



**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 14 February 2024

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

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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 • 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. Te Whakaū i ngā Meneti - Confirmation of Minutes

5.1 Community and District Development Committee Meeting (Draft) Minutes 12 December 2023

DOC ID: 20083103

(Draft) Minutes

Community and District Development Committee Meeting
Held Tuesday 12 December 2023
At 9.30am
Council Chamber, Rotorua Lakes Council

- MEMBERS PRESENT:** Cr Kai Fong (Chair)
Cr Brown (Deputy Co-Chair), Mayor Tapsell (via Zoom), Cr Barker,
Cr Kereopa (via Zoom), Cr Lee, Cr Maxwell, Cr Paterson,
Cr Wang (via Zoom).
- APOLOGIES:** Cr Waru, Cr O'Brien, Cr Wang (lateness), Cr Kereopa (lateness).
- IN ATTENDANCE:** S Van Gulik, Director, SvG Limited.
A Wilson, CEO, RotoruaNZ.
- STAFF PRESENT:** G Rangi, Interim Chief Executive;
T Collé, Group Manager, Corporate Services;
J.P Gaston, Group Manager, Community & District Development;
O Hopkins, Executive Director, Corporate Planning & Governance;
S Michael, Group Manager, Infrastructure & Environmental Solutions;
D Cossar, Governance & Democracy Manager;
G Kieck, Manager, Corporate Planning & Strategy;
J Bish, Performing Arts Director;
S Brown, Manager, Events, Culture, Heritage & Mahi Toi;
V Cawte, Senior Communications Advisor;
N Michael, Senior Communications Advisor;
R Griffith, Democracy & Governance Advisor.

The meeting opened at 9:33am.

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

1 KARAKIA WHAKAPUAKI OPENING KARAKIA

Cr Maxwell opened the meeting with a Karakia.

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2 NGĀ WHAKAPĀHA APOLOGIES

Resolved;

1. **That the apologies from Cr Wang (lateness), Cr Kereopa (lateness), Cr Waru, and Cr O'Brien be accepted.**

Moved: Cr Brown
Seconded: Cr Barker
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 8 NOVEMBER 2023

DOC ID: 20038760

Resolved;

1. **That the minutes of the Community and District Development Committee meeting held 8 November 2023 be confirmed as a true and correct record.**

Moved: Cr Paterson
Seconded: Cr Barker
CARRIED

Cr Kereopa joined the meeting via zoom at 9:36am.

6 PŪRONGO KAIMAHI STAFF REPORTS

- 6.1 ROTORUA EVENTS STRATEGY

DOC ID: 20079525

Sharon Van Gulik, Andrew Wilson, Thomas Collé, and Stewart Brown overviewed the report and spoke to a presentation titled 'Rotorua Event Strategy – Executive Summary 2021'.

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Resolved:

- 1. That the report 'Rotorua Events Strategy' be received.**

Moved: Cr Brown

Seconded: Cr Maxwell

CARRIED

Further resolved:

- 2. That the Committee approve the Rotorua Events Strategy 2030.**

Moved: Cr Maxwell

Seconded: Cr Brown

CARRIED

Cr Lee abstained from voting.

Cr Wang joined the meeting via zoom at 10:49am.

6.2 COMMERCIALISATION OF SIR HOWARD MORRISON CENTRE

DOC ID: 20078016

Sharon Van Gulik, Thomas Collé, and Stewart Brown overviewed the report and spoke to a presentation titled 'Review of RLC Venues'.

Meeting adjourned at 11:03am.

Meeting reconvened at 11:17am.

Resolved:

- 1. That the report 'Commercialisation of The Sir Howard Morrison Centre' be received.**

Moved: Cr Barker

Seconded: Cr Maxwell

CARRIED

Thomas Collé and Stewart Brown overviewed the report.

The chair noted that the recommendations are amended from the recommendations in the agenda.

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Further resolved:

2. **That the Committee notes the commercialisation options for the Sir Howard Morrison Centre and instructs the Chief Executive to report back to Council in the New Year on the delivery plan.**
3. **That the Committee approve the introduction of the SHMC Yield Policy (4.1.2) to prioritise commercial higher yield shows over lower yielding community shows.**

Moved: Cr Kai Fong

Seconded: Cr Paterson

CARRIED

Cr Wang left the meeting at 11:30am.

6.3 PROGRESS REPORT – COMMUNITY AND DISTRICT DEVELOPMENT

DOC ID: 20066570

Resolved:

1. **That the report titled ‘Progress Report - Community and District Development’ be received.**

Moved: Cr Brown

Seconded: Cr Lee

CARRIED

Jean-Paul Gaston overviewed the report.

6.4 PROGRESS REPORT – CORPORATE SERVICES

DOC ID: 20065046

Resolved:

1. **That the report titled ‘Progress Report - Corporate Services’ be received.**

Moved: Cr Barker

Seconded: Cr Brown

CARRIED

7 TE KARAKIA WHAKAMUTUNGA CLOSING KARAKIA

Cr Kereopa closed the meeting with a Karakia.

The meeting closed at 11:39am

To be confirmed at Community and District Development Committee meeting on 14 February 2024

.....
Chair

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

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6. Pūrongo Kaimahi - Staff Reports

DOC ID: 20130238

ROTORUA LAKES COUNCIL

Mayor
Chair and Members
COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE

6.1 10 Barnard Road Reserve Revocation – Hearing (Information Only)

Report prepared by: Greg Kieck, Manager Corporate Strategy & Planning

Report reviewed by: Oonagh Hopkins, Executive Manager, Corporate Planning & Governance

Report approved by: Gina Rangi, Interim Chief Executive

1. TE PŪTAKE PURPOSE

The purpose of this report is to receive community feedback on the submissions received to the 10 Barnard Road Reserve Revocation.

2. HE TŪTOHUNGA RECOMMENDATION

1. That the report “10 Barnard Road Reserve Revocation – Hearing” be received.

3. TE TĀHUHU BACKGROUND

Summerset Retirement Villages has purchased the land at 171 Fairy Springs Road, north of Barnard Road, with the intention of developing a new retirement village. To support their development, Summerset has requested the use of the road reserve at 10 Barnard Road for alternative vehicle access to their site.

The land at 10 Barnard Road was vested in Council in 1957 as part of a larger subdivision, for the specific purpose of providing vehicle access to land to the north. The land is classified as road reserve under the Reserves Act 1977 and has been used for a number of years by the neighbouring motel for their private playground and parking area.

Council is proposing to sell it to Summerset to enable its use as an alternative vehicle access. Before it can be sold, the road reserve status of the land has to be revoked through a process under the Reserves Act 1977.

If this process is successful, the alternative access will be gated and would mainly be used for emergency services and deliveries. Residents and visitors to the retirement village will be expected to use the main entrance off State Highway 5/Fairy Springs Road.

Council approved the initial proposal to go out for consultation at the Community and District Development Committee meeting held on 13 September 2023.

Public consultation was held from 12 January to 11 February 2024 to assess community feedback for the proposal with the submitter(s) wishing to speak to their submission (Attachment 1) at a hearing.

4. NGĀ ĀPITI HANGA ATTACHMENTS

Attachment 1: Submission from the submitter(s) wishing to speak at the hearing – circulated separately.

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ROTORUA LAKES COUNCIL

Mayor
Chair and Members
COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE

6.2 Decision on Plan Change 9 – Housing for Everyone (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 Rangi, Interim Chief Executive

1. TE PŪTAKE PURPOSE

The purpose of this report is to present the recommendations of the Independent Hearings Panel on Plan Change 9 (PC9) – Housing for Everyone – and ask the Committee to now proceed to make a decision, on behalf of Council, about whether to accept their recommendations and amend the District Plan accordingly.

2. TE TUHINGA WHAKARĀPOPOTOTANGA EXECUTIVE SUMMARY

An independent hearings committee has heard submissions and prepared a report with recommendations in respect of Plan Change 9 (PC9). The report and recommendations are attached (Attachment 1).

The Independent Hearings Panel recommends that Council adopt PC9 with some amendments. If the recommendations are accepted, then PC9 will become operative when it is publicly notified. It should be noted that key parts of PC9 that implement the medium density residential standards ('MDRS') already have legal effect.

Prior to the Committee meeting, Council's lawyers reviewed the Independent Hearings Panel's recommendations and have confirmed consistency with legislative requirements.

This report also recommends that the Committee delegate to the Chief Executive the authority to identify and include in its notified decision any changes to the Independent Hearings Panel's recommendations that are of minor effect or to correct minor errors.

3. HE TŪTOHUNGA RECOMMENDATION

1. That the report 'Decision on Plan Change 9 – Housing for Everyone' be received.
2. That the Committee accept the recommendations of the Independent Hearings Panel on Plan Change 9 – Housing for Everyone (Attachment 1), and amend the District Plan accordingly.
3. That the Committee delegate to the Chief Executive the authority to make any changes that are of minor effect or to correct a minor error.
4. That the Committee instruct staff to publicly notify an operative date for Plan Change 9 – Housing for Everyone as soon as possible.

4. TE TĀHUHU BACKGROUND

4.1 Legislative Background

The National Policy Statement on Urban Development 2020 ('NPS-UD') sets out the objectives, policies and implementation requirements for planning for well-functioning urban environments under the Resource Management Act 1991 ('RMA'), including that Council must:

- assess the development capacity for housing (through a Housing and Business Capacity Assessment, including the calculation of 'housing bottom lines') and amend the District Plan as soon as practicable if any shortfall is wholly or partly a result of the District Plan (Subpart 1);
- prepare a Future Development Strategy to identify where development capacity will be provided and infrastructure required (Subpart 4); and
- enable heights and density of urban form commensurate with the greater of accessibility to commercial activities and community services and relative demand for housing and business use in that location (Policy 5).

Council adopted the Housing and Business Assessment in 2021 and began preliminary work on a plan change and the Future Development Strategy to give effect to the NPS-UD. Meanwhile, in December 2021, an amendment to the RMA was passed with the intention of increasing housing supply in urban areas and speeding up implementation of the NPS-UD. The changes require that tier 1 (primary urban) authorities, as well as any tier 2 or tier 3 authorities with an acute housing need specified in regulations on the recommendation of the Minister, prepare and process a special type of plan change known as an Intensification Planning Instrument ('IPI').

On 14 March 2022, Rotorua (a tier 2 authority) became subject to these requirements with the passing of the Resource Management (Territorial Authorities Required to Prepare and Notify Intensification Planning Instruments) Regulations 2022. The Minister subsequently issued a notice under section 80L that requires Council to notify its decision on the IPI by 31 March 2024 (Gazette notice 2022-s12034).

Under the RMA an IPI must (sections 80E, 77G and 77N):

- Incorporate the recently enacted Medium Density Residential Standards ('MDRS') into relevant residential zones. Only limited authority is provided, under the concept of 'qualifying matters' to include rules for residential units that are less enabling than the MDRS.
- Give effect to Policy 5 (height and densities) of the NPS-UD in residential and other urban zones.

The RMA also provides limited scope to include other changes in an IPI. Specifically, changes can be made to financial contributions, papakāinga housing, and any other provisions that are supportive or consequential to the MDRS or Policy 5 of the NPS-UD in an IPI (section 80E).

4.2 Content of Proposed Plan Change 9

PC9 was developed in response to the requirement to prepare an IPI. Its content, as notified for submissions, included:

1. *MDRS*

PC9 includes a set of compulsory changes to residential policies, rules and objectives to give effect to the MDRS in the Residential 1 and 2 Zones. Key differences between the MDRS rules for residential units and the existing rules in these zones include:

- Increased maximum height and height in relation to boundary standards.
- Reduced yards.
- An increase in the number of residential units that can be built on a site as a permitted activity.
- Reduced requirements for notification of resource consent applications for residential units that do not meet the standards for permitted activities and for subdivision.

The changes to incorporate the MDRS have had immediate legal effect since notification on 20 August 2022 (section 86B), except where qualifying matters apply.

2. *Qualifying Matters - 'Exceptions' to the MDRS*

PC9 proposed to retain the existing rules of the Residential 3 Zone, which applies to the cultural villages of Ōhinemutu, Whakarewarewa and Ngāpuna, on the grounds of qualifying matters. Qualifying matter exceptions to the application of the MDRS were also proposed to carry over existing approaches to manage district wide issues and development areas, but with some refinement.

New qualifying matter exceptions to the MDRS were proposed to address flooding and historic heritage.

3. *Further height and density changes - Residential 2 Zone and City Centre/Commercial Zones*

Changes proposed by PC9 to implement Policy 5 of the NPS-UD include:

- More enabling height, height in relation to boundary and outdoor living space standards for the Residential 2 Zone (with an amended extent) than what would otherwise be required under the MDRS.
- More enabling height and height in relation to boundary standards in City Centre Zones and Commercial Zones.

These changes did not have immediate legal effect when PC9 was notified. They require a final decision to be made on PC9 before they are enforceable.

4. *Other discretionary changes*

PC9 also includes a suite of other changes under the limited discretion enabled by section 80E of the RMA, which are summarised below (including further refinements recommended by the reporting Council officers following submissions). Some of these changes address key issues that had already been identified in the District Plan for review before the requirement to prepare the IPI.

These changes also did not have immediate legal effect when PC9 was notified. They require a final decision to be made on PC9 before they are enforceable.

Topic	Summary of key changes notified for submissions
Residential Zones	<ul style="list-style-type: none"> Design-focused policies and matters of discretion for considering residential developments not permitted under the MDRS.
Commercial and City Centre Zones	<ul style="list-style-type: none"> Requirement for consent for new buildings and larger external alterations and a supporting set of design/infrastructure-focused policies and matters of discretion. Provision for residential units in more locations. Inclusion of additional standards for residential units, including where non-residential buildings are converted.
Papakāinga	<ul style="list-style-type: none"> Removal of the permitted activity standard requiring papakāinga to locate adjacent to an existing marae. More enabling density standards for papakāinga.
Natural Hazards	<ul style="list-style-type: none"> Clarification and streamlining of flooding rules. Reduction in the percentage of impervious surfaces permitted on residential sites to manage runoff.
Infrastructure	<ul style="list-style-type: none"> Amendments to private access requirements to enable more housing and a supporting set of additional standards to ensure access is suitable.
Subdivision	<ul style="list-style-type: none"> More enabling minimum site size standards for residential subdivision.
Financial Contributions	<ul style="list-style-type: none"> Reduction in the financial contribution rates for reserves. Extension of the requirement for financial contributions for reserves to permitted residential units.

4.3 Refinement sought by Council's officers

In response to submissions, Council's reporting officers recommended to the Independent Hearings Panel further refinement of the notified provisions, most notably:

- a. Further changes to the size standards for residential subdivision. PC9, as notified for submissions, proposed to reduce the minimum lot size for vacant residential subdivision from 350m² to 250m². Following submissions, the officers recommended that if the lot being subdivided is larger (over 1,400m²) a minimum lot size of 300m² and average lot size of 375m² should apply. However, if the lot being subdivided is smaller, a reduced minimum of 200m² should apply. This approach is intended to encourage the creation of a variety of larger lot sizes for different housing typologies in greenfield development, as well as efficient use of land for infill development.
- b. Changes to the rules for retirement villages to better align with the rules for residential units.
- c. New performance standard to require an assessment of geothermal hazards to be submitted with building consent applications in the Rotorua Geothermal System.
- d. Further refinement of the rules for papakāinga.
- e. Extension of the Marae Protection Overlay around Mataatua Marae and reversion of the underlying zoning on the reserve land surrounding the marae from Residential 2 Zone to Residential 1 Zone.

4.4 Independent Hearings Panel Recommendations

The Independent Hearings Panel widely supported the changes sought by Council officers but with some further refinement.

In addition, the Panel also recommends the following key further changes in response to submissions:

- a. Further reduction in the Residential 2 Zone boundary and reversion to Residential 1 Zone near Tarewa Road, at Rotorua Boys High School and east of Old Taupō Road.

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- b. Additional development controls on the Commercial 4 Zone and Commercial 2 Zone properties at the boundary of the Seventh Day Adventist School and Church on Tilsley Street, and the Lake View Villas, Te Ngae Road.
- c. Restriction on residential activity at ground floor level in the City Centre 1 and 2 Zones.

4.5 Plan Change Process

The below provides a summary and steps taken for PC9 to date. This work was progressed in parallel with the preparation of the Future Development Strategy.

Date/ Timeframe	Plan Change Step	Comment
14 March 2022	Council included in the Amendment Act.	Rotorua, being recognised as an area with an acute housing need, is now designated as a "specified territorial authority". As per Section 77G of the RMA, Council was required to give effect to Policy 5 of the NPS-UD and incorporate the MDRS.
March – August 2022	Consultation (<i>clause 3, Schedule 1, RMA</i>).	Consultation was ongoing throughout the preparation and development process of PC9. The consultation process is detailed further in section 7 below.
March – August 2022	Preparation of proposed Plan Change (<i>clause 2, Schedule 1, RMA</i>).	Preparation of proposed PC9 started in early 2022. The preparation of proposed PC9 was informed by technical evidence as outlined below, as well as pre-engagement as described in section 7 below.
March – August 2022	Reviewing and commissioning technical analysis and evidence base to inform the development of provisions.	In developing PC9 Council commissioned and reviewed a significant number of technical reports including the following: <ul style="list-style-type: none"> • Accessibility and Demand Analysis • Rotorua Intensification Economic Assessment • Urban Design Analysis • Pukehāngi Landscape Opinion • Transport Assessment • Flood provisions memo • Geothermal risk assessment • Historic Heritage Assessment • Reverse sensitivity effects assessment • Acoustic Assessment
20 August 2022	Public Notification for Submissions (<i>clause 5, Schedule 1, RMA</i>).	PC9 was publicly notified for submissions for 40 days (double the required notification period). Notification included the publication of the Public Notice on the Council's website, in local newspapers, and a letter being circulated to every owner and ratepayer considered to be directly affected. More details included below.
14 October 2022	Submission Period ended (<i>clause 6, Schedule 1, RMA</i>)	The submission period ended. 99 submissions were received. Four of these submissions were received after the closing date and accepted by the Independent Hearings Panel.

Date/ Timeframe	Plan Change Step	Comment
12 November 2022	Public Notice of Submissions & Opportunity for Further Submissions (<i>clause 7, Schedule 1, RMA</i>).	PC9, full submissions and a summary of submissions was notified for further submissions for 10 working days. Notification on the Council's website and in the newspaper occurred on 12 November 2022. A copy of the notice and information on the further submission process was sent to all submitters.
25 November 2022	Further Submission Period ended (<i>clause 7 and 8A, Schedule 1, RMA</i>).	The further submission period ended. 173 further submissions were received.
21 December 2022	Notification of summary of submissions and further submissions	Full submissions and further submissions, and the full summary of submissions and further submissions were made publicly available. Submitters were provided with a letter detailing its availability.
20 January 2023	Dates for hearing released	The dates for the hearing were released, along with the hearing procedures and directions (refer Direction #3). Submitters were provided with a letter detailing this information.
17 July 2023	Confirmation for hearing attendance	Correspondence took place with submitters regarding their attendance at the hearing.
14-22 August 2023	Hearing (<i>clause 8B, Schedule 1, RMA</i>)	Submitters and the general public were invited to attend the hearing. Submitters were given the opportunity to provide preferred times to speak at the hearing, and where possible these were accommodated. The hearing was held in Committee Room 1 at Council. The hearing was live streamed on the Council's Youtube. Submitters were able to attend virtually.

5. TE MATAPAKI ME NGĀ KŌWHIRINGA DISCUSSION AND OPTIONS

5.1 Intensification Streamlined Planning Process – Decision-making Procedure

IPs are subject to their own specific statutory provisions which include the following key details relating to the decision on PC9 (clauses 101 to 104 of the First Schedule to the RMA):

- The Council can accept or reject each of the Panel's recommendations.
- If the Council accepts a recommendation, it may alter the recommendation in a way that has a minor effect or correct a minor error.
- If the Council rejects a recommendation, it must provide reasons and it may provide an alternative recommendation.
- The Council is not required to carry out any additional consultation and must not consider any submissions or evidence that were not available to the Panel.
- The Council may seek clarification from the Panel regarding any of the recommendations.
- The Council must make its decisions in a manner that is consistent with any relevant iwi participation legislation, Mana Whakahono a Rohe or joint management agreement.
- The Council must publicly notify its decision to accept or reject the Panel's recommendations, including any alternative recommendation.
- If all or some of the Panel's recommendations are accepted, those parts of the District Plan are deemed to have been approved and become operative when publicly notified.
- Any recommendations that are rejected will be considered by the Minister and will become operative when the Minister's decision is publicly notified.

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5.2 Preferred Option

It is recommended that the Committee proceed to adopt the recommendations of the Independent Hearings Panel for the following reasons:

- PC9 has been developed to meet legislative requirements to incorporate the MDRS and give effect to Policy 5 of the NPS-UD.
- PC9 represents a significant investment by Council in achieving one of its key priorities of better enabling housing through enablement of more efficient use of residential land.
- PC9 has also provided opportunity to progress responses to key issues identified for review in the District Plan, including enablement of papakāinga; management of flooding; and the review of financial contributions for reserves; and has provided opportunity to clarify and improve a variety of other parts of the District Plan.
- Adoption of the recommendations would meet the required timeframes.
- The plan change has followed the required plan change process, which has provided opportunity for the experienced Independent Hearings Panel to understand and assess the matters covered and those raised in the submissions in their recommendations.

Council's lawyers have reviewed the Independent Hearing Panel's recommendations and have confirmed consistency with legislative requirements.

During the updating of the plan prior to public notification it is possible that minor errors in the provisions provided by the Independent Hearings Panel may be identified. It is recommended that the Committee delegate the authority to consider whether any changes of minor effect or to correct minor errors should be included in Council's decisions to the Chief Executive.

5.3 Alternative Options

Alternative options present issues, as further explained below.

(i) Withdraw PC9

There is currently no authority to withdraw an IPI under the RMA (section 80G(1)), so this option is not available.

(ii) Reject the Independent Hearings Panel's recommendations on PC9 in whole or part

This option would leave PC9 to be determined by the Minister, either in whole or in part. The Minister, in turn, will be bound by the scope of an IPI as identified in the legislation in making its decision.

While the Council can suggest an alternative, it can only take into account submissions and evidence before the panel (in other words, the range of alternatives already considered by the expert Independent Hearings Panel). Consideration of alternatives not already considered through PC9 would also be inconsistent with the principles of natural justice.

(iii) Vary PC9

A variation to the IPI is technically possible under the RMA, but would only be needed if the Council wishes to propose an alternative that cannot be recommended within the current PC9 processes, that is, one that has not been considered by the Independent Hearings Panel.

Any variation would still need to be consistent with the scope of an IPI as identified in the RMA.

Development of a variation would delay the implementation of parts of the plan change that are not already operative and that the Council may support, such as the enablement of papakāinga, reduction in financial contributions rates and strengthening of natural hazard provisions. An extension of time would also need to be sought from the Minister.

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(iv) Delay the decision in whole or part

As the Council will be aware, coalition parties have signalled changes to the RMA but the detail and timeframes of what any changes to the IPI and MDRS requirements remain uncertain. Should the Council be of a mind to await this legislative change it would need to seek an extension of time from the Minister. This would also present significant uncertainty in terms of process, timeframes, and cost.

Aspects of the plan change that Council may support, such as papakāinga would remain inoperative. Meanwhile, the MDRS provisions that already have legal effect would remain in force.

Council could potentially explore issuing a partial decision to give effect to aspects of the plan change. However, it may be difficult to 'detangle' aspects of the plan change that the Council supports from any that it might not.

5.4 Other Related Strategy and GuidanceConsequential changes to the Rotorua Future Development Strategy (FDS)

In accordance with the resolution passed at the Council meeting held 22 November 2023, to formally adopt the Rotorua Future Development Strategy (FDS), the FDS will now be updated to reflect the extent of the high-density zone as is recommended by the Commissioners as part of the hearing for Plan Change 9. These changes will be undertaken in time for the release of the published FDS in March.

Supporting Urban Design Guidelines

Council, with the assistance of urban design advice, prepared [draft guidelines for intensification](#) (focusing on developments of four or more residential units) and released these alongside the medium density residential development. These can now be finalised without any significant change. As a non-statutory document, further changes can continue to be considered and progressed without formality as needed.

In response to the geothermal risk and gap assessment completed to support Plan Change 9, guidelines for building in geothermal areas are also being prepared and are planned to be released shortly.

'Going for Housing Growth' document informing Government policy direction

The 'Going for Housing Growth' document is a National Party policy document that sets out three key policy directions:

1. **Unlocking land for housing** – Councils would be required to immediately zone land for 30 years' worth of housing demand. Councils could have more flexibility about where houses are built by being able to opt-out of the Medium Density Residential Zone law. Government would have reserve powers to ensure councils set aside enough land to meet demand targets.
2. **Infrastructure financing tools** – To support the funding of enabling infrastructure.
3. **Housing performance incentives for councils** – A \$1 billion fund for Build for Growth incentive payments for councils that deliver more new houses.

MDRS reduces consenting requirements and provides capacity critical to 30 years' worth of demand. Including it in the District Plan through PC9 delivers needed capacity but could enable Council to request an opt-out, once capacity is confirmed through the 2024 HBA. Council could then consider modification to a 'package' of standards (eg: heights in Res1) through subsequent consultation and plan changes without reducing capacity. This information was noted in the Council report 'Going for Growth' on the 31 January.

6. TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE

The Committee's decision on PC9 is considered of medium significance under the Council's Significance Policy (Long Term Plan 2021-2031) in terms of the degree of public interest, range of options available and degree to which the options vary and flow from previous decisions.

The medium level of significance is addressed through the consultation and plan change process prescribed by the RMA and described further below.

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

Engagement and consultation on PC9 occurred both pre-notification and then formally through the submission and further submission period. Below is an overview of the process taken throughout PC9. More details on pre-notification engagement can be found in Appendix 19 of the Section 32 Report, and more details on the notification and submission process can be found in Section 6 of the Section 42A Report.

Plan Change Step	Comments
Joint Management Agreement processes under Treaty Settlement Legislation	The specific plan change processes required under the joint management agreements with TARIT and Raukawa were not considered applicable to PC9 but these partners were included in the joint engagement on PC9 and FDS.
Mana Whakahono a Rohe (<i>clause 1A, Schedule 1, RMA</i>).	No applicable Mana Whakahono a Rohe.
Pre-notification consultation and engagement (<i>clause 3, Schedule 1, RMA, clause 4 & 4A, Schedule 1, RMA</i>)	Series of workshops, open days and hui with the following groups: <ul style="list-style-type: none"> • Adjacent District Councils; • Bay of Plenty Regional Council; • Ministry of Education; • Waka Kotahi; • Ministry of Housing and Urban Development; • Kainga Ora; • Te Arawa Lakes Trust; • Iwi Authorities (a comprehensive list is included in Section 6 of the Section 42A Report); • The Rotorua Developers Forum; • One-on-one meetings with developers; • The Rotorua Planning Consultants Forum; • Rotorua Lakes Council Resource Consents Team; • Community Groups; • Wider community/general public; and • Schools.
Public Notification for Submissions (<i>clause 5, Schedule 1 RMA</i>)	PC9 was publicly notified for 40 days on 20 August 2022, including on Council's website and in the Local newspaper. Letters with the public notice attached were circulated to owners and ratepayers identified as affected by the proposed plan change. The

Plan Change Step	Comments
	<p>public notice and proposed plan change were circulated to the following parties:</p> <ul style="list-style-type: none"> • Minister for the Environment; • Applicable Regional Councils; • Adjacent local authorities; • Applicable iwi authorities; and • Requiring authorities with relevant designations. <p>The draft plan was available at reception of the Rotorua Lakes Council building and the Rotorua Library.</p>
Submissions (<i>clause 6, Schedule 1, RMA</i>)	<p>The submission period ended on 14 October 2022. Council held a number of information sessions throughout the submission period to answer queries with the following groups:</p> <ul style="list-style-type: none"> • Iwi authorities; Iwi and hapu groups; • Technical Advisory Group of key government agency and iwi representatives; • The Rotorua developer’s forum; • The Rotorua consultant’s forum; • Community groups; • Local real estate agents; and • The wider community.
Public Notice of Submissions & Opportunity for Further Submissions (<i>clause 7, Schedule 1, RMA</i>)	<p>Full submissions and a summary of submissions were notified for further submissions for 10 working days on 12 November 2022. This was notified on the Council’s website and in the local newspaper. A copy of the notice and information on the further submission process was sent to all submitters.</p>
Further Submissions (<i>clause 8 and 8A, Schedule 1, RMA</i>)	<p>The further submission period ended on 25 November 2022.</p>
Notification of summary of submissions and further submissions	<p>The full summary of submissions and further submissions were made publicly available on 21 December 2022.</p>
Hearing (<i>clause 8B, Schedule 1, RMA</i>)	<p>All submitters and further submitters who wished to be heard were invited to attend the hearing for PC9 which ran from 14-22 August 2023.</p>

8. HE WHAIWHAKAARO CONSIDERATIONS

8.1 Mahere Pūtea Financial/budget considerations

Adoption of the recommendations of the Independent Hearings Panel would have only limited additional administrative costs (public notification, update of plans, etc) to Council. Most of the costs of the plan change have already occurred.

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8.2 Kaupapa Here me ngā Hiraunga Whakariterite Policy and planning implications

PC9 assists to achieve the objectives of the Housing Accord to grow the overall supply of housing by making the District Plan more enabling for residential units. Adoption of the plan change will also address other key policy and planning issues including:

- Enabling papakāinga.
- Addressing issues identified with the management of flooding under the District Plan by the Independent Review Panel for Ngongotahā.
- Strengthening design considerations for commercial and city centre development.
- Strengthening consideration of geothermal issues in the context of intensification of development in the Rotorua Geothermal System.
- Reducing the amount that developers need to pay for reserve contributions in the context of the other contributions that are now payable under the Development Contributions Policy.

8.3 Tūraru Risks

The 2021 HBA identified that the current District Plan framework was not set up to deliver the more affordable typologies that communities need to meet current and future demand ie: duplexes and walk-ups. The District Plan in its current form focuses on enabling single standalone dwellings. The HBA recommended Council undertake changes to the District Plan to better enable a broader range of housing types. The HBA found that the current planning and infrastructure conditions were expected to have an adverse impact on housing affordability and competitiveness of the market in the short to medium term. It is noted that the current District Plan did not provide sufficient capacity for growth, which is expected to place pressure on house prices.

PC9 and the Future Development Strategy have been developed in parallel and any significant changes to the plan change would have implications for the Future Development Strategy.

PC9 gives effect to the intensification requirements of the NPS-UD. PC9 makes a number of changes to the District Plan, including the inclusion of MDRS standards and addresses to a significant degree the projected housing shortfall in the short and medium term. Any decision to withdraw, reject, vary (depending on degree), or delay will have a number of risks and consequences.

Restating the key risks:

Legislative compliance

- Government policy requirements (NPS-UD) – failure to address capacity requirements and housing shortfall.

Reputation

- Partnership options with Government for housing growth targets and infrastructure funding (Going for Growth policy – greater local ‘choice’ requires enabling environment and 30 year capacity zoned/enabled).
- Engagement and support provided to Iwi for changes on papakainga and marae protections.
- Necessity to address housing supply constraints that contributed to ‘acute housing shortage’ and EH problems.

Costs, funding and contracts

- Contractual housing enablement targets identified in IAF contract for \$85m.
- Significant increase in operational costs for new/additional plan changes over an extended time period. This would exacerbate rental and housing price pressures.

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- Potential to require more infrastructure investment earlier to enable green field development. This is likely to be unaffordable to Council/community in the short and medium term.

Housing enablement

- Adversely impact on delivery of more affordable housing typologies/choices.
- Additional consent costs and time delays for Council consent processing creating uncertainty for housing development.

Environmental

- Enhanced design considerations/requirements.
- Improved geothermal risk assessments included in District Plan.
- Flooding risk provision improvements not included in District Plan.

8.4 Te Whaimana Authority

PC9, as an IPI under the RMA, is subject to special provisions relating to decision-making on the plan change, as summarised above. In contrast to 'normal' plan changes, the Council's authority to determine the final content of PC9 is limited to either accepting or rejecting the Panel's recommendations (see section 5.1). The Council also has authority to accept recommendations with minor changes in effect or to correct a minor error (clause 102 of the First Schedule of the RMA).

Those recommendations that are accepted are deemed also to be given final approval by the Council (since there is no opportunity for appeal to the Environment Court with an IPI) and would become operative on a date to be publicly notified (clauses 103 and 104 of the First Schedule).

If, however, Council decides to reject any recommendations these must be referred to the Minister for the Environment for final decision. Council must also notify reasons for any rejected recommendation. Council may propose an alternative recommendation (clauses 102 to 105 of the First Schedule).

When making its decision the Council must not consider any submission or other evidence unless it was made available to the Independent Hearings Panel (clause 101 of the first Schedule).

The Council has delegated its power to decide plan changes to the Community and District Development Committee (RDC-1353896). Legal advice has confirmed that the Committee's delegations, coupled with clause 32(3) of Schedule 7 of the Local Government Act 2002, also give the Committee authority to sub-delegate part of this decision (with respect to the correction of errors within the scope of clause 102(2) of the Schedule 1 of the RMA) to a Council officer.

9. TE WHAKAKAPINGA CONCLUSION

It is considered that the Committee should proceed to adopt the recommendations of the Independent Hearings Panel.

10. NGĀ ĀPITI HANGA ATTACHMENTS

Attachment 1: Recommendations of the Independent Hearings Panel for PC9 (circulated separately – ECM 20128597)

Appendices to the Independent Hearings Panel report are available on Council's website [HERE](#).

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6.3 Rotorua Regional Airport Limited – CCO Quarterly Report (Information Only)

DOC ID: 20140538

**ROTORUA
AIRPORT****ROTORUA REGIONAL AIRPORT LIMITED
CCO QUARTERLY REPORT****YTD December 2023 (July 2023 to December 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 Dec '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 due 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 December aircraft movements were up 13% on budget due to an uplift in both commercial and general aviation movements. Passenger numbers were 3% ahead of budget and 7% ahead of FY23 for the Jul-Dec period. Work continues to better understand the RRA passenger profile, including the unserved traveller, and how this information can be used to boost existing services, CHC-ROT in particular.

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 undertook a very thorough procurement process for a new fire appliance to replace RRA's 1991 Amertek. RRA has selected an Angloco ARFFV 6x6 8000 with delivery expected in April 2025. The Angloco came in under budget and will meet all RRA's requirements.

Air NZ advised that RRA was not one of the shortlisted airports to host its first next-gen aircraft. RRA will watch and learn from the selected airports and Air NZ is aware of RRA capability should other opportunities arise.

RRA is working through the CAA Part 139 renewal process. While the audit is still to be completed no significant issues have arisen to date, nor are expected.

Taheke and Eastland Generation (the Partnership) have lodged an application with the CAA to discharge effluent from geothermal well testing and power plant operation through the airport's Obstacle Limitation Surface. This poses potential issues for aviation safety. RRA will engage with the CAA and EPA processes to ensure aviation safety and airport operations are given necessary consideration.

Looking Forward

Work is progressing on further studies for the Airport Business Park, namely stormwater, soil assessment and market demand. The Stormwater modelling has identified that large amounts of water from the catchment flow through the airport site and need to be managed. RRA is working with RLC to understand possible catchment wide solutions.

The aeronautical review to "operationalise" the master plan and ensure there are no unintended negative effects on airport operations has been completed and no issues were identified.

RRA has commissioned an Energy Masterplan to assess future energy needs including the Airport Business Park, and decarbonisation of rental and aircraft fleets. The masterplan will identify next steps and any further investigations required.

FINANCIAL MANAGEMENT

	Jul - Dec Target	Jul - Dec Actual	FY24 Target
a. Aircraft			
Aircraft movements	2,301	2,605	4,711
b. Passengers			
Domestic	112,952	116,228	227,356
c. Financial			
Aeronautical Revenue	\$1,697,112	\$1,981,784	\$3,421,951
Non-Aeronautical Revenue	\$783,808	\$801,834	\$1,571,977
Service Funding Agreement	\$1,092,072	\$1,075,000	\$2,184,148
Total Revenue	\$3,572,992	\$3,858,618	\$7,178,076
Operating expenses	\$1,102,920	\$841,596	\$2,265,595
Overheads	\$1,044,510	\$941,417	\$2,171,903
Interest	\$282,630	\$250,062	\$565,260
Total Expenses (excl Depreciation)	\$2,430,060	\$2,033,075	\$5,002,758
Net Surplus (before Depreciation)	\$1,142,932	\$1,825,544	\$2,175,318
Depreciation	\$854,700	\$1,039,400	\$1,709,400
Net Surplus / Loss (after Depreciation & before tax)	\$288,232	\$786,144	\$465,918
Capital expenditure		\$18,533	\$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	

6.4 RotoruaNZ Limited – CCO Quarterly Report (Information Only)

DOC ID: 20140536



ROTORUANZ LIMITED CCO QUARTERLY REPORT

2nd 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 i-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 completed the development of a draft strategy to rebuild the reputation of Rotorua – following robust engagement with the wider Rotorua community, and the completion of an environmental scan analysing data and insights from 2019 – 2023. The strategy is in its final stages of review to ensure a robust business case is developed to secure funding for implementation.
- We are now in discussions with key external stakeholders and internal staff including RLC regarding implementation of specific projects for Q1 and Q2, 2024 using available resources.
- We've developed a clear plan to engage with our stakeholders in regards to developing both our marketing and communications and engagement plans for 24-25 FY. This work will be supported by the Tourism Sector Lead to ensure decisions are made based on relevant data and insights.
- We partnered with the Rotorua Airport on a AirNZ Rotorua Awareness campaign to build destination awareness, promote Rotorua's brand and inspire people to travel to Rotorua. 68k entries into competition.
- We leveraged coverage from the AM show by partnering with Go Media to run a pro-bono digital billboard campaign encouraging the shows host to experience Rotorua. Both hosts visited Rotorua on separate occasions. The campaign ran throughout the north island.
- In partnership with industry we implemented a 23/24 summer marketing campaign #bestsummerever. Combined reach across SM channels – 864.8k.
- We are working with local creative agency – Wawata Creative to develop a Te Reo Māori toolkit to support local businesses in their efforts to use te reo Māori and leverage our status as a bilingual city.

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

i-SITE

- The Rotorua Visitor centre (Fenton Street) had the highest % increase in sales in the country in November with the Redwoods also in the top 5.
- Collectively our 3 i-SITES account for 30% of total NZ i-SITE sales.
- December 2023, was the first month to exceed pre-covid revenue for the corresponding month (December 2019). Changes to our retail strategy have led this recovery.

Trade International Team

- Completed sales activity in North America with training 200 staff at Tauck, a large premium American travel seller who has recently returned to Rotorua with a luxury coach series tour. The nurturing of this new relationship has afforded our trade team the opportunity to deliver a "Best of NZ" webinar to Tauck's vast consumer database in early 2024, alongside Destination Queenstown.
- Reconnected and re-engaged with on the ground in Shanghai and Beijing at Tourism New Zealand Kiwi Link China. This was the first in-market trade activity since 2019.
- Co-hosted a three day cultural famil with North American and European trade alongside Visit Ruapehu. This 'off-the-beaten track' famil featured new product in our regions to ultimately demonstrate the complimentary, yet diverse, offering of the two destinations.



Business Events Team

- The Business Events team are On Track – as at 31 December 2023 the value of leads won is \$6.6 million. Leads won during this period included:
 - Te Ora Māori Medical Practitioners Association Hui – September 2024 (400x pax)
 - International Medical conference - 2026 (1500x pax)
- MEETINGS 2024 (19/20 June 2024) is being held in Rotorua. Planning is well underway with all Host Hotels confirmed. In addition to the official programme, RotoruaNZ will host a Pre-Famil for 20x Hosted Buyers and a Day Famil for 200x Hosted Buyers. The official programme includes, the welcome function at the Sir Howard Morrison Centre, the MEETINGS 2024 Exhibition held over two days at the Energy Events Centre, and the Celebration Evening at Skyline Rotorua. As a first for MEETINGS, we are also delivering a Rotorua Hosted Dinner held across Te Puia and Te Pā Tū and will be exclusive to all Hosted Buyers.

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

- Wayfinding project has progressed to design development phase. Design guide, templates and policies are being worked on.
- We have commenced work on the Spa & Wellness Strategy for Rotorua. And this work will continue over the next three months and will involve stakeholder engagement/feedback.
- We have updated the investment opportunities documents content on RotoruaNZ.com for both Spa developments and Accommodation.

Insights

- The fourth business pulse survey was conducted, with a record 108 business leaders responding. An interactive dashboard has been created to display the data and information <https://www.rotoruanz.com/business-pulse-dashboard>
- Completed hotel investment analysis.
- Completed backpacker investment analysis.
- Created ECNI visitor spend dashboard.
- Created short-term rental accommodation dashboard from AirDNA data.
- Completed Geothermal analysis.

Investment attraction and transformational place-making projects

Development

- Support for food truck business opportunity near Titokorangi Visitor Centre.
- Film: Bollywood production company 24 Frames Factory filmed much of their production in Rotorua, contributing an estimated \$3m into the local economy.
- Supported tourism business development opportunities.
- Supported F&B development opportunities.



FINANCIAL MANAGEMENT

Profit & Loss

RotoruaNZ Limited

For the period 1 July 2023 to 31 December 2023

	YTD Actual	YTD Budget	Var NZD
Income			
Total Income	\$3,264,955	\$3,218,752	\$46,203
Expenses			
Operating Expenses (Admin, Operating, Bank, Directors, R&M)	\$738,342	\$778,500	(\$40,158)
Programme Delivery	\$517,049	\$603,474	(\$86,425)
Staff Costs	\$1,786,507	\$1,725,607	\$60,900
Total Expenses	\$3,041,898	\$3,107,581	(\$65,683)
Non-Operating Expenses	\$28,106	\$49,002	(\$20,896)
Net Surplus/(Deficit)	\$194,951	\$62,169	\$132,782



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Version: 2, Version Date: 05/02/2024

ROTORUANZ LIMITED

CCO QUARTERLY REPORT

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NON-FINANCIAL PERFORMANCE MANAGEMENT

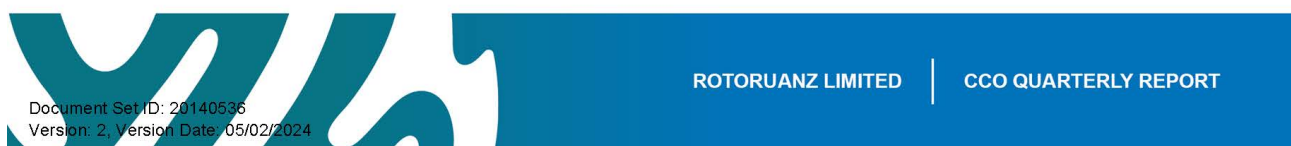
2023 Key Performance Measures

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	YTD Actual 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	N/A	On Track	MBIE discontinued the Tourism Electronic Card Transaction (TECT) dataset following publishing the July 2023 results. Monthly regional tourism estimates (MRTes), which also includes cash and online purchases, were reinstated Nov 23. July - October 2023: \$145.1m
International visitor card expenditure in Rotorua (based on MBIE TECT dataset)	\$110m	>= \$129m	N/A	On Track	See note above - TECT discontinued. July - October 2023 MRTes: \$58.1m
% of commercial accommodation occupied (based on MBIE ADP dataset)	54%	>= 55%	51.7%*	On Track	* 51.7% occupancy for July - November 2023.
% 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 year ending September 2023. No update for Q2.
% of domestic travellers find Rotorua highly appealing as a destination for a	34%	>= 37%	N/A	N/A	Metric reported six monthly and therefore results available only for the year ending periods June and December. No update as yet for Q2.



short break or holiday (Angus & Associates, VIP dataset)					
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. No update as yet for Q2.
% of domestic travellers who definitely or probably will visit Rotorua within the next 12 months (based on Angus & Associates, VIP dataset)	33%	>= 33%	N/A	N/A	See note above - metric reported six monthly. No update as yet for Q2.
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	\$62,533	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 six 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	\$6.6m	On Track	There is strong demand for business events. Rotorua has been confirmed for events valued at \$6.6 million as at 6 months to December 2023, but it also has almost \$5 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. Data Ventures VLPE dataset also discontinued.
Education and Group Bookings - annual value of school bookings through the Rotorua Education Network	\$1.8m	>= \$1.4m	\$1.13m	On Track	There has been strong growth in the value of school group bookings.



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 economic development projects directly supported by RotoruaNZ	4	>= 2	2	Achieved	<ul style="list-style-type: none"> • Tiny house has gone up into the forest above Te Putake o Tawa and will be operational through Canopy Camping website. Concession document signed. Currently organising soft launch with CNI and Mana Whenua. • 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 is completed • Meeting booked with council to present the plan.
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.



6.5 Progress Report – Corporate Services (Information Only)

DOC ID: 20129956

Progress Report



To:	Mayor, Chair and Members – Community and District Development Committee
Meeting Date:	14 February 2024
Group:	Corporate Services
Group Manager:	Thomas Collé
Report approved by:	Gina Rangī, Interim Chief Executive
Components:	Culture, Heritage and Mahi Toi

Stats and Facts

Nov/Dec
2023

Business events: **3,786** delegates to date this financial year

Estimated economic impact year to date: **\$5.9 million**

7,292 students through Museum Education Programme during 2023 calendar year

Rotorua students made up **77%** or **5,597** of students on Museum Education Programme with a total of **297** classes held

Sir Howard Morrison Centre (SHMC) – total attendance **33,455**

26,554 tickets sold. Total non-ticketed / free event visitation to SHMC since opening – **11,057**

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

Rotorua Museum Te Whare Taonga o Te Arawa

Key focus for November / December 2023

Museum Build Project

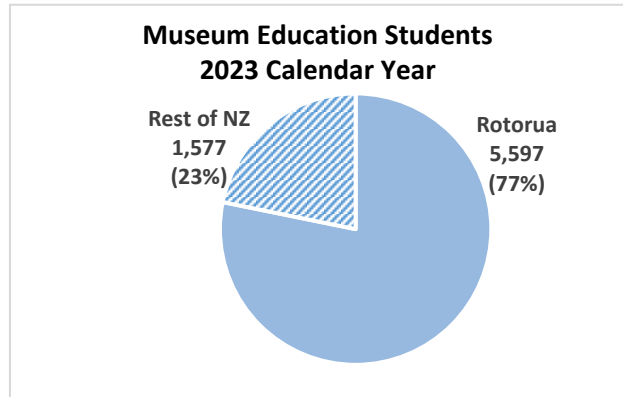
- Focus has been on procurement process for the construction contract as well as continuing to fund raise.

Museum Education Programme

Student Numbers: A total of 7,292 students participated in Museum education programmes during the 2023 calendar year with 77% or 5,597 of these Rotorua students. A total of 297 classes were held, averaging 25 students per class.

Reducing Barriers to Learning: The free bus sponsored by Ngāti Whakaue Education Endowment Trust Board enabled 3,764 local students to access Museum education team programmes during 2023.

Bookings: Term 1 2024 so far total 1,410. This is a strong start to the year with spaces now only available for later in the term.



New programmes: Two new education programmes have been developed for delivery in 2024 - *I Live in a Caldera* to help students learn about our special Rotorua environment, sustainability and lake water quality and *Taonga Pūhoro* to help students gain knowledge of traditional Māori musical instruments.

Recent Teacher Comments

- “Students were able to work collaboratively which is important for their development stage. All the learning was connecting to local historical points. Keep funding this programme” - Lynmore School.
- “The tamāriki using a new material and way of art was a great way of getting hands-on and revising of pūrakau. This experience was amazing and great!” Rotokawa School.
- “Great integration of parent support to student learning Great use of time, right amount of listening and doing. Very interactive and learning was provided at an age appropriate level” - Western Heights Primary School.

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Museum Events and Engagement

- The 10-member Museum Youth Advisory Group has completed its strategic goal-setting.
- Online Te Arawa engagement: eight video interviews with iwi/hapū champions have been completed and shared online. As a result iwi / hapū survey completions have almost doubled to 71. Total online surveys for the Museum exhibition project now total 417.
- B Company whānau engagement is continuing.
- The Museum team delivered two events for NZ Heritage Week including a tour of the collection and a talk by Josie Scott about Ōhinemutu, hosted at Te Aka Mauri.
- Toi Rotorua Arts Festival finished 5 Nov and Bay of Plenty Artists exhibition 10 Dec. Both events were coordinated and delivered by Friends of the Museum with support from the Museum team.

Collections

- The collections team continues to work on the exhibition concept design, progressing research and mātauranga about the objects and stories for display in the new long term exhibitions.
- Key visitors to the collection included Ngāti Whakaue Education Endowment Trust and Rotorua Trust.

Coming up

Museum Exhibition Development Project

- Continuation of Concept Design phase to May 2024. This supports the build project (by ensuring any taonga – specific design is provided for in the build).
- Investigating funding options.
- Iwi engagement wānanga with Ngāti Whakaue, Ngāti Pūkiao and Ngāti Tarāwhai (dates tbc).
- A summer intern is supporting the Museum exhibition development project until mid-February with research and digitisation of historic documents.

Museum Events and Engagement

- Museum Youth Group: Engage with local schools and kura to encourage more youth to join.
- Taonga Care Workshops: Plan and implement five weekend workshops between March and June 2024 covering kākahu (cloak) care, whāriki (mat) care, archives and photography care, digitisation and hard material care.
- B Company 28th Maori Battalion:
 - Plan a hui for all B Company whānau to discuss the future of the B Company Trust, re-constitute the trust deed and encourage whānau members to be on the Board.
 - Continue engagement with whānau of B Company to capture kōrero to enhance mātauranga and for possible use in the exhibition.

Events Hub - EEC, Sportsdrome, Te Runanga Teahouse, Markets, Business Events and Events

Energy Events Centre

Key events for December 2023

- North Island Marching Championships – 400 attendees
- Gastro Conference – 360 attendees
- Annual Santa Parade Preparation in carpark

Upcoming events January 2024

- Timberlands Breakfast and Presentation – 700 attendees
- Filipino Basketball Tournament – 1000 attendees
- National Maori Basketball Tournament – 3500 attendees over 6 days

Total # Delegates for December 2023 – 360pax
Estimated Economic Impact of Business Events for December 2023 – \$556,452
Year to date # delegates – 3,786pax
Year to date # Average Bed Nights – 11,530.40
Year to date - \$5,852,020.20

Formula used: Average stay 2.9 nights X number of delegates X average spend of \$533 (MBIE report 2018)

Sportsdrome

December 2023: 17 of 31 days utilised (Lower use due to holidays)

January 2024: 14 of 31 days utilised

Te Runanga Teahouse

December 2023: 6 days of 31 utilised

January 2024: 2 of 31 days utilised

Markets and Te Manawa

The Night Market is now operating under summer hours, 5pm to 9pm.

December 2023

- 4 markets held, one a themed Christmas Market
- Estimated attendance per market 1800-2000 (depending on the weather)
- New Year's Eve Market was cancelled due to weather

January 2024

- 4 markets to be held, one to celebrate Latin Fiesta
- Noted higher attendance for this month's markets estimated to be 2000+

Events

December 2023

- 1-3 December 2023 – NZ Maori Touch Nationals
- 8-10 December 2023 – NZ Secondary Schools Touch Tournament

Upcoming major events for February 2024

- 3 February 2024 Lakeside Concert – Village Green
- 4 February 2024 Multicultural Concert – Village Green
- 6 February 2024 Ohinemutu Waitangi Day Celebration – Wai Ariki Spa
- 10 – 11 February 2024 UCI International BMX Championships 2024 – Waipa
- 17 - 18 February 2024 Tarawera Ultra Marathon – Village Green

Sir Howard Morrison Centre

Operational Update

We wrapped up the year with a sellout Allen Stone concert in Te Haumako which demonstrated this can act as a great standing music concert venue comfortably achieving a capacity of 500 pax.

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2024 Upcoming Highlights

- **The Mario Lanza Fantasy** – a Valentine’s day opera show featuring Maisey Rika and local talents.
- **Thoroughly Modern Maui** – a comedy concert cabaret featuring Rutene Spooner.
- **Mana Wahine** – Okareka Dance Company’s most popular work presents a one-off return performance in Rotorua (the only venue in NZ) before heading off on a USA tour.
- **Phantom of the Opera** – we are working closely with the RMT team to ensure this is a high quality production and supporting the company with marketing initiatives to hit wider regional audiences.
- We have just secured the return of **Royal New Zealand Ballet** and the **New Zealand Symphony Orchestra**, both of whom will be returning to Rotorua this year after a long hiatus.
- **EVANZ** – SHMC will play host to the Events & Venues Conference in early May with delegates from across the country to attend. Planning has started with EVANZ, PA Director and Director, Events.

Technical Maintenance

SHMC technical team are currently delivering maintenance across all spaces and equipment – with significant treatment of gear to clean and prevent further impacts of sulphur corrosion.

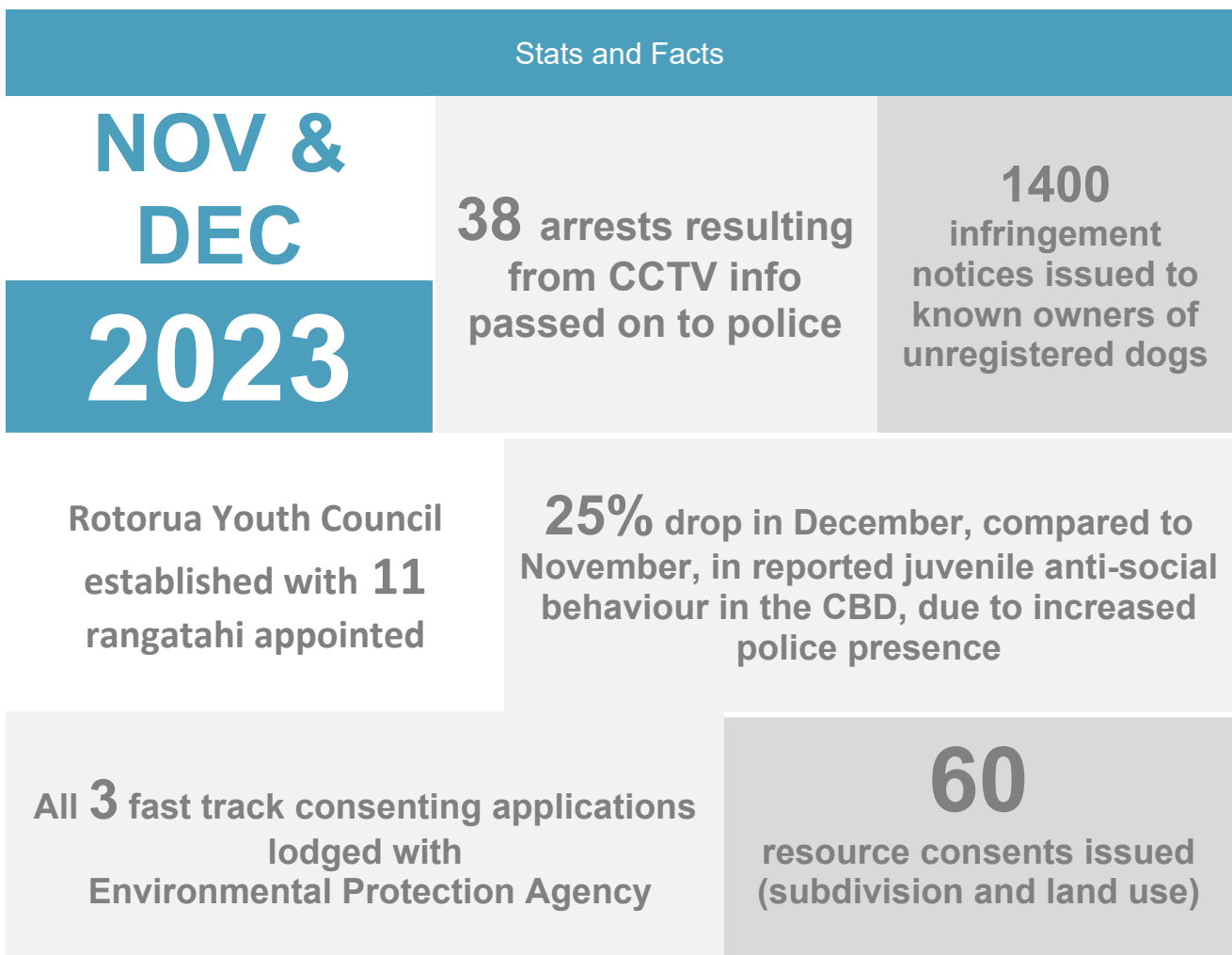
6.6 Progress Report – Community and District Development (Information Only)

DOC ID: 20133882

Progress Report



To:	Mayor, Chair and Members – Community and District Development Committee
Meeting Date:	14 February 2024
Group:	Community and District Development
Group Manager:	Jean-Paul Gaston
Report approved by:	Gina Rangī, Interim Chief Executive
Components:	Development and Partnerships; District Development; Economic Development; Integrated Planning and Development; Community Safety; Community and Regulatory Services; Thriving Communities; Rotorua Library Te Aka Mauri



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Planning and Development Solutions

Consent Planning

- There were 13 Subdivision (SD) resource consents granted in December 2023, one less than in November and three more than in December 2022.
- In November, 29 proposed lots were created from 14 consents granted.
 - 27 proposed lots were discretionary activities and 2 were non-complying activities.
 - One consent was for 16 new residential lots from the subdivision of 6 underlying lots. Another consent was for 6 new residential lots by subdividing one underlying lot.
- In December, there were 29 new lots created from 13 consents granted.
 - 18 were discretionary activities and 10 were for non-complying activity subdivisions.
 - These consents were for multiple lots. For example, one consent was for 6 lots and 11 were subdivided to create either 5, 4 or 2 more residential lots.
- A few of the subdivisions in both November and December were also accompanied by associated land use consents for comprehensive residential development.
- In November 2023, 18 land use consents were granted and most related to residential development.
 - 138 proposed houses were consented with 15 for discretionary activities and 1 non-complying.
- In December 2023, 15 land use resource consents were granted, most for residential development
 - 33 proposed houses were consented – all discretionary activities.

Business Improvement Programme

Work has continued with the Planning Business Improvement Programme.

Improvements delivered:

- Improved recruitment strategies – 2 successful recruits, offset by one resignation.
- New Development Planner role advertised (variation to Senior Planner) – to support larger, more complex consents.
- Review of consent planner duties v business support duties – aiming to move more administrative tasks to business support.
- Updated short form contracts with consultants.
- Updates to delegation's manual.
- Development Support SOP developed – outline roles and responsibilities between the Development Support Manager and consents planners.

Actions still to be delivered:

- Improved time tracking and charging
- Increased administration support for leadership

Building Consents (BC)

- 13 Commercial BC issued in December 2023, with work value of \$4.16 million.
- 24 Residential BC issued in December 2023, with work value of \$4.47 million.

Code Compliance Certificates (CCC)

- 7 Commercial CCC issued in December 2023, with work value of \$1.8 million.
- 45 Residential CCC issued in December 2023, with work value of \$11.35 million.

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Whakamaheretia Tā Tātau Ara Whakamua – Plan Our Way Forward

Housing Enablement

Future Development Strategy (FDS)

Elected members from RLC and Toi Moana Bay of Plenty Regional Council adopted the Rotorua FDS on 22 November 2023.

An interim copy of the FDS is available to view. A finalised document including all minor edits will be available in February 2024 and an updated version will be issued following Plan Change 9 (PC9) decisions.

Plan Change 9

Recommendations of the Independent Hearings Panel for PC9 – Housing for Everyone are expected soon and scheduled to be presented to the Committee in February 2024 for decisions.

Development Support

Fast Track Consenting Applications

The following three applications are now all formally lodged with the Environmental Protection Agency (EPA) and RLC is assisting with the appointment of panel members to be appointed before the decision-making process begins.

Development Support is working with the Planning Consents and Land Development teams to ensure official RLC responses are ready to be submitted to the EPA to assist with decision-making.

- **31 Ngongotaha Road (stage 1 – 215 dwellings):** We continue to work with the applicant on engineering design. This will continue while the panel assesses the application so that the developers can transition into the construction phase of the development if the application is approved.
- **171 Fairy Springs Road (Summerset Village - 300 houses):** We continue to work with the applicant on engineering design. This will continue while the panel assesses the application so that the developers can transition into the construction phase of the development if the application is approved.
- **Taheke Geothermal Power Station:** Given the nature of this application there are no detailed RLC engineering design plans required.

Partnership Development

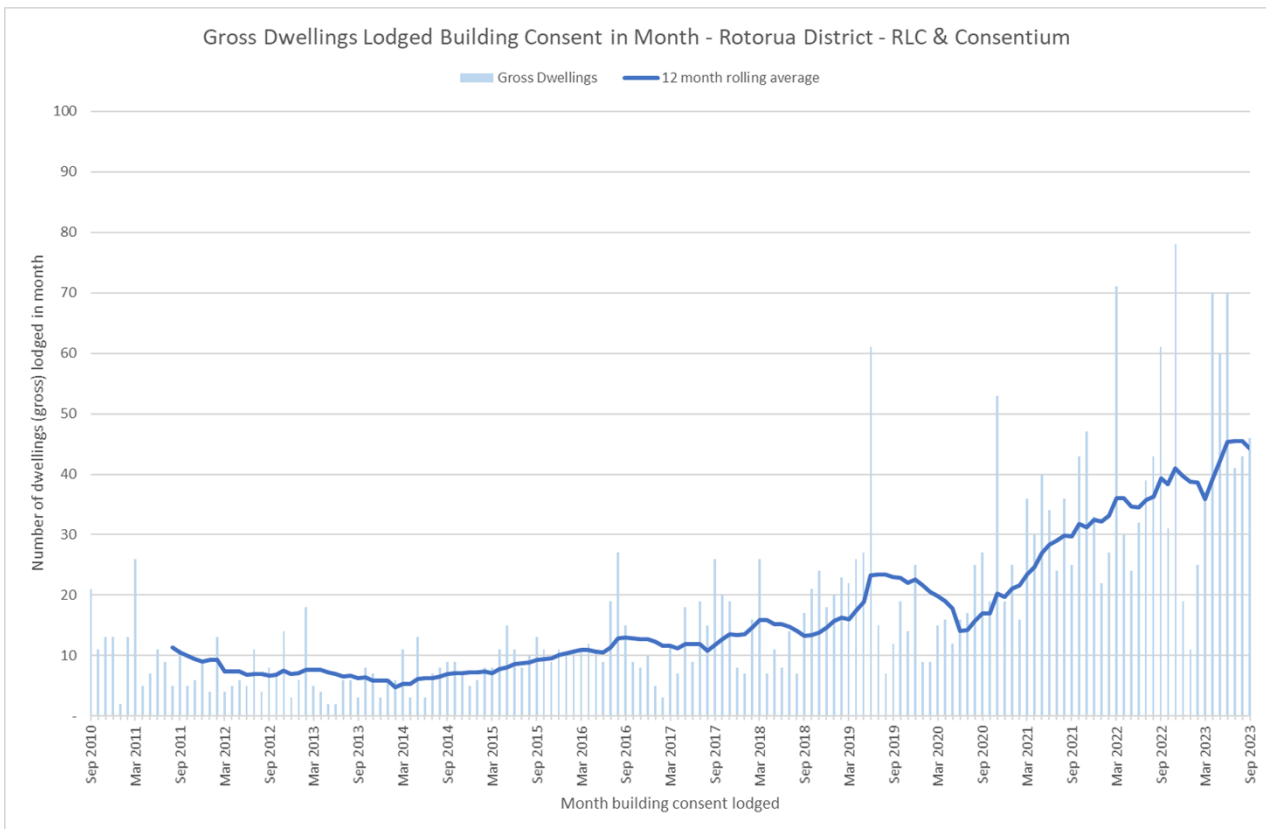
- **283 Clayton Road:** Council has entered into a conditional sale and purchase agreement with the preferred developer for this Council-owned land. The proposed development is conditional on funding from MHUD's affordable housing fund, and necessary consents being issued. Funding from MHUD was approved in September 2023 and the developer is working through the necessary consenting requirements. The sale is expected to go unconditional in February 2024.

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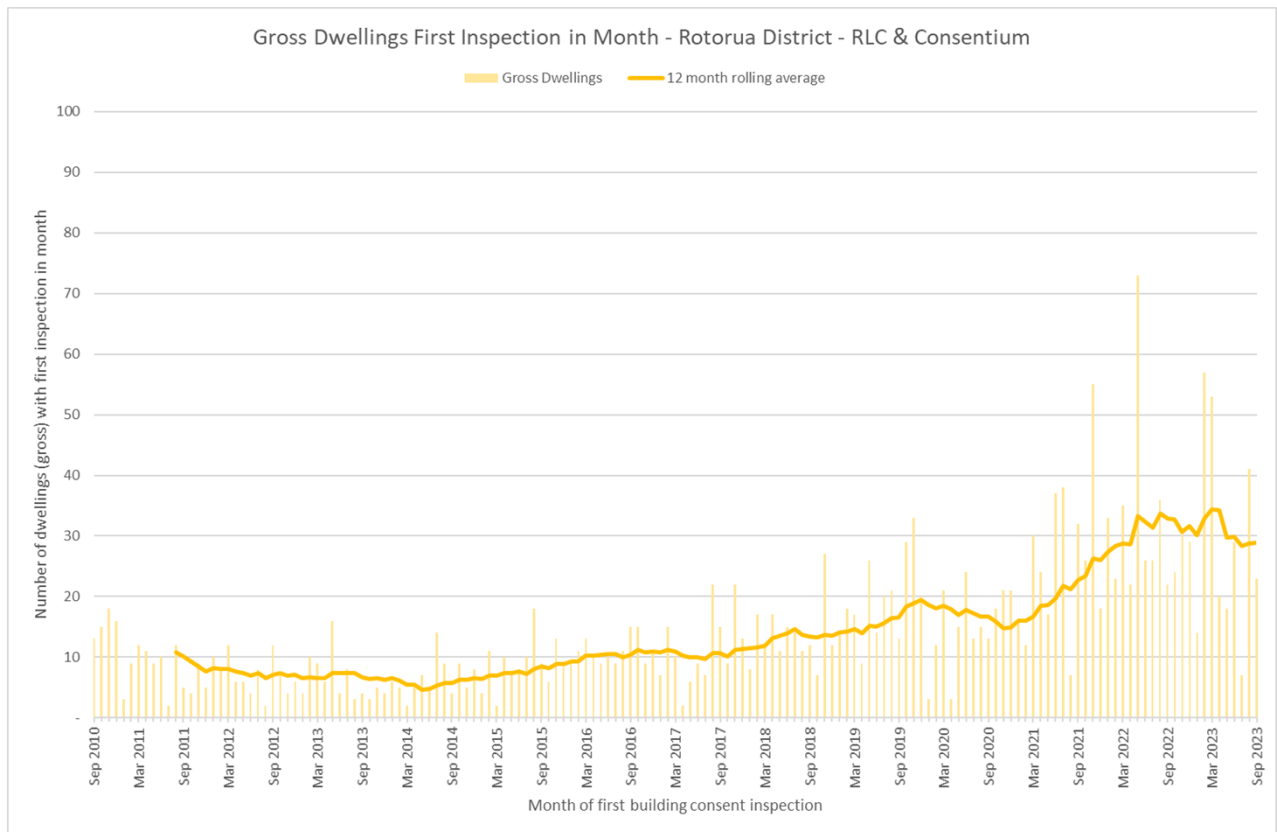
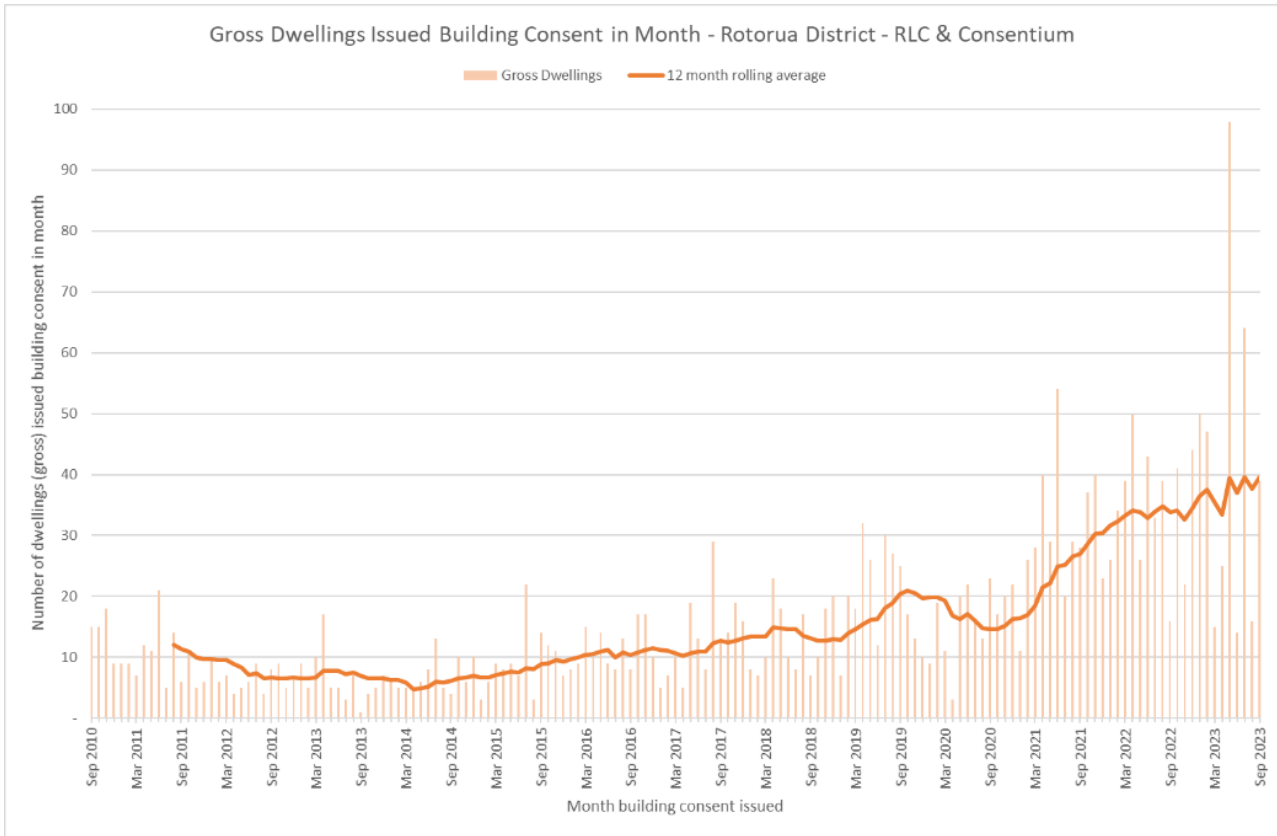
- **61 Kawaha Point Road:** A preferred development partner has been identified to progress development of this Council-owned land following expressions of interest. The development is intended to deliver housing, improved accessibility for the community and support development aspirations of the Waikite Rugby and Sports Club, should it choose to progress development of its 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.
- **10 Barnard Road:** At its September meeting, the Committee approved starting a process to revoke road reserve status of this Council-owned land to enable it to be disposed of to Summerset Retirement Villages to provide vehicle access into their development site. Consultation on the proposed revocation opened 14 January and closes 11 February. A summary of submissions will be presented to the Committee in March for a decision. A copy of the Committee decision and of all objections received will then be sent to the Minister of Conservation (delegated to DOC) for a final decision.
- **Pensioner housing:** In November the Committee resolved that its preferred option for the future is to lease the entire portfolio to an appropriate community housing provider. Existing tenants were notified of the decision in a letter delivered 9 November 2023. Consultation with tenants and the wider community on the leasing proposal will be undertaken through the 2024-34 LTP process before a final decision is made on the future ownership and/or management of the portfolio.

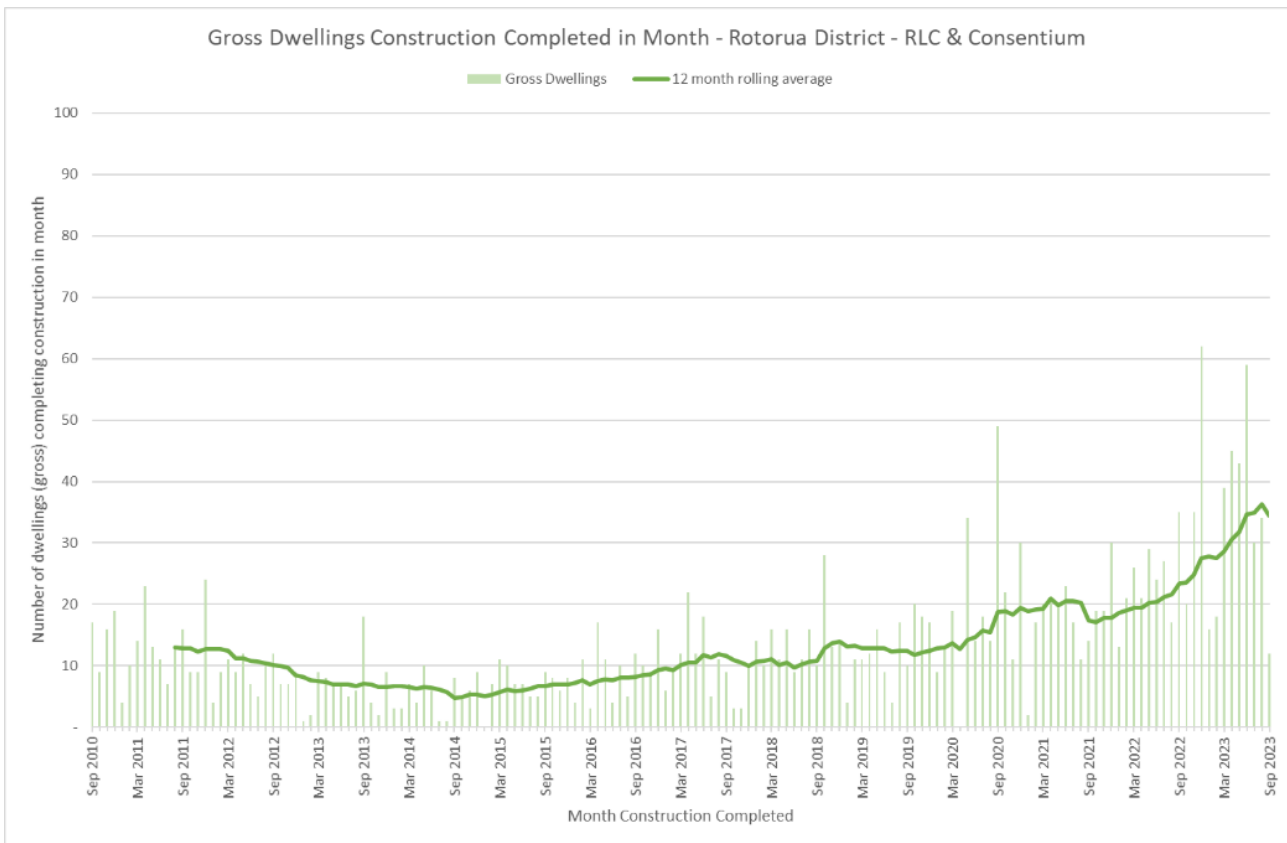
Dwelling Supply

- The supply of dwellings continues at high levels.
- The following four charts show monthly results and trends from September 2010 to September 2023.
 - Results and trends to December 2023 should be available at the February meeting



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Economic Development
 Airport Business Park Support

Council staff are keeping up-to-date with feasibility and constraint investigation work being undertaken by Rotorua Regional Airport Limited. Technical work is progressing well, as follows:

- Environmental soil assessment: Preliminary Site Investigation report indicated areas where testing in targeted areas is required. Testing Scope approved and underway.
- Stormwater: Stormwater modelling has highlighted an issue with the amount of stormwater from the surrounding catchment funnelling into the Airport site. This is causing delays to final stormwater plan and further work is required.
- Geotech: study to start once stormwater and soil assessment completed.
- Aero study: Draft report received.

Draft commercial viability has started, with work planned to test revenue assumptions and initial modelling.

Manufacturing Sector Analysis and Industrial Land Strategy

Draft terms of reference prepared for manufacturing sector analysis and industrial land strategy has been completed and is expected to be advertise mid to end January 2024.

Inner City Revitalisation and Fenton Street Corridor

Planning and Implementation

Retail Study and improvement plan

- Comments/corrections on Final draft report provided to Colliers Advisory Services
 - Final report expected in February 2024.
 - Presentation summarising key findings is being prepared and will be shared with Council.

Wayfinding and cultural foundations

Wayfinding and cultural foundations work is progressing well:

- Places of significance being identified and incorporated into wayfinding strategy;
- Signage typology identified and confirmed;
- Comments on design development provided to consultants;
- Further departmental comments being consolidated.

Hunga: Tiaki Hapori – Community Safety

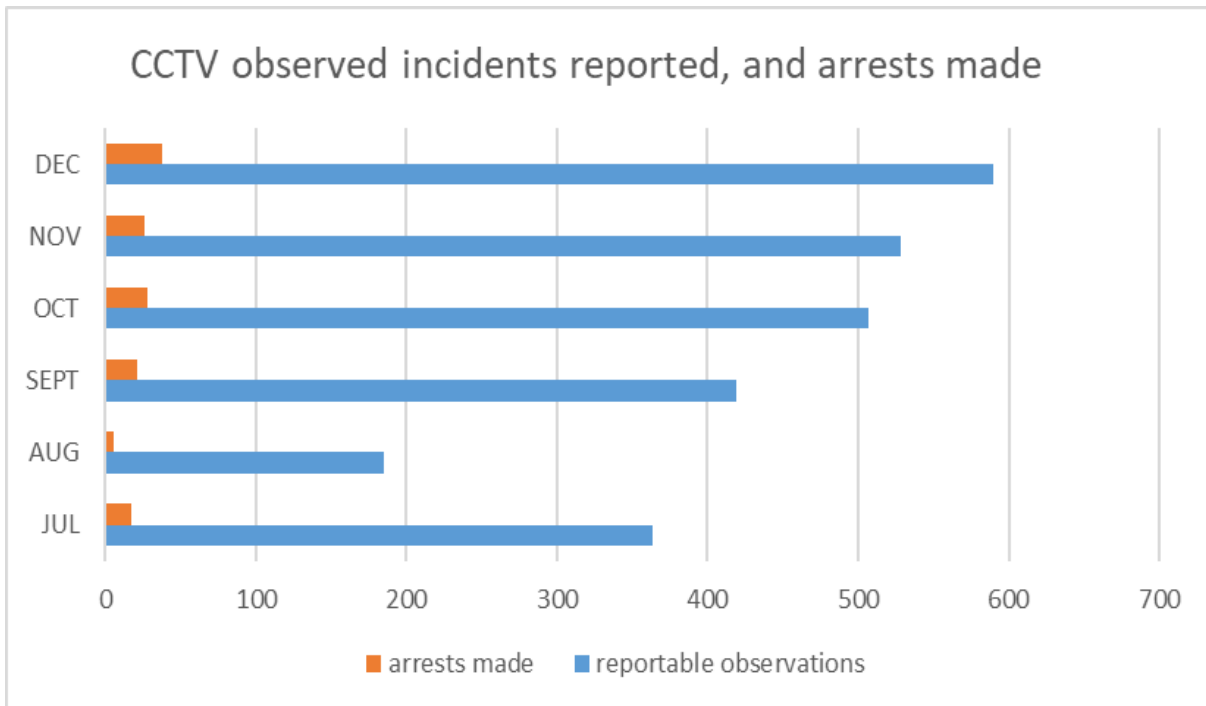
Safe City Guardians / Patrols / CCTV

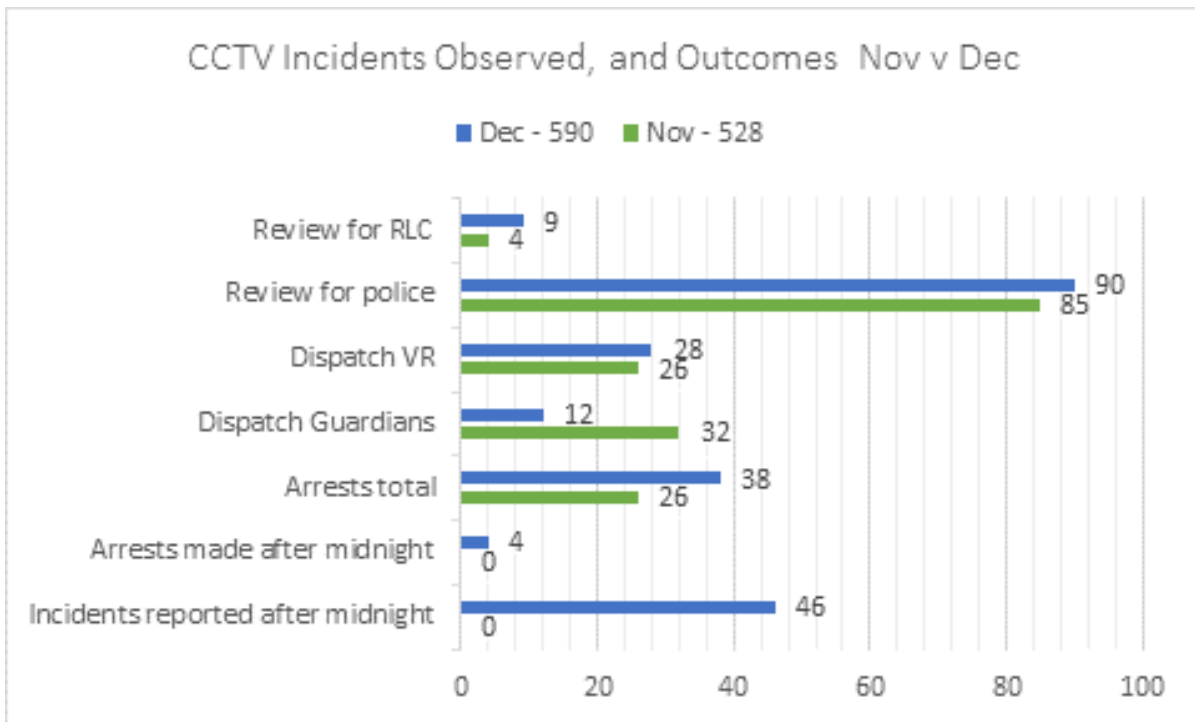
Hub/Guardians

- Guardians performed 15 checks on homeless/illegal camping in December. Several rough sleepers have moved on or entered accommodation. The team regularly speak with the same 4-6 people who refuse all offers to be connected to support services.
- Beggars continue to be a focus. We are working with Police to approach recidivist beggars using a staggered approach of “Engage, Educate, Enforce”. Several beggars have been summonsed to court and/or fined for impeding traffic.
- Guardians were involved in 12 interventions to de-escalate juvenile anti-social behaviour across the city during December, down from 16 the previous month.
- Reports of concerns provided to Oranga Tamariki (OT) resulting in engagement from OT and youths rough sleeping in the CBD has been elevated to All of Government (AoG) group.
- A homeless person was assaulted twice by groups of youths. CCTV footage and Guardian intel provided to Police resulted in the prosecution of the youths responsible for both assaults.
- Guardians helped police on 6 occasions that led to arrests by providing information or location of the alleged offender/s.
- The Community Safety Hub (The Hub) is well-used by the Māori Wardens and Community Patrol groups. Neighbourhood Watch is soon to transfer some of its operations to The Hub, and community awareness of our location is slowly building.
- The Hub is well-supported by the Community Constable and other Police staff. Police foot patrols increased in the CBD in December, resulting in a perceivable drop in juvenile anti-social behaviour.

CCTV

- CCTV incident reporting has increased steadily during the past six months and the number of arrests has risen to coincide with this.
- CCTV monitoring hours increased on 12 December, increasing coverage from midnight to 4am on Thursday/Friday/Saturday nights. There were 46 incidents documented and four arrests made between midnight and 4am across these nine nights with extended CCTV coverage.
- The total notifiable CCTV observations in December was 590 (up on 528 in November). A notifiable observation is:
 - (a) a review of criminal activity, with information provided to Police, and
 - (b) an incident, disorder event, criminal activity or other disturbance observed by the CCTV camera operator which is severe enough to require an intervention. In these instances, CCTV will direct Police, Guardians or VR Mobile Security to the location.
- There were 38 arrests made in December as a direct result of CCTV providing location of offender to Police, an increase from 26 the previous month.
- VR Mobile patrol unit was sent by CCTV camera operators to 28 incidents of anti-social behaviour to de-escalate and continue observations until Police arrived.
- Guardians were sent by CCTV camera operators to 12 incidents of anti-social behaviour to de-escalate the incident. These predominantly involved juveniles.
- CCTV performed 90 separate reviews for Police of criminal activity after the fact.
- CCTV completed 9 reviews for RLC-owned property damages, mostly for graffiti on Open Spaces assets.

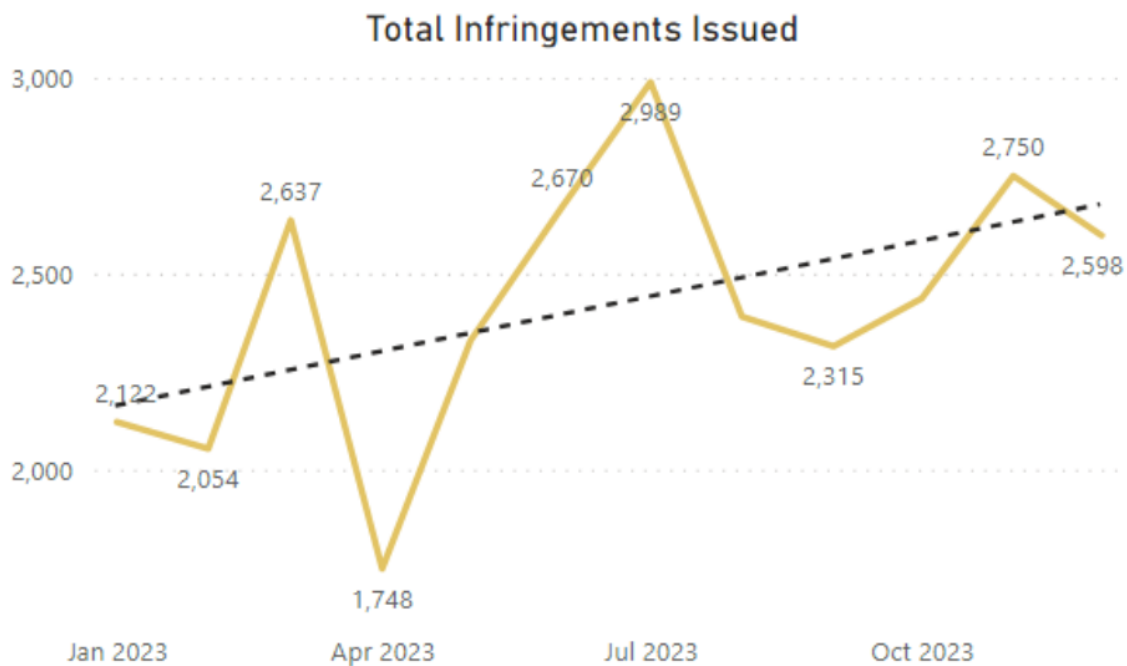




Parking

Focus of regular reporting and meetings has been on contract performance, particularly ticketing/parking behaviour changes and parking machine availability. Key parking information -

- Cash payments in December made up 11.9% of total revenue and 17.9% of transactions.
- Card payments made up 50% of total revenue and 51% of transactions.
- App payments made up 38.1% of total revenue and 31.1% of transactions.
- The average transaction value decreased to \$3.36 compared to November.
- Total transactions processed in November were 29,769.
- Total transactions decreased in December compared to November, and the percentage of card transactions increased but app transactions dropped. This suggests people paying for parking occasionally are still using the system and paying the higher tariff. Further analysis is being undertaken to confirm behavioural changes/parking changes in relation to the higher charges being applied.
- Total parking infringements in December decreased in comparison to November.



** This graph does not contain voided infringements or warnings.*

- Total Infringement Value decreased in December, due to a decline in Warrant of Fitness and Vehicle Registration breaches.
- Non-payment (parked in a metered space without paying) saw a slight decline in December.
- Parked in metered space longer than paid for and overstaying the posted time limit (P106) continued to climb during December. This is indicative of people willing to chance it.
- Meter reliability rate for December was 91.30% of time payment requirement (contract requirement is 95%).
- A meter was vandalised on 16 December 2023, the screen was covered by a sticker making it inoperable.
- The overall average repair time was 5.23 days.
- 11 “High” user impact jobs were logged with an average repair time of 6.90 days (e.g. meter non-operational).
- There were 28 “Medium” user impact jobs with an average repair time of 4.40 days. (e.g. contactless card reader may not work, but card insert reader does).

Animal Control

- A successful prosecution of a dog owner of two menacing dogs that attacked and injured a third dog has been completed with the defendant appearing in the Rotorua District Court for sentencing on 20 December. This also provided an important opportunity for staff to learn about evidence requirements and court proceedings and will assist with any future action.
- About 1,400 Infringement Notices were issued to all known owners of unregistered dogs.

Housing Accord

- Cumulative reduction numbers (December 2023 dashboard report):
 - EH accommodation decreased from 50 (September 2022) to 20 (December 2023) - a 60% reduction.
 - Focus on uncontracted EH dropped from 34 in September 2022 to 7 in December 2023 - a 79.4% reduction.
 - All exited accommodation (approximately 35) are checked periodically to confirm permanent return to tourism.
 - Backpackers providing boarding accommodation – 1 closed (Spa Lodge). Working with Tenancy Services on investigations of 3 others.

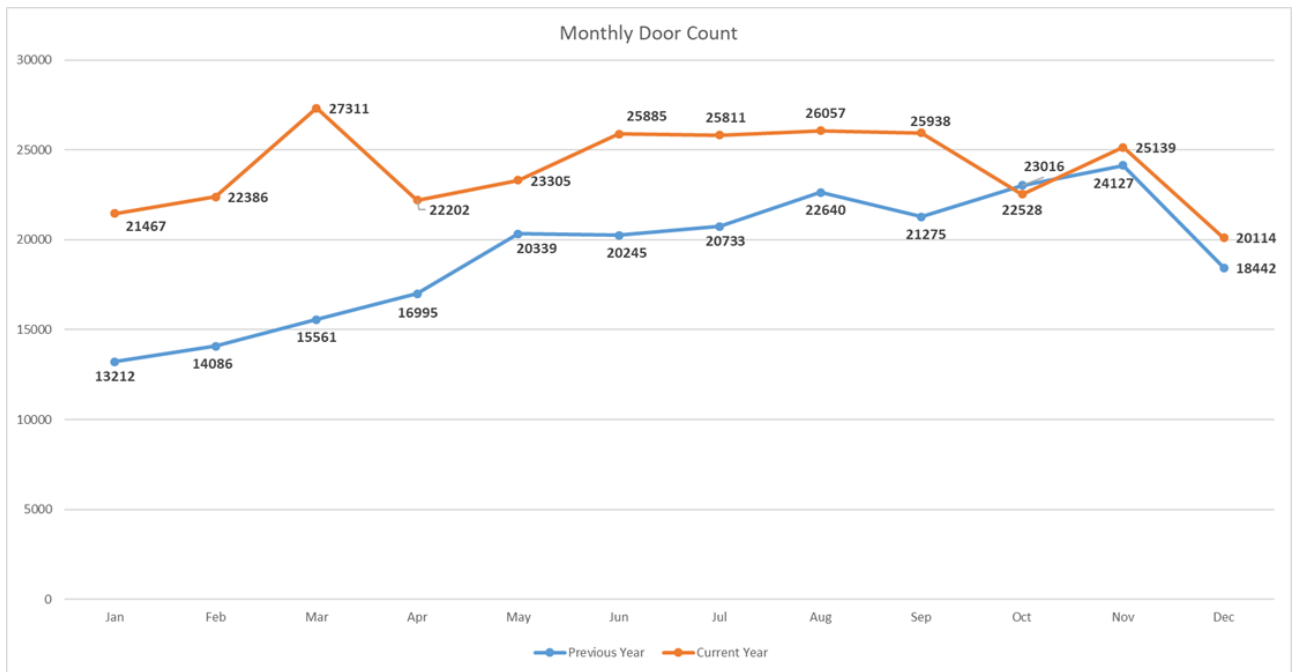
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- Social or public housing changes:
 - Making it easier to build new homes, redevelopment sections or add homes. Changes to District Plan and infrastructure funding in place.
 - Consent levels continue to grow – local businesses and iwi are benefiting from the Government’s programme of new builds for social and community housing.
 - Public homes increased from 877 (September 2022) to 1,046 (December 2023) - a 16% increase.
- Attached (Attachment 1) is the December 2023 Rotorua Temporary Housing Dashboard provided by MHUD and MSD. The dashboard provides monthly reporting on the use of temporary housing options in Rotorua.

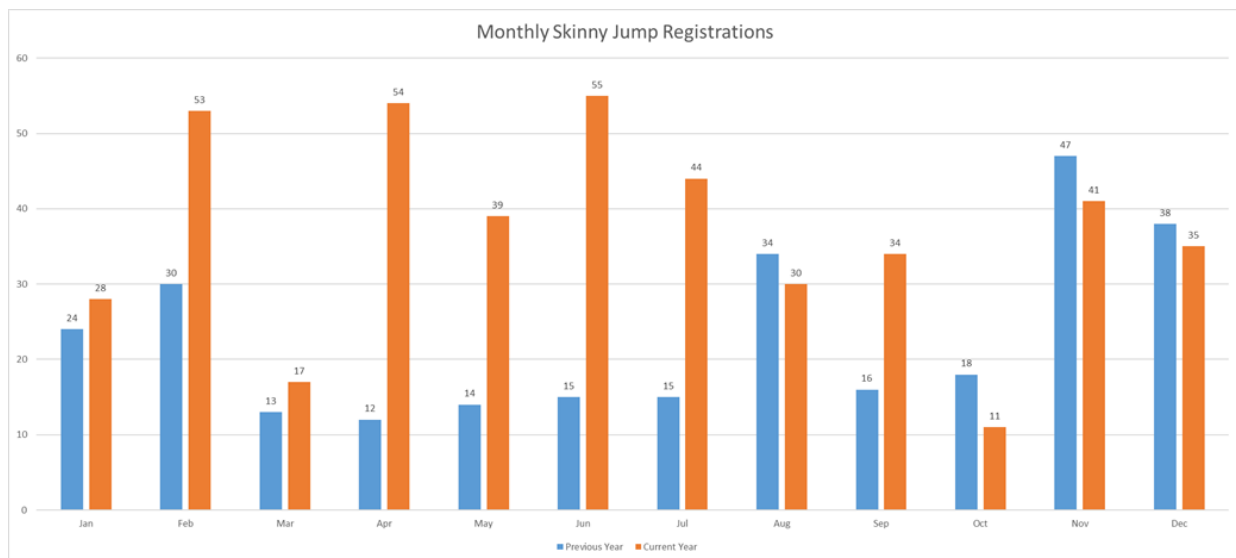
Rotorua Library at Te Aka Mauri

Resources and Services

- **Monthly door count:** 25,139 visitations in November, 20,114 in December 2023 - 4% and 9% higher respectively on the same months in 2022.
- **November/December Stand Out:** E-lending was up on 2022 figures by 18% in November, and up 12% in December, which shows overall growth of 9% so far this financial year.



Skinny Jump Registrations Monthly: 76 in total in November/December 2023, a slight decrease on 2022. *Free modem and subsidised broadband for those who do not already have broadband at home – 35GB free plus \$5 top-up for additional 35GB, includes Ciena for students (max 210GB/month, school terms only).*



Programmes and Activities

All programmes Monthly: 3,818 participants in November and December 2023, with children's programmes finishing mid-December (end of Term 4).

November/December Stand Out: 552 students visited in November. We've seen a 50% increase so far this financial year, 30% increase for the 2023 calendar year from 2022.

November/December events and activities:

Nostalgic November was a busy month with a number of events and activities:

- He Kete Rau Mahara | Local Heritage Week Monday 20 to Sunday 26 November covering 21 events across multiple venues and two exhibitions. The public talks on Ōhinemutu, Historic Trees, Te Arawa Māori Trust Board and Migrant stories were very popular with over 220 attendees to in-house events.
- Te Hononga Wairua weaving exhibition by Te Wānanga o Aotearoa students and on display 17-24 November was visited by hundreds of people including master weavers from Tauranga, Taupō, Tūrangi and Tauranga.
- Railway history in Rotorua/Rotorua Express was on display from 20 to 25 November.
- Dr Tony Townsend book talk attracted 25 attendees.
- Conversations about Death & Dying: Natural Burials attracted 36 attendees.
- World Kindness Day - Words of Kindness interactive display and free postcards prompted some positive words of encouragement from customers to staff and our community.

December celebrated Christmas:

- Christmas tree and collection of 30 plus gift donations for Women's Refuge.
- Collaborated with i-Site to provide children's craft activities for Santa in the Square event.
- Celebration of Library volunteers with a morning tea on World Volunteers Day 5 December.
- Dance Party and visit from Santa for regular pre-school programme participants was well attended.
- Supported Taiohi Turama/ Youth Centre BBQ in Jean Batten Square to engage with youth who are frequently hanging out in the park.

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- Provided boxes of withdrawn large print books to four retirement villages and a selection of withdrawn teen books and magazines to the youth justice facility Te Maioha Pekarangi prior to Christmas.



Pre-school Dance Party with Santa



Community Kindness messages for World Kindness Day

January events and activities:

- January focus is on core traditional Library activities:
 - Summer holiday recommended reading and promotion of e-Library.
 - Games for Grown-ups including board games and puzzles.
 - Summer Holiday programme for children and teens 8-30 January in the Library and Jean Batten Park. Numbers are traditionally quiet in January but the activities have been well attended so far.
 - Providing activities at the five Whanau Days in various parks across Rotorua.
 - Summer holiday reading competition using the Beanstack app, including challenges and rewards.

Coming up in February:

- Launch of Pakiaka – New website making Rotorua heritage archives available on line.
- Matika! Maranga! | Get Up! Stand Up! Arts Village exhibition relating to the Treaty of Waitangi.
- Mary Sutherland historical display and various displays relating to International Day of Women and Girls in Science 11 February.
- Children's programmes will recommence 7 February.

Ohu: He Hapori Taurikura – Thriving Communities

Bright Futures

Embedded Culture of Futures Planning - *Tamariki and Rangatahi Civic Engagement*

Rotorua Youth Council

The proposal to pilot the re-establishment of the Rotorua Youth Council was approved by Council in November 2023. The time to establish has been significantly truncated to make the most of the first three quarters of 2024, leaving the last quarter free for school and university students to focus on their end of year studies and exams. A series of eight monthly meetings have been scheduled for the year.

- The Youth Council mission:
 - Young people are involved and empowered
- Objectives for RLC:
 - Rotorua youth are informing and contributing to priority setting and decision-making
 - Rotorua youth are represented in leadership and decision-making roles
- Objectives for Rotorua Youth Councilors:
 - Rotorua youth feel empowered, heard, valued, and acknowledged

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- Improving ability for Rotorua youth to influence and lead
- Rotorua youth working collaboratively with adults
- Responding to genuine and authentic engagement
- Youth Council is on track to welcome our new Youth Councillors into their role at the end of January.
- During the recruitment phase, we were on the lookout for 11 energetic, diverse individuals to be the driving force behind the newly re-established Rotorua Youth Council.
 - We encouraged passionate individuals to apply who call Rotorua district home.
 - We urged if they were between 15 and 20, this was their opportunity to get involved.
 - We welcomed applicants from diverse backgrounds. We pressed - their unique experiences, community connections and perspectives are what will make the council thrive.
- A pleasing quantity and quality of applications were received
- Congratulations to the following Rangatahi who have been appointed by the Mayor to the Rotorua Youth Council 2024: Anusha Sharma, David Barsdell, Luke Westrupp, Dean Richardson, Finley English, Gargi Vaidya, India May Heron, Laila Tai, Puhī Ropitini, Sophia Choi, and Tulsi Goswami.

Below is an outline of key milestones:

Date	Milestone	Progress
22 November 2023	Rotorua Lakes Council endorsed the re-establishment of the Rotorua Youth Council in 2024.	Completed
24 November 2023	Marketing and Communications campaign initiated – Recruitment phase opened.	Completed
8 January 2024	Youth Council drop-in information session hosted at Rotorua Library. Youth Council applications close.	Completed Completed
9 – 15 January 2024	Applications reviewed by a panel (external and internal) phone interviews conducted with shortlisted applicants.	Completed
16 - 19 January 2024	Mayor Tapsell and Cr. Wang review shortlist and make final selections. Youth Council applicants notified of outcomes.	Completed Completed
30 January 2024	Youth Council Pōhiri	Preparations underway
26 February 2024	First official Youth Council meeting	Preparations underway

Community Summer Activations

A series of Community Summer Activations are underway, providing free child and whānau friendly activities during the summer months that encourage play while strengthening community cohesion.

The Thriving Communities team supported by our summer interns is leading the planning and delivery of four activations and supporting delivery of four library and community events. Many local businesses and community services are sponsoring prizes, activities, and equipment and Council was successful in an application for funding to Kainga Ora to support the shortfall in costs to deliver. Events delivered to date have been well attended – children, youth and their whānau have been the focus audiences.

- Activations led by Thriving Communities and planned for delivery between 8 January and 1 February:
 - 2 x activations at Sunset Primary School
 - 1 x activation at Turner Drive Reserve
 - 1 x activation at Rotorua Primary School
- Unfortunately, two events (to date) organised by others have had to be cancelled due to weather. Both have been rescheduled to their back-up dates.

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Caring Communities

Healthy, Fit-for-Purpose Homes in Cohesive Communities ***Healthy Homes Assessments (July to November update)***

RLC has contributed to 118 healthy homes assessments in the Rotorua district, supporting low-income families to access additional remedial actions and helping tamariki and their whānau be warmer and healthier. Actions supported by health homes assessments included:

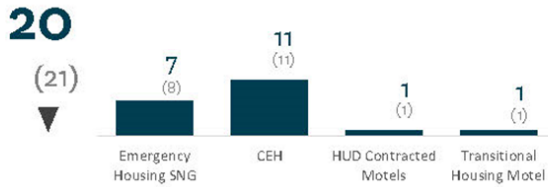
- 40 curtains provided in whare;
- 7 homes fitted with underfloor insulation;
- 29 doors were draught proofed;
- 7 cots were provided to whānau.

Rotorua Temporary Housing Dashboard | Dec 2023

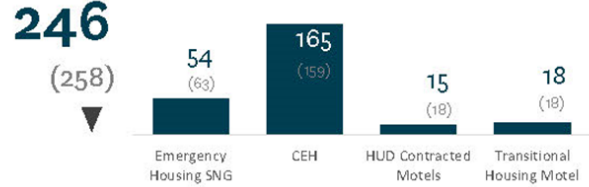
This dashboard provides monthly reporting on the use of temporary housing options in Rotorua. Last month's figures are provided in brackets.

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

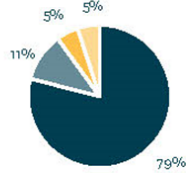
291
(297)

Children in temporary housing in Rotorua

288
(291)

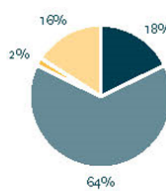
- Single without Children
- Single with Children
- Couple without Children
- Couple with Children

Emergency Housing SNG



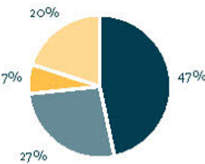
Adults **54**
(66)
Children **12**
(15)

Contracted Emergency Housing



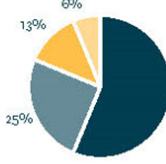
Adults **198**
(189)
Children **252**
(249)

HUD Contracted Motels



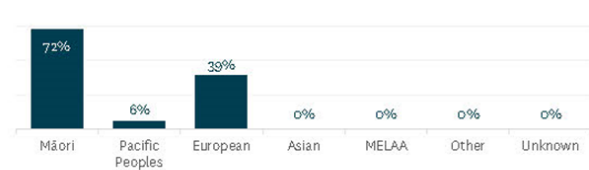
Adults **18**
(21)
Children **12**
(15)

Transitional Housing Motel

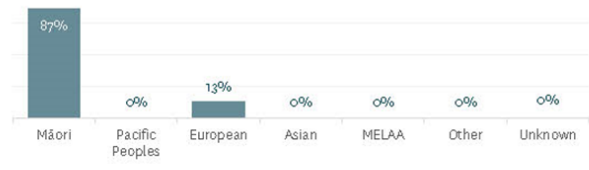


Adults **21**
(21)
Children **12**
(12)

Ethnicity of tenants in Emergency Housing SNG



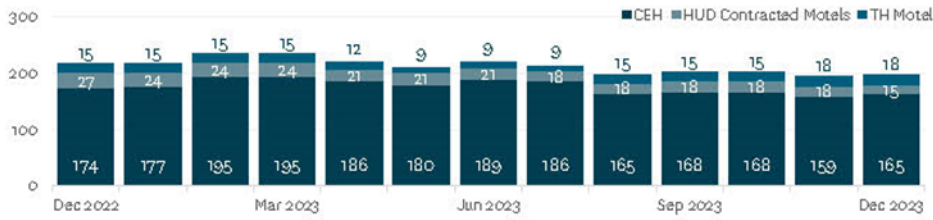
Ethnicity of tenants in HUD Contracted Motels



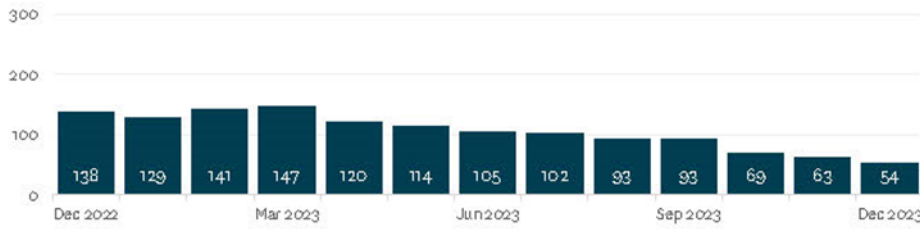
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Trends

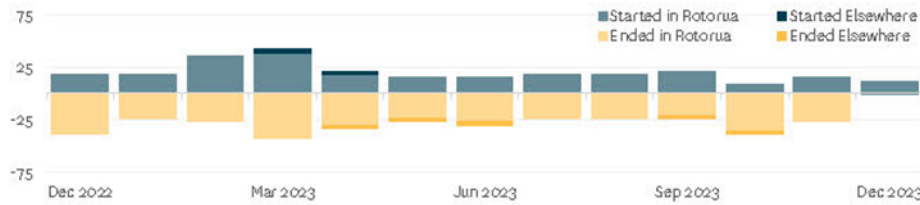
Households in HUD CEH / HUD Contracted Motels / TH Motel



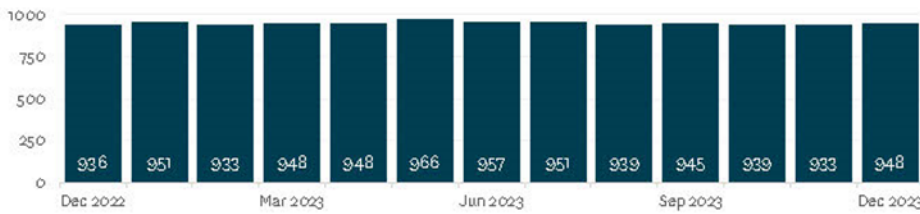
Households in MSD Emergency Housing SNG



EH SNG Start/End of Spell Location



Public Housing Register Applicants



Other Housing Support in Rotorua

Public Homes

1,046
(1,040)

Transitional
Housing Places

198
(201)

Housing First -
Housed

159*
(159)

Housing First -
Not Yet Housed

9*
(9)

7. Te Karakia Whakamutunga - Closing Karakia

Kia whakairia te tapu
Kia wātea ai te ara
Kia turuki whakataha ai
Kia turuki whakataha ai
Hāumi e. Hui e. Tāiki e!

Restrictions are moved aside
So the pathway is clear
To return to every day activities
To return to every day activities
Allied, enriched, unified, and blessed