



**ROTORUA
LAKES COUNCIL**
Te Kaunihera o ngā Roto o Rotorua

Kaupapataka Agenda

NOTICE OF AN ORDINARY MEETING
OF

COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE

Date: Wednesday 8 November 2023

Time: 9.30am

Venue: Council Chamber

MEMBERSHIP

Chair	Cr Kai Fong
Deputy Co-Chair	Cr Brown Cr Waru
Members	Mayor Tapsell Cr Barker Cr Kereopa Cr Lee Cr Maxwell Cr O'Brien Cr Paterson Cr Wang
Quorum	6

NGĀ TUKUNGA HAEPAPA A TE KAUNIHERA COUNCIL DELEGATIONS

Community and District Development

Type of Committee	Whole of Council Committee
Subordinate to	N/A
Subordinate Committees	N/A
Legislative Basis	Schedule 7, clause 30 (1) (a), Local Government Act 2002.
Purpose	To oversee planning, monitoring, education and enforcement activities, and guide the economic and physical development and growth of the Rotorua District.
Reference	01-15- 019
Membership	Mayor Deputy Mayor All Councillors
Quorum	6
Meeting frequency	Monthly
Delegations	<ul style="list-style-type: none"> • Oversee the management of council’s planning, monitoring, education and enforcement activities, including: <ul style="list-style-type: none"> ○ Community safety ○ Regulatory and compliance ○ Environmental health ○ Animal Control ○ Parking Enforcement ○ Noise control ○ Food Act ○ Building Control ○ Consents and inspections ○ Resource Consents ○ Subdivision, land use and development control ○ District Plan ○ Plan Changes ○ Arts and Culture ○ Community wellbeing • Lead and oversee District Plan reviews and associated plan changes • Encourage engagement with the business community, economic agencies and major economic sectors that enables and attracts smart investment • Monitor Council’s contribution to the Te Arawa Vision (specifically in relation to Community and District Development outcomes) • Development and implementation of Economic Development Strategy/Framework

	<ul style="list-style-type: none">• Development and implementation of a Destination Management Plan• Central business district - revitalised growth and development included focus on Fenton Street Corridor• District growth and development• Council controlled organisations (CCO's) - advising on the content of the annual Statement of Expectations, agreement on Statement of Intent, monitoring against the Statement of Intent the financial and non-financial performance of CCO's• Make appointments and authority to remove appointments to Council-Controlled Organisations (CCO's).
Relevant Statutes	All the duties and responsibilities listed above must be carried out in accordance with the relevant legislation.

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1. Karakia Whakapuaki - Opening Karakia

TŪTAWA MAI

Tūtawa mai i runga
Tūtawa mai i raro
Tūtawa mai i roto
Tūtawa mai i waho
Kia tau ai te mauri tū
Te mauri ora, ki te katoa
Hāumi e. Hui e. Tāiki e!

TŪTAWA MAI

I summon from above
I summon from below
I summon from within
I summon the surrounding environment
The universal vitality and energy to infuse
and enrich all present
Enriched, unified and blessed

2. Ngā Whakapāha - Apologies

The Chair invites notice from members of:

1. Leave of absence for future meetings of the Rotorua Lakes Council; or
2. Apologies, including apologies for lateness and early departure from the meeting, where leave of absence has not previously been granted.

3. Whakapuakitanga Whaipānga - Declarations of interest

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

4. Ngā Take Whawhati tata kāore i te Rārangi Take - Urgent Items not on the Agenda

Items of business not on the agenda which cannot be delayed

The Chair will give notice of items not on the agenda as follows:

Matters Requiring Urgent Attention as Determined by Resolution of Rotorua Lakes Council

The Chair shall state to the meeting.

1. The reason why the item is not on the agenda; and
2. The reason why discussion of the item cannot be delayed until a subsequent meeting.

The item may be allowed onto the agenda by resolution of the Rotorua Lakes Council.

s.46A (7), LGOIMA

Discussion of minor matters not on the agenda.

Minor Matters relating to the General Business of the Rotorua Lakes Council.

The Chair shall state to the meeting that the item will be discussed, but no resolution, decision, or recommendation may be made in respect of the item except to refer it to a subsequent meeting of the Rotorua Lakes Council for further discussion

s.46A (7), LGOIMA

5. He Puka Inoi Tūmatawhānui – Public Petitions

5.1 Proposed Social Housing Building Work at 15 Frances Street

Homeowners of
Frances Street
Ngongotaha.

Regarding the proposed Social Housing building work at 15 Frances Street.

To whom it may concern

After several meetings with representatives from Kainga Ora to no avail, as The Homeowners we are unanimously concerned about the following:

1. The two storey duplex houses will not be sympathetic to our surroundings. The current homes are single storey 1950/60s homes.
2. They will completely overshadow the houses either side of them.
3. The builds will also block their rural outlook of some homeowners.
4. Ngongotaha is a rural village.
5. With the three homes taking up much of the 900 sq/m of land there is little room for parking & turn around, with a bus stop directly outside, we are concerned about road safety. Frances Street is narrow without a centreline with corner of Kingsley Drive 21m away and limited street parking.
6. Devaluation of our properties.
7. High intensification.
8. We collectively do not want two storey homes at 15 Frances St.

As Rate Payers & Homeowners we would like to be heard.

Your sincerely

Homeowners.

Mal & Lynda Bain

Name	Address & Phone #	Signature
Mal Bain	[Redacted]	<i>Mal Bain</i>
Lynda Bain	[Redacted]	<i>Lynda Bain</i>
Tracey Prince	[Redacted]	<i>Tracey Prince</i>
Millie Pretorius	[Redacted]	<i>Millie Pretorius</i>
Tricia Neill	[Redacted]	<i>Tricia Neill</i>
Bronwen & Richard McCurrin	[Redacted]	<i>Bronwen McCurrin</i>
Nan & Hutch Hutcheson	[Redacted]	<i>Nan Hutcheson</i>
Des Miller	[Redacted]	<i>Des Miller</i>
Jean Stout	[Redacted]	<i>Jean Stout</i>
Materoa Peni	[Redacted]	<i>Materoa Peni</i>
Daile Peni	[Redacted]	<i>Daile Peni</i>

Seneca Teakel
Mare Teakel
Travis Teakel
Craig Brown
Cathi Brown
Sarah McBreen
Jono King
Kelly King
Jacqui Aislavie
Liam Aislavie
Diane Simon

Seneca Teakel
Mare Teakel
Travis Teakel
Craig Brown
Cathi Brown
Sarah McBreen
Jono King
Kelly King
Jacqui Aislavie
Liam Aislavie
Diane Simon

6. Te Whakaū i ngā Meneti - Confirmation of Minutes

6.1 Community and District Development Committee Meeting Minutes (Draft) 11 October 2023

20004593

Minutes (draft)

Community and District Development Committee Meeting
held Wednesday 11th October 2023 at 9.30am
Council Chamber, Rotorua Lakes Council

MEMBERS PRESENT: Cr Kai Fong (Chair)
Cr Brown (Deputy Co-Chair), Mayor Tapsell, Cr Barker, Cr Kereopa, Cr Lee, Cr Maxwell, Cr O'Brien, Cr Paterson, Cr Wang

APOLOGIES: Cr Waru

IN ATTENDANCE:

NO ATTENDANCE

STAFF PRESENT: G Rangī, Interim Chief Executive;
T Collé, Deputy Chief Executive, Organisational Enablement;
J.P Gaston, Deputy Chief Executive, District Development;
O Hopkins, Deputy Chief Executive, District Leadership & Democracy;
V Cawte, Senior Communications Advisor;
K Williams, Community and Regulatory Services Manager;
M Owen, Community Safety Director;
D Cossar, Governance & Democracy Manager;
G Kieck, Corporate Planning and Strategy Manager;
N Michael, Executive of Communications, Mayor's Office;
G Konara, Governance Support and Democracy Coordinator;
R Griffith, Governance and Democracy Advisor.

The meeting opened at 9.30am

The Chair welcomed elected members, media, staff and members of the public.

1 KARAKIA WHAKAPUAKI OPENING KARAKIA

Cr O'Brien opened the meeting with a Karakia.

2 NGĀ WHAKAPĀHA APOLOGIES

Resolved;

1. That the apologies from Cr Waru be accepted.

Moved: Cr O'Brien

Seconded: Cr Paterson

CARRIED

3 WHAKAPUAKITANGA WHAIPĀNGA DECLARATIONS OF INTEREST

None

4 NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE URGENT ITEMS NOT ON THE AGENDA

None

5 TE WHAKAŪ I NGĀ MENETI CONFIRMATION OF MINUTES

5.1 MINUTES OF COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE MEETING HELD 13 SEPTEMBER 2023

19971827

Resolved;

1. That the minutes of the Community and District Development Committee meeting held 13 September 2023 be confirmed as a true and correct record.

Moved: Cr Paterson

Seconded: Cr Brown

CARRIED

6. PŪRONGO KAIMAHI STAFF REPORTS

6.1 PROGRESS REPORT – COMMUNITY AND DISTRICT DEVELOPMENT

19964914

Resolved:

1. That the report titled “Progress Report – Community and District Development” be received.

Moved: Mayor Tapsell

Seconded: Cr Barker

CARRIED

Jean-Paul Gaston overviewed the report and spoke to a presentation titled “Parking” (Attachment 1).

Further Resolved

2. That the Committee agree that Council begin consultation to extend time limited parking (P180) to Kuirau, Lakefront and Queens Drive (Government Gardens) reserves.

Moved: Cr Wang

Seconded: Cr Paterson

CARRIED

ACTION POINTS:

- Request for parking options and implications be brought to next committee meeting.
- Request for information on response times and parking faults.

Jean-Paul Gaston overviewed the report and spoke to a presentation titled “Housing Update” (Attachment 2).

ACTION POINT:

- Circulate MDRS definition to councillors.

6.2 PROGRESS REPORT – CORPORATE SERVICES

19984613

Resolved:

1. That the report titled “Progress Report – Corporate Services” be received.

Moved: Mayor Tapsell

Seconded: Cr Barker

CARRIED

Thomas Collé overviewed the report.

The Chair advised that the only matter in the public excluded session is to adopt the confidential minutes of the previous meeting and if there are no corrections or discussion required there is no requirement to move into Public Excluded.

**7. TE WHAKAŪ I NGĀ MENETI (ngā take matatapu)
CONFIRMATION OF MINUTES (confidential items)**

7.1 MINUTES OF COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE MEETING (CONFIDENTIAL ITEMS) HELD 13 SEPTEMBER 2023

19971862

Resolved:

- 1. That the confidential minutes of the Community and District Development Committee meeting held 13 September 2023 be confirmed as a true and correct record.**

Moved: Cr Lee

Seconded: Cr Maxwell

CARRIED

**8. TE KARAKIA WHAKAMUTUNGA
CLOSING KARAKIA**

Cr O'Brien closed the meeting with a Karakia.

The meeting closed at 10.31am.

To be confirmed at Community and District Development Committee meeting on 8 November 2023

.....
Chair

Note 1: Rotorua Lakes Council is the operating name of Rotorua District Council

Note 2: Attachments to these minutes are available on request or on Council's website: [click here](#)

7. Pūrongo Kaimahi - Staff Reports

7.1 Rotorua Regional Airport Limited – CCO Quarterly Report

20022809




YTD September 2023 (July 2023 to September 2023)

Report writer: Nicole Brewer, Chief Executive

Report approver: Nicole Brewer, Chief Executive

WHAT WE'RE WORKING TOWARDS

Purpose Statement

RRA's prime purpose is to maintain a safe and efficient Airport operation whilst optimising the use of its assets to facilitate, and grow tourism and trade, other commercial activity, and Airport profitability. RRA is responsible for the ongoing capital development and maintenance of the Airport assets and ownership of the core infrastructure.

Underpinning this purpose is RRA's vision: "to be a uniquely Rotorua hub our community can be proud of".

Strategic Objectives

The board and management have identified five key priorities for the airport to deliver this vision:

- Be a safe airport
- Help Council achieve its growth aspirations
- Manage & maintain assets to a high standard
- Be financially sustainable
- Be environmentally conscious

To fulfil our vision the critical elements of the strategy are:

- Maintain a fully compliant airport, including all aviation and non-aviation activities
- Strengthen our role to enable and develop the success of the region – financially and socially
- Leverage our land to create a sustainable and successful regional gateway
- Strengthen our position in the aviation sector. Route and service development for passengers and freight as well as planning for the future to ensure RRA is ready to embrace new-generation aircraft
- Extend our Manaakitanga – enhance our care of our guests and visitors

PROGRESS AGAINST SOI

Financial Performance

Rotorua Regional Airport's (RRA) financial performance for the period July '23 to Sept '23 was ahead of budget, due to increased landing fee revenue and lower than budget costs. The annual Air NZ pricing review resulted in an uplift in the per passenger landing fee which was not in the FY24 budget. As we move through the financial year, costs are expected to come in line with budget as there are some large maintenance items which will fall over the summer months and consultancy costs yet to come in. During FY23 audit a full revaluation was required which resulted in a significant uplift in asset valuation. As a result, depreciation for FY24 is higher than budgeted.

For July to Sept aircraft movements were up 17% on budget due to an uplift in both commercial and general aviation movements. Passenger numbers were slightly ahead of budget, at +2.2% for the Jul-Sept period. Current focus is on better understanding the RRA passenger profile, in particular the unserved traveller. Work is underway with Rotorua NZ to explore the travel patterns and constraints for inbound tour operators.

Non-Financial Performance

RRA is on track with regards to all non-financial performance measures, except provision of the high-level Asset Management Plan which has been delayed. This will be provided in due course.

Operations and Compliance

RRA's CAA Part 139 recertification is due in Feb '24. This is on track and is expected to be submitted to CAA electronically via OneReg (RRA's software compliance tool) which will be industry-leading.

A new instrument flight path for ATR aircraft, which will improve the ability to land during low cloud, is in the final design stages and is expected to be implemented in early 2024.

A very thorough procurement process for a new fire appliance to replace RRA's 1991 Amertek is underway. RRA is working with TSL (specialists in this area) and three other airports who are also purchasing new fire appliances. Working collectively assists with knowledge sharing and reducing costs.

RRA has completed a baseline assessment of its carbon footprint, including benchmarking against other airports. RRA's level of carbon per passenger is low compared to other airports (both in NZ and internationally). Next steps are to identify and implement carbon reduction strategies.

RRA, with support from members of the Rotorua business community, submitted an Expression of Interest to Air NZ with regard to being a host airport for its next-gen aircraft. Air NZ are reviewing the expressions and are expected to advise the shortlisted airports in mid-November.

As an airport, RRA is a HAIL site. As such a sitewide Preliminary Site Investigation (PSI) has been completed to support the Airport Business Park business case and other required operational upgrades. The PSI was extremely thorough and has identified two areas within the Airport Business Park zone for detailed investigation (DSI).

6 Williton Road is a vacant 3 bedroom house owned by RRA, which was purchased as part of the runway extension and subsequently rezoned light industrial. The investment required to bring the house up to healthy homes standards is significant so the decision has been made to demolish the house and seek other uses for the land which comply with the underlying zoning.

Looking Forward

Stormwater assessment is underway for the Airport Business Park along with an aeronautical review to “operationalise” the master plan and ensure there are no unintended negative effects on airport operations. Once these, along with a DSI, are completed geotech testing can be undertaken. These studies will inform the Business Case due mid 2024.

FINANCIAL MANAGEMENT

	Jul - Sep Target	Jul - Sep Actual	Variance	FY24 Target
a. Aircraft				
Aircraft movements	1,059	1,240	17.1%	4,711
b. Passengers				
Domestic	52,128	53,249	2.2%	227,356
c. Financial				
Aeronautical Revenue	\$783,060	\$913,519	17%	\$3,421,951
Non-Aeronautical Revenue	\$378,860	\$394,180	4%	\$1,571,977
Service Funding Agreement	\$546,037	\$540,345	-1%	\$2,184,148
Total Revenue	\$1,707,957	\$1,848,044	8%	\$7,178,076
Operating expenses	\$550,463	\$407,384	-26%	\$2,265,595
Overheads	\$528,817	\$445,300	-16%	\$2,171,903
Interest	\$141,315	\$134,575	-5%	\$565,260
Total Expenses (excl Depreciation)	\$1,220,595	\$987,259	-19%	\$5,002,758
Net Surplus (before Depreciation)	\$487,362	\$860,785	77%	\$2,175,318
Depreciation	\$427,350	\$520,259	22%	\$1,709,400
Net Surplus / Loss (after Depreciation & before tax)	\$60,012	\$340,526	467%	\$465,918
Capital expenditure		\$10,078		\$1,060,000
Shareholders' funds to total assets				80%
d. RRA Term Borrowings <i>(with LGFA via RLC)</i> As at 30 June (note 4)	\$12,550,000	\$12,550,000		\$11,750,000

NON-FINANCIAL PERFORMANCE MANAGEMENT

	Jul - Sep Target	Jul - Sep Actual	FY24 Target
e. Customer Satisfaction Score (CSAT)			
CSAT Survey annual score		Annual	75%
f. Aviation Compliance			
RRA has a current Part 139 Operating Certificate	Yes	Yes	Yes
g. Legal Compliance			
5 year compliance calendar		Attached	
h. Asset Management			
High-level Asset Management Plan to RLC		Delayed	

7.2 RotoruaNZ Limited – CCO Quarterly Report

20023422



ROTORUANZ LIMITED CCO QUARTERLY REPORT

1st Quarter Report

Report writer: Andrew Wilson, Chief Executive

Report approver: Andrew Wilson, Chief Executive

WHAT WE'RE WORKING TOWARDS

The purpose of RotoruaNZ is to unlock the economic potential of Rotorua. This reflects RotoruaNZ's primary role as the Regional Tourism Organisation (RTO) and Economic Development Agency (EDA)

Our core activities:

Marketing and communications – Strengthening the reputation of Rotorua and building brand equity

We will focus on building our reputation as a vibrant world-class visitor destination in a way that is authentic and meaningful to both visitors and the local community. Our stories will reflect the destination brand and focus on both our people and place, ensuring our destination values are well understood and resonate with our target audiences. We will ensure Rotorua is recognised as an attractive place to live, work and play, and seen as a viable investment destination in areas of comparative advantage, including the tourism, forestry and wood processing sectors.

Destination sales and visitor services - Delivering sales across international, business events, education and groups, and in-destination

We will develop strategies that enhance the visitor experience and services, and provide revenue opportunities to tourism operators. We will ensure we deliver outstanding visitor services where they are most needed by being strategic about where our site centres operate. We will provide innovative and relevant booking services and industry knowledge to cater for schools, sporting codes and other groups who choose to locate themselves in Rotorua for educational or extracurricular purposes. As the convention bureau for Rotorua, we will focus on successfully bidding for conferences, incentives and meetings. We'll be recognised as one of New Zealand's top five destinations for business events and conference delivery through the provision of outstanding local knowledge and high-quality service tailored to the needs of the business events markets, both domestic and international. We will coordinate and represent Rotorua operators in key international markets. Our focus is on growing the value of international visitation through the trade channel to the local community.

Business Growth, Insights, and Innovation - Implementation of the Destination Management Plan and associated activities that support the delivery of a world-class visitor experience

We will leverage our connections with regional and central government agencies, the private sector, and education providers to identify trends and market information that will support continued investment and reinvestment decision-making by local businesses and land owners. We will continue to support business growth and innovation through the provision of research and insights. We will continue to strengthen our relationships with Te Arawa iwi and mana whenua in support of their economic development aspirations. We will continue to facilitate the implementation of our Destination Management Plan in close collaboration with Te Arawa and our wider stakeholder groups.

Investment attraction and transformational place-making projects

We will continue to attract investment by promoting Rotorua as the great community it is, with a strong opportunity for investment and growth. We will also work with local partners, central government, local government, and Te Arawa to build persuasive business relocation programmes, where commercial and industrial land is available. We will take an active role in delivering transformational place-making projects on behalf of Council. Our role will involve administering and utilising Council's underperforming strategic landholdings to ensure they deliver maximum value.



PROGRESS AGAINST SOI

Quarterly Highlights

Marketing and communications – Strengthening the reputation of Rotorua and building brand equity

- We're working with external Media and PR strategists to develop a cohesive strategy to rebuild the reputation of Rotorua. We've conducted a number of focus group sessions with stakeholder groups and produced a detailed report that includes an environmental scan and summary of engagement. Draft strategy will be shared with councillors early November.
- Working with our BGII team to develop a communication and engagement strategy to increase number of registered users of Manaaki programme by the Rotorua visitor economy.
- Working with a Te Reo Maori specialist to improve and increase the use of te reo in our marketing and communications.
- Supported and leveraged the following events to attract more visitors to Rotorua - Aronui, Kupu Maori writers festival, Whaka100.
- Currently working with the event organisers of the following upcoming events to attract more visitors to Rotorua - Crankworx, Tarawera Ultra, A Blue Lake Rowing regatta, NZ Blues and BBQs festival.
- Due diligence completed for a CRM system that can best meet the requirements of RotoruaNZ. Implementation of new system to commence early 2024.
- Partnering with tourism industry to co-fund a 23/24 summer marketing campaign.

Destination sales and visitor services - Delivering sales across international, business events, education and groups, and in-destination

isite

- Sales have been reasonably strong.
- We are two of the top performing isites in the country.
- isite New Zealand has undertaken a rebranding and all of our sites now have new external signage.

Grand Opening of New Waipa Store:

- We had a successful opening event at Waipa, around 40 guests attended with isite New Zealand Executive, Paul Yeo and Acting Mayor Sandra Kai-Fong attending.
- This expansion allows us to offer customers a wider variety of options and attract new customers with the isite stocked with products from a number of new and different suppliers.

Digital Brochure project:

- We are working on a project to remove brochures in the isites and have them replaced with a digital image that can be downloaded on to a mobile device which can be booked in the isite or at a later time.

Rotorua Education Network:

- REN is making great progress in the communication and marketing area with a clear communications schedule provided to teachers to keep them up to date with what is new and also to inform a lot of the changes happening within operators policies around cancellations.
- We have been in discussion with the Ministry of Education to hold the Symposium for the release of the new education changes in the curriculum to be held in Rotorua. They have been invited to the teachers famil, there are also other areas that they could support REN which we have discussed and are working through currently.

Trade International Team

A successful high-performing, knowledge-rich and sales-orientated team.

- The RotoruaNZ Trade Team has attended offshore events and carried out sales calls with key clients in the UK/Europe and North America. This has provided us with key market intelligence



which will provide more targeted sales opportunities in the future. For North America, this was critical, as this was the Trade team's first time in market post pandemic.

- We have hosted and organised famils with travel agents and inbound tour operators from key markets.

Converted business for the tourism and hospitality sector through the trade channel

- Attending offshore events to deepen our understanding of key markets in the UK/Europe, India, and North America, we've tailored Rotorua products to match each market's unique needs. This includes introducing travel sellers and product/accommodation in Rotorua, resulting in sales in Rotorua.
- Proactive engagement with Inbound Tour operators in Rotorua, along with hosting multiple famils with travel sellers, has allowed us to facilitate an introduction between operator and travel sellers: This results in conversions.

Business Events Team

- The Business Events team are **On Track** - As at 30 September 2023 the value of leads won is \$940,555 and the year end June 2024 projection is \$12.247m (vs year end target of >=\$9.0m). Leads won to date:
 - NZ Western Riding Club – September 2023 (30x pax)
 - LottoNZ – September 2023 (20x pax)
 - Harcourts – May 2024 (200x pax)
 - ALPN Safe Kids – March 2024 (200x pax)
 - Manaaki Whenua (International) – March 2026 (250x pax)
- MEETINGS 2024 (19/20 June 2024) is being held in Rotorua. Planning is well underway with all Host Hotels confirmed, RotoruaNZ will host a Pre-Famil for 20x Hosted Buyers, a Day Famil for 200x Hosted Buyers, Welcome Function will be held at the Sir Howard Morrison Centre, the Rotorua Hosted Dinner will be held at Te Puia (TBC) and will be exclusive to all Hosted Buyers (a first for MEETINGS), MEETINGS 2024 Exhibition will be held over two days at the Energy Events Centre, and the Celebration Evening will be held at Skyline Rotorua.

Business Growth, Insights, and Innovation - Implementation of the Destination Management Plan and associated activities that support the delivery of a world-class visitor experience

Destination Management Plan

- Consultants have been appointed to create a wayfinding strategy for Rotorua City. A working group has been created and draft plan put together. They are now working on concept designs for the signage.
- The Manaaki program is online and has over 100 registrations. This is an online training platform aimed at Rotorua-based tourism and hospitality staff.
- The Rotorua Talent Incubator has wrapped up following the completion of phase two, which comprised a series of business classes with Waikato University lecturers. The programme received very high satisfaction ratings from participants.

Insights

- A community tourism sentiment survey was conducted and made publicly available on the website.
- A Destination Management Dashboard has been created and is live on the website to show progress against key DMP outcome areas. This is the first of its kind in New Zealand
- A new international visitor survey dashboard has been created to show a Rotorua-specific view of the international departure surveys.
- Supporting the reputational rebuild work with the provision of data and insights.

Investment attraction and transformational place-making projects

Development

- A boutique tiny house has gone up in the forest, overlooking Te Putake o Tawa. RotoruaNZ has played a connecting role here between CNI, Mana whenua, Timberlands, Council and the operator. This will be open in the coming weeks.
- Continued support for inner city and forest developments.



FINANCIAL MANAGEMENT

The Financial Management report will be included in the presentation.

NON-FINANCIAL PERFORMANCE MANAGEMENT

2023 Key Performance Measures

Achieved 5	On Track 0	Not Available 0	Off Track 2	Not Achieved 2
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Measures	YE Result June 2023	YE Target June 2024	Actual Jul-Sep 2023	Progress	Comment
Marketing and communications - Strengthening Rotorua's reputation and building brand equity					
Domestic visitor card expenditure in Rotorua (based on MBIE TECT dataset)	\$303m	>= \$330m	\$29.0m*	On Track	* \$29.0m spend for month of July 2023 MBIE discontinued the Tourism Electronic Card Transaction (TECT) dataset following publishing the July 2023 results and is scheduled to reinstate the Monthly Regional Tourism Estimates (MRTE) in November 2023. The MRTE reports on spend across all channels versus TECT which only reports card spend at merchant point of sale terminals.
International visitor card expenditure in Rotorua (based on MBIE TECT dataset)	\$110m	>= \$129m	\$7.3m*	On Track	* \$7.3m spend for month of July 2023 See note above - TECT discontinued.
% of commercial accommodation occupied (based on MBIE ADP dataset)	54%	>= 55%	44.5%*	On Track	* 44.5% occupancy for the two months to August 2023. Compared against the same two months of the previous year Rotorua's occupancy has increased four percentage points, which is largely driven by a strong increase in demand as a result of COVID restrictions being discontinued over the 2022-23 year.

Measures	YE Result June 2023	YE Target June 2024	Actual Jul-Sep 2023	Progress	Comment
% of local visitor economy stakeholders satisfied with RotoruaNZ services (Survey of Rotorua attraction, hospitality, food & beverage businesses)	67%	>= 75%	N/A	N/A	Survey conducted once annually in April-June quarter.
% of domestic travellers that have visited Rotorua overnight within the past 12 months (Angus & Associates, VIP dataset)	12%	>= 15%	12%*	On Track	* 12% overnight stay for <u>year ending</u> September 2023
% of domestic travellers find Rotorua highly appealing as a destination for a short break or holiday (Angus & Associates, VIP dataset)	34%	>= 37%	N/A	N/A	Metric reported six monthly and therefore results available only for the year ending periods June and December.
Net Promoter Score (NPS) of domestic visitors to Rotorua within the past 12 months who would recommend Rotorua as a travel destination (based on Angus & Associates, VIP dataset)	+8	>= +11	N/A	N/A	See note above - metric reported six monthly.
% of domestic travellers who definitely or probably will visit Rotorua within the next 12	33%	>= 33%	N/A	N/A	See note above - metric reported six monthly.



Measures	YE Result June 2023	YE Target June 2024	Actual Jul-Sep 2023	Progress	Comment
months (based on Angus & Associates, VIP dataset)					
Destination sales and visitor services - Delivering sales across international, business events, education and groups, and in-destination					
i-SITE to be financially self-sufficient	- \$189,880	>= \$0	\$74,416	On Track	The post-COVID return of the international travel market is contributing to strong growth in revenue and overall has resulted in a financially self-sufficient position for the first three months of the financial year.
Business events - value of bids won in financial year (based on MBIE CDS dataset and DR lead sheet confirmed conferences)	\$15.2m	>= \$9m	\$1.0m	On Track	There is strong demand for business events. Rotorua has been confirmed for events valued at \$1 million as at 3 months to September 2023, but it also has almost \$7 million of sales leads for which Rotorua has submitted a proposal and is awaiting a decision.
International visitor card spend per day in Rotorua (based on MBIE TECT and DataVentures VLPE datasets)	\$197	>= \$150	\$154*	On Track	* \$154 card spend per day for month of July 2023 See note above TECT discontinued.
Education and Group Bookings - annual value of school bookings through the Rotorua Education Network	\$1.8m	>= \$1.4m	\$606,405	On Track	There has been strong growth in the value of school group bookings with schools confidently making plans now that all COVID restrictions have been discontinued.
Business Growth, Insights, and Innovation - Implementation of the Destination Management Plan and associated activities that support the delivery of a world class visitor experience					
The number of Te Arawa	4	>= 2	2	Achieved	• Tiny house has gone up into the forest above Te Putake o

Measures	YE Result June 2023	YE Target June 2024	Actual Jul-Sep 2023	Progress	Comment
economic development projects directly supported by RotoruaNZ					Tawa and will be operational through Canopy Camping website. Concession document signed. Currently organising soft launch with CNI and Mana Whenua. <ul style="list-style-type: none"> Supporting large iwi accommodation development opportunity through the provision of data and insight.
The number of actions supported or delivered by RotoruaNZ in the forest futures action plan	New measure	>= 2	0	On Track	<ul style="list-style-type: none"> Plan has just been finalised and is with the graphic designers. Waiting on opportunity to present the plan to Council.
The number of projects identified in the Rotorua Destination Management Plan directly delivered or supported by RotoruaNZ	New measure	>= 4	4	Achieved	<ul style="list-style-type: none"> Destination Management Dashboard created and launched on website. First one of its kind in NZ. Draft workforce development strategy completed. Manaaki program launched. Online training platform to provide simple training for Rotorua tourism and hospitality employees. Draft wayfinding strategy completed.
% of local businesses satisfied with the quality of RotoruaNZ's destination data and insights developed to support decision making by business (Survey of all Rotorua businesses)	74%	>= 75%	N/A	N/A	Survey conducted once annually in April-June quarter.



ROTORUA LAKES COUNCIL

Mayor
Chair and Members
COMMUNITY AND DISTRICT DEVELOPMENT

7.3 Resource Management Act 1991 Delegations Manual Update (Decision Required)

Report prepared by: Jason Ward, Manager Planning & Development Solutions

Report reviewed by: Jean Paul Gaston, Group Manager Community and District Development

Report approved by: Gina Rangī, Interim Chief Executive

**1. TE PŪTAKE
PURPOSE**

The purpose of this report is to provide an update on the Council delegations in relation to decisions made under the Resource Management Act 1991 to give effect to updated titles and to enable appropriate staff to make decisions under the Resource Management Act 1991.

It is recommended that the updated Delegations Manual be adopted.

**2. HE TŪTOHUNGA
RECOMMENDATION**

- 1. That the report titled 'Resource Management Act 1991 Delegations Manual Update' be received.**
- 2. That the Committee recommends to Council that the updated Resource Management Act 1991 Delegations be approved.**

**3. TE TĀHUHU
BACKGROUND**

In accordance with the Resource Management Act 1991 Council officers carry out certain duties and functions which are permitted to be delegated. The delegations sit with particular position titles and from time to time when titles change it is necessary to update the delegations manual to reflect those changes.

It is the responsibility of each Manager to ensure that each delegate has the appropriate and necessary skills, judgment and qualifications to exercise the function delegated to him/her. In this regard, it is recommended that the delegations manual provides the sufficient delegation to the appropriate staff member (position) to carry out their duties.

The Delegations Manual applies to Council officers carrying out duties and functions as a Consent Authority and as Council as applicant.

4. TE MATAPAKI ME NGĀ KŌWHIRINGA

DISCUSSION AND OPTIONS

The updated delegations manual comprises the following changes:

1. Updated position titles due to the recent changes to the executive team;
2. Updated position titles to include additional position titles in the resource consent team; and
3. Provide relevant delegation to planners to carry out their duties and functions without unnecessary approval from more senior staff.

Options:

Retaining the status quo would not align with the existing position titles of the organisational structure. As part of continual business improvement work it has been identified that many other councils have provided delegation for certain low risk functions to a greater range of professional staff. This provides for greater efficiency in decision-making.

The preferred option is therefore to update the manual to reflect the current position titles and to align decision-making with the expectations of job descriptions.

5. TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE

The decisions or matters of this report are not considered significant in accordance with the Council's Significance and Engagement Policy

6. NGĀ KŌRERO O TE HAPORI ME TE WHAKATAIRANGA COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY

The decision sought is to update the existing Delegations Manual which will increase the efficiency of decisions on Resource Management Act 1991 related matters. Consultation on this matter is not deemed necessary as it is administrative to align existing job titles with duties and functions already delegated to Council Officers.

7. HE WHAIWHAKAARO CONSIDERATIONS

7.1 Mahere Pūtea Financial/budget considerations

The cost of updating the Delegations Manual is from existing operational budgets. The cost incurred has only been obtaining a legal review of the Delegations Manual.

7.2 Kaupapa Here me ngā Hiraunga Whakariterite Policy and planning implications

The updated Delegations Manual is consistent with those functions and responsibilities already delegated to the Chief Executive and Council Officers. The update is largely administrative to align updated position titles with delegations and to provide greater efficiency by increasing the officer delegations for certain low risk functions.

7.3 Tūraru Risks

A legal review has been carried out to ensure that any amendments to the Resource Management Act 1991 have been covered and that the appropriate level of officer is carrying out the applicable duty in accordance with the delegations. The risk is that if the manual is not updated to reflect the updated job titles this will cause confusion as to positions / departments with the applicable delegation.

7.4 Te Whaimana Authority

In accordance with the Resource Management Act 1991 it is Council that confirms its broad delegation of Council powers, duties and functions to the Chief Executive and Council Officers. The existing version of the Delegations Manual is dated 1 December 2017 (version 2).

Updates to the Delegations Manual is a decision of Council.

8. NGĀ ĀPITI HANGA ATTACHMENTS

Attachment 1: Rotorua Lakes Council Delegations under the Resource Management Act 1991:
Version 3 (circulated separately)

ROTORUA LAKES COUNCIL

Mayor
Chair and Members
COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE

7.4 Recommended Option for the Future of the Pensioner Housing Portfolio (Decision Required)

Report prepared by: Stephanie Kelly, Development and Partnerships Manager

Report reviewed by: Jean-Paul Gaston, Group Manager - Community and District Development

Report approved by: Gina Rangī, Interim Chief Executive

1. TE PŪTAKE PURPOSE

This report provides an overview of options for the future management and/or ownership of Council's pensioner housing portfolio, and includes a recommendation that a long-term lease to a community housing provider (option five) is the preferred option that would achieve the objectives identified for the future of the pensioner housing portfolio, and that consultation with the community through the Long Term Plan process should be undertaken on this basis.

2. HE TŪTOHUNGA RECOMMENDATION

- 1. That the report 'Recommended Options for the future of the Pensioner Housing Portfolio' be received.**
- 2. That the Committee resolves that the preferred option for the future of the pensioner housing portfolio that would achieve Councils objectives is to lease the community housing portfolio in its entirety to a suitable community housing provider.**
- 3. That the Committee notes that leasing the pensioner housing portfolio is considered a transfer of control of a Council strategic asset and subsequently consultation with the community on the proposal through the Long Term Plan is required in accordance with Council's Significance and Engagement Policy.**
- 4. That the Committee includes \$1.1 million of capital funding across year one and two in the draft Long-term Plan 2024-34 to complete refurbishment of the vacant pensioner housing units and enable a leasing option to be progressed.**
- 5. That the Committee approve the following amendments to the Pensioner Housing Policy:**
 - **Increase the age limit to:**
 - **65 years of age and over and reliant on superannuation; or**
 - **60 years and over and reliant on an invalid benefit.**
 - **Amend asset base eligibility criteria to exclude applicants with an income generating asset.**

- **Amend income level to be no more than \$35,000 for an individual and \$65,000 for a couple, and prioritise applicants who are unable to undertake paid employment and are reliant on superannuation or an invalid benefit as their sole source of income.**
- **Require applicants to provide confirmation of income from IRD at the time of application and prior to being placed into a pensioner unit, and from time to time as requested by Council staff.**

3. TE TĀHUHU BACKGROUND

The Rotorua Lakes Council owns and manages 152 pensioner housing units across five locations in Rotorua for older people who meet age, asset and independent living criteria. Council experiences a number of issues with the management of the pensioner housing portfolio including an annual cost of \$1.3M. Council is also not equipped to provide the necessary support services to vulnerable tenants many of whom have complex social and health needs, and is not able to effectively respond to the increasing demand for affordable housing for older people.

At its meeting on 12 July 2023, the Community and District Development Committee directed staff to investigate and develop options for the future management and/or ownership of the pensioner housing portfolio that would achieve the following objectives:

- Ensure ongoing housing security for existing tenants.
- Provide greater support services for vulnerable tenants.
- Ensure that the portfolio is financially sustainable including not requiring ratepayer funding to meet capital and operational maintenance costs.
- Create opportunities for growth in the portfolio in the future.

In response to similar issues a number of other Councils have progressed alternative models for the management/ownership of their pensioner/social housing stock in recent years. The issues experienced by local government in managing pensioner/social housing are largely the result of a lack of support from central government, this is despite local government having historically been the second biggest provider of social housing.

Specifically, the Social Housing Reform Act 2013 excludes local government authorities from being eligible to become Community Housing Providers (CHP's) and subsequently being able to offer their tenants an Income Related Rent Subsidy (IRRS). The IRRS is the main way in which central government support social housing tenants in New Zealand and enables a CHP to claim a market rental by covering the balance between what a social housing tenant pays (generally 25% of their income), and the market rent for the property.

4. TE MATAPAKI ME NGĀ KŌWHIRINGA DISCUSSION AND OPTIONS

Council staff have identified and investigated several options for the future of the pensioner housing. It should be noted that for any option to feasibly achieve Council's identified objectives, a commitment from the government to providing an allocation of IRRS is likely to be required. A formal request for an allocation of IRRS has been sent from the Mayor to the Minister of Housing and Urban Development.

Options

1. Status quo

Council has an option to maintain the status quo. This option would ensure continued housing security for existing tenants but will require increasing Council investment for the ongoing operation and management of the pensioner housing portfolio. Additionally, the provision of wrap around support services and creating opportunities for growth of the portfolio would require additional Council funding to achieve.

2. Sale of the pensioner housing to a community housing provider

One option is to seek to dispose of the pensioner housing portfolio to an existing CHP. This could also include an option to sell the five housing complexes individually to different CHP's.

This option presents a number of constraints.

The pensioner housing portfolio has an asset value of approximately \$25m on Council's balance sheet. This is based on a market valuation with the land having a value of approximately \$8m and the buildings and improvements having a value of approximately \$17m. In considering a potential sale of the pensioner housing portfolio Council would need to be realistic that any offer to purchase will not return the current valuation. A previous request for proposals process undertaken by Council seeking to sell the pensioner housing portfolio to a CHP returned offers that were significantly lower than the value of the asset on Councils balance sheet. Additionally, where other Councils have sold their pensioner/social housing stock, it was for a significantly lower amount than the assessed value of the asset.

The Lucas Place land is subject to the Reserves Act 1977, having originally been set aside for the purpose of an aerodrome. The disposal of the land will subsequently involve a process to revoke the classification of the reserve including final approval from the Minister of Conservation. This process is lengthy and is likely to take a minimum of 2-3 years. The proceeds are required to be distributed equally between the Council, the Crown and the Rotorua Airport in accordance with the Reserves and Other Lands Disposal Act 1962.

3. Establish a new community housing provider entity

Under the Social Housing Reform Act 2013, local government authorities (LGA) and Council-controlled organisations (CCO) cannot register as a CHP. However a subsidiary of an LGA or a CCO may apply to register as long as the subsidiary is operating independently, and at arms-length of its parent company. The Community Housing Regulatory Agency (CHRA) (who are responsible for assessing applications and registering CHP's) defines independence as "they are not under the control of the local authority, have separate governing bodies and management structures as well as separate financial accounts, and do not pay dividends back to the LGA".

This option would require the transfer of the pensioner housing stock, by sale or lease, to the new independent entity. It should be noted that recent development in law relating to charities have made it clear that once an asset is transferred to a charitable organisation, it will remain always available for use for some charitable purpose, and might not be able to be withdrawn for any other Council purpose.

This option is often not an attractive option for LGA's primarily because establishing and supporting an independent trust operation can be administratively costly. The establishment of a CHP requires registration with the CHRA which will involve considerable cost and effort. Once registered the CHP must report regularly to the CHRA.

In the ten years since the legislation has been in place only Christchurch City Council has taken up this option with the establishment of the Ōtautahi Community Housing Trust in 2015. Wellington City Council are also currently progressing the establishment of a community housing trust to manage the City's significant social housing portfolio, with the aim of ensuring the long-term financial suitability of their portfolio (WCC currently subsidises its housing unit \$7 million per annum) and providing opportunity to increase their social housing stock. Both Christchurch City Council and Wellington City Council have more than 2,000 housing units in their social housing portfolios, making the establishment of a CHP a much more viable option.

The Ministry of Housing and Urban Development (MHUD) has also recently expressed concerns about the growing number of CHP's which nationally has grown from 30 to over 70 in recent years. There are currently four CHP's registered that work in Rotorua and several more that operate in the wider Bay of Plenty.

This option does however present some advantages in that it would allow Council to retain ownership of the pensioner housing portfolio whilst granting a long-term lease with the new trust entity, and also giving Council the ability to have input into the ongoing management of the pensioner housing portfolio.

4. Contract a third party to manage the pensioner housing portfolio

This could include a CHP, CCO or a property management company. Council would still be responsible for major repairs and renewals, while the third party would pick up the day to day maintenance and tenancy management responsibility.

It is anticipated that this option would not result in an improved financial scenario as any potential savings from no longer being responsible for the day to day maintenance and administration costs associated with managing the pensioner housing stock, are likely to be offset by the cost to contract a third party. Further it is unlikely new tenants would qualify for the IRRS under this option as the control of the portfolio would still largely sit with Council.

5. Lease pensioner housing to a community housing provider – RECOMMENDED OPTION

The recommended option is for Council to enter into a long-term lease of the pensioner housing portfolio with a registered CHP. Under this option Council would continue to retain ownership of the pensioner housing stock.

A leasing option is anticipated to reduce the financial burden on Council and leasing arrangements could be structured in a number of ways to achieve this including options with respect to the annual lease rate and responsibility for major repairs, maintenance and renewals over time. It is further anticipated that as new tenants qualify for the IRRS (subject to eligibility and approval from MHUD), or if a specific allocation of IRRS is made available by the Minister of Housing, that the pensioner housing portfolio could become financially sustainable, and potentially become profitable thereby enabling Council the opportunity to grow the portfolio in partnership with the CHP.

Both the lease and partnering arrangements could contain key performance indicators or other measures requiring the lessee to achieve desired measurable outcomes in respect to the quality and availability of premises and additional support services for the pensioner housing.

It should be noted however that apart from its right as landlord derived from the terms of the lease, Council would have little influence over the direction and activities of the CHP partner.

Identifying a preferred CHP partner that would ensure favourable leasing arrangements for both parties would be sought using a Request for Proposals process.

23 pensioner housing units are currently vacant, all requiring full refurbishment before they can be tenanted. If Council receives a quick and positive response from central government to the request for an IRRS allocation, Council could confidently tenant the vacant properties as they are refurbished. If Council does not receive a quick response, keeping the units vacant may make a lease proposal more attractive for a prospective leasee as they may be able to attract an IRRS for a new tenant off the social housing register. This is not guaranteed as generally the government would view this as a redirect which is why a specific allocation of IRRS has been requested.

Assessment of options against Council's objectives

The following provides an assessment of the options against the identified Objectives:

Option	Ensure ongoing housing security for existing tenants	Provide greater support services for vulnerable tenants	Ensure that the portfolio is financially sustainable	Create opportunities for growth in the portfolio in the future
1. Status Quo	X			
2. Sale of the pensioner housing to a community housing provider		X	X	
3. Establish a new community housing provider entity	X	X		X
4. Contract a third party to manage the pensioner housing portfolio	X	X		
5. Lease pensioner housing to a community housing provider (RECOMMENDED)	X	X	X	X

Pensioner Housing Policy

To be eligible for a pensioner housing unit, applicants must meet the criteria in Council's Pensioner Housing Policy (included as Attachment 1). This includes:

1. Be 60 years of age and over and reliant on a permanent benefit / or be 55 years and over and reliant on an invalid benefit.
2. Have assets valued at less than \$25,000 for a single applicant, or \$45,000 for a couple. This includes the value of any major asset sold within five years of applying.
3. Be a New Zealand Citizen or hold NZ Permanent Residency.
4. Be retired from fulltime work.
5. Be in need of long-term accommodation.

6. Capable of living independently.
7. Have an income of less than \$25,000 for a single applicant or \$45,000 for a couple.

The current waitlist for a pensioner unit is capped at 40 people. In the previous Committee meeting there was some discussion about amending the Policy to restrict the number of people that are eligible to be included on the waitlist (when a spot becomes available) and could subsequently be placed in a Council pensioner housing unit.

The eligibility criteria has not been reviewed since 2013. Since this time the cost of living has increased significantly and the superannuation rate has increased to a point where the \$25,000 annual income threshold is now less than the total amount a retired person would receive annually (approximately \$25,792 per annum). Without an additional income source or a reasonable asset base to draw on, both of which based on existing criteria would make an applicant ineligible, people eligible for a pensioner unit would be classified as already living in significant financial hardship.

On this basis staff recommend the following amendments to the Pensioner Housing Policy:

Criteria	Proposed change	Rationale
1. Age limit	Increase the age limit to: <ul style="list-style-type: none"> - 65 years of age and over and reliant on superannuation; or - 60 years and over and reliant on an invalid benefit. 	Align age with retirement age with flexibility for people with significant health issues.
2. Asset base	Have assets valued at less than \$25,000 for a single applicant or \$45,000 for a couple, and no income generating assets. This includes the value of any major asset sold within five years of applying.	Ensure applicants do not have income generating assets.
3. Income level	Amend income level to be no more than \$35,000 for an individual and \$65,000 for a couple. Priority will be given to applicants who are unable to undertake paid employment and where superannuation or a sickness benefit is their primary source of income.	Increasing the income level will allow tenants to undertake some paid employment and alleviate some of the financial hardship experienced by tenants, however priority is to be given to people unable to undertake paid employment.
4. Verified evidence of income	Require applicants to provide confirmation of income from IRD at the time of application and prior to being placed into a pensioner unit, and from time to time as requested by Council staff.	Currently only a bank statement is required to be provided as evidence of income

5. **TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE**

The pensioner housing portfolio is listed as a strategic asset in Council's Significance and Engagement Policy. Under the Policy a matter is considered to be significant if it "involves a proposal or decision to transfer ownership or control, or abandonment, of a strategic asset from Council".

As a significant decision, Council must apply greater due diligence to the decision making requirements, and apply the special consultative procedure. As such any decision of Council to progress an option that could result in a change in ownership and/or control of the pensioner housing portfolio will require community consultation through the long term plan.

6. NGĀ KŌRERO O TE HAPORI ME TE WHAKATAIRANGA COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY

A decision by the Committee to consider an option that would result in a change in ownership and/or control of the pensioner housing portfolio will at minimum require consultation through the long term plan. Given the potential impact on existing tenants it is further proposed that specific targeted consultation with tenants is undertaken. Existing tenants have been made aware that Council is considering options for the future of the pensioner housing portfolio.

7. HE WHAIWHAKAARO CONSIDERATIONS

7.1 Mahere Pūtea Financial/budget considerations

23 of Council's pensioner housing units are currently vacant and require full refurbishment before an alternative model for the ongoing management of the portfolio can be implemented, and critically before the units can be tenanted.

The estimated cost for refurbishment of the existing vacant units is \$1.63M. This is based on an average cost of \$60,000 per unit, the units being refurbished using outsourced trades and services, and allows for an additional four units becoming vacant over the next 6-12 months.

The estimated cost of \$1.63M does not cover the reactive repairs/ replacements that may be required to locks, ovens, heaters, taps etc. This is covered by the existing operating maintenance budget \$127,000 per year for planned, reactive and grounds maintenance.

Approximately \$500,000 is remaining in the 23-24FY capital renewals budget and could be used to commence refurbishment of the vacant units. A further commitment of \$1.1M over years one and two of the 2024-34 LTP will be required to complete refurbishment of all of the vacant units.

7.2 Kaupapa Here me ngā Hiraunga Whakariterite Policy and planning implications

The decisions in this report support a number of Council priorities including:

- Planning and consenting to provide enough housing options
- Ensuring homes are healthy and fit for purpose
- Enhanced wellbeing for all
- Prudent financial management

7.3 Tūraru Risks

There is a potential risk that a decision to divest control or ownership of the Pensioner Housing portfolio could result in negative public perception.

The viability of the recommended proposal relies on a commitment from central government to an allocation of IRRS. If an IRRS allocation cannot be secured the feasibility of the recommended option is at risk.

7.4 Te Whaimana Authority

The Committee has authority to make decisions associated with this report.

8. NGĀ ĀPITI HANGA ATTACHMENTS

Attachment 1: Pensioner Housing Policy

ATTACHMENT 1: PENSIONER HOUSING POLICY**2.1 PENSIONER HOUSING POLICY**

Date Reviewed	Next Review	Officer Responsible
1 October 2016	1 April 2019	Financial Controller

Policy Purpose:

To provide guidelines to ensure that Pensioner Housing rental income is sufficient to ensure self-funding of this activity.

Policy:

Council owns and manages housing units for older people in various areas of the district.

Council will provide affordable and sustainable accommodation for the elderly. The activity will be self-sustaining and an ongoing maintenance programme continued. This activity will not be funded through rates.

Eligibility Criteria - applicants must:

1. Be 60 years of age or over and reliant on a permanent benefit / or be 55 years or over and reliant on an invalid benefit.
2. Have assets valued at less than \$25,000 for a single applicant, or \$45,000 for a couple. This includes the value of any major asset sold within five years of applying.
3. Be a New Zealand Citizen or hold NZ Permanent Residency.
4. Be retired from fulltime work.
5. Be in need of long-term accommodation.
6. Capable of living independently.
7. Have an income of less than \$25,000 for a single applicant and \$45,000 for a couple.

Process of Annual Rent Review

Will consist of:

1. A three yearly independent rental review (due March 2014 and every 3 years thereafter)
2. Other years an annual CPI adjustment is made in April each year, so that tenants can receive the required 60 days' notice of rental increase. (Note that final review by group manager to consider whether the proposed rent for the various categories of units maintains the self-funding requirement for this activity)

7.5 Progress Report – Community and District Development

Progress Report



Doc ID: 20018598

To:	Mayor, Chair and Members – Community and District Development Committee
Meeting Date:	8 November 2023
Group:	Community and District Development
Group Manager:	Jean-Paul Gaston
Report approved by:	Gina Rangī, Interim Chief Executive
Components:	Community Safety; Thriving Communities; Rotorua Library Te Aka Mauri; Growth and Development; Integrated Planning and Development

Stats and Facts		
OCT 2023	140 inner city businesses visited by City Guardians	Collaborated with partners to deliver 3 taiohi career pathways events
	Record month for Spring School Holiday programmes with 1154 children participating.	Inner City Community Safety Hub progressing well
Funding from the affordable housing fund approved for 283 Clayton Road development.	13 resource consents issued (subdivision and land use)	

Hunga: Tiaki Hapori – Community Safety

Safe City Guardians / Patrols / CCTV

Operational Activity

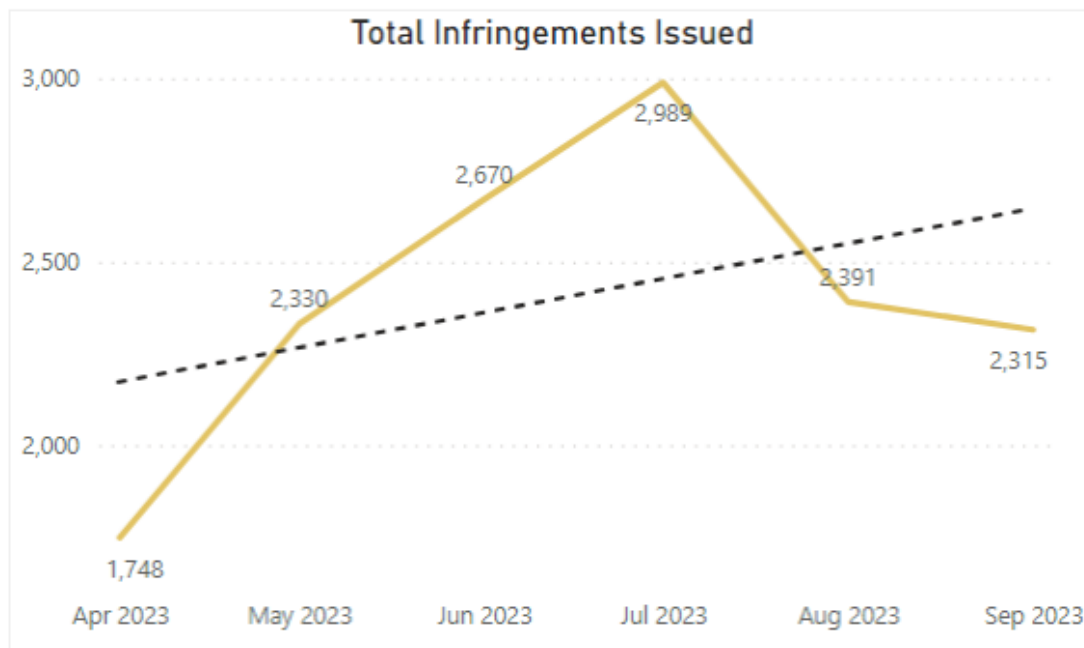
- As a result of an ongoing patrol focus at and around Jean Batten Square, only five incidents were reported from this area and all were de-escalated in a positive manner.
- Recruitment and rostering is underway for additional CCTV operators as per Community Safety Strategy.
- As part of the Inner City Revitalisation Programme and implementation of the Community Safety Strategy, Council proposed that an Inner City Community Safety Hub (ICCSH) be established from which a range of functions including customer services, crime prevention and activations could be delivered. Establishment of the Inner City Community Safety Hub is proceeding well. The following actions have been taken in this regard during September:
 - Layout plan for hub prepared.
 - 'Coming soon' signage installed in window.
 - Full list of infrastructure requirements identified and quotes being sought from providers.
 - Concept designs for the windows in line with RLC and Police brand guidelines prepared and quotes sought for the installation.

September Operational Outcomes (to 8 October)

- Guardians homeless/illegal camping welfare checks = 41 (17 for one recidivist couple). No offers of support were accepted. One male was trespassed from Government Gardens by police.
- Guardians involved in 16 interventions to de-escalate juvenile anti-social behaviour across the city.
- Guardians made approx 140 business visits to maintain visibility, educate and reassure businesses.
- Graffiti removed from CBD = 22. Currently engaging with property owners/developers just beyond the CBD perimeter to ensure development properties are kept clear of graffiti.
- Abandoned trolley collection costs have more than halved with businesses now attending to their own when notified. Teething issues are being addressed directly with businesses to ensure they uphold their agreement to collect in a timely manner. Further communication is being drafted to ensure correct processes are communicated to our businesses and public around reporting and collecting of trolleys.
- Mobile patrol sent to scene of anti-social behaviour = 46.
- CCTV information on antisocial or illegal activity passed on to police = 123.
- CCTV review of criminal activity after the fact, for police = 105.
- Arrests made as result of CCTV info = 26.
- CCTV review for RLC-owned property damaged = 12.

Parking

- Cash payments total 9.4% of total revenue and 15.9% of transactions.
- Card payments equal 36.8% of total revenue and 39.8% of transactions.
- App payments equal 53.7% of total revenue and 44.4% of transactions.
- 1,209 parking transactions per day with average value of \$3.83.
- Graph below illustrates that total parking infringements decreased in September with 2,315 compared with 2,391 in August.



- *This graph does not contain voided infringements or warnings which account for approx. 10% of infringements issued.*

- Most infringements issued were for parking over time limit, followed by unlicensed vehicle.
- Non-payment (parked in a metered space without paying) has decreased compared to August.
- Parked in metered space longer than paid for decreased in September.
- Parked over the time limit (P106) increased compared to August.
- The percentage of people paying for parking (compliance) increased compared to August.
- Following a recent question from elected members on the number of parking meter faults, we can confirm that from 1 August 2023 the city's 69 parking meters have averaged a 95% "uptime" (functional). As at 24 October 2023, two were logged for repair. This figure is a culmination of automated reporting from the meters, customer phone calls and any secondary fault reporting from meter technicians. Repairs over this period were completed within an average timeframe of 10 to 14 days and allows for the fact that not all faults are able to be fixed during the same visit.
- Regarding any cost implications from meter breakdowns, all maintenance costs are covered by i-Park under its contract with Council. If a customer comes across a faulty meter, i-Park staff will guide them on the phone to the nearest available meter and as such, this should not affect revenue.
- These measures will be included in the monthly progress report to the Committee going forward.

Animal Control

- Dog owners are obligated under the Dog Control Act 1996 to ensure their dogs are registered annually by 30 June. There are currently more than 12,000 dogs known to Council in the Rotorua District.
- Every year, Council's Animal Control Team follows up with dog owners who have not registered in time to request that they register their dogs to avoid the need to proceed to an Infringement Notice, or impounding of dogs in line with Council's obligations under the Act.
- Typically, Rotorua's dog ownership increases by at least 2% each year. This year, approximately 1,800 (about 15%) known dogs are yet to be registered. This is the highest non-registration rate we have experienced to date and represents approximately 1,000 fewer dogs registered at this point in time than the previous three years.

- The cost of living crisis, a 5% increase in annual dog registration fees, high deprivation levels and previous registration extensions provided through the Covid response, are all considered to be contributing to the current high rate of unregistered dogs.
- This year, there have been two extensions provided to allow people additional time to pay, radio advertising undertaken and reminder letters sent prior to Council applying a registration penalty from 11 September. The standard statutory maximum penalty of an additional 50% on top of the registration fee is intended to incentivise timely payment in future, while helping to cover Council's time spent in fulfilling its regulatory functions. It is worth noting that unregistered dogs can be seized and impounded by Council, but we would rather avoid by ensuring dogs are registered up front.
- Inspection of individual properties to follow up on registration is not a viable option this year due to current staff resourcing, the number of unregistered dogs and other service commitments. Council staff are instead preparing to send Infringement Notices (\$300 each dog) to all dog owners who have not yet registered. Owners will also be offered 28 days to pay their outstanding registration and penalty instead, in which case the Infringement Notice would be cancelled. Failure to register will result in the Infringement Notice remaining in force. If this remains unpaid it will follow a standard regulatory escalation process.
- Owning a dog comes with important responsibilities. While acknowledging the current financial pressures many people are facing, Council is also legally obligated to enforce the provisions of the Dog Control Act and ensure dogs are registered.
- Registration can be a costly imposition on dog owners but it is critical from a dog and community safety perspective.
- Not adequately following through with ensuring annual registration would also be materially unfair on owners who have already paid/complied, could create continued avoidance of payment in future and would not align with Council's legislative obligations under the Act.
- Infringement Notices are expected to be sent out within the next 2 weeks.

Resource Management Act Compliance – Emergency Housing

- Enquiries have identified there is still mixed use within motels, campgrounds and backpackers not used by MSD for emergency housing. We are in a process of developing a plan to address this issue.
- Two motels have been served with a 90-day notice to vacate long term clients and return to tourism.
- Priority list made to ensure ongoing inspections are done to confirm premises remain in tourism.

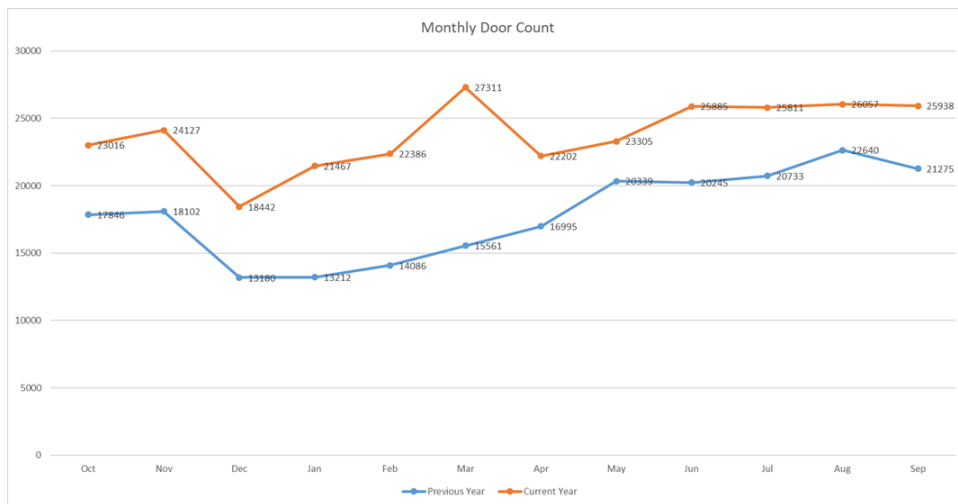
Temporary Housing

Attached (Attachment 1) is the September Rotorua Temporary Housing Dashboard provided by MHUD and MSD. The dashboard provides monthly reporting on the use of temporary housing options in Rotorua.

Rotorua Library at Te Aka Mauri

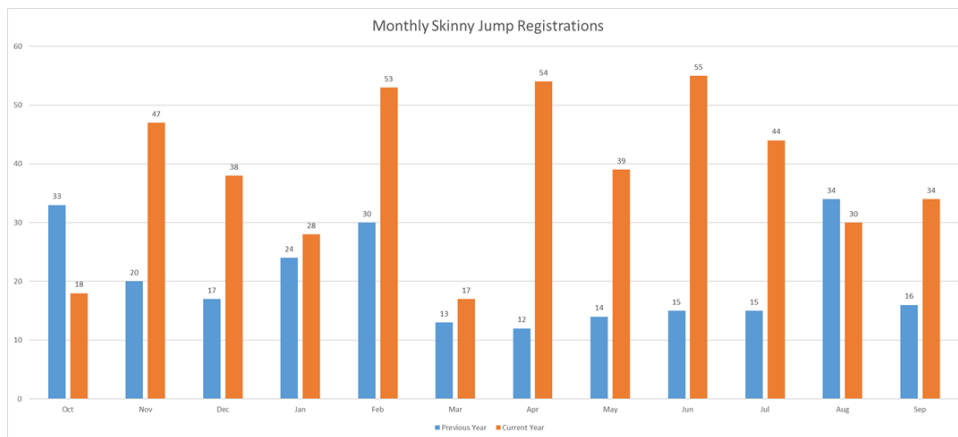
Resources and Services

- **Door Count Monthly:** 25,938 visitations in September 2023 | 22% increase on September 2022.
- **September Stand Out:** Steady increase in e-lending with 9552 issues in September, the highest over the last 12 months so far.



Skinny Jump Registrations Monthly: 34 in September 2023 | 113% increase on September 2022

Free modem and subsidised broadband for those who don't already have broadband in their home – 35GB free plus \$5 top-up for additional 35GB, includes Ciena for students (max 210GB/month, school terms only), must be referred by a school and meet criteria



Programmes and Activities

All programmes Monthly: 3017 participants in September 2023.

September / October Stand Out: 1154 participants across 20 events in Spring School Holiday Programme. This is the highest attendance recorded with the previous being 1074 in July 2019.



September

Hui e Hepetema | All Together September was a very busy month 20 individual activities taking place across the month and the Spring School Holiday Programme starting 25 September. Activities included:

- Welcoming Week activities 1-10 September, including crafts, displays. The regular Wednesday Waita session also included learning of a Japanese song that attracted an extra 20 or so more people.
- Te Wiki o Te Reo Māori 11-17 September with display in children's area and social media competition, attracting 114 entries. Also staff participation in Māori Language Movement.
- Multiple events in support of Alzheimer's Awareness month attracting 51 people across events.
- Literacy Aotearoa drop-in Session 8 September.
- Talk by local author Clare Baylis on her book *Dice*, hosted by U3A Book Group with 114 attending.
- Kupu Māori Writers Festival with events in Te Aka Mauri on 22 and 23 September. 192 people attending across the two days.
- Mental Health Awareness Week activities for youth hosted by various partners including REAL, Youth Centre, DOC and Sport BOP in the Library and Jean Batten Park 19 and 21 September with very positive feedback received from the 65 young people who participated.
- Latin Multicultural Lunch 28 September with 75 people attending experiencing dance and food tasting.

Email newsletter sent to full database of 16,338 to advise of Sunday closures as of 24 September with 49% open rate which is a good uptake. In addition, signage has been changed and social media reminders posted. A new campaign called eLibrary Every Day has been launched to remind people of digital membership and the opportunities our eLibrary provides.

October

"Spring into Wellness" theme for October with the following activities:

- Breast Cancer Support – Going Pink! – displays, staff dress up and fundraiser 18 October.
- Composting demonstration by RLC Waste & Climate Change team – 18 October.
- Seeds of Health public talk by Seed Library 25 October.
- Library Staff Spring Seedling Exchange 25 October.
- Loud Shirt Day (cochlear implants) support – Staff dress up and fundraiser.
- Rā Hauora | Health Day "He kura huna te hauora – Wellbeing is a hidden treasure". Includes various partner hosted health checks in Jean Batten Park for the public 27 October.
- "Call me brother" public book talk about Dr Edric Baker and his work in Bangladesh, by Rebecca Moore 28 October.

Other Activities planned October - November:

- New photography display on Papatuarua | Second Floor in Heritage & Research from 13 October to 10 November | Fragile Eco-Systems by John Perrin
- Multicultural Lunch 26 October, November dates to be advised.

November Theme is “Nostalgic November” with various events and activities planned including:

- Words of Kindness Display - write messages for World Kindness Day on Nostalgic postcards
- Vintage selfie frame public photo competition #NostalgicNovember
- Armistice Day displays
- He Kete Rau Mahara | Local Heritage Week Monday 20 to Sunday 26 November. The programme has a several events and activities at the Rotorua Library and at various partner venues. Of note:
 - Opening address event with Councillor Wang
 - Talks by the Rotorua Museum, Rotorua Historical Society, Te Arawa Māori Trust Board, Rotorua Multicultural Society, historian Philip Andrews and local Ōhinemutu resident Josie Scott
 - An introduction to the library’s new Heritage Platform Pakiaka
 - Exhibition of Māori Woven Arts | Te Honongo Wairua
 - Plus, activities at Arikikapakapa, Rotroua Settlers & Steam Museum, Māori Land Court, Rotorua Museum Offsite facility, Government Gardens, Rotorua Little Theatre, Ngongotahā Rail Heritage and Railway Theme Park

Ohu: He Hapori Taurikura – Thriving Communities

Bright Futures

Embedded Culture of Futures Planning

- Tamariki and Rangatahi Civic Engagement
 - Collaborated with partners to deliver three taiohi career pathways events
 - Taiohi “Cohesive and Caring Communities” Summer Intern programme in recruitment phase
 - Collaborating to support and integrate summer intern programme with taiohi development and Thriving Communities Taiohi pathways into council workstreams

Strategic Investment to Build Community Wealth

- Council's policy and approach to Community funding has been reviewed and LTP proposal has been submitted. Council decisions will inform approach to next phase of improvement.
- Q1 (2023-24 Financial year) community funding disbursement
 - Opening of Neighbourhood Matching Fund was delayed slightly but is now up and running. Three community projects approved and funded during this quarter, to a total value of \$6,710.
 - The large Neighbourhood Matching funding round has opened and closed. Nine applications have been received to a value of \$177,500.00. The decision panel will convene 9 November.

Caring Communities

Healthy, Fit for Purpose Homes in Cohesive and Caring Communities

- Q1 (2023-24 Financial year), number of community plans supported
 - We have supported three community plans in different phases of implementation in quarter one:
 - Eastside wellness plan – implementation phase
 - Welcoming communities plan – implementation phase
 - Eastside Marae collective development plan – development phase

Planning and Development Solutions

Consent Planning

- 10 Subdivision resource consents (SD) were granted in September 2023.
 - The activity status of the subdivision consents granted was: 6 Discretionary and 1 Controlled, 1 subdivision variation, 1 consent notice variation, and 1 cancellation of a consent notice.
- 3 Land use resource consents (LU) were granted in September 2023.
 - The activity status were: 1 Discretionary and 1 Limited discretionary and 1 deemed permitted boundary activity

Building Consents

- 102 BC were issued in September 2023, with work value of \$23.3 million.

Code Compliance Certificates

- 113 CCC were issued in September 2023, with work value of \$18.4 million.

Whakamaheretia Tā Tātau Ara Whakamua – Plan Our Way Forward

Housing Enablement

Future Development Strategy (FDS)

- The commissioner (chair of the RLC – BOPRC FDS Joint Committee) has developed a draft deliberations report and RLC officers are working on a tracked change version of the FDS. This will become the final draft for the hearings panel/FDS Joint Committee to consider before making recommendations to RLC and BOPRC for final adoption.
- At FDS Joint Committee meeting scheduled for 24 October deliberations report and changes to the FDS document were to be approved.
- The FDS Joint Committee will recommend any changes to the proposed FDS and the approval FDS by RLC and BOPRC councils.
- If approved by the FDS Joint Committee the FDS will go to respective Council meetings to be adopted by RLC Council on 22 November and by the BOPRC on 14 December.

Development Support

- Fast Track Consenting Applications:
 - 31 Ngongotaha Road (stage 1 – 215 dwellings): This fast-track application has been lodged with the EPA who will make the final decision. The applicant is now waiting for a decision-making panel to be appointed. Council is now required to provide a formal response to the application.
 - The applicant is holding a community information day on October 18 at the Ngongotaha Bowling Club. RLC staff will be in attendance and available to answer any RLC-related questions.
 - 171 Fairy Springs Road (Summerset Village - 300 houses): RLC is still working with the developer and their technical team on this project. This application is in the final stage of the pre-lodgement process. The final lodgement date is scheduled for November 2023.

- Taheke Geothermal Power Station): RLC is still working with the developer and their technical team on this project. The applicant plans to lodge this application by the end of the year.
- Development Support has started pre-lodgement conversations with a high-end accommodation provider looking to develop in the Rotorua area. At this early stage we are not able to provide any further details. The accommodation provider has been looking for suitable sites in and around the Rotorua area for a number of years.
- Interest in affordable housing/affordable rental developments is on the increase in recent months.

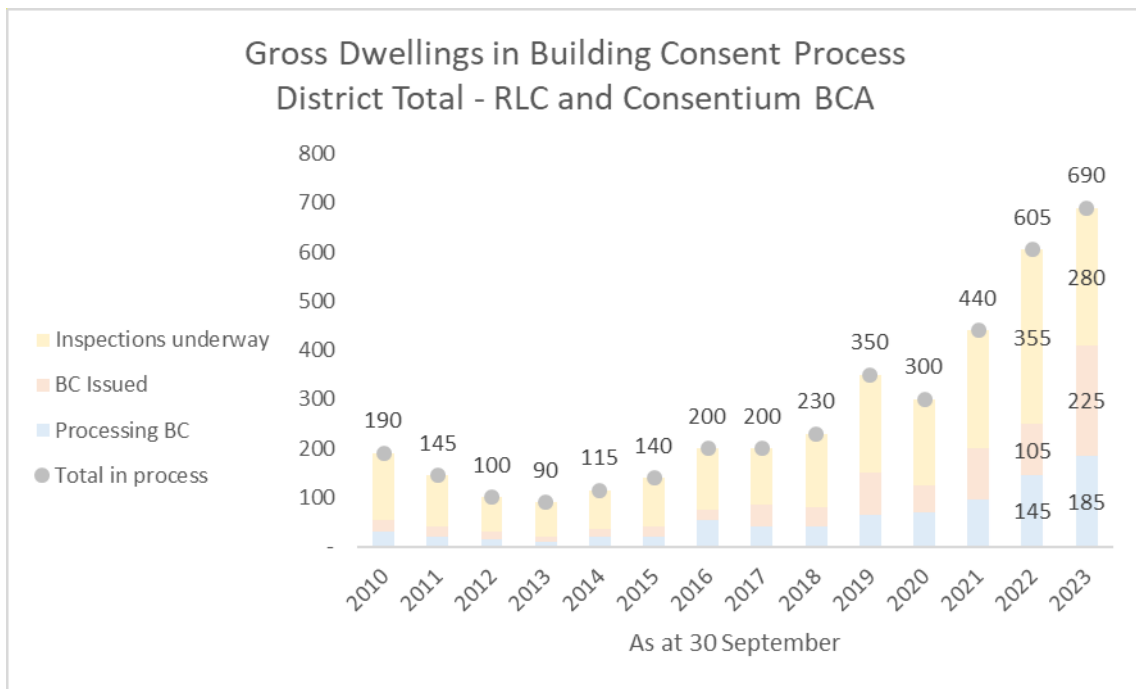
Partnership Development

- Council has entered into a conditional sale and purchase agreement with the preferred developer for Council-owned land at **283 Clayton Road**. The proposed development is conditional on funding from MHUD's affordable housing fund and the necessary consents being issued. Funding from the affordable housing fund was approved in September 2023. This fund supports development of new, affordable homes for low-to-moderate income earners in locations facing the biggest housing supply and affordability challenges.
- A preferred development partner has been identified to progress development of Council-owned land at **61 Kawaha Point Road** following an expression of interest process. The development is intended to deliver housing, improved accessibility for the community and support development aspirations of the Waikite Rugby and Sports Club, should they choose to progress development of their land. A Development Agreement between RLC and the preferred developer is being negotiated and will detail the parties' commitment and specify how the development will be undertaken.
- At its September meeting, the Community and District Development Committee approved starting a process to revoke road reserve status of Council-owned land at **10 Barnard Road**. The revocation will enable the land to be disposed of to Summerset Retirement Villages to provide vehicle access into their development site, a use that is consistent with the purpose for which Council holds the land.
- Post an LTP workshop, tenants at Council's pensioner housing received a hand delivered letter reassuring them of Council's commitment to protecting their tenancies as we discuss future options.

Dwellings in Building Consent Process

The pipeline of dwellings in building consent process continues to increase.

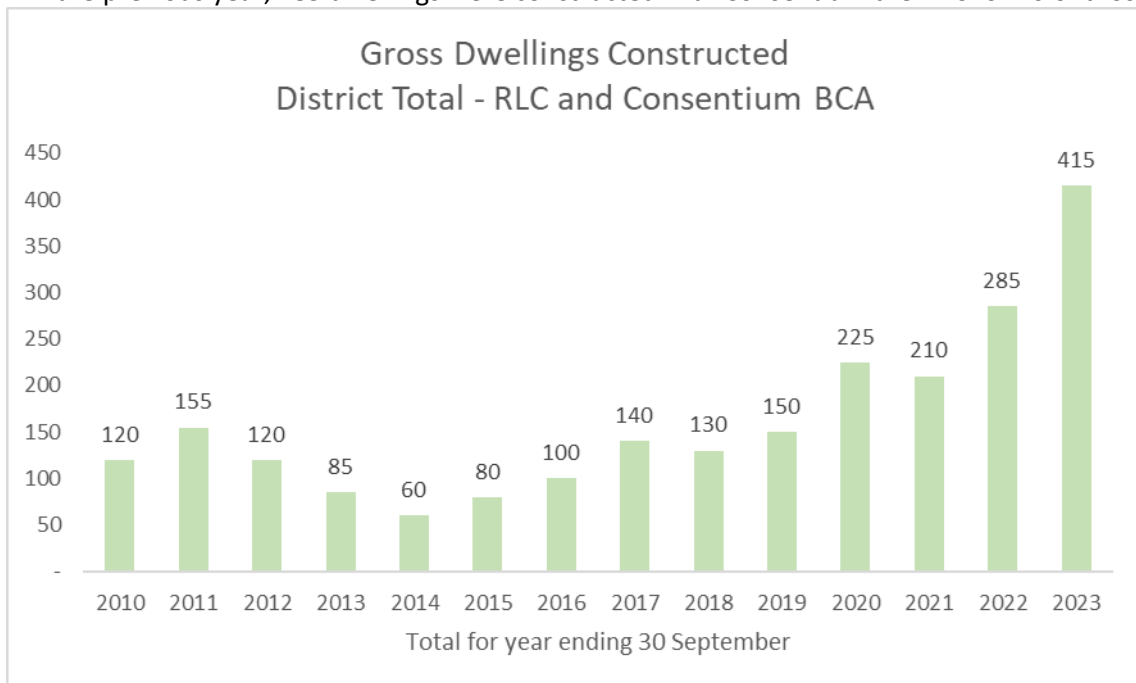
- As of 30 September 2023, there are 690 dwellings in building consent process with Consentium as the building consent authority (BCA) for 85 of these. Consentium is the BCA for Kainga Ora.
 - At the same time the previous year, there were 605 dwellings in building consent process, with Consentium the BCA for 80 of those.
- Of the 690 dwellings in building consent process as at 30 September 2023, 280 have building consent inspections underway (meaning construction has started but is not yet finished), 225 have been issued a building consent but are yet to start construction, and 185 have a building consent being processed (meaning a building consent application has been lodged but is yet to have consent issued).
 - At the same time last year, of the 605 dwellings in building consent process, 355 had building consent inspections underway, 105 had been issued a building consent but were yet to start construction, and 145 had a building consent being processed.



Dwellings Constructed

The annual supply of dwellings continues to increase.

- 415 dwellings were constructed in the Rotorua District in year ending 30 September 2023 with Consentium the BCA for 95 of these.
 - In the previous year, 285 dwellings were constructed with Consentium the BAC for 20 of those.



Economic Development

Council-Controlled Entities

- RLC continues to work jointly with its CCOs on a range of projects including the airport business park, the city wayfinding strategy and the future forestry action plan.

- The Deputy Mayor and Executive attended the induction for new Rotorua Regional Airport Ltd (RRAL) Board members.

Airport Business Park Support

- Technical work on the airport business park is continuing well.
- RRAL is preparing the necessary Terms of Reference to engage an aviation specialist to review and operationalise the master plan to ensure the Airport Business Park does not negatively impact on aviation functions and has a positive effect on the overall airport environment and operations.
- The full suite of technical reports will inform the commercial viability of the airport business park and are expected to be completed by March 2024. Consultant availability has delayed this timetable.

Inner City Revitalisation and Fenton Street Corridor

Planning and Implementation

- Retail Study and improvement plan:
 - First draft of study received at the end of September 2023
 - Currently working through the draft report and will provide comments to the consultants in early October.

Wayfinding/Cultural Foundations

- Wayfinding Project – This includes development of a strategy that can be used by any RLC department/staff and subsidiaries to define what, where and how signage will be implemented, including internal policy regarding changes and approvals for new signage:
 - Diadem provided the first Concept Design at the end of September 2023
 - RLC departments are working through this and will provide comments back to Diadem in October
- Cultural foundations:
 - The underlying cultural narrative was provided to Diadem and used to inform the concept design.
 - A list of existing cultural narratives has been provided to Ngāti Whakaue representations for confirmation and identification of any gaps.
 - Next step is to identify the places of significance within the inner city and their associated cultural narratives. This is expected by end of October 2023.

Rotorua Temporary Housing Dashboard | Sep 2023

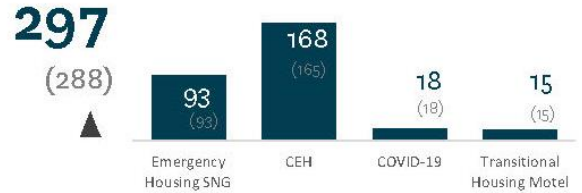
This dashboard provides monthly reporting on the use of temporary housing options in Rotorua. Last month's figures are provided in brackets.

Summary of Temporary Housing Use in Rotorua

Number of motels in use as temporary housing in Rotorua



Number of households in temporary housing in Rotorua



Household Composition

Adults in temporary housing in Rotorua

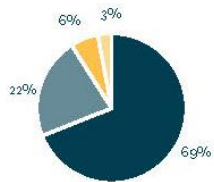


Children in temporary housing in Rotorua



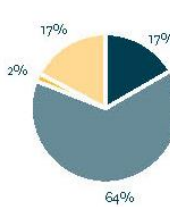
- Single without Children
- Single with Children
- Couple without Children
- Couple with Children

Emergency Housing SNG



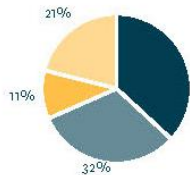
Adults	102
	(102)
Children	39
	(27)

Contracted Emergency Housing



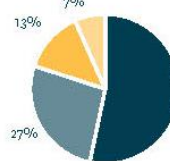
Adults	204
	(195)
Children	249
	(255)

COVID-19 Response Motels



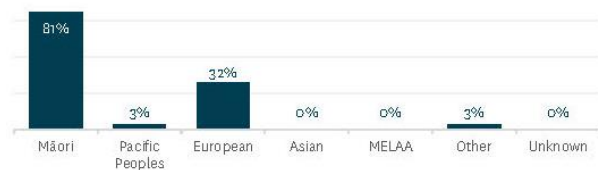
Adults	27
	(24)
Children	15
	(15)

Transitional Housing Motel

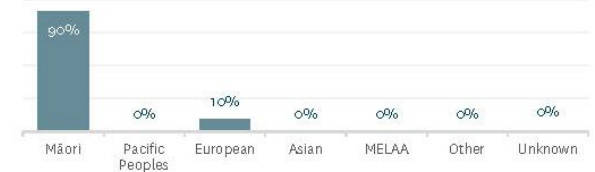


Adults	18
	(18)
Children	12
	(12)

Ethnicity of tenants in Emergency Housing SNG



Ethnicity of tenants in Covid-19 Response Motels

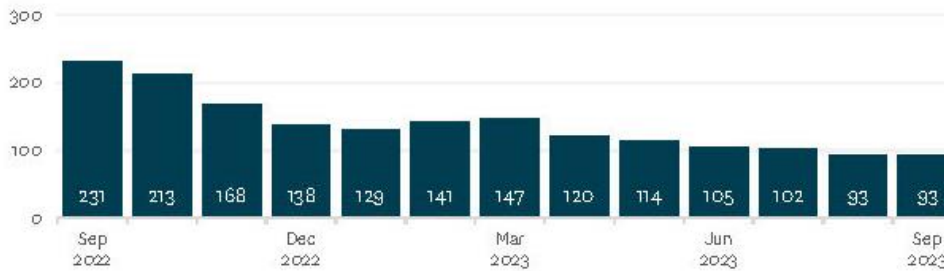


Trends

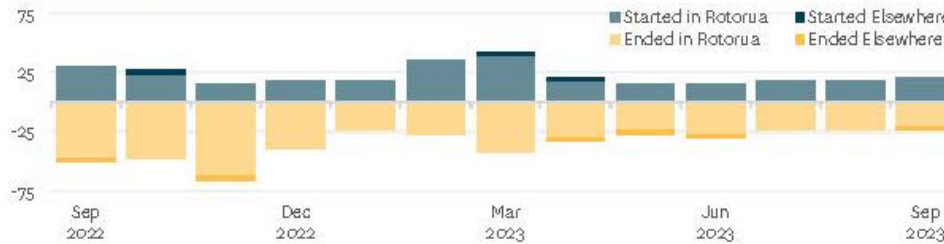
Households in HUD CEH / COVID-19 / TH Motel



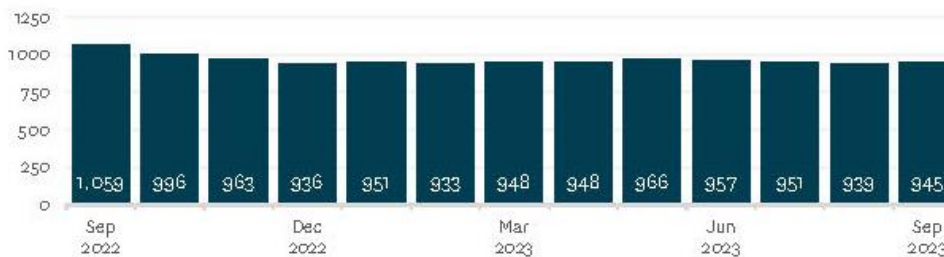
Households in MSD Emergency Housing SNG



EH SNG Start/End of Spell Location



Public Housing Register Applicants



Other Housing Support in Rotorua

Public Homes

1,014
(1,012)

Transitional
Housing Places

189
(189)

Housing First -
Housed

153
(150)

Housing First -
Not Yet Housed

12
(12)

7.6 Progress Report - Corporate Services

To:	Mayor, Chair and Members – Community and District Development Committee
Meeting Date:	8 November 2023
Group:	Corporate Services
Group Manager:	Thomas Collé
Report approved by:	Gina Rangī, Interim Chief Executive
Components:	Culture, Heritage and Mahi Toi

Stats and Facts	
<h1>SEPTEMBER</h1> <h1>2023</h1>	<p>Delegates year to date: 3,981</p> <p>Estimated economic impact year to date: \$5,241,468.70</p>
<p>Education programme – 7,889 students through Museum Education programme in last 12 months</p>	<p>Inaugural toi Rotorua Arts Festival – 38 events and 18 open artist studios over 10 days</p>
<p>Sir Howard Morrison Centre – 22,061 through the doors since opening Aug/Sept 80%+ utilisation Sir Owen Glenn</p>	<p>2,440 tickets sold for SHMC performing arts events in September</p>

Ohu: Te Ahurea Me Nga Mahi Toi | Culture, Heritage and Mahi Toi

Rotorua Museum Te Whare Taonga o Te Arawa

Key focus for September 2023

- Exhibition concept design development.

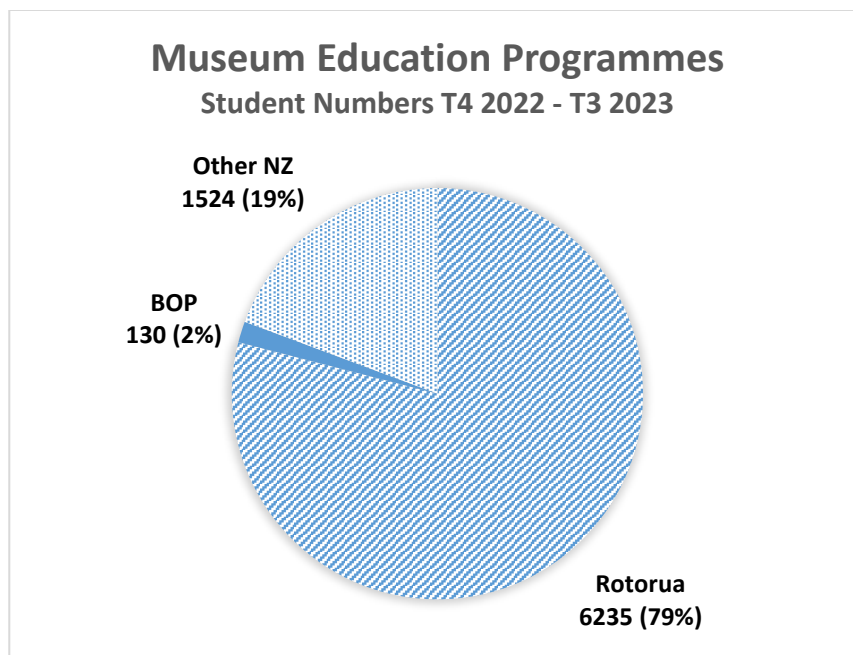
Achievements this period

Museum Project

- Focus for exhibition Concept Design has been on specific stories within key themes and selecting hero and supporting objects for long-term exhibitions. This phase should be complete by March 2024.
- Work is underway to integrate exhibition design into the build project to reduce the risk of potential reworks and or variations.

Museum Education

- Student Numbers: Over the last 12 months (Term 4 2022 - Term 3 2023) 7,889 students have participated in Museum education programmes. Rotorua students made up 79% or 6,235 of these. A total of 304 classes were held with an average of 26 students per class.
- Of the 1,654 students from outside Rotorua, 83% came in the off-peak visitor months during Terms 2 and 3. The current charge per student is \$10.



- Bookings: Term 3 (17 Jul – 21 Sep) totalled 2,454 (July 554, August 1,367, September 533), 11% higher than the same period in 2022. Term 4 numbers continue to look strong, with 1010 student bookings already confirmed and the annual target of 8,000 students likely to be achieved.
- Reducing Barriers to Learning: The free bus transport, sponsored by the Ngāti Whakaue Education Endowment Trust Board, has enabled 3,596 local ākonga to access barrier-free learning with the Museum education team for the Jan-September 2023 period.
- 96% of the 2023 \$20,000 annual bus sponsorship from the Ngāti Whakaue Education Endowment Trust has been used. Priority for the remaining funds, equating to 10 bus trips, has been allocated to local equity schools that book for Term 4. Other schools have been encouraged to find their own way, and 14 local schools have already booked programmes in Term 4 using their own transport.

- Recent Teacher Comments
 - “Through the programme the students and their parent helpers were exposed to local stories of our significant landmarks around Rotorua and the fun and interactive way that the programme is delivered the students are ‘buzzing’ about the learning.” - Lynmore School.
 - The quality of the programmes offered through the Museum Education Service is exceptional. They are thoughtfully designed, engaging, and align seamlessly with our local curriculum requirements.” - St Michael’s School Rotorua.
 - “The way the facilitators deliver this programme the students are provided with knowledge about mana whenua in particular with Ngāti Whakaue, sharing our local stories and history and integrating Te Ao Maori throughout the lessons”- Ngongotaha School.



Museum Events and Engagement

- The Museum Youth Advisory Group now has 10 members from five local High schools. The group has finalised their Purpose, Target Audience and Aim, and are now working on their strategic plan.
- Online Te Arawa engagement: video interviews with iwi / hapū champions have been completed, and three have been shared online: June Grant, Anaha Hiini and Mercia Yates. These are to encourage iwi / hapū to complete the online survey sharing their feedback about what they would like to see / experience when the Museum reopens.
- B Company 28th Maori Battalion engagement: The first whānau interview was in September. This is the start of the process to gather kōrero for inclusion in the Māori Battalion exhibition.

Collections

- September accessions into the collection included documentary heritage related to Rotorua High School, the first high school in the district.
- The full collections team continue to compile object lists and do research about those objects for the exhibition development concept design phase.
- Key visitors to the collection included the Friends of Rotorua Museum executive, students and tutors from Te Wānanga o Aotearoa, Rotorua RSA, the RLC finance team and a group of weaving graduates.

Coming up

Museum Exhibition Development Project

- Continuation of Concept Design phase to March 2024.
- Investigating funding options.
- Iwi engagement wānanga with Ngāti Whakaue, Ngāti Pūkiao and Ngāti Tarāwhai (dates tbc).

Museum Events and Engagement

- Museum exhibition project engagement: Share remaining seven iwi champion interviews on social media, to encourage wider Te Arawa feedback via the online survey.
- Continue engagement with whānau of B Company 28th Maori Battalion.
- 22 Oct – 10 Dec: Bay of Plenty Artists Exhibition, organised by Friends of the Museum (artist submissions open 9 Sep and close on 8 Oct).
- 27 Oct – 5 Nov: toi – Rotorua Arts Festival 23, in partnership with the Friends of the Museum and local artists. This inaugural festival has 38 events and 18 artist open studios over 10 days. Visit FB: [toi.Rotorua](https://www.facebook.com/toi.Rotorua) for more information.

Collections

- The focus for October will continue to be refining the object list and undertaking research for the exhibition development project.

EEC, Sportsdrome, Te Runanga Teahouse, Markets, Business Events and Events:

Sales Activity for September 2023

- Exhibitor at AuSAE LINC Conference – Hamilton
- Attendance at BEIA Conference – Blenheim

Sales Activity ahead for October 2023

- Joint MCK and Business Events Clients Dinner – Wellington
- AuSAE Networking Luncheon – Wellington
- AuSAE Networking Luncheon – Auckland

Example of business generated through Australasian Society of Association Executives (AuSAE).

Main Venue:	Description	Type	Status	Start Date	End Date	Account	Forecast Attendance	
Sir Howard Morrison Centre (SHMC)								
Referral by local contact - Mercia Yates	SHMC	Adult and Community Education (ACE) Aotearoa Conference 2024	Conference (CNF)	1st Pencil (Enquiry) (28)	07/03/24	08/03/24	Adult and Community Education (ACE) Aotearoa	150
RotoruaNZ	SHMC	NZ Airports Association Hui 2024	Conference (CNF)	1st Pencil (Enquiry) (28)	14/10/24	17/10/24	RotoruaNZ	250
TNZ	SHMC	International Conference on Timber Bridges 2025	Conference (CNF)	1st Pencil (Enquiry) (28)	28/06/25	02/07/25	Waka Kotahi NZ Transport Agency	400
RotoruaNZ	SHMC	Surface Coatings Association of New Zealand (SCANZ) Conference 2026	Conference (CNF)	1st Pencil (Enquiry) (28)	13/05/26	15/05/26	RotoruaNZ	120

EEC (EEC)								
RotoruaNZ	EEC	NZ Beer Awards	Banquet (BANQ)	2nd Pencil (27)	03/08/24	03/08/24	RotoruaNZ	400
Relationship	EEC	NZ Freshwater Sciences Society Conference 2024	Conference (CNF)	1st Pencil (Enquiry) (28)	17/11/24	21/11/24	New Zealand Freshwater Sciences Society	400
Relationship	EEC	NZ Ecological Society Conference 2024	Conference (CNF)	Pre-Contract (Tentative) (32)	24/11/24	28/11/24	Conference & Events Ltd (Wellington)	250
Relationship	EEC	NZIQS Annual Conference 2025	Conference (CNF)	1st Pencil (Enquiry) (28)	04/06/25	06/06/25	New Zealand Institute of Quantity Surveyors (NZIQS)	550
Relationship	EEC	Education NZ Conference 2026	Conference (CNF)	1st Pencil (Enquiry) (28)	19/08/26	21/08/26	Education New Zealand Manapou ki te Ao	600

Total # Delegates for October 2023 – 706pax

Estimated Economic Impact of Business Events for October 2023 – \$1,091,264.20

Year to date number of delegates – 3,391pax

Year to date - \$5,241,468.70

Formula used: Average stay 2.9 nights x Number of delegates x Average spend \$533 (MBIE Report 2018)

Energy Events Centre

Highlighted Events for September 2023

- Patchells 50th Dinner Celebrations – 420 attendees
- Royal Australian & NZ College of Psychiatrists Conference – 240 attendees
- NZ Educational Institute Conference – 466 attendees

Highlighted Events ahead for October 2023

- Maori Women's Welfare League Conference – 700 attendees
- Filipino Sports Tournament – 1000 attendees
- Masters League Crossfit – 800 participants

Sportsdrome

September 2023

- 21 of 30 days utilised

Forecast for October 2023

- 18 of 31 days utilised (School Holidays)

Te Runanga Teahouse

September 2023

- 10 of 30 days utilised

Forecast October 2023

- 6 days of 31 utilised

Markets

The Night Markets are now operating under the summer hours of 5pm to 9pm with the first market being held on 5 October 2023.

For September 2023

- 3 out of 4 markets held / one Market cancelled due to weather
- One of the markets celebrated Multi-Cultural Society
- One of the markets celebrated Te Wiki o te reo Maori
- Estimated attendance per market 1200-1500

Ahead for October 2023

- 4 markets to be held this held
- The market planned for 26 October 2023 will have a Halloween theme
- Estimated attendance per market 1500-2000

Events

For September 2023

- 11-24 September - Aronui Indigenous Arts Festival – series of venues / events
- 15-17 September - NZ Fishing Hunting and 4x4 Expo – Distinction Hotel

Ahead for October 2023

- 14 October - Aramex Kiwi Walk & Run Series – multi region
- 20-22 October – Whaka 100 – Waipa
- 22-28 October - Rotorua Festival of Golf – Arikikapakapa

Sir Howard Morrison Centre***Our ticketing summary at the close of September is 22,061 tickets sold.***

Following a packed August and September at 80% and 83% utilisation respectively for the SOG, we now have a steady but slower October.

We have seen slower sales patterns with events significantly under-performing this month in market despite best efforts. We believe this is partly due to NZ Elections and also partly cost of living. Venues across the country are reporting approximately 30% decline in audiences.

We will support the inaugural Toi Rotorua Festival later this month and RLC's self-produced Halloween activation is tracking well with the first show sold out and strong sales on the second. We will present the Rotorua Young Achievers which will be livestreamed via council channels.

Next week, a blessing of the new Sir Howard Morrison carved frame and portrait will take place in Te Haumihi with whanau and relevant staff.



Cat in the Hat – Showcase Entertainment



Half of the Sky – Massive Company

Highlights Coming Soon

- Sleeping Beauty – November – starting to track well
- Queen – November – tracking well
- Bill Bailey – December – last 100 tickets available.

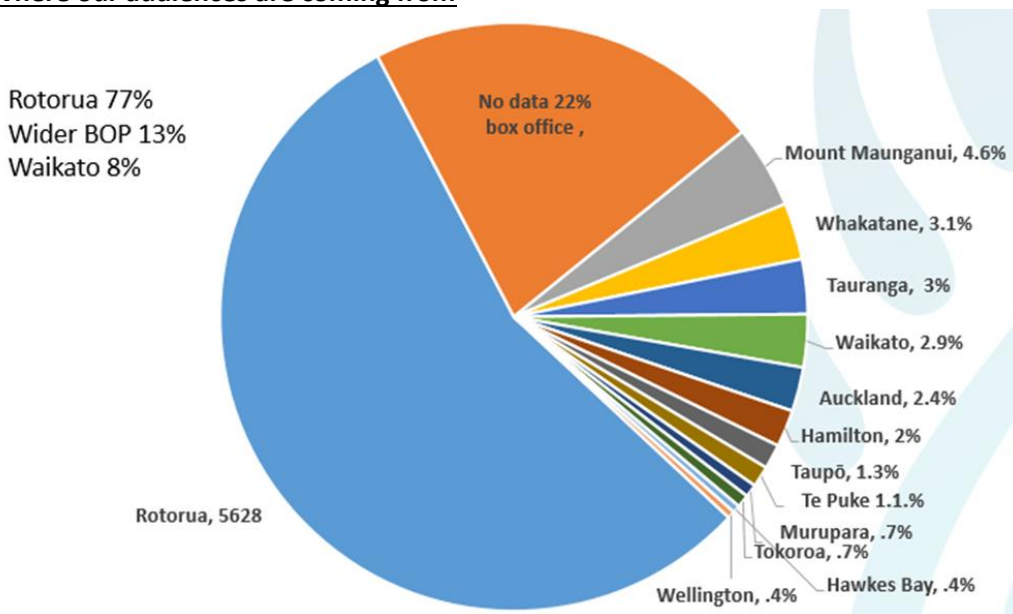
Top performing events

1. Aspire Arts Academy – **Sweet Dreams & Wonderful World of Walt** (Dance events) - 850 tickets sold
2. **Dr Seuss's The Cat in the Hat** (children’s theatre) – 1159 tickets sold
3. **Rocky Horror Picture Show** (interactive film screening) – 304 tickets sold

Highlights

- Launched first Sir Howard Morrison Centre audience feedback survey – 438 completed surveys submitted.
- 22,061 guests have attended a Performing Arts event at the SHMC since opening.
- 2,440 tickets were sold to SHMC performing arts events in September.

Where our audiences are coming from



ROTORUA LAKES COUNCIL

Mayor
Chair and Members
COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE

7.7 Energy Events Centre Façade (Decision Required)

Report prepared by: Amy Nelson Facilities Manager and Samantha Rowley Property Manager

Report reviewed by: Thomas Collé, Group Manager Corporate Services

Report approved by: Gina Rangī, Interim Chief Executive

1. TE PŪTAKE PURPOSE

The purpose of this report is to seek a decision from Council on options for the repair or replacement of the façade (fins) of the Energy Event Centre. The venue is an important strategic asset and because of the public facing nature of the building, elected members' approval is being sought.

2. HE TŪTOHUNGA RECOMMENDATION

1. That the report "Energy Event Centre Façade" be received.
2. That the Committee approves
 - a) Option 1 to repair the façade, or
 - b) Option 2 to remove the façade for the benefit of the Energy Event Centre building and future commercial events.

3. TE TĀHUHU BACKGROUND

The Energy Events Centre (EEC) opened in 2007 and is used by both the business events sector for conferences, meetings and tradeshows and community groups for sporting and cultural events. The EEC is renowned for its cultural décor depictions, and its size, being one of the larger venues in the country at that time.

The venue targets both corporate and association multi-day conferences, tradeshows, and awards dinners. Due to the size of the venue, our unique culture, and being in the heart of forestry and geothermal industries, targeted business segments include the forestry, earth sciences, cultural, health and education sectors.

There is a high threat of competitive venues entering the market with the recent opening of Te Pae in Christchurch, Takina in Wellington and soon to be opened NZICC in Auckland.

Critical issues for the EEC to remain competitive in this market include:

- Retaining our current levels of repeat business and developing further client loyalty in a competitive market.

- Keeping the venue looking fresh and modern with upgrades needed in many spaces i.e., signage, façade, tired bathrooms.
- Budget constraints potentially restricting marketplace activity and exposure, potentially negatively impacting key relationship partners/future business.

During FY 2022-2023 the EEC:

- Hosted 11,000 domestic business events with delegates contributing \$17m to the local economy
- Hosted 1,600 International business events with delegates contributing \$3.5m to the local economy
- Estimated 42,460 bed nights
- Total economic benefit to Rotorua - \$20.5m

The venue also hosted over 116 community and sporting events alongside a number of meetings and banquets.

In July 2023 Business Events Industry Aotearoa (BEIA) has announced that MEETINGS 2024 will take place in Rotorua for the first time since 2011.

Hosting the largest Business Event Expo in New Zealand for 2024 is a major coup for the venue and destination. This is an opportunity for our city to showcase the venue and leverage the potential business that this event presents.

The venue is an important contributor to the local economy particularly as most of its business is generated in the off-peak tourism season and is an important strategic asset for council and the community.

Façade

The EEC steel structure holding the façade aluminium louvres or commonly known as the “Fins” structure is open to the thermal activity environment. The environment impacts the steel causing rusting of the façade structure.

In May 2023 Structural Engineers KGW were engaged to complete visual investigation and assessment of the existing columns and louvre supports at the EEC.

KGW’s report noted: During the assessment, pilot holes were drilled by RLC at the base of selected columns/beams and several existing rust spots were inspected to check remedial thickness of the members to assess if internal corrosion is occurring.... The front screen/ louvre columns that were tested at the lowest point had no evidence of internal corrosion but displayed spot rust to the surface. The curved screen cleats for the aluminium louvres were found to be significantly rusted. The rust has likely occurred due to the presence of hydrogen sulphide and the formation of H₂S acid from the nearby geothermal environment.

The Aluminium fins of the Louvre structure are in good condition.

The aluminium fins and curved columns which they are directly attached are not required for the structural integrity of the building, therefore can be removed.

Recommendation: the curved screen cleats for the aluminium louvres will require removal and replacement with the same size cleat, welded into place with 6mm continuous filled weld and then repainted. It is recommended that all steel tubes (in the assessed zone) are to be blasted and repainted in the areas of corrosion only the curved screen cleats for the aluminium louvres required

removal and replacement with the same size cleat and that all steel tubes are to be blasted and repainted in the areas of corrosion and painted with specified paint.

Remedial time frame provided was 12 months from the initial report.

These repairs are necessary to ensure the health and safety of passersby and to ensure good maintenance of the building and to keep the building to a standard expected by our customers.

4. TE MATAPAKI ME NGĀ KŌWHIRINGA DISCUSSION AND OPTIONS

Option 1: Repair the louvre structure - louvre/fin repair - approximately \$200k

Requires the structure to be removed as completing the works in situ will impact business continuity and is not viable logistically due to scaffolding, wrapping, sandblastings, building protection and environmental protection.

During the works, air conditioning would need to be turned off in the affected area to ensure that dust does not enter the building, and H2S mitigation would not be possible, effectively closing the building for the repair of approximately six weeks period.

The supplier quoted to remove the structure, treat, paint, and reinstate with new cleats. This would repair the columns which have noted various rust spots throughout the structure and heavily rusted cleats.

It is noted that the decision to repair will keep the structured image of the EEC however this will be at an ongoing maintenance expense. As per the KGW Engineer report, the hydrogen sulphide is likely to be the influencing factor for rust. It is plausible to predict the reoccurrence of rust, and this will require ongoing maintenance to mitigate deterioration.

Keeping the louvre façade in place will:

- Require ongoing maintenance due to hydrogen sulphide, increasing the operating maintenance budget overtime.
- Keep the visual features of the original design.

Option 2: Remove the louvre structure - louvre/fin removal and make good - approximately \$40k

The structural engineer confirmed removal as an option and the quote includes recycling metal, cleaning the facade, and making good various locations.

It is noted that the removal of the louvre structure at the EEC will impact the building visually and provides an opportunity to modernise and improve an indoor and outdoor flow with outside dining space in the future (a trend in new venues). This option reduces the ongoing maintenance burden on Council in the highly corrosive geothermal area the EEC sits on.

Proposing removal will create the following benefits to the building:

- No closure period that would have impact on business continuity and revenues.
- Recycling sustainability opportunity - the metal would be recycled for reuse.
- Refresh opportunity - providing a clean slate for visual change of the building.
- Removal of the louvre structure is at a lower cost and reduces ongoing maintenance costs.
- Heat load in the summer - an investigation has taken place and the current tinted glass can have additional solar tint applied if required.

- Enable additional commercial opportunities for the EEC including an outdoor space.

The proposed removal works align with the following;

- **Rotorua Event Strategy to 2025** by attracting participants and attendees with refreshed façade of the building.
- **The Rotorua Destination Management Plan** by investing in positive futures – tier two actions of the MP under Action 12 of Events Strategy. Support the implementation of the Events Strategy including looking at the destination’s events infrastructure.

5. **TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE**

The decisions or matters of this report are not considered significant in accordance with the Council’s Significance and Engagement Policy.

6. **NGĀ KŌRERO O TE HAPORI ME TE WHAKATAIRANGA COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY**

Consultation on this matter is not being undertaken on the budgeted building renewals of the EEC.

7. **HE WHAIWHAKAARO CONSIDERATIONS**

7.1 **Mahere Pūtea Financial/budget considerations**

Funding for the proposed works is budgeted within the FY24 Renewal Budget for the building EEC.

7.2 **Kaupapa Here me ngā Hiraunga Whakariterite Policy and planning implications**

The renewal of the EEC façade flows from a decision already made in the Long-term Plan.

7.3 **Tūraru Risks**

The Council has obligations under the Health & Safety Act to remove, mitigate (repair) or isolate the structure within the period recommended by the structural engineer. Isolating or deferring could result in considerable damage to property if the structure fails, as well as people’s health and safety, and impact on Councils reputation and the potential of revenue loss if the venue had to close.

7.4 **Te Whaimana Authority**

Group Manager, Corporate Services, has delegated authority to approve either of the proposed options under the Council Delegations register, and the work is budgeted. However, as the recommendation is changing the visual aesthetics of an important building with a level of public visibility, elected members are requested to make the final decision on the options for the façade.

**8. NGĀ ĀPITI HANGA
ATTACHMENTS**

ATTACHMENT 1: FRONT LOOKING WEST BEFORE



ATTACHMENT 2: FRONT LOOKING WEST AFTE



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8. Te Karakia Whakamutunga - Closing Karakia

Kia whakairia te tapu

Restrictions are moved aside

Kia wātea ai te ara

So the pathway is clear

Kia turuki whakataha ai

To return to every day activities

Kia turuki whakataha ai

To return to every day activities

Hāumi e. Hui e. Tāiki e!

Allied, enriched, unified, and blessed