Date: Tuesday 15 May 2018
Time: 5.00pm
Meeting Room: Manukau Chambers
Venue: Level 1, Manukau Civic Building
31-33 Manukau Station Road
Manukau

Ōtara-Papatoetoe Local Board
OPEN MINUTE ITEM ATTACHMENTS

ITEM  TABLE OF CONTENTS  PAGE
8.1  Deputation - Haumaru Housing Limited Partnership Presentation  
A.  Haumaru Housing Limited Presentation  3
8.3  
A.  Feed the Need Trust Presentation  21
9.1  Public Forum - Presentation from Sharleen Tongalea  
A.  Pursuit of Excellence Award recipient presentation  25
13  Board Members' Report  
A.  Deputy Chair R Robertson's report  37
B.  Member D Trenberth's report  39
C.  Member M Gush's report  41
16  Proposed rezoning of part of the northern section of Puhinui Reserve, from Informal Recreation to Sport and Active Recreation.  
A.  Attachment E - Puhinui Reserve  43
21  Draft 2018-2028 Regional Land Transport Plan, draft Regional Fuel Tax proposal and draft Contributions Policy  
A.  Auckland Transport on the draft 2018-2028 Regional Land Transport Plan and the draft Regional Fuel Tax Proposal feedback  45

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.
MAKING A DIFFERENCE

Gabby Clezy CEO
Adele Hamilton Area manager
Danielle Tasi, Community Manager

15 May 2018
### MAKING A DIFFERENCE:
THE FIRST NINE MONTHS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Working in partnership: Governance and roles</td>
</tr>
<tr>
<td>2</td>
<td>Haumaru Housing Purpose, Vision and Values</td>
</tr>
<tr>
<td>3</td>
<td>Nine months in review</td>
</tr>
<tr>
<td>4</td>
<td>Meaningful tenant engagement</td>
</tr>
<tr>
<td>5</td>
<td>Wrap-around services providing holistic tenant care</td>
</tr>
<tr>
<td>6</td>
<td>Continuing improvement</td>
</tr>
<tr>
<td>7</td>
<td>Key property priorities</td>
</tr>
<tr>
<td>8</td>
<td>Development opportunities</td>
</tr>
</tbody>
</table>
### Attachment A

**Item 8.1**

<table>
<thead>
<tr>
<th>HAUMARU HOUSING</th>
<th>The Selwyn Foundation</th>
</tr>
</thead>
<tbody>
<tr>
<td>51% ownership, three directors</td>
<td>Interest-free working capital loan facility to Haumaru</td>
</tr>
<tr>
<td>51% ownership, three directors</td>
<td>Corporate services and elderly care expertise, Selwyn Centres</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Limited Partnership, registered Community Housing Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receives IRS, tenant rents and pays all outgoings and maintenance</td>
</tr>
<tr>
<td>Tenancy, asset &amp; facilities management, wellness</td>
</tr>
<tr>
<td>No dividends, all profits reinvested in social housing</td>
</tr>
</tbody>
</table>

#### Working in Partnership: Governance and Roles

- 49% ownership, two independent directors
- Leases portfolio to Haumaru at peppercorn rent, up to 100 years
- Long-term Plan renewals funding to 2025 and LTP credit facility of $20 million for development
- Monitors business interest in Haumaru LP

- Mandated to deliver new council development projects and sell properties
- Manage Haumaru lease and the reinvestment of sale proceeds
**Attachment A**

**Item 8.1**

---

**OUR PURPOSE**

We provide housing communities for older people by creating environments that support resilience and connectivity.

---

**OUR VISION**

Older people with affordable homes in communities that are safe, age friendly and caring.
OUR VALUES

- Care for our tenants and colleagues
- Accountability of all that we do
- Integrity in all our actions
- Responsiveness so our tenants are not kept waiting
Attachment A

Item 8.1

HAUMARU HOUSING
Communities for older people

Location of villages:
22
11
4
25

Total number of villages: 62
Total number of tenants: 1,459

Average weekly rent: $129

Occupancy of available units: 99.92%

HAUMARU snapshot
As at February 2018
### Item 8.1

<table>
<thead>
<tr>
<th>NINE MONTHS IN REVIEW</th>
<th>Attachment A</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% of tenants sourced from Social Housing Register (50% from original council wait-list)</td>
<td>1. Ongoing quality improvement programme and customer satisfaction audits</td>
</tr>
<tr>
<td>100 IRRS tenants - budgeted target exceeded by 30%</td>
<td>2. Full training and education programme for staff</td>
</tr>
<tr>
<td>120 units are IRRS-enabled</td>
<td>3. Revenue YTD above budget</td>
</tr>
<tr>
<td>2,000+ repair and maintenance requests undertaken</td>
<td>4. Collaborative working with sector (incl. MSD and HNZC) and sector stakeholders</td>
</tr>
</tbody>
</table>
MEANINGFUL TENANT ENGAGEMENT

- **Eight Community Managers** (plus Area Manager)
- **24/7 Customer Service** desk and after-hours service (0800 number)
- **Ongoing customer satisfaction assessment:**
  online, real-time feedback; new tenant audits; face-to-face meetings; website feedback form; info@haumaruhousing.co.nz (plus ‘payments’ and ‘privacy’ email addresses); clear complaints process
- **Interviews with applicants** and CEO ‘meet & greet’ contact with new tenants
MEANINGFUL TENANT ENGAGEMENT

- Monthly newsletters (including staff profiles)
- Village noticeboards
- Stakeholder Engagement Plan / Maori Engagement Plan
- Opportunities for tenant input and consultation on miscellaneous projects
- Easy-to-understand tenancy agreements and letters on unit inspections, rent reviews, customer feedback requests, etc
Thanks for looking after us.’

Love living here and am thankful for my home.’

I feel safe when I sleep at night and I am happy in my unit.’

Online customer satisfaction survey (18/10/17-10/2/18)
I like how you come to see me every week. The staff are very nice and friendly, and when I have a problem you fix it straight away.’

You do what you say you’re going to, and I like that very much.’

I like the visits from my Community Manager as sometimes I get lonely, and the additional support from the service desk.’
WRAP-AROUND SERVICES PROVIDING HOLISTIC TENANT CARE

Core areas of vulnerability for older people:

- the lack of secure housing
- loneliness and social isolation
- financial hardship and the impact on health-related conditions
- mental health

Working with all stakeholders, we are developing strategies to deliver support services in these areas that are critical for the wellbeing of older people - a significant point of difference from other CHP operators.
WRAP-AROUND SERVICES PROVIDING HOLISTIC TENANT CARE

In addition to developing our housing stock in safe, age-friendly neighbourhoods, we are creating environments to support older people to be resilient and content by:

- Providing opportunities to connect:
  - Selwyn Centre / Haumaru Housing get-togethers
  
- Community Manager support / facilitation of village events and initiatives
- Use of Haumaru village community spaces
- Providing (through Selwyn) community transport to enhance tenants’ social engagement
Attachment A

WRAP-AROUND SERVICES PROVIDING HOLISTIC TENANT CARE

- Developing our navigator role to help people access the social, health, advocacy and budgetary advice services they need to improve their wellbeing
- Working in partnership with stakeholders in the sector and other service providers (e.g. Anglican City Mission, Anglican Church, Age Concern, local Boards) on community opportunities to reduce loneliness and raise awareness of social housing available through Haumaru
- Improving connectivity through new in-home telemonitoring service
WRAP-AROUND SERVICES PROVIDING HOLISTIC TENANT CARE

- Telemonitoring service using technology to assist tenants to remain healthy and well at home, with others
- Through the use of a small touch-screen tablet computer and health measuring devices, tenants can monitor their general health and wellbeing
- Daily healthcare support and advice provided by a telehealth nurse via face-to-face video calls
- Encourages online group interaction, enabling users to stay connected, maintain social contact and gain access to useful online resources
- A joint initiative delivered by Selwyn
CONTINUING IMPROVEMENT

- Standardisation in rent
- Garden and grounds maintenance issues in certain areas
- Incorrect disposal of garden waste by some tenants
- Occasional security issues
- Tenant engagement with non-English speaking neighbours
- Car parking difficulties in some villages
- Utilisation of community spaces and shared laundries
Attachment A

Item 8.1

KEY PROPERTY PRIORITIES

- Implementing ongoing unit refurbishments
- Completing asbestos and asset management plans
- Progressing development / strategic growth opportunities with Panuku, MSD and HNZC
Attachment A

Item 8.1
Attachments A

From Feed the Need Trust

Deputation - Ōtara-Papatoetoe Local Board

SANDBROOK SITE

Ōtara-Papatoetoe Local Board
15 May 2018
Previous proposed building layout...

1. Production Kitchen
   * For Winter Boost Lunch Programme
   * FTN community cooking classes
   * Possible shared community catering venue off-peak??

2. Toilet amenities
3. Open area - potential loading dock
4. Kitchen Storage area

5. Community/Education space
   * Parent education activities
   * Youth activities
   * Potential space to share with community

6. Office area
7. Foyer
Possible relocateable placement...

Perimeter: 84.4 Meters

Area: 342.6 Sq Meters
THANK YOU

Otara-Papatoetoe Local Board for Pursuit of Excellence award
NZ Delegation
Item 9.1

Persons with Disability
Attachment A

Item 9.1
Attachment A

Item 9.1
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 April</td>
<td>Kolmar Development Working Group Meeting.</td>
</tr>
<tr>
<td>21 April</td>
<td>Visit to East Tamaki Rugby, Papatoetoe AFC and Papatoetoe RLFC – sports discussions.</td>
</tr>
<tr>
<td>22 April</td>
<td>Kabaddi Tournament held at Kolmar – invited guest.</td>
</tr>
</tbody>
</table>
| 24 April | Meeting Manukau Tennis Centre  
Kolmar Charitable Trust Board meeting  
Meeting with Papatoetoe Mainstreet BID |
| 25 April | Attended three Anzac Day Commemoration services  
- Dawn Service at Memorial Gardens  
- East Tamaki  
- Papatoetoe |
| 27 April | Meeting on future development of Kabaddi in Ōtara-Papatoetoe Local Board area. |
| 28 April | Age Concern meeting |
| 2 May | Kolmar Development Working Group Meeting – discussion over concept plan |
| 6 May | St George Bowling Club Presidents Day – speech on Council initiatives |
| 9 May | Constituent meeting |
| 12 May | UN International Day of Families – speech on 'Peaceful Families build peaceful communities' at Papatoetoe for the Universal Peace Federation  
St George Bowling Club Prizegiving |
| 15 May | Meeting constituent – venue hire. |
Otara-Papatoetoe Local Board Report 15 May.

Dawn Trenberth

The highlight for me was the Papatoetoe Rugby club’s mother’s day game. This was a wonderful occasion where the mothers of the players were acknowledged and presented the new jerseys to the mothers.

Concerns have been raised by residents about the closing of the level crossing at Papatoetoe station. Residents are concerned about access to the station from the carpark and the increased time to get to the station from Shirley road. Disabled access is also a concern. Kenneth Tuai from Auckland transport has been helpful about answering some of these concerns stating there will be a path from the carpark to the ramp and a new stairway from Shirley road as well as extra disabled parking. However, I feel we will need to closely monitor how the changes affect our residents and see if these changes are enough.

Safety is a huge concern and trains run very frequently with southern line and Eastern line trains passing through Papatoetoe on a ten-minute cycle ie approx. one train every five minutes on each side during peak hours plus any freight trains. There is a huge scope for accidents and trains will run even more frequently once the inner city rail loop is finished and if the freight line is built.

Friday 20 April attended Manukau Harbour Forum meeting and workshop.

Saturday 21 April visited Kolmar centre and Panthers Rugby league club.

Thursday 26 April attended Papatoetoe Neighbourhood support meeting.

Saturday 28th April attended exhibition opening at Fresh Gallery Otara.

Tuesday 1 May attended citizenship ceremony.

Tuesday 8th May transform Manukau update.

Saturday 12 May Presented Jerseys to Papatoetoe premier rugby team.
<table>
<thead>
<tr>
<th></th>
<th>Item Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Manukau Tennis</td>
</tr>
<tr>
<td></td>
<td>- Board members met with representatives of group to discuss the future of their facilities at the Manukau Velodrome.</td>
</tr>
<tr>
<td>2</td>
<td>Attended ANZAC Parades:</td>
</tr>
<tr>
<td></td>
<td>- East Tamaki</td>
</tr>
<tr>
<td></td>
<td>- Papatoetoe RSA</td>
</tr>
<tr>
<td>3</td>
<td>Tamaki Ki Tonga District Maori Council Meeting</td>
</tr>
<tr>
<td></td>
<td>- Triennial Elections for District Maori</td>
</tr>
<tr>
<td>4</td>
<td>Auckland Transport RLTP Consultation/Briefing</td>
</tr>
<tr>
<td></td>
<td>- An opportunity to talk about Local Board Advocacy Projects for Transport</td>
</tr>
<tr>
<td>5</td>
<td>Transform Manukau</td>
</tr>
<tr>
<td></td>
<td>- Presentation on local projects and placemaking in Manukau. Barrowcliffe due to commence so members were invited to sod turning etc.</td>
</tr>
<tr>
<td>6</td>
<td>CLM Meeting – East Tamaki Rugby Club</td>
</tr>
<tr>
<td></td>
<td>- Meeting to discuss how CLM can assist the club in their re-building efforts.</td>
</tr>
<tr>
<td></td>
<td>- Problems in management of club and facilities.</td>
</tr>
<tr>
<td></td>
<td>- Need more coaches for kids teams</td>
</tr>
<tr>
<td></td>
<td>- Need more members to build up number of teams and club membership</td>
</tr>
<tr>
<td>7</td>
<td>Public Meeting with Minister for Maori Relations – Hon Kelvin Davis</td>
</tr>
<tr>
<td></td>
<td>- Big concerns regarding Wai (water) and people bottling and taking offshore</td>
</tr>
<tr>
<td></td>
<td>- Calls for RMA to be reviewed in order to protect our environment and give back Kaitiakitanga to Mana Whenua/Maori.</td>
</tr>
<tr>
<td></td>
<td>- Concerns about Social Issues involving too many Maori in Prisons. Needs to be a review so that people aren’t being put in jail for speeding tickets etc. Incarceration is very damaging to the future of the offender.</td>
</tr>
<tr>
<td></td>
<td>- Call for Te Reo to be compulsory and an education programme to be set up to teach the History of New Zealand to all Immigrants old and new.</td>
</tr>
<tr>
<td>8</td>
<td>Otara Business Association</td>
</tr>
<tr>
<td></td>
<td>- No extraordinary business. Manager working on proposal for a 6 week Night Market Trial.</td>
</tr>
<tr>
<td>9</td>
<td>Community Safety</td>
</tr>
<tr>
<td></td>
<td>- Meeting not held due to too many apologies. Decided to abandon this month.</td>
</tr>
</tbody>
</table>
Puhinui Reserve - Possible Zone Changes

Area = 10.8 hectares
Area = 13.8 hectares

Note: The map was based on Auckland Council's land use data, and no warranty is given as to the accuracy and completeness of any information on the map and points to note.
Regional Land Transport Plan 2018-2028 &
Regional Fuel Tax Submission

Ôtara-Papatoetoe Local Board

SUBMISSION
To the Auckland Transport Board of Directors regarding the Regional Land Transport Plan 2018-2028 and Regional Fuel Tax

Summary

1. The Ôtara-Papatoetoe Local Board understands that transport is a complex issue. Congestion is getting worse and safety is becoming more of an issue, especially in our local board area. It is essential that the Regional Land Transport Plan (RLTP) addresses these issues at a practical level.

2. We support the ‘Vision Zero’ concept and have identified the Ormiston Rd to East Tamaki road connection (Ormiston/Preston/East Tamaki Road Reconfiguration) and the Portage Road and Station Road Intersection upgrade and roundabout installation as practical steps forward in making this vision a reality.

3. We also support the investigation, design and route protection for a new rapid transit route from Auckland International Airport to Botany via Manukau City Centre, including Puhinui. However we strongly advocate for a light rail option over any bus options. We note Auckland Airport has also advocated for light rail.

4. The Ôtara-Papatoetoe Local Board recognise that the Regional Fuel tax (RFT) can disproportionately impact low income people in Ôtara-Papatoetoe, but recognise the need to fund significant transport infrastructure in Auckland, and accordingly support the RFT.
Regional Land and Transport Plan

5. The Ōtara-Papatoetoe Local Board supports the inclusion of these projects in the Auckland Transport Capital Project:

- Protection and CAPEX, but advocate for light rail from the start, in preference to bus rapid transit (Table 1B)
- Middlemore rail station upgrade (Table 1B)
- Infrastructure supporting development in Manukau Centre (Clist Cres and Barrowcliffe Pl) (Table 1B)
- Infrastructure supporting development in Puhinui corridor - McLaughlans Rd - Prices Rd link and bus priority improvements on Puhinui Rd (Table 1B)
- Ormiston Rd to East Tamaki Rd connection, (Table 1B)

6. Request that these projects be added to the Auckland Transport Capital Programme:

- Portage Road and Station Road intersection – install roundabout
- Development of the Southern Spur rail line
- Intersection upgrade and realignment at St. George/Kolmar Rd/Wallace Rd.

7. The Ōtara-Papatoetoe Local Board have advocated for several years and would request that the Portage Road and Station Road Intersection upgrade - roundabout installation be included in the Auckland Transport Capital programme.

8. There have been fatalities in the recent past and as congestion worsens this intersection is becoming more and more unsafe for local community, especially our primary, intermediate and college students.

Ormiston Rd to East Tamaki road connection- Ormiston/Preston/East Tamaki Road Reconfiguration
9. For years the Otara Papatoetoe Local Board has been advocating for the reconfiguration of the Ormiston Road/Preston Road/East Tamaki Road intersection. From 2012-16 there have been two fatalities, three serious accidents and over 60 minor incidents with the potential for more if nothing is done. This does not include the two fatalities between 2010-11.

10. The project itself is at an advanced stage where delivery can happen sooner rather than later. Business cases, concept plans and the land for realignment have already been purchased and are owned by the council.

11. We support the ‘Zero Vision’ concept, the Government Strategic Plan on Land Transport and the Auckland Transport Alignment Project both put heavy emphasis on safety. This project would be a practical step forward in achieving what has been set out in these plans.

Light Rail from Airport to Botany via Manukau

12. For years this board has been advocating for rail from Auckland Airport through SH20B to Puhinui Station to Manukau and through to Botany. We note the former Auckland Regional Council concluded Heavy Rail would be the best option for both SH20A and SH20B. We understand Heavy Rail is no longer an option and therefore advocate for Light Rail along SH20B.

13. The Auckland Transport Alignment Project (ATAP) shows significantly higher growth figures in the South over the next ten to thirty years over any other sub-region. To accommodate the growth immediate prioritisation of this corridor improvement and mass rapid transit- light rail is the way forward.

14. With the expansion of the Airport and majority of workers in the area coming from the South, congestion is going to get worse. Light rail will allow more people to access Auckland and alleviate congestion while still allowing tourist to experience the rich cultural vibrancy of the south, rather than going straight past it.

15. We note Auckland Airport has also publicly advocated for Light Rail. We understand a study was undertaken by Auckland Transport to assess whether Light Rail or Rapid Bus option would be suitable.
16. We are therefore dismayed that the RLTP currently only proposes additional lanes along SH20B for high occupancy lanes, supporting bus, freight and carpooling.

17. If Light Rail will not be implemented in the near future, then proper dedicated bus lanes should be installed along SH20B for the short term. Sharing lanes with other vehicles will diminish the effectiveness of any rapid mass transport option along SH20B.

Regional Fuel Tax

18. This board would want to see congestion charges be investigated in our most congested areas (Auckland CBD) as another source of funds. International examples like London and Singapore would be good examples as a starting point.

19. This board would like to see more T2, T3 and T4 lanes to encourage carpooling as a result lessens congestion on roads at peak times.

20. This board would expect that the RFT would avoid disproportionate effects on people in the Ōtara-Papatoetoe area.

Signed

Lotu Fuli - Chair of the Ōtara-Papatoetoe Local Board

Date 11 May 2018