used?	836	89%
Are all street bins hygienic and not full or overflowing?	26	88%
Has all loose litter within a 3m radius of the street bin been collected?	26	88%
Do gardens meet contract specifications (appropriate to the species and site)?	379	86%
Are all bus shelter surfaces free of algae, lichen and moss?	21	86%
Has turf been cut to the correct length (appropriate for the species and site)?	731	83%
Are sports fields fit for correct use?	39	83%
Has the work been completed to satisfaction?	132	84%
Is street furniture clean, safe, functional, fit for purpose and visually pleasing?	30	83%
Are hard surfaces & paths clean, free of moss, algae and weeds?	425	83%
Have all posters and stickers been removed from the bus shelter?	20	80%
Is all glass (including on entrance doors) and door handles clean?	28	79%
Are hard surfaces clean and free of debris (including kerb and channel catch-pits)?	37	78%
Is playing equipment such as goal posts in good condition?	35	77%
Are bus shelters free from litter?	21	78%
Are all accessible parts of furniture, hard surfaces and equipment, clean and free of stains, spills, grime, grit and dust?	29	76%
Do any weeds or pest plants exceed the maximum height/width and/or coverage allowance?	107	76%
Does the street garden meet contract specifications (appropriate to the species and site)?	115	75%
Are the tracks and the in-ground steps (including box steps) safe, uniform, weed free, clean, clear of vegetation encroachment and functional for their intended use?	47	74%
Are the outdoor condenser units clean and in good condition? (ie. is the unit free from damage and corrosion?)	10	70%
Has the Supplier carried out where required minor surface repairs, including minor sand and soil applications where the surface has been broken, to ensure the playing surface is fit for purpose?	21	67%
Are the distribution boards clean, tidy and free from an accumulation of dust and debris?	49	51%
Are distribution board schedules in distribution boards?	47	49%
Are bus shelters clean and free from detritus and a build-up of dirt?	21	48%



# Full Facilities Contract Audit Heatmap - Hibiscus and Bays

Element Audited	January		February		March		April		May		June		July		August		September		October		November		December		Total	
	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score
Water Feature					8	86%	5	100%	8	100%			15	100%									10	100%	46	98%
Turf	122	86%			449	87%	458	89%	400	94%	427	95%	371	98%	346	99%	248	97%	233	92%	304	91%	290	86%	3648	93%
Tracks (incl. Structures)	7	100%			30	97%	34	91%	18	100%	27	85%	29	93%	12	91%	11	91%	4	100%	8	86%	23	91%	203	92%
Toilet	46	98%			155	98%	202	97%	157	97%	284	98%	261	99%	240	96%	208	93%	159	94%	197	93%	75	99%	1984	96%
Streetscapes Green	15	100%			33	87%	61	97%	69	99%	77	97%	17	100%	66	90%	15	93%	14	100%	39	81%	30	71%	436	93%
Streetscapes Clean	5	80%			22	95%	9	78%	22	86%	3	0%	22	91%	27	88%	20	89%	18	75%	30	71%	69	77%	247	82%
Street Garden	23	82%			36	100%	43	98%	54	96%	39	95%	40	89%	25	100%	40	81%	8	100%	71	88%	33	64%	412	90%
Sportsfields	7	71%			14	86%	25	68%	26	81%	12	83%	14	93%			12	83%	15	100%	15	87%			140	83%
Response WO	8	71%			14	86%	11	91%	12	74%	14	93%	14	79%	17	88%	16	81%	2	100%	18	94%	12	73%	138	84%
Litter	46	96%			102	97%	80	93%	36	97%	46	95%	64	98%	66	92%	75	97%	42	98%	42	100%	31	97%	630	96%
Hard Surfaces & Paths	100	92%			203	91%	212	94%	172	88%	141	97%	147	91%	129	92%	111	88%	104	91%	97	93%	64	89%	1480	91%
Gardens & Plants	83	86%			301	93%	259	95%	230	98%	248	98%	206	95%	193	97%	143	90%	156	92%	141	99%	126	89%	2086	95%
Furniture, Playgrounds & Recreational Equipment	80	96%			255	97%	203	96%	185	98%	210	98%	188	97%	201	97%	120	89%	121	96%	130	98%	90	95%	1783	96%
Building Maintenance	61	97%			62	100%	161	96%	117	97%	133	98%	188	97%	174	92%	166	93%	143	87%	126	96%	80	86%	1411	94%
Building Cleaning	36	100%			59	100%	71	100%	58	100%	103	98%	98	100%	68	100%	128	94%	62	90%	62	100%	45	91%	790	97%
<b>Total</b>	<b>639</b>	<b>92%</b>			<b>174</b>	<b>93%</b>	<b>183</b>	<b>93%</b>	<b>156</b>	<b>95%</b>	<b>176</b>	<b>97%</b>	<b>1674</b>	<b>97%</b>	<b>156</b>	<b>96%</b>	<b>131</b>	<b>92%</b>	<b>108</b>	<b>92%</b>	<b>128</b>	<b>93%</b>	<b>978</b>	<b>87%</b>	<b>1543</b>	<b>94%</b>



# Mechanisms to manage non-performance

In Schedule 2 of the contracts council outlines how to manage non-performance:

- ❖ KPI failure that is not remedied may result in 10 % withheld sums from the monthly invoicing

Under Clause 12.3 of the contract council can use defective services:

- ❖ A notice will be serviced to the supplier with a timeline to remedy defective services if not remedied council may appoint an alternative supplier to remedy the service and deduct monies from the supplier.



# Areas of Non-Performance managed regularly

Performance is tracked and monitored regularly

- ❖ Turf height maintenance and edging
- ❖ Infill Planting
- ❖ Garden weeds
- ❖ Track maintenance
- ❖ Building gutters and drains



Month Name	July	August	September	October	November	December	January	February	March	April	May	June	Total			
Category 2	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score		
<b>Streetscapes Green</b>	136	91%	101	73%	120	92%	109	88%	167	78%	85	89%	86	90%	1092	86%
Are pest plants and/or weeds present which exceed contract specifications?	32	97%	20	90%	21	95%	22	100%	32	94%	15	100%	16	100%	201	96%
Does edging meet contract specifications, and has the appropriate edging technique been used?	31	82%	23	51%	25	76%	21	87%	33	43%	20	83%	18	80%	225	100%
Has vegetation been controlled to ensure any encroachment is removed and sight lines maintained?	0	100%	10	100%	16	100%	22	100%	34	97%	16	94%	17	100%	178	99%
Is turf height acceptable as per contract (A, B, C or D) specification?	82	78%	23	88%	29	91%	22	77%	34	78%	22	80%	16	73%	242	74%
Overall: Is the area well maintained, safe and visually pleasing?	23	100%	25	100%	29	100%	22	100%	24	100%	22	100%	19	100%	246	100%
<b>Streetscapes Clean</b>	142	93%	189	91%	145	93%	100	98%	273	95%	118	97%	112	99%	1430	94%
Are all bus shelter surfaces free of algae, lichen and moss?	10	100%	19	95%	15	94%	9	100%	29	100%	12	100%	14	100%	148	99%
Are all street bins hygienic and not full or overflowing?	19	89%	16	100%	12	100%	11	100%	24	96%	11	100%	8	100%	133	95%
Are bus shelters clean and free from detritus and a build-up of dirt?	10	50%	19	74%	18	81%	9	89%	29	90%	13	85%	15	73%	148	84%
Are bus shelters free from litter?	10	100%	19	84%	16	100%	9	100%	29	100%	15	92%	14	100%	148	97%
Are hard surfaces clean and free of debris (including silt and channel catch-pits)?	23	78%	27	85%	18	78%	12	92%	33	76%	12	92%	10	100%	175	80%
Has all loose litter within a 3m radius of the street bin been collected?	19	89%	16	100%	13	100%	12	100%	32	100%	13	100%	9	100%	147	97%
Have all posters and stickers been removed from the bus shelter?	10	100%	19	99%	15	93%	9	100%	27	94%	12	100%	14	100%	143	97%
Is street furniture clean, safe, functional, fit for purpose and visually pleasing?	18	100%	20	95%	13	92%	12	100%	29	100%	13	100%	13	100%	151	97%
Overall: Is the area clean, safe and visually pleasing?	20	100%	34	100%	20	100%	17	100%	41	100%	18	100%	16	100%	237	100%
<b>Gutters &amp; Plants</b>	33	97%	68	75%	47	81%	27	93%	48	75%	16	75%	17	94%	331	82%
Do gutters/downpipes appear to be fit for purpose, clean, free from obstruction and leaks?	33	97%	68	75%	47	81%	27	93%	48	75%	16	75%	17	94%	331	82%
<b>Gardens &amp; Plants</b>	334	97%	525	93%	427	94%	451	94%	510	94%	314	97%	283	95%	461	94%
Are there any weeds or pest plants present?	74	NaN	96	NaN	79	NaN	84	NaN	102	100%	72	NaN	51	NaN	96	NaN
Do any weeds or pest plants exceed the maximum heights/width and/or coverage allowance?	3	0%	23	65%	19	56%	21	76%	20	70%	3	100%	8	75%	11	75%
Are the tracks and the in-ground steps (including box steps) safe, uniform, well free, clean, clear of vegetation encroachment and functional for their intended use?	11	100%	22	91%	27	90%	15	79%	16	88%	1	100%	14	71%	12	87%
Overall: Are the tracks and the in-ground steps (including box steps) safe, uniform, well free, clean, clear of vegetation encroachment and functional for their intended use?	11	100%	22	91%	27	90%	15	79%	16	88%	1	100%	14	71%	12	87%



# We have changed the message to customers in response to your feedback



“Why did you cancel my problem?”

Customers react to being told their request is cancelled and stop reading the rest of the message



So we updated our message



*Old message to customers:*

*We have closed this request. Someone else already let us know about it and we're working on it.*

*We have closed this request. We've taken a look and this is part of our scheduled maintenance and will be completed in the next few months.*

*We have closed this request. The problem you reported was for something that is not on council land or a council maintained asset.*

*New message to customers:*

*Someone else already let us know about it and we're working on it. **We have closed this request.***

*We've taken a look and this is part of our scheduled maintenance and will be completed in the next few months. **We have closed this request.***

*The problem you reported was for something that is not on council land or a council maintained asset. **We have closed this request.***



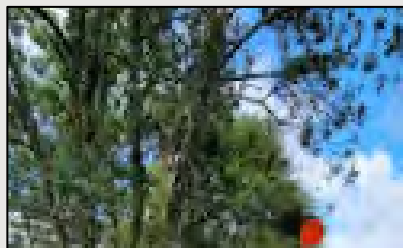


# Storm Damage

February 2023 brought us the worst cyclone seen in New Zealand since Cyclone Bola in 1988. Cyclone Gabrielle hit our shores on February 13 and caused an immeasurable amount of damage not only across our region but also across the North Island. Several of our coastal communities have borne the brunt and suffered significant slips and damage. The impact and clean up of this weather event will be felt for a long time.



# Storm Damage



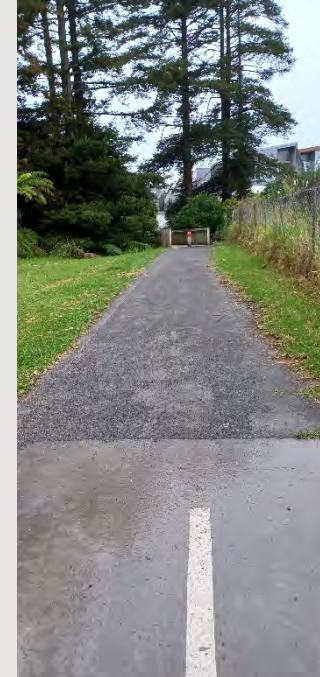
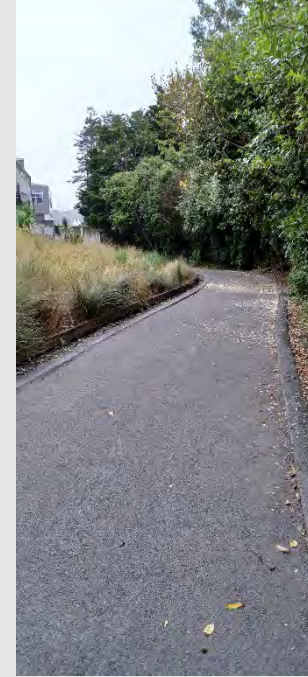
## Storm damage repairs



### Hooton Reserve

After the weather event at the beginning of the year, Hooton reserve suffered from deep washouts and damage, as large amounts of water flowed through the park.

The work to repair has now been completed with the path fully repaired and back to being used by the public. Considering the extent of damage, its impressive how good the finished repairs look. A big thanks to our contractor for a job well done.



Before



After



# Spring Flush Plan 2023

## Forecast 2023

### Soil Temperature

Soil Temperature Monthly Historical, Actual, Forecast



### Rainfall

Rainfall



Based upon the rainfall and soil temperature forecast, the spring flush is planned by the contractors.

## Mowing

### Monitoring & Trigger Points

#### Strategy One

- Resource is diverted from local boards with controlled growth rates to the local boards or specific sites that require a more frequent service.

#### Strategy Two

- Overtime and weekend work. These extra hours would effectively increase the frequency of servicing. This strategy will also be used for any shortfall in absenteeism.

#### Strategy Three

- Implement subcontractors taking on extra works. This is allocated at two runs per region to accommodate this. Two scheduled runs would be given to each contractor with the freed up internal resource becoming the support to service hot spots, high profile areas and cover other shortfalls to reduce the service frequency.

## El Nino

### Forecast vs reality

- In mid-2023 MetService warned of the (then) fast approaching El Nino weather pattern predicting a long and hot Summer for New Zealand
- Suppliers provided the council with a Summer flush mowing plan and prepared for additional resourcing to be available for late-September
- Rainfall continued well into Spring and ground soil temperatures remained low, in opposition to forecast temperatures well into mid-December
- The biggest challenge suppliers faced was ensuring full engagement of local sub-contractor resources into the late December holiday period
- January has seen suppliers working to substantially shorten mowing cycles and catch up in the pockets of Local Board areas where some challenges remained into the beginning of the working year through resourcing inconsistencies.



# Awards



Green Flag  
Award Winner

Parks & Community Facilities earned 5 Green Flag Awards in partnership with Full Facilities contractors  
The Green Flag Award is an internationally recognised programme that rewards well-managed parks and open spaces providing high quality recreational experiences for our communities

**Waitākere Ranges Regional Park**



**North Shore Memorial Gardens**



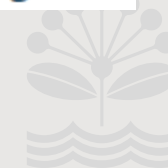
**Tōtara Park**



**Ambury Regional Park**



**Tupuna Maunga Mangawhau**



# Innovation - Highlights



**Weed eater Attachment Trials to reduce stone chip incidents**



**Pile Driving Tower**



- Real-time reporting dashboards
- Client self service to provide updated information in real-time
- Driving utilization and KPI results through analysis and improvement initiatives



**Outfitted the rear section of our water-blasting ute with sturdy safety rails**



PROGRAMMED

**Having the HALO is a simple and effective way to indicate when plant is working and allows workers to identify exclusion zones.**



# Sustainability & Environmental - Highlights



Month	Recycled Waste Quantity (Metric Ton)
January	58.5
February	62.1
March	78.3
April	52.7
May	57.7
June	50.1
July	59.2
August	79.8
September	80.2
October	78.3
November	69.9
December	84.2

Breakdown of the quantity of waste that was recycled each month. A total of 811 MT of waste was recycled.



Ventia goes full electric

Reducing Ventia's carbon footprint by adopting a fully electric vehicle for daily operations. Introduced number of Toyota Hybrid cars in daily use and are replacing petrol powered equipment with electric battery powered equipment.



LED REPLACEMENT PROGRAM

Replaced more than 750 lighting fixtures.

These LED bulbs are exceptionally energy-efficient, consuming up to 75% less energy compared to traditional incandescent light fixtures

Sports Field Agri Chemical Containers Recycling plastic Drums and LDPE Plastic Bags



PROGRAMMED

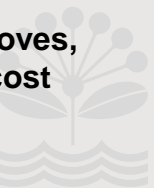


Operational efficiency gain as the cleaning process and results from the product are improved  
 -Significant reduction in accidental façade damage resulting from washing unstable/aged exteriors



PROGRAMMED

Reduction of single use gloves being disposed of to landfill. New gloves, once beyond useful life are 100% recyclable . - Est \$7k operational cost avoidance achieved



# SMART Procurement

The SMART procurement outcomes that are required in the full facilities contracts are based on Community Outcomes and Workforce Development Plans.



## DRONE SPRAYING/SURVEYING



Green by Nature NZ has recently engaged the services of Drone Mate, a company based in Nelson, for a project involving building maintenance in the Far North Area. The project involves roof assessments and the application of moss and mold removal treatments (Agent Blue) on council-owned buildings. Over the course of a week, we hope to survey and treat over 8860m<sup>2</sup> of roof area.



## MSD Sustainable Employment Partnership

Partner with the Ministry of Social Development. In May launched partnership with ETFG – Funded by Government, led by Ministry of Social Development (MSD). This initiative places unskilled and Semi-skilled labour-focused workers into sustainable employment opportunities. To date we have interviewed 26 people with 12 progressing to the next step



- Asplundh has engaged with various consultants, including Auraki Mai, Te Kaa and AU, regarding cultural competency education.
- Access to EAP services. employees have free and anonymous access to counselling, financial guidance, career advice, legal guidance, nutrition support and more.



## Red Cross NZ and Ventia Community Partnership

Ventia have partnered with Red Cross NZ to help facilitate sustainable employment opportunities through a work experience program. Red Cross NZ helps former refugees settle into their new lives in Aotearoa New Zealand



Contract Total	258
Number of staff for this contract	258
Percentage of workforce under the age of 25	5% (14)
Percentage of workforce under the age of 25 who were not previously in education, employment or training	0%
Percentage of workforce who are Maori	11% (29)
Percentage of workforce who are Pasifika	38% (97)
Percentage of workforce who are Women	21% (54)
Percentage of staff retained for at least 12 months following completion of entry-level programmes (e.g. traineeships, apprenticeships, cadetships or graduates). Reporting will be required by category	72% of all employees (186 out of 258) with 1 year or greater tenure following induction)
Breakdown: Percentage of Maori retained for at least 12 months following completion of entry-level programmes (e.g. traineeships, apprenticeships, cadetships or graduates).	79% of Maori employees (23 out of 29) with 1 year or greater tenure following induction)
Breakdown: Percentage of Pacific Islanders retained for at least 12 months following completion of entry-level programmes (e.g. traineeships, apprenticeships, cadetships or graduates).	72% of Pasifika employees (70 out of 97) with 1 year or greater tenure following induction)
Percentage of workforce in management / leadership roles	24% (63)
Percentage of Maori in management / leadership roles	16% of management or leadership roles are held by Maori (10 employees).
Percentage of Pacific Islanders in management / leadership roles	24% of management or leadership roles are held by Pasifika (15 employees).
Percentage of Women in management/ leadership roles	33% of management or leadership roles are held by women (21 employees).

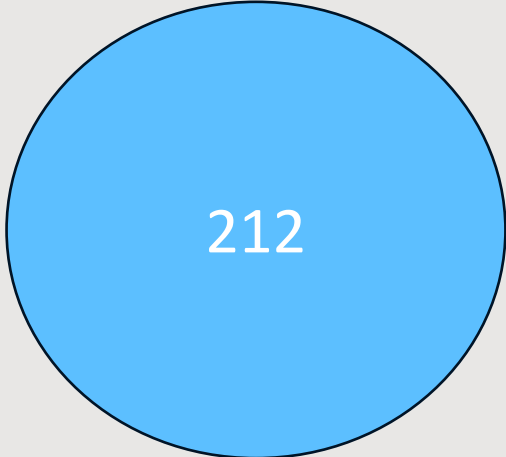


# Local Subcontractors Information

## Full Facilities



## Arb and Eco



# Community Engagement - Highlights



The team assisting with some edging/small amount of mowing at Glen Eden Primary to help out the school:



**Rainbow Tick**  
Rainbow Tick is a certification mark for organisations that complete a Diversity & Inclusion assessment process. Rainbow Tick is about accepting and valuing people in the workplace, embracing the diversity of sexual and gender identities and Ventia is committed to this. Ventia achieved our Rainbow "Tick" in December 2022 and again in 2023.



- ❖ Programmed partnered with Te Whangai Trust to support long term unemployed youth and people at risk.
- ❖ Programmed is a key sponsor of Keystone Trust. Keystone Trust helps young people who have been held back by inequality to get the education they deserve.



PROGRAMMED

**Manaaki Mentoring Program**

**Tangata and**

**Māori Coaching**



Manaaki Tangata is a service developed to 'empower Māori excellence in the workplace' Manaaki Tangata is a service designed to support employers with a Māori workforce to further develop and upskill participants within an identified career path. This year we are piloting this program in partnership with this community provider to support eight people



## Community Cleaning Bee


- ❖ 1100 Hours of volunteering work delivered to south Auckland area



**Supporting our Kids**  
(Rick Sowman Educational Award)



# Regular Reporting on performance



## PERFORMANCE REPORTING


### Audit Results and Request for Service

**MAKING GREAT PLACES**  
AUCKLANDERS LOVE  
PARKS & COMMUNITY FACILITIES

Request for Service Received

Total raised for FY22/23 YTD **6242**

Hibiscus and Bays RFS Breakdown



\*Only includes RFS that have resulted in a Work Order for action.

Breakdown of Top 5 Request for Service for April

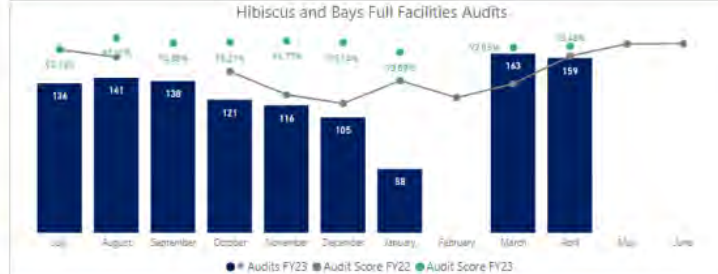
Service Name	#Received
Structure Maintenance and Repairs	111
Tree Maintenance - General	84
Electrical Maintenance Service	72
Plumbing Maintenance Service	67
Furniture and Fixtures Maint and Repairs	59

Breakdown of Top 5 Request for Service FY22/23 YTD

Service Name	#Received
Tree Maintenance - General	923
Structure Maintenance and Repairs	872
Plumbing Maintenance Service	711
Electrical Maintenance Service	514
Loose Litter Collection	352

Audit Results

Hibiscus and Bays Full Facilities Audits



The highlights and lowlights of audits undertaken FY22/23 YTD are:

Highlights YTD

- Streetscapes Clean Response WO
- Litter
- Furniture, Playgrounds & Recreational Equipment
- Building Cleaning

Lowlights YTD

- Water Feature
- Tracks (incl. Structures)
- Streetscapes Green
- Street Garden
- Sportsfields

COMMENTARY

This month has seen RFS requests have a down-turn toward average rolling numbers. Off the back of more weather events the tree service requests, and structure maintenance service lines remain top features.

What seems like non-stop rainfall has also raised plumbing service requests due to leaking issues, hopefully a drier winter provides some relief in this space.

COMMENTARY

Audit scores for the month were 93.5%. The large amount of rainfall and recent weather is really impacting on the KPI targets around track maintenance.

Notably however, building washing and cleaning has shone with a consistent PPM schedule being delivered on, which is a great change from this time last year.

- Monthly Reporting is provided to Local Boards
- Annual Reporting through the Revenue, Expenditure and Value committee



# Pātai

Long Bay Regional Park

