

# ROTORUA-TATAU TATAU

Our people, our culture, our place, our Rotorua

Issue 5 | August 2018



## IN THIS ISSUE:

- Keeping out the cold
- Museum and SHMPAC updates
- Roading – the big picture
- Enhancing our spaces
- What's on

**ROTORUA**  
**LAKES COUNCIL**  
Te kaunihera o ngā roto o Rotorua

Koinei tō tātau kāinga.

Ko tātau ōna tāngata.

Nā tātau tonu i ora ai **te ahurea Te Arawa** me ōna āhuetanga katoa.

He iwi auaha tātau e tuku nei i tā tātau e ako nei.

E kokiri nei tātau i te angitu, i te hihiri me ngā rerekētanga maha.

E kaha tautoko nei tātau i **whakapūmautanga o te taiao**.

**Mō te katoa a Rotorua...Tatau tatau.**

This is our home.

We are its people.

We're **the heart of Te Arawa culture** and expression.

We're innovative and we share what we learn.

We're driving opportunity, enterprise and diversity.

We're supporting **a legacy of sustainability** for our environment.

Rotorua is **a place for everyone**.

Tatau tatau- We together.




## Partnerships are key to improving our neighbourhoods and community facilities and ensuring that our district continues to progress.


Investing in Rotorua is the feature of this issue of our magazine which provides updates on improvements happening around the district in partnership with communities, iwi, funders and government agencies.


**Te kaunihera o ngā roto o Rotorua,  
Rotorua Lakes Council, Civic Centre,  
1061 Haupapa Street, Rotorua**


Private Bag 3029, Rotorua Mail Centre,  
Rotorua 3046

P: 07 348 4199

 [rotorualakescouncil.nz](http://rotorualakescouncil.nz)

 [RotoruaLakesCouncil](https://www.facebook.com/RotoruaLakesCouncil)

 [RotoruaLakesCouncil](https://www.instagram.com/RotoruaLakesCouncil)

 [rotoruaouncil](https://twitter.com/rotoruaouncil)

 **Let's talk  
Kōrero mai**

**REGISTER** to get involved!

## Have your say online

We are committed to ensuring that the local community can participate in the decisions that affect their lives and our environment.

Go to [rotorualakescouncil.nz/koreromai](http://rotorualakescouncil.nz/koreromai)

## Our Rotorua

### Stay connected

Keep up to date with work, projects, initiatives and decisions involving the council and your community with our **weekly e-panui**.

Signup at: [rotorualakescouncil.nz/epanuisignup](http://rotorualakescouncil.nz/epanuisignup)



# IT'S CURTAINS TO THE COLD

Keeping homes warm and dry can be a challenge but a dedicated team of volunteers at Rotorua's Curtainbank is working hard to ensure locals are protected from the winter chill.

Curtainbank trustee Crystalline Bennett says the group is in desperate need of both volunteers and donations of quality curtains. First established in 2008 the group fell away after a few years but was re-established when Crystalline took the reins five years ago.

"There is such a huge need for our service. We know how important is it to have a warm, dry, healthy home. We know that warm homes reduce asthma and bronchitis in children and we just want to help achieve that."

The Curtainbank used to offer a walk-in service but with such high demand, it soon became too difficult to manage.

"We now work on a referral basis," Crystalline says. "We work with a number of agencies who can go into people's homes and do a free assessment. If it is deemed necessary, they take measurements for curtains. We get the measurements and organise the curtains and then the residents come and pick them up."

The curtains are given out free of charge.

"We get funding from RECT, Bay Trust and the Lotteries Commission, but that only pays for our rent and the cost of new lining for our curtains."

The organisation relies on donations of quality curtains.

*"We were running really low on stock and we just had so many orders to fill, I wasn't sure we were going to manage it, but then a car turned up with a whole load of curtains, which had come from a motel that was being refurbished."*

"It was amazing," Crystalline says.

Donated curtains are cleaned, lined and depending on the condition, mended. They are measured and put away, ready for a suitable order.

"We have a lot of community support from Best Drycleaners and Tendercare Laundry, who help us out with cleaning," Crystalline says. "It's great that there's so many community-minded people and businesses in Rotorua that are so willing and eager to help organisations like ours."

The Curtainbank currently has about 10 volunteers but is always on the hunt for more.

"We have one machinist and a few people who sew at home. Another machinist would be great."

For Crystalline it's all about the satisfaction of helping people.

"It is so good knowing you can help reduce the number of

children getting asthma or bronchitis over winter. It's just the beauty of helping people, when you can help someone out and they really appreciate it, it gives you goose bumps."

## Crystalline's top tip:

"During winter put bubble wrap on your windows –use cellotape, blue tack or glue to keep it in place. Bubble wrap is a very effective way of keeping the cold out and still letting light in."

## Get involved:

Can you volunteer in the Curtainbank by helping fill orders, sorting stock or sewing?

Do you have curtains you can donate?

Contact Crystalline on 027 2000 926  
or email [curtainbankrotorua@gmail.com](mailto:curtainbankrotorua@gmail.com)

For more information on a Healthy Homes assessment contact Better Homes: [enquiries@betterhomes.co.nz](mailto:enquiries@betterhomes.co.nz)

Western Heights Healthy Homes: (07) 347 0565

Sustainability Options: 022 497 2529 or [service@so.org.nz](mailto:service@so.org.nz)



Curtainbank trustees Crystalline Bennett and Judy Gregor

# MESSAGE FROM THE MAYOR



## E nga iwi puta noa i to tatau rohe o Rotorua

Tena koutou katoa

Rotorua Lakes Council recently adopted its 2018-28 Long-term Plan which continues the work we've been progressing towards the district's Rotorua 2030 goals.

The Long-term Plan represents a significant investment in our community and the ongoing progress of our district.

It is our funding and delivery plan for the next 10 years, setting out the projects, work programmes and services Council will deliver and how that will be funded.

We're investing heavily in infrastructure – about 80 per cent of the 10-year spend is on core infrastructure such as wastewater projects, stormwater and drainage, water supplies, roading and footpaths.

Improving our facilities and recreational spaces is also a key focus. We will be investing further in neighbourhood reinvigoration alongside communities, restoring our iconic museum, refurbishing and re-opening the Sir Howard Morrison Performing Arts Centre,

further improving Kuirau Park and investing in improvements at the Aquatic Centre. We're also proposing development of the lakefront and new and improved forest facilities to further position Rotorua for the future, two projects we will look to deliver in collaboration with partners and funders.

The Long-term Plan (LTP) is underpinned by financial prudence, audited and approved by Audit New Zealand and reviewed by international credit rating firm Fitch.

We spoke to and engaged with many people as part of developing this plan and considered everything very carefully. This is a plan that will make a difference.

Together – tatau tatau – we can, and do, make a difference.

*Steve Chadwick,  
Mayor of Rotorua*

## How it all fits together

Rotorua's 2030 vision was adopted in 2013, setting an enduring pathway for our district and establishing long-term goals and key priorities to be addressed in the short-term.

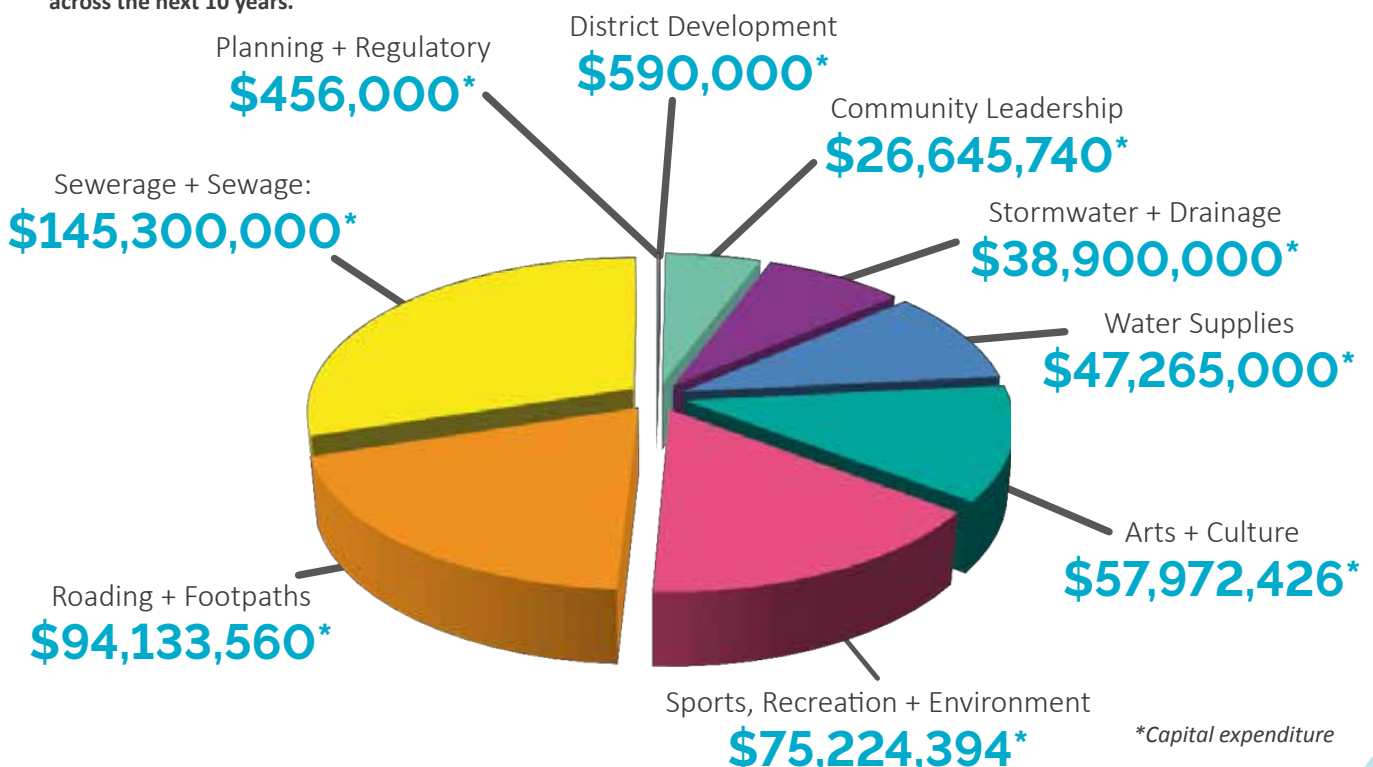
A vision refresh, The Rotorua Way, defined the next chapter of the journey towards 2030, focusing on the district's strengths and opportunities to build on those.

The Long-term Plan defines service levels, programmes and projects to be delivered across the next 10 years and how these will be funded.

▶ For more information visit:

🌐 [rotorualakescouncil.nz/longtermpplan](http://rotorualakescouncil.nz/longtermpplan)

**Council will complete a total capital expenditure programme of \$486.5m across the next 10 years.**



# POSITIVE GROWTH IS NOW DRIVING ROTORUA TOWARDS ACHIEVING ITS 2030 GOALS.

The 2018-28 Long-term Plan strives to achieve further progress, investing in current infrastructure, facilities and services and enhancing and strengthening opportunities to continue driving the district forward, delivering these within a prudent financial strategy.

A \$486.5m capital expenditure programme (see graph on opposite page) is planned across the next 10 years.

Rates for Year 1 of the Long-term Plan, the 2018/19 financial year, will increase by an across-the-district average of 5.7% but the level of increase will differ between and within rating categories.

The increases are impacted by property revaluations and significant effort has gone into spreading the burden of rates as evenly as possible.

Rates are among the few revenue sources local authorities can use to fund services to their communities and are Council's main source of funds/revenue. Council will continue work to increase funding from other sources such as partnership funding, development contributions, fees and charges (user pays) and by

growing the ratepayer base by enabling and encouraging further residential and commercial development.

The level of rates is essentially the result of operating expenditure less other revenue, leaving the balance to be funded by rates. These must be set at a level that is able to fund maintenance and renewal of assets/facilities and service debt.

Rates are Council's major source of income/revenue, broken down into general rates, which are paid by all ratepayers, and targeted rates which are applied for services that only some ratepayers receive.

Other sources of funding include: fees and charges (i.e. user pays type services such as dog registration, consenting, licensing, parking management, venue hire) and partnership funding (e.g. from NZTA, Central Government and its agencies, philanthropic and funding trusts).

## Debt

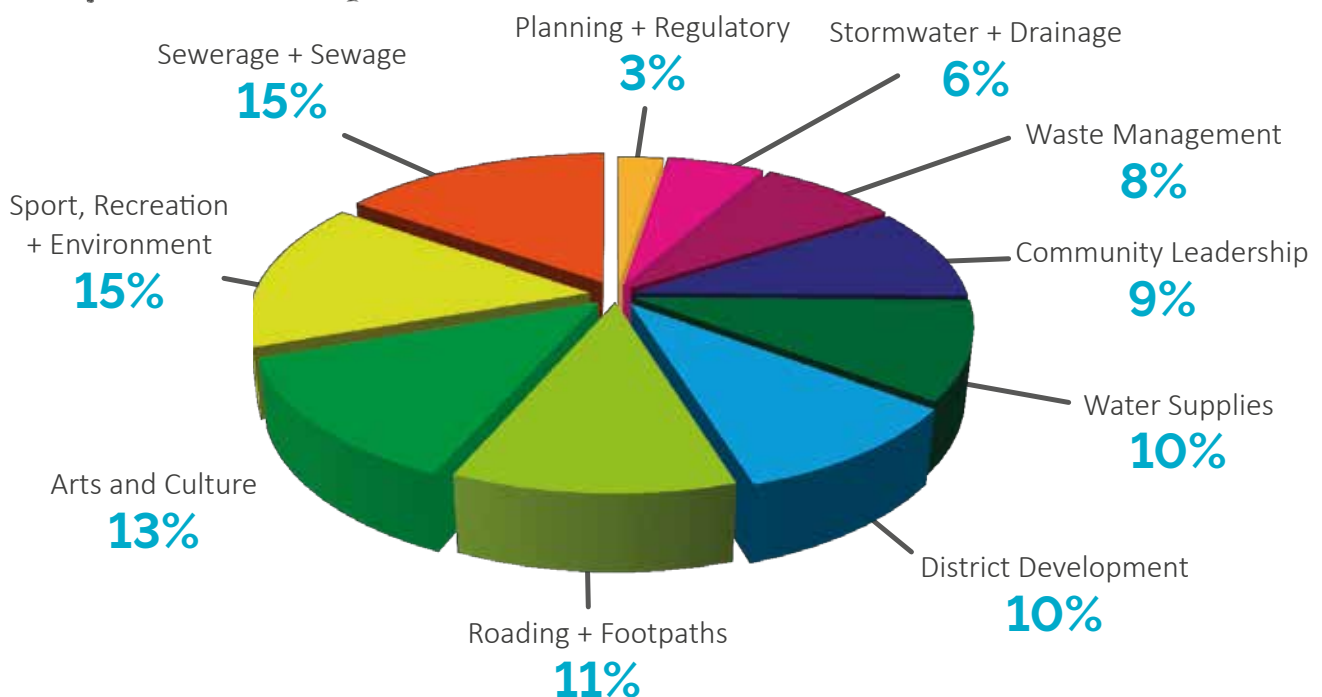
Capital projects (e.g. infrastructure or asset upgrades and redevelopments) are funded by debt. Debt is not used to fund operational services or maintenance/renewals.

A \$58.5m increase in debt across the 10 years of the Long-term Plan is driven by a number of significant infrastructure projects with about 80% of the debt for sewerage schemes, stormwater and land drainage, water supplies, roads and footpaths. About 5% is for restoration of Rotorua Museum with the rest for Aquatic Centre improvements, re-opening of the Sir Howard Morrison Performing Arts Centre and the proposed lakefront and forest developments which are dependent on gaining external funding.

Debt levels will remain below the cap Council has set, peaking in year 5 of the Long-term Plan and reducing thereafter.

▶ For more information visit: [rotorualakescouncil.nz/rates](http://rotorualakescouncil.nz/rates)

## How your rates are spent:





Reviving our facilities

## MUSEUM—A COMPLEX PROCESS

Roof tiles have been a hot topic amongst the team working alongside Heritage New Zealand on the upcoming restoration of Rotorua Museum.

The need to maintain the heritage integrity of the building means every aspect of the work to be undertaken must be carefully considered.

It is coming up to two years since the museum, housed within the iconic Bath House building, had to be closed to the public following a seismic assessment that identified the building as earthquake prone. That was the start of a long and complex process to bring this beloved Heritage 1 classified building back to life.

While from the outside there may have appeared to be little happening, there was a lot going on in the background. Extensive structural and geotechnical assessments were needed, complex work which required particular expertise and a lot of care given the building's heritage status.

Once the extent of the work that would be required to restore the building was known, Council was able to start making decisions on the way forward.

Work planned will see the building earthquake strengthened, the impacted heritage features reinstated and visitor experience optimised.

The architectural concept design which is being finalised has seen a collaborative approach to all decisions with input from engineers, architects, heritage architects, geological experts and museum staff.

The next phase will be developed design and in anticipation, the process of early contractor engagement and recruitment of a project manager has begun. Construction is due to begin in 2019 with proposed completion in 2021.

Each design decision for the building has been carefully assessed and researched to ensure it meets all requirements including maintaining the heritage look and feel, ensuring structural competency and architectural aesthetics while considering ongoing costs and maintenance.

The Bath House roof tiles are just one example of the complexity of this process and the considerations involved.

The current clay tiles weigh just over 164 tonnes and make up a large part of the weight sitting on the compromised building frame. Clay tiles are glazed however high levels of hydrogen

sulphide corrodes the glaze and makes the tiles more porous. The tiles then absorb water easily making them weigh up to twice as much after heavy rain. These environmental factors also make the tiles brittle.

The team is researching lightweight alternatives such as composite and aluminium tiles.

Robin Byron, a Conservation Architect from Heritage New Zealand, says from a heritage perspective the ideal is to replace like-for-like but because of the weight of the clay tiles, and the degradation experienced, in this situation alternatives are being considered.

*“The weight is a significant factor because a lighter tile means that the needed structural strengthening work can be achieved with less intrusion into the building affecting the important heritage features and fabric. Retaining the integrity of the roofing material itself is important for ensuring weather proofing of the building, safety (from falling tiles), and the minimising of ongoing maintenance and repairs.”*

Ms Byron says it's critical the selected alternate tiles have the same colour, profile and appearance as the existing clay tiles.

*“The Rotorua Museum roof is such a visible and iconic feature of this supremely significant heritage place.”*

There would be cost benefits to having a lightweight roof as it would reduce structural steel requirements and reduce the impact of damage to the heritage fabric of the building. Composite or aluminium tiles could also have a longer lifespan, compared to the current clay tiles that have not performed as well as anticipated.

While efforts to resolve the roofing issue continue, work towards finalised Architectural Concept Designs is also ongoing and will be presented to Council in the near future. The next phase, developed design, can then be undertaken.

▶ For more information visit:

 [rotoruamuseum.co.nz/rotorua-museum-update](https://rotoruamuseum.co.nz/rotorua-museum-update)

Reviving our facilities

# PERFORMING ARTS

Work on seismic strengthening and refurbishment of the Sir Howard Morrison Performing Arts Centre is expected to start in the first half of 2019 following detailed design work now underway.

The category one heritage building had to be closed last November when a seismic assessment identified it was earthquake prone. This coincided with completion of a detailed business case for a refurbishment to optimise use of the venue, following community engagement and consultation.

Architects at Shand Shelton are now working on detailed design based on their concept design which was selected as the preferred option for the venue. Shand Shelton specialises in theatre design and has a track record of working in performing arts spaces and heritage buildings. Its design highlights the building's original heritage features, includes strong use of wood and integrated, connected spaces with uniquely Rotorua stories.

*"We will have a fantastic building where our local performing arts groups can showcase their talents, and a facility that will enable Rotorua to attract many of the top quality touring shows from around the country and internationally," Rotorua Lakes Council Arts and Culture Manager Stewart Brown says.*

## The refurbishment will include:

- > Upgrade of the Concert Chamber to a flexible performance space able to seat 100 to 300 people
- > Upgrade and extension of the Civic Theatre to 1,000 seats
- > General refurbishment of the main foyer, Banquet Room, and other spaces
- > Refurbishment of the building exterior, and external landscaping and lighting

*"Working with iwi and whānau we hope to capture the spirit of Rotorua in a building that will resonate with performers and patrons alike," says Roger Shand of Shand Shelton. "We are cognisant of both the privilege and the responsibility a project like this entails."*

Council has committed \$4.5m in its 2018-28 Long-term Plan towards the seismic strengthening of the centre, with the balance of the \$18m project to be sourced externally. Sir Owen Glenn has already pledged \$3million, Rotorua Energy Charitable Trust has committed \$1.5million and New Zealand Community Trust has approved \$750,000. Further commitments in principle, totalling \$750,000, have been received from a number of other trusts and efforts to secure more external funding are ongoing.

The Shand Shelton concept design included a stage two option, to replace the curved Banquet Room with a built-for-purpose performance space, storage space, and truck dock. That will only happen if the estimated \$4.8m needed can be sourced externally.

Since 2014 when the focus of use for the centre changed from business events to performing arts, extensive consultation has taken place, particularly with existing and potential venue users. This has been key in both developing the design brief for the refurbishment, and in the selection process for the successful concept design.



Shand Shelton concept design for Sir Howard Morrison Centre

# IMPROVING OUR RECREATIONAL PLAYGROUNDS

The lakefront and forests (Redwoods and Whakarewarewa) are hugely popular recreational areas for both locals and visitors and there are plans to enhance these for the benefit of all.

Business cases will form part of applications which will be made to the government's Provincial Growth Fund to deliver these two projects which will improve these key recreational areas and create new economic and job opportunities.

Planning is progressing with the involvement of mana whenua and iwi stakeholders and alongside other stakeholders. The business cases, partly funded by the Provincial Growth Fund, will include detailed designs.

## Lakefront development

The aim is to create a world class lakefront experience for both locals and visitors that represents and celebrates Rotorua's unique environment and culture. Council has committed to investing in improvements to the reserve to provide the catalyst for further investment.

The total lakefront project would cost an estimated \$40m. Council will invest about half of that, dependent on gaining matched funding from the Government's Provincial Growth Fund.

### WHAT'S PROPOSED

#### STAGE ONE

- > Remove Soundshell and create an attractive civic square that tells the stories of Te Arawa;
- > New building for tourism operators that includes a café and restaurant;

- > High quality boulevard style pathway;
- > Move visitor parking away from lake edge and create coach parking;
- > Remove former sea scouts building and move ceremonial waka to that site.

#### STAGE TWO

- > A new, distinctly Rotorua, play space;
- > Jetty improvements;
- > Waka launching area;
- > Remove road and landscaping between waka launching site and spa development;
- > Extend promenade to connect to Sulphur Point and beyond.



## Whakarewarewa forest developments

Developments will provide the foundations for future commercial investment with the initial focus on the Tokorangi Forest (Redwoods) visitor centre and improving the Long Mile Road entrance and parking. Following that, a new forest entrance hub will be created further up Tarawera Road (on the way to Tikitapu just past Okareka Loop Road) including toilets and parking.

The project will cost an estimated \$15m with Council to seek half of that from the Government's Provincial Growth Fund.

### WHAT'S PROPOSED

#### STAGE ONE

- > Long Mile Road improvements, including at Tarawera Road entrance;
- > Dedicated parking area for tour buses and create an additional 150 carparks separate from the main space;
- > Create a Whakarewarewa Forest loop as part of the Te Ara Ahi National Cycleway.

#### STAGE TWO

- > Establish new forest entrance including parking for 100 and public toilets.

#### STAGE THREE

- > New toilet block close to event space at Lake Tikitapu;
- > Refurbishment of existing toilet block, plus construction of event facilities;
- > Cultural enhancements including wayfinding and interpretation panels;
- > Improvements to landscaping, carpark entrance and event amphitheatre;
- > Pedestrian underpass to new events carpark.





## Kuirau Park tagged for further enhancement

Rotorua's family-friendly inner city geothermal park is popular with both locals and visitors and is also home to the weekly Saturday Rotary Market.

During recent years the park has been opened up and enhanced, including a revamp of the iconic geothermal foot pools. More developments are proposed to lift its value to the community even further and Council has committed \$5.5m to these enhancements across the next few years.

### WHAT'S PROPOSED

#### STAGE ONE

- > Relocate market to corner of Kuirau and Pukuatua streets (will include removing existing building);
- > Create additional parking close to the new market space;
- > Provide opportunity for tourism operators to provide low cost entertainment and activities during market days;
- > Expand the playground and add a geothermal water playground in current market area;
- > New toilets and changing facilities near play area;
- > Create additional gathering spaces, BBQ areas and pathways.

#### STAGE TWO

- > Café in existing brick building, spilling out onto area next to lake;
- > Bookable self-catering area with BBQs and picnic tables for birthday parties and small private events;
- > Outdoor event space under the trees;
- > Construction of a skate park and bike skills play area.



## Improving outcomes for older people in our community

Rotorua's housing challenges include an increasing need for pensioner housing and prompted Council to consider how to meet this demand into the future.

This work has been ongoing since 2016 and was part of 2018-28 Long-term Plan consultation with the community.

After researching and considering various models and seeking expressions of interest from social housing providers, the council is in discussions with Habitat for Humanity to explore the potential for Habitat to provide the service under a lease agreement.

"There is a shortage of all types of housing in Rotorua and council is working on multiple fronts to address these shortages. Ensuring adequate housing and support services for older people in our community is one important aspect of the housing challenges," Rotorua Mayor Steve Chadwick says.

*"We want to see more and better pensioner housing and access to wrap-around health and social services. A community housing provider is better able to achieve this than a council – they are social housing experts with links to support services and access to central government funding that is not available to councils."*

Council has 152 units for older people but the demand is much greater than that. Another challenge is the age and condition of many of the pensioner properties Council currently manages.

"We need to improve what we have and ideally increase the supply of pensioner housing to cater to current and future needs but we've been very clear that it's vital we have the right provider and the right model to achieve the outcomes. So as part of long-term plan decisions we decided to continue exploring potential options until such time as we have a suitable solution."



# ROADING – THE BIG PICTURE

Resolving congestion issues, addressing challenges surrounding local road access and supporting inner city revitalisation are all key outcomes for Connect Rotorua.

This programme of work, jointly managed by Rotorua Lakes Council and the New Zealand Transport Agency (NZTA) will see the implementation of various roading projects around the Rotorua district which will improve and future-proof the transport network.

The programme is currently split into two main projects, the central corridor and the eastern corridor. This is a \$24m roading package for Rotorua which includes improvements to the eastern roading corridor (Te Ngae Road) with about \$11m going to the central corridor (Amohau Street).

Also included are the CyWay Rotorua Cycle Network projects and safety projects including SH5 Ngongotaha to Tarukenga, SH30 Te Ngae to Owata, SH30/33 Te Ngae to Paengaroa and SH5/SH30 Hemo Road intersection improvements.

Construction of the first phase of Te Ngae Rd improvements (Sala St to Iles Rd) is expected to get underway later this year and Rotorua Lakes Council Infrastructure Group Manager Stavros Michael says discussions between Council and NZTA about the Iles Road to the airport have found four-laning to be the only viable and preferred option.

Mr Michael says while there is now “no debate” about the preferred option, the question remaining is where the upgrade for this section of Te Ngae Road fits in terms of NZTA priorities and therefore funding.

*“This is a critical project for our district which will not only address future growth but also provide certainty for landowners and developers, unlocking the potential for land development in that area.”*

Discussions regarding that will continue. In the meantime, works on the Sala Street to Iles Road section of the Te Ngae Road project are in the tender process.

Work on the Tarawera intersection is expected to start in September/October and discussions with property owners in the vicinity of these works is ongoing, with hopes to optimise long-term access for those residents and businesses.

NZTA is in discussions to secure required land for the proposed works on the Sala/Tarawera/Iles project. The overall objective is to make sure there is sufficient space for intersection improvements, provision of two 3m wide shared walking and cycling corridors and four-laning to Iles Road.

## Amohau Project

The \$11m Amohau Street project, which was first announced in 2014 with funding secured in 2016, is now in the design phase and consultation with affected parties will follow.

The project will see the current state highway status revoked and the return of the roading corridor to Rotorua Lakes Council as a local road. The project covers from the Te Ngae Rd Extension (which starts near the entrance to Puarenga Park) to Old Taupo Road, with the major piece of work being the Fenton to Ranolf section.

A steering group which has been established includes inner city business representatives and representatives from the Transport Agency, consultants working on the project design, and Pukeroa Oruawhata Trust as owner of Central Mall.

### There are three key objectives:

- > Maintaining the capacity of the central corridor as a key central city corridor and main arterial;
- > Improved safety for pedestrians, cyclists and motorists;
- > Improved aesthetics and connection with the rest of the CBD, aligned with the ongoing revitalisation of the inner city.

Part of the project will also include cycling facilities, linking to the city’s wider CyWay network which the Transport Agency is also co-funding.

Designs for the Amohau St project are expected to be finalised by early 2019 with physical works expected to be able to start around mid-2019.

## CyWay programme

The CyWay programme, which is jointly funded by NZTA and the Government’s urban cycleways fund, aims to connect Rotorua suburbs to existing main cycleways and shared paths, creating a network that connects neighbourhoods, the inner city and off-road recreational biking areas.

The aim is to provide safe biking options to encourage more people to try/use alternative transport options.





**SH5**  
Tarukenga to Ngongotaha

**Benefits**  
Improved safety

**SH33**  
Te Ngae to Paengaroa

**Benefits**  
Improved safety

**Rotorua Eastern**

**Benefits**  
Improved safety and support for economic development and population growth

**Rotorua Central**

**Benefits**  
Improved connectivity and support for inner city revitalisation

**SH30**  
Owhata to Te Ngae Junction

**Benefits**  
Improved safety

**SH30**  
Owhata to Airport

**Benefits**  
Improved safety and support for economic development and population growth

*To be investigated*

**Rotorua cy-ways**

**Benefits**  
Improved safety  
Support for economic development

**Timing**  
Completion June 2018

**SH5/30 Hemo Road intersection**

**Benefits**  
Improved safety

**Timing**  
Completion mid 2017

# CR KAREN HUNT

Karen Hunt has a passion for people and places which makes her a great fit for her current District Revitalisation and Creative Communities portfolios.

The council recently won the Local Government New Zealand awards for Best Practice in Service Delivery and Asset Management for Te Aka Mauri and Best Practice Contribution to Local Economic Development for inner city revitalisation. Council was also a finalist for its strategic planning framework (Rotorua 2030 and The Rotorua Way) and shared the Judges' Choice award which took all entries into account.



Cr Karen Hunt

### What does the District Revitalisation portfolio aim to achieve?

The aim is to develop a cohesive plan that is truly innovative, maximising our stunning landscape and geothermal wonders by showcasing and nurturing what we hold dear to our hearts, our culture, our arts and our creative spirit.

This is what sets us apart and can make our city come alive. The portfolio aims to link the many and varied projects happening throughout the district. It's about having an eye on the bigger picture.

### Why is this something you are passionate about?

I am inspired by beautiful cities, great buildings, gardens and all styles of art. Place-making is hugely important because creating welcoming environments that are dynamic and vibrant makes people feel happier. It's good for their personal wellbeing as well as economically beneficial.

### How do you feel about LGNZ awards success?

I'm delighted. It takes tremendous courage to be innovators and our work with the community means we are now recognised leaders in local government. Other councils are following suit, making this year's wins particularly sweet.

### What are some of the big changes you have seen in Rotorua?

One of the biggest changes has been a change in perception, an attitude shift from despair to hope. I have seen people truly acknowledge and embrace Te Arawa culture and Rotorua as the heart of Maoridom and we are now visible to all as a bilingual district.

The city itself has become more of a drawcard with the development of

Eat Street, the Night Market and Sunday Farmers Market. These attractions bring locals and visitors into the inner city, creating vibrancy and providing a welcome economic boost to our local businesses.

### Can you rank your current top three portfolio projects?

Fully restoring and re-opening our most iconic venue, the Rotorua Museum.

Refurbishing and re-opening the Sir Howard Morrison Performing Arts Centre, using the generosity of donors to create a truly beautiful and functional space that's fit for purpose.

Creating a standout destination at the Rotorua lakefront for locals and visitors, beginning at Ohinemutu and moving around Sulphur Point to Sanatorium Reserve and beyond. This is really a collection of several projects which will be linked and will feature Rotorua's story, explaining the history, culture and environmental importance of this most unique landscape.

### What do you consider your greatest challenge as portfolio lead?

As an optimist and a change-maker my greatest challenge is waiting for general consensus on a new project. I'm a big picture thinker and seeing some very good projects flounder, being delayed or derailed can be frustrating.

### What are you excited about for the rest of this year?

I can't wait to see the Hemo Gorge sculpture in place. This intersection recently won an award for walkability and safety improvements and the sculpture will be the finishing touch.

I'm looking forward to the start of the much-needed improvements to Amohau Street between Fenton and Ranolf Streets. Amohau Street will become easier and safer to cross and improvements will provide a much better and safer link between Rotorua Central and the rest of the inner city.



Cr Karen Hunt at Te Manawa blessing.

On the job - tunga mahi

# ROTORUA NIGHT MARKET

Brigitte Nelson is the manager of market and festivals, running Rotorua's hugely popular Night Market and Farmers Market.

## What does your job involve?

For the Night Market I am regularly meeting potential stall holders and guiding them through the consent process. I also help them with their menus and presentation because we don't want them to conflict or duplicate other stalls. We also like to make sure there is a mix of cultural backgrounds.

## How long have you been in the role?

I moved back to Rotorua eight years ago and thought a night market would be great for the central city. The council was thinking of something similar so it was just meant to be. We launched the market and it has just grown since.

## What do you love about your job?

I love seeing the success of the stall holders. Some people have started their businesses at the markets. We see such great patronage and the night market has become one of the best in New Zealand.

## What is the most challenging aspect of your role?

The hardest part is managing all aspects, from the stall holders to the visitors, to the retailers. Plus, the disappointment if we have to cancel because of bad weather.

## What is something everyone MUST try at the Night Market?

The calibre of the offerings is becoming really competitive. Everyone is doing better all the time. We have some top chefs cooking food, so it is just too difficult to single out one thing. People really need to try it all.

## What do you think keeps people coming back week after week?

The energy of the people, the sociability and accessibility of the markets and the quality of the food. I think it also gives people a huge sense of belonging to the community.



Brigitte Nelson

## Your job must be quite busy, what do you do to unwind?

I don't. I like to cook and do gardening and I love to spend time with my family. I'm pretty sociable.

## MARKET THRIVING

Rotorua's weekly Thursday Night Market has gone from strength to strength in the past eight years, growing in size and recently recognised for its great hospitality.

The market was crowned the winner of the 2018 Rotorua Hospitality Awards Events and Venues Excellence in Event Hospitality award.

It was a "totally unexpected" accolade for Rotorua Lakes Council's Manager for Markets, Festivals and Projects, Brigitte Nelson who says it's very much a team effort.

*"Everyone involved, the team and all the stallholders, put in a huge amount of work to make the Night Market the success that it is."*

Brigitte has aspirations for the Night Market to keep on growing and improving.

"It is a great asset for the community. It is not just about the food, it is a platform for our communities to promote their causes and fundraise, and that is something we provide free."

It also provides people with a sense of community, she says. "We take part in various events including Matariki and te reo week. It gives people a sense of belonging."

Unison Networks has also been a key partner and recently announced its continued support for the market by extending its sponsorship for another three years.

Unison's support will include replacing branded market

infrastructure as and when required, and the installation of new overhead banners and marquees.

"It's great to see how the council's vision of revitalising the inner city has come to life," Unison Relationship Manager Danny Gough says. "We see our sponsorship as a great opportunity to help develop the region at a community level."

For more information visit:

[facebook.com/rotoruanightmarket](https://www.facebook.com/rotoruanightmarket)



# MAYORAL FUND

The flood waters may have receded but some individuals and families affected face a long journey back to normality.

The Mayoral Manaakitanga Relief Fund was set up to support those in need of a helping hand after the severe weather event of April 29.

More than \$55,000 has been donated so far and about \$30,000 has been distributed among affected residents. Rotorua Mayor Steve Chadwick says it's humbling to hear people's stories and to be able to offer some financial assistance.

*"It has been very humbling to see how complicated people's lives are. Such a wide range of our community has been affected from families, to the elderly, to those in business."*

*"For them, a little bit of money can go a long way," the mayor says.*

Applicants must meet the eligibility criteria and funding decisions are made by the assessment committee, which is made up of Mayor Chadwick, Rotorua Lakes Council Rural Community Board chair; Shirley Trumper and Te Tatau o Te Arawa board member Ngahuia Hona-Paku.

**The fund provides grants for affected residents in the form of one-off hardship grants, with priority given to situations where:**

- > There are extra financial burdens or costs due to flooding;
- > There is a family or personal crisis;
- > Costs are not covered by insurance or other funds such as Work and Income New Zealand.

Anyone affected by the flood can apply for a grant from the Mayoral Manaakitanga Relief Fund, not just those displaced from their homes but applicants are mainly residents whose houses were issued with insanitary notices.

For some of those affected it is difficult to ask for help and that is a big barrier, Mayor Chadwick says.

The assessment committee is seeing a wide range of applicants, from the uninsured, under-insured to fully-insured. People have been using the grant to pay for things insurance doesn't cover, like bonds for temporary accommodation, additional petrol costs, food, and replacing chattels, furniture and appliances.

Mayor Chadwick says talking to affected residents has highlighted the importance of the role of the community wellbeing navigators.

*"They have built up such great relationships with affected residents. They have become very specialised and are dealing with some very sensitive cases."*

She is reminding people they can still donate to the fund to help those in need.

*"If people still feel like they would like to help, donations would go a long way. For some of these people recovery can be very slow and this can help with some of the costs incurred. "I can assure people that money donated is going to those who need it."*



## Applications:

Application forms and Terms of Reference can be found on the Rotorua Lakes Council website, [rotorualakescouncil.nz/floodrecovery](http://rotorualakescouncil.nz/floodrecovery)

## Details for donations

**Account name:** Mayoral Manaakitanga Relief Fund

**Account number:** 02-0412-0234516-006

**How:** Direct Credit or in person at Rotorua Lakes Council building

**Details:** No specific statement details are needed

**Givealittle:** Visit [givealittle.co.nz](http://givealittle.co.nz) and search 'Mayoral Manaakitanga Relief Fund'

# MEET THE NAVIGATORS

We know people want to get back on their feet and Rotorua Lakes Council's Recovery Office has a team of kaiārahi (community wellbeing navigators) to help.

This is a free service. Kaiārahi provide one-on-one support and assistance including providing up-to-date information and advice on available services and assistance.

#### How can a kaiārahi help me?

- > Support your recovery;
- > Offer a personalised service;
- > Connect you to other support agencies including MBIE and Work and Income;

- > Help you access a range of available information, services and resources including social and health services.

#### How do I access a kaiārahi?

Phone 07 348 4199 or 0800 020 001



### Alex Cookson:

I started at the Council in the Customer Service Centre just after Easter, having previously worked for the Ministry of Social Development. My background is customer service and this is a true passion of mine – I'm always happy to help and there's no task too big or small. After the flood I spent a couple of weeks helping out with welfare checks which completely opened my eyes to the flow-on effect big events like this have. Seeing so many distressed and displaced people (and animals) and the sheer destruction caused by the floods really hit home. I knew I wanted to help more.

### Tere Lawson:

I am essentially a career public servant from a regulatory compliance background with both the New Zealand Police and the New Zealand Transport Agency. I was immediately attracted to the fact this role made supporting and assisting affected individuals and families an absolute priority. The opportunity to work closely with people, local communities and organisations has made this role very rewarding.



### Atareta Maika:

I have a background in governance management and telecommunications. I have worked in the Mental Health sector for an NGO (Non-Government Organisation) and as a public servant. I became a kaiārahi because I wanted to support flood-affected people in our community as I know first-hand about being displaced. I am enjoying working in the community, building relationships and supporting those affected in their recovery.



### Justin Cheyne:

Previously I have worked in education and then owned my own business. I volunteered to do some clean up after the flood and was asked to apply for this role. I like that this role has been created as a proactive measure by Council to help people out. It's great that the council recognises that this type of event is traumatic for people on different levels and is willing to provide a support service.



# REMEDIAL WORKS



## A collaborative approach has been taken to ensure flood remedial works are carried out.

Work is still being undertaken to address the damage caused by the significant weather event on April 29. During that event, the volume of water flowing into the Ngongotahā stream exceeded its capacity and as a result flood water spilled over its banks and flooded neighbouring properties.

It was a once in 105 year event with 123.6mm of rainfall and there was widespread surface flooding across the Rotorua district and significant road damage.

Rotorua Lakes Council and Bay of Plenty Regional Council have been working together to ensure remedial works are carried out.

Rotorua Lakes Council contractors spent several weeks working on various roads around the district and works are continuing.

Rerewhakaaitu Road remains closed, between Brett Road and Ashpit/Yankee Road, due to undermining of two bridges. Permanent repair work on the bridges is underway but progress is subject to weather. Reinstatement of Rerewhakaaitu Road at the Onuku culvert between SH38 and Brett Road is now complete.

Temporary repairs at the Tarawera Road and Mountain Road underslip sites have been completed but these sites are down to one lane with a temporary speed restriction while permanent repairs are being planned and designed. The timeline for these repairs are not yet known.

The district's stormwater and wastewater systems were not damaged during recent storms but were overwhelmed and overflowed in some areas on 29 April although the floodwaters quickly drained away again.

Practical measures Council undertakes prior to storms or rainfall to reduce the potential impact includes checking, and clearing if necessary, of drainage systems in areas prone to surface flooding, checking all systems (like pump stations) are operating as they should and emptying storage ponds at the wastewater treatment plant ahead of anticipated heavy rainfall to reduce the possibility of overflows. A proposed upgrade of the plant will include increased capacity.

The practical measures undertaken in relation to stormwater and wastewater systems are in addition to regular, ongoing maintenance and inspections which are carried out to maintain systems in the best practicable state to cope with inflows.

Bay of Plenty Regional Council has now completed repair works at 30 of 200 locations along the lower Ngongotahā, Utuhina and Puarenga streams that were damaged during the April floods.

"We made it our first priority to survey the whole Rotorua lakes area and reduce further flood risk by removing the highest risk stream blockages caused by the storm. Since then our staff have been working through a prioritised list of other sites where erosion repair or debris removal is needed to reduce ongoing risk to buildings, access or of debris dam formation," says Bay of Plenty Regional Council Rotorua Catchments Manager Helen Creagh.

The regional council has spent more than \$100,000 on stream clean-up and repair work so far. That has included the removal of at least ten truck-loads of logs, mulched bamboo, willow and other debris from the Ngongotahā Stream.

Regional Council Rivers and Drainage Engineer Kerry Smith says some sites took a week or more to fix, such as at Parawai Marae along the Ngongotahā Stream which needed 350 tonnes of rock reinforcement to stabilise the stream bank.

*"Other sites have taken just a few hours or days to clear debris and fix fences. There's still lots more work to do in the coming months, including planting at some locations. We'll be doing more earthworks as weather, ground conditions and contractor availability allows. We're also establishing stockpiles so we're ready for erosion repair works this summer when stream levels are lower," Mr Smith says.*

Ms Creagh says Regional Council staff have also been supporting rural landowners with flood repairs and clean-up on their properties.

"Repairing stream-bank fences and stabilising slips are really important for reducing sediment, bacteria and nutrient run-off into local waterways. Some farmers are keen to improve their future flood resilience by fencing and planting wider riparian buffer areas."

### How you can help

- > Check drains and cesspits on and outside your property prior to heavy rainfall and either clear any debris or contact Council to let us know if drains need clearing.
- > Reduce water use during heavy rainfalls to reduce the load going into our stormwater and wastewater systems.

For more information visit:

 [rotorualakescouncil.nz/floodrecovery](https://rotorualakescouncil.nz/floodrecovery)



# TARAWERA

Quick thinking residents and fast acting contractors helped ensure the Tarawera community wasn't left stranded after the April rain storm that flood areas of Rotorua and damaged roads around the district.

There is just one road in and out of the Tarawera settlement and flood waters that streamed across and under the road caused a significant washout.

Quick thinking residents saw what was unfolding on the stretch of winding road between the Buried Village and Tarawera Landing and stopped traffic on either side. Rocks were coming down from the hills and the force of the water was too much for vehicles to handle.

Fulton Hogan contractors acted fast, diverting the water further down the road to prevent even more damage, then contacting Rotorua Lakes Council to report what had happened.

Lake Tarawera resident Brett Bosley was one of the first at the scene. "You have just got to step up and do what you can until other resources arrive. Doing nothing is not an option," he says.

Luckily no homes were damaged, but the event emphasised for residents the need to be prepared as a community, says Tarawera local Libby Fletcher.

*"We can't rely on one road for resilience. That is the only public access road in and out and I know residents were concerned about the safety of driving that road."*

Residents weren't the only ones concerned about the state of the road after the severe weather. The local bus company which does the school run in and out of Tarawera decided to go no further than the Buried Village and asked parents to drop their children off there.

The road was reduced to one lane and immediate remedial works were undertaken to prevent further damage and risk cutting the community off completely. That work is now finished but a long-term solution is still being designed and the section of road remains at one lane.

*"Events like this just highlight what we can do as a community," says Libby. "Communication is a big issue for us here, with only limited cell phone reception. We are also prone to power cuts."*

She says the storm prompted her to get the small community working together to make sure they have a community response plan in case of future events.

*"It's just a case of working together and figuring out who has what and what people might need in an emergency."*

Rotorua Lakes Council's emergency management co-ordinator Linda Johnston has been working with various communities regarding what they can do to boost their resilience in case of an emergency or severe weather events. This includes helping them to develop a community response plan which fits their needs.

Linda says a community response plan helps communities understand how they can assist each other after a disaster.

The plan is developed by community members along with key agency partners and is facilitated by an emergency management advisor.

*"Experiences show that the communities that get through disasters the best are the ones that already have a history of working together," Linda says.*

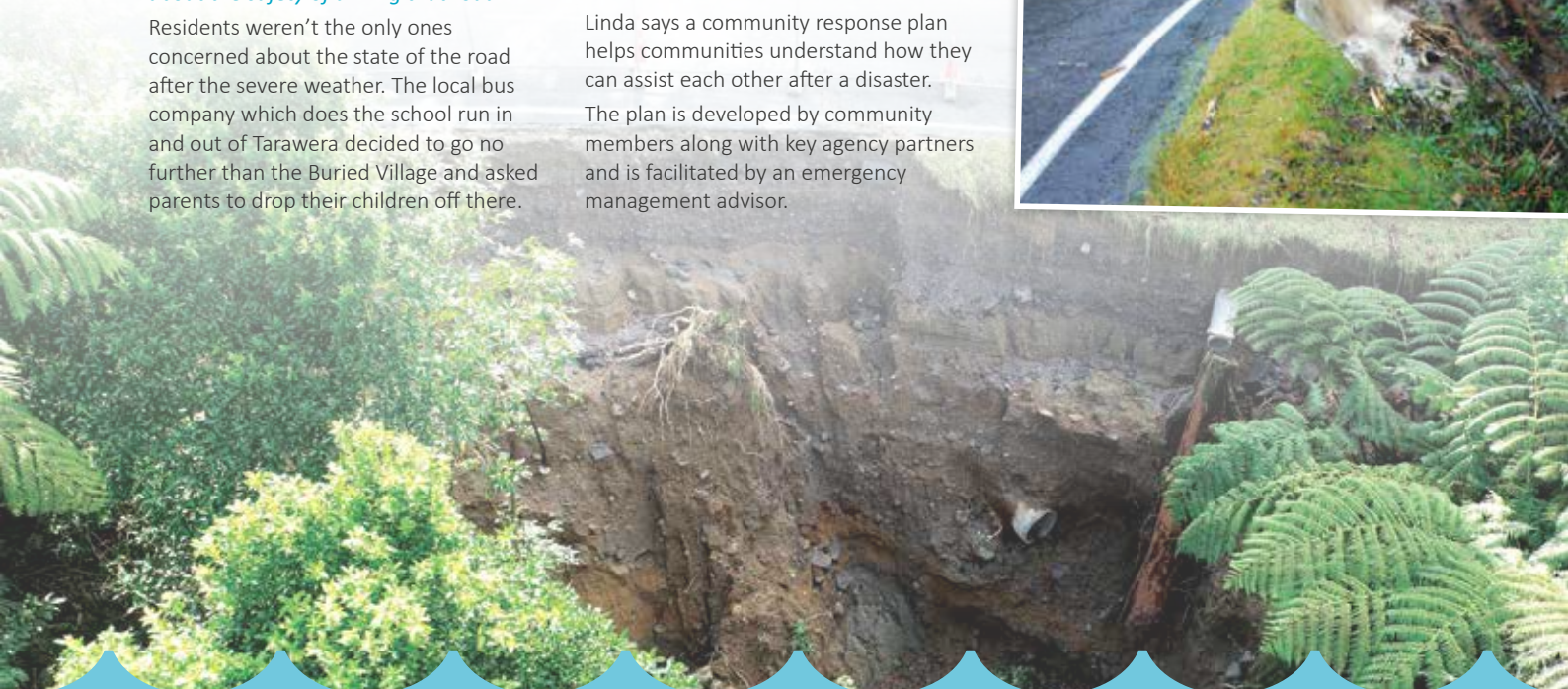
"These communities have formed networks of strong relationships, they know each other and understand how to collaborate and work together, they are aware of the strengths, skills and resources within their community, and they know the areas of potential vulnerability. This helps them to support each other in times of stress."

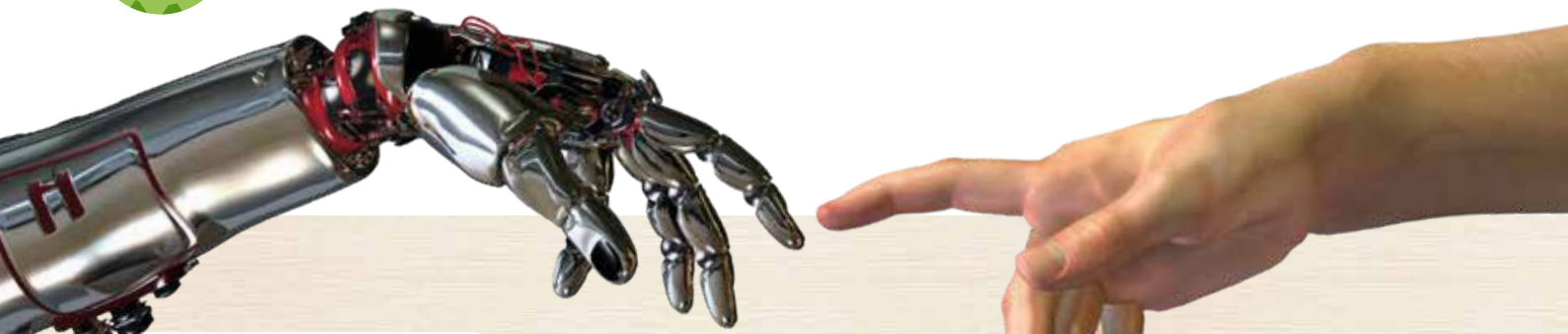
## Get Involved:

If you want to develop a community response plan, contact Linda Johnston on: [linda.johnston@rotorualc.nz](mailto:linda.johnston@rotorualc.nz)



Rotorua Mayor Steve Chadwick checks out storm damage with Tarawera residents Libby Fletcher and Pete Fahey.





“ This project is a touch of brilliance and we can only hope that other areas of the country will follow your lead. ”

Chloe Wright,  
Wright Family Foundation.

“ My boy was the first child to have an appointment at the new Children’s Health Hub today! So much better than the old building, so much more room, nice bright colours for the kids and lovely staff, including Library staff. Playground is awesome too - my son loved it! ”

Amy Wilson, Rotorua.

“ I would like to pass on thanks to the Friends of the Library for their support. We appreciate what they are doing for the library’s community hub/outreach functions. It’s a transformative time for libraries and groups like the Friends are invaluable. ”

Max Harre, Author.

“ Te Aka Mauri is a wonderful example of how we can take the vision that underpins our community, Tatau Tatau - We Together, and build it into the future of our city. ”

Steve Chadwick, Rotorua Mayor.

“ The Fenton Agreement Display represents a first. Many interactive screens have taonga displayed on them, but with the carvings of special significance surrounding the display, there are taonga within a taonga! ”

Emily, Clicksuite.

In your neighbourhood

# CREATING OUTSTANDING PLACES TO PLAY

## Hamurana lakefront reserve

Work is underway at Hamurana reserve to make the community space more user-friendly by this coming summer.

The subtle changes that will complement the reserve's natural state include a new wooden bollard fence restricting vehicle access to parts of the area, a lime chip path suitable for mobility devices, new park furniture and signage to tell the history of Hamurana and the surrounding areas.

The project is a collaboration between Rotorua Lakes Council, Ngāti Rangiwewehi and the Hamurana and Awahou Residents and Ratepayers Association.



## Turner Drive reserve

Rotorua Lakes Council and Western Heights Community Association have been working in partnership to deliver the Kai Roto Reinvigoration Project at Turner Drive reserve.

With input from the Western Heights community the development work at this reserve focusses on creating a safe, nurturing environment where the residents can come together to play, exercise and grow healthy food.

The improvements will include a community orchard and maara kai (community garden), exercise stations, sports field markings, lime chip paths, upgraded playground equipment and a half basketball court.



## Hannahs Bay Management Plan

Hannahs Bay reserve is a valuable community recreational space with important cultural and environmental significance.

Rotorua Lakes Council, representatives from Ngāti Uenukukōpako and Ngāti Te Roro o te Rangi, and the Eastside Community Collective are working together to create a Reserve Management Plan that supports the aspirations of mana whenua and the community for the area.

Locals are being asked for their input to help the team identify what's important to the wider community and what others envision for the future of the Hannahs Bay reserve.

▶ To find out more about each project or to have your say about Hannahs Bay visit: [rotorualakescouncil.nz/letstalk](https://www.rotorualakescouncil.nz/letstalk)



Photo: from left to right – Toro Bidois and Te Rangikaheke Bidois (kaiwhakahaere for Ngāti Rangiwewehi) and Jerry Douglas (Chair of Hamurana and Awahou Residents and Ratepayers Association)

# What's on

## Your district, your events



### LOADED TOUGH GUY AND GAL CHALLENGE

If you want to get down and dirty and have a whole lot of fun, then these unique off-road running events are for you.

**When:** 18 August, 11am

**Where:** Lakes Ranch,  
79 Lake Rotokawau Road, Tikitere



### NIGHTMARE AT THE MUSEUM - THE DARK ARTS 2018

Following sell-out horror walks in 2016, the hugely popular Nightmare at the Museum presents a new horror walk experience.

**When:** 5 September, 4.30-8.30pm.  
6 – 8 September, 3.30-11pm

**Where:** The Arts Village,  
1240 Hinemaru Street



### ST FAITHS GUIDED TOUR - THE THREE FACES OF ST FAITHS

Friends of Rotorua Museum present this unique opportunity to be guided through St Faiths Church by three well-known locals with a strong connection to the Church and Ohinemutu.

**When:** 9 September, 2pm – 3pm

**Where:** St Faiths Anglican Church,  
Hurunga Street



### WINTER MTB SERIES

Just minutes from Rotorua's CBD, this is the perfect winter MTB challenge for all. Social or serious. Weekend warrior to World Cup racer. The Winter MTB series is the place to be.

**When:** 9 September, 9am – 1pm

**Where:** Waipa Mountain Bike,  
Waipa Mill Road



### HOPEWALK

Join us on our walk to raise Suicide and Depression awareness.  
*HOPE - Hold On Pain Ends.*

**When:** 15 September, 10am-12pm

**Where:** Lakefront Village Green,  
Memorial Drive



### LEDLENSER RUN BENEATH THE STARS

Join us in the famous Rotorua Redwood Forest for this unique trail run/walk under the stars. Get your head lamps ready! An off road night run/walk event based from the Redwoods Centre, Long Mile Road, Rotorua.

**Ticket prices apply, see:**  
[eventpromotions.co.nz/run-beneath-the-stars/#rotorua](http://eventpromotions.co.nz/run-beneath-the-stars/#rotorua)

**When:** 15 September, 2pm- 10pm

**Where:** Redwood i-SITE Visitor  
Centre, Long Mile Road



### TALL BLACKS VS LEBANON – FIBA WORLD CUP QUALIFIER

Come and watch the MBO Tall Blacks take on Lebanon, one of the top teams from Pool C in the FIBA Basketball World Cup Qualifiers.

**Tickets available at**  
[www.ticketmaster.co.nz](http://www.ticketmaster.co.nz)

**When:** 17 September, 7pm – 9pm

**Where:** Rotorua Energy Events  
Centre, Queens Drive



### BOP STEAMERS VS WAIKATO

Come along and support our boys as they take on their Gallagher Chiefs brothers in what is always an exciting clash!

**When:** 21 September, 7:35pm- 9.35

### BOP STEAMERS VS MANAWATU

**When:** 27 September, 7:35pm- 9.35

**Where:** Rotorua International  
Stadium, Devon Street West

**Tickets available at**  
[www.boprugby.co.nz](http://www.boprugby.co.nz)



### WHAT'S ON IN ROTORUA.

Everything in one place: Live music & concerts, markets, family activities, clubs, sports games, business networking and more. This is your guide to know what's happening in Rotorua, a free app for both Android and Apple.

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



## ROTORUA LAKES COUNCIL

For more information  
on these events go to:

[rotorualakescouncil.nz/whatson](http://rotorualakescouncil.nz/whatson)

[rotorualakescouncil.nz](http://rotorualakescouncil.nz)

[RotoruaLakesCouncil](https://www.facebook.com/RotoruaLakesCouncil)

[RotoruaLakesCouncil](https://www.instagram.com/RotoruaLakesCouncil)

[rotoruaCouncil](https://www.twitter.com/rotoruaCouncil)