

To whom it may concern,

Thank you for the opportunity to provide Council with our feedback and comments in relation to the issues and experiences associated with living adjacent to Marguerita St in Rotorua.

As you will be aware there have been a number of interactions between the residents and Council over the years and we are grateful that the residents appear to have been heard as there have been recent modifications made to the corridor. They also appreciate that they have the opportunity for further input as ideas and solutions are conceived, tested, implemented etc. We have reviewed the report to the Operations and Monitoring Committee on 4 June 2020 (O&M report).

By way of background Arvida Group is an NZX publicly listed company and is an owner/operator of 32 retirement villages throughout New Zealand. It has a primary focus on improving the lives of New Zealanders by transforming the ageing experience and giving its residents a purpose to each day.

Arvida own the Glenbrae Retirement Village in Rotorua with its main address being 22 Hilda Street in Fenton Park. Seven of its stand-alone residences either front onto Marguerita St or are very close to it. These buildings were constructed in approximately 1998-1999 and are show in the image below. The adjacent industrial area of White and Marguerita Streets is to the bottom of the image.



As one of the largest land and building owners on Marguerita Street, we are concerned with the volume of building upgrades/remedial works undertaken to date to provide for a consistent level of comfort (visual/noise) for the residents. A summary of these works are below. But in addition to this and of greater concern is the unknown level of issues and costs that could arise in the future.

In relation to the overall affect on Glenbrae Retirement Village, there's been a total of 5 Villa's affected to date, with issues ranging from architectural cracking to new double glazing and drapes requirements to reduce the airborne/vibration noise impact.

The residents have observed an increase in noise and vibrations in their homes. These would appear to be mostly due to an increase in truck movements on Marguerita Street.

Due to increased noise originating from Marguerita St a total of 5 units have had their glazing upgraded (single to double glazing).

Due to increased vibrations/ground shaking originating from Marguerita St and most likely from heavy vehicle movements five units on Marguerita Street have experienced internal wall/ceiling cracking resulting in architectural repairs to the interior of the units.

We greatly appreciate that the Rotorua Lakes Council (RLC) has been implementing interventions on the Marguerita St corridor in an attempt to mitigate or minimise previously outlined frustrations felt by the residents. These recent interventions have reduced some of the impacts on the residents but not removed them entirely. We note the following interventions but acknowledge that there could be others that we not aware of:

- a. The Council has installed bollards along a portion of the northern kerb line on Marguerita St to eliminate trucks queueing in anticipation of entering the VTNZ site.
- b. The Council has also implemented "Slow Zone" signs at either end of the residential portion of Marguerita St along with relining the white edge lines on either side to "narrow up" the traffic lanes. We suspect this is to encourage vehicles to move a little slower.

We note that the report to the O&M Committee in June states that speed platforms are very effective but we would like to point out that in fact it is still possible to maintain speed on Clayton Rd (that is the example used in the report) and that traffic wear lines indicate a high number of vehicles appear to treat it like a slalom course which potentially creates an unsafe environment for other road users. Further we consider that speed platforms can cause vehicles to slow and speed up again which in turn could add further noise along with the potential, as also indicated in the report, for additional vibration.

We note that the O&M report does not appear to consider a heavy vehicle ban for the residential portion of Marguerita St and wonder if this is something that could be supported upon review of the percentages of light v. heavy traffic and therefore the potential impact on the heavy vehicle community.

Arvida understands and supports the need for progress and development and that this needs to align with community growth and expectations. We look forward to further opportunities to engage with Council with a view to understanding and contributing further to the possible changes to minimise the effect on the Village and Village's residents.

Thanks for allowing Arvida to add to Rotorua Lakes Council's Marguerita Street review process.