Date: Tuesday 3 April 2018
Time: 6:00pm
Meeting Room: Devonport-Takapuna Local Board Chamber
Venue: Takapuna Service Centre
Level 3
1 The Strand
Takapuna

Devonport-Takapuna Local Board Community Forum

OPEN MINUTE ITEM ATTACHMENTS

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Note: The attachments contained within this document are for consideration and should not be construed as Council policy unless and until adopted. Should Councillors require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.
Devonport - Takapuna Local Board Community Forum

03 April 2018

Minute Attachments

Attachment A

Item 8.1

**SUNNYNOOK COMMUNITY CENTRE**

- **Tawa Room Floor.** Concerns have been raised by user groups relating to the floor in our main Hall. There is money set aside in the Council budget for the floor to be replaced. This will need to be done the week starting 17th December 2018 when our user groups will have finished and we can use the Glenfield League Club for our Holiday Programme (17th to 21st December).

- **Sunnyoook Playground** directly outside the Community Centre. I had thought that this Playground was due to be replaced around 4 years ago. We would like to make sure this is on the radar—unfortunately there have been several staff changes within Parks. The Sunnyoook Community Association have been working on a plan for a Community space where the existing Playground sits. This would make sense as we are extremely heavily booked and it would be a great 'meeting space'.

- **Dampness, Drainage, Spouting issues—Sunnyoook Early Learning (previously named Sunnyoook Creche).**

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**SUNNYNOOK COMMUNITY CENTRE**

DEVONPORT-TAKAPUNA LOCAL BOARD—APRIL 2018

It has been another extremely busy and rewarding year at Sunnyoook. We continue to have a wide range of groups making the most of our wonderful facilities.

The Sunnyoook Community is very culturally diverse and we are very fortunate to have such a large number of different ethnic groups that are prepared to work alongside and welcome other cultures.

Our free Conversation Class and free Walking Group continue to have a steady number of participants.

January, February and March is traditionally a very busy time for the Centre, with Holiday Programmes, Events and regular users coming back for the new year. This year however because we do not have the use of Sunnyoook Park the Community really missed our Halloween Bike Ride and Sunnyoook Family Fun Day. We were fortunate however to participate in the Neighbours Day Event held at Greville Reserve in Forrest Hill.

We continue to work closely with the Community Constable, Plunket, Glenfield Rugby League, Sunnyoook Scouts, Neighbourhood Support and the Takapuna North Community Co-ordinator. We also maintain a very good relationship with all of the local schools.

We continue to work closely with the Sunnyoook Community Association and are strongly in favour of a Community space in front of the Rugby League building. We are also strongly in favour of a Skate Park beside the Basketball court in Sunnyoook as proposed by the Sunnyoook Community Constable and included in your Local Board Plan.

We have been pleasantly surprised with the lack of problems for us and our user groups with the Sunnyoook Park project. All of our user groups are happy and realise that the sooner the work is done the sooner we will get our facilities back. All in all it is going extremely well.

**You are Invited to the**

Sunnyoook Community Centre Incorporated

**ANNUAL GENERAL MEETING**

Wednesday 13th June 2018—7.00pm—Sycamore Room, Sunnyoook Community Centre
Item 8.1

Regular Users of the Sunniong Community Centre

- Devonport-Takapuna Local Board Community Forum
- 03 April 2018
- Minute Attachments

Attachment A

- Programmes
- Attachment A
- Item 8.1

- 03 April 2018
- Devonport-Takapuna Local Board Community Forum
- Sunniong Community Early Learning
- Attachment A
- Item 8.1
PROPOSED MILFORD WAIRAU
ESTUARY BOARDWALK

PRESENTATION TO DEVONPORT-TAKAPUNA LOCAL BOARD
BY MILFORD BUSINESS ASSOCIATION AND
MILFORD RESIDENTS ASSOCIATION
PROPOSED WAIRAU ESTUARY BOARDWALK

- Design concepts prepared by Sola Landscape Architects, Takapuna.
Some examples of boardwalks:

- Titirangi Boardwalk
- Mānau Boardwalk
- Peraiva Wetland Walk
Attachment A
Sola Landscape Architects: concept design

Note this visualisation is to convey "look and feel" only. The current plan is for a bridge across the estuary with a viewing platform alongside.
- Sola Landscape Architects: concept design
- Note this visualises a boardwalk entrance to the east of the Wairau Estuary/roadbridge in Inga Rd whereas the current plan places this entrance to the west of the Inga Rd bridge.
Council Poor Performance

- Mowing & Maintenance of Reserves
- Rubbish Bin Clearance
- Maintenance of Roadsides
- Council Maintenance Delivery Supervisors
- Council Call Centre
Mowing & Maintenance of Reserves between Bayswater Ave & Northboro Road including O’Neill’s Point Cemetery & Northboro Reserve 
(see my 10 page report to Board Members dated 7 March 2018)

- 1 April 2017 – New contractors appointed & Council Maintenance Delivery Structure established
- Immediate reduction in frequency & standard of outcomes
- Calls to Council Call Centre by residents result in only sporadic improvements throughout 2017
- Significant deterioration in services mid December 2017 – mid March 2018
Rubbish Bin Clearance
in particular at Bayswater Ave entrance to shared path

- 1 April 2017 – New contractors appointed on ‘Outcomes Basis’
  & Council Maintenance Delivery Structure established
- Immediate reduction in frequency & standard of outcomes
- Calls & emails to Council Call Centre by residents result in only sporadic improvements throughout 2017
- Significant & protracted deterioration in services July 2017 & January 2018
Maintenance of Roadsides/Gutters
Bayswater Avenue, Beresford Street, Norwood Road, Roberts Ave & adjoining streets

- Apparently an AT responsibility – confirmed on 8 February 2018
- Little or no apparent attention throughout 2017 until late March 2018
- Weeds growing to 500mm high plus
- Residents clearing gutters & unblocking drains/flooding
- No advance notice to residents so vehicles can be moved
- Contractors returned several times over a week to complete work
- Cuttings left in gutter block drains in downpours
Council Maintenance Delivery Supervisors

- 1 April 2017 – Council Maintenance Delivery Structure established to supervise new contractors on ‘Outcomes Basis’
- Five Supervisors for North Shore \textit{(Keith Presswell in-charge)}
- How can contractors \textbf{NOT} be performing?
  - Are Supervisors aware of contractors schedule & updates?
  - Are Supervisors notified of task completion – text or email?
  - Are Supervisors checking standard & timeliness of completion?
- \textbf{Apparently NOT}!
- Supervisors \textbf{BLAME} the contractors – but Council is the Service Provider \textit{(sub-contracting is today’s business reality)}
Council Call Centre

- Callers commonly waiting on line 20-30 minutes or longer
- Email system too limited for adding photos
- Emails responded to saying: “...referred to our customer services team who will reply within 10 working days”
- Reply almost always is 10 working days later and usually states “...We have logged a service request to investigate within five working days.”

**Nothing further is heard!**

- In July 2017 they named who would reply (Jaco Marias – Maintenance Delivery)
- Since January 2018 no named person
PURECLOUD - CONTACT CENTRE

Help your contact centre offer excellent customer experiences every time.

Call Back Service – Voice & Email

Charanpreet Singh
North Shore Business Hub – Business Development Manager
Spark HMB

M +64 27 667 3662
T 0800 482 746
E Charanpreet.Singh@hubnorthshore.co.nz
What can Devonport-Takapuna Local Board do?
Auckland is undergoing significant change. The future Auckland will look remarkably different. As Auckland changes, so must we. While the golf sector adds significant value to Auckland, there is a great opportunity to grow this contribution. In a rapidly expanding and diversifying city there are always competing priorities. The golf sector understands and embraces this. We believe that the contribution to our local communities and greater Auckland will be the driving force behind our sustainability as a sport in Auckland's future.

- The Golf Sector Plan for Auckland Developed and released December 2017
- In a nutshell, it articulates how golf will support our people and our city.

**STRATEGIC FRAMEWORK**

**GOLF AND THE DEVONPORT/TAKAPUNA COMMUNITY**

**OUR MISSION**

As a sector, we truly believe that the intrinsic value of golf and its contribution to Auckland can enrich the lives of its people.

**Enriching Auckland through Golf**

- A game that provides diverse and wide-ranging experiences for participating and taking part in social, physical and other forms of sport for recreation, development and enjoyment, and a vehicle for social development, education and community engagement.

**WHAT IS THE GOLF SECTOR?**

The golf sector is large and multifaceted. When referring to the golf sector, we include all people, places, industries and formats associated with the game.
Waitemata Golf Club
Community Engagement Plan

At Waitemata we are excited to start working with the Auckland Council, the Devonport/Takapuna Local Board and our community on a Community Engagement plan which will provide more benefit to the local area. We had a meeting with Tristan Coulson and Maureen Buchanan along with Carl Fenton from New Zealand Golf to get the ball rolling and discuss how we can get more involved.

Through these discussions the avenues talked about for better community engagement were:

- Local Schools
- Open Days for the entire community
- Local groups such as Plunket, Croquet Club, Football Club
- Devonport RSA
- Local Cyclists
- Embracing the public walking through the facility

How can Waitemata help in improve these relationships?

- We will be actively going out to schools during the winter and offering coaching to the students that would love to learn the game at no charge. Golf is not only a great sport to learn but also teaches young people fantastic social skills.
- We will aim to run an Open Day for the entire community so that everyone can come down and see the facility. We will have activities running for all age groups. Would also love to run something like movies in the park if it works.
- Happy to offer groups such as Plunket free use of our facility. They could use our clubhouse/cafe as somewhere to meet. We are very close together, easily in walking distance.
- Will meet with the Croquet club in the near future to see if there general maintenance jobs that we could help with such as mowing and weeding. Our understanding is that they are volunteer based and once again our proximity allows us to be of assistance where possible.
- If there was potentially an opportunity to create some form of a cycle way around the course would certainly be open to looking at it. Once again we would be happy to provide our clubhouse as a final destination for the cycle groups.
- Through better education we would love to provide the public clear paths through the course while giving them education on what they are walking into. We are in the process of installing new bridges on walkways. We would also like to put signage on the access points so people know what they are walking into during daylight hours and also maps which show them the easiest way to get across using the paths.
- Remove dead trees and plant new ones where necessary. We are in the fly corridor and would to encourage birdlife on the course.

How can Council/Local Board help?

- It would be great to get contacts and introductions on local community groups that we might be able to work with.
- Supply of signage to put around the perimeter of the course for safety and increased usage of a community space.
- Assistance in purchasing new trees. We are currently in the process of installing all new bridges around the course to promote better walkways. Our budget is pretty stretched from there and if possible we would love some assistance either financially or some new trees to plant.

Waitemata Golf Club looks forward to a long relationship between the Auckland Council, Devonport/Takapuna Local Board and our local community. We encourage any feedback where we might be able to improve this.