

Updated 11 April 2023

Proposed development at Marlowe Rd and Bolton St

The plans exceed Auckland Council's guidelines for the number of homes per access way. How will you address this?

Our plans, which are currently before the Auckland Council in our Resource Consent Application, show how we will address this with effective use of Jointly Owned Access Lots (JOALs). The JOALs are built to a width, length and shape that suits the number of dwellings they will serve, and they effectively operate as small roads.

It is important to note that during the Resource Consent process, it is not uncommon for designs to deviate from council standards for a variety of reasons, and the applicant (Kāinga Ora in this instance) is required to show how the intent of the standard will be met. Auckland Council has not issued us with any challenge to this approach.

What about visitor parking?

In addition to 82 resident carparks, visitor carparks will be provided in the proposed Marlowe Rd extension and will also be available in Bolton St.

What about vehicle and pedestrian access to the new homes?

We have carefully considered our approach to vehicle and pedestrian safety. We also operate an award-winning Driveway Safety programme with guidelines in place to ensure driveway safety is taken into consideration when we are building or redeveloping a property.

How have you shown care and respect for the older people who used to live in these homes?

Our first priority when considering redeveloping any of our homes is the welfare of our existing customers and we acknowledge that a change in living situation is difficult for anyone. We make sure we always speak to our customers first during this process and we are careful to reassure them we will find them new homes that meet their needs.

It should be noted that the houses on this site are over 40 years old, and tired. We have moved all our older customers into homes across Auckland that are warm, dry and Healthy Homes compliant. Anecdotally, our housing support managers tell us many customers have been very happy to move into these homes.

What about your own operating principles enabling your customers to live with dignity?

(The current location of the pensioner flats is close to a range of amenities, allowing elderly residents to remain connected to their community and live with dignity and independence)

We recognise significant amenity in the area, which will support our plans to build more warm and dry homes on the land. We have ensured our older customers were provided alternative homes that meet their needs, including access to local services. We are responsible for balancing several operational priorities including to ensure those most in need are supported and housed; and to

manage our housing stock prudently by upgrading and managing our homes so they remain fit for purpose.

Will we delay the submission of s92 until after Easter?

Auckland Council have granted us an extension until 14 April 2023.

Have you had any questions from media?

We have had a number of requests from media about our plans for this development. You can find our media statements on our website.

How have you engaged with the community?

Our housing support teams visited all of our customers living in the homes affected to let them know about our plans.

Since then we have also sent two letters, the first in June 2022 when we started to investigate these plans and another in January 2023 when we had lodged resource consent for our plans with Auckland Council.

These letters and a proposed site plan are available on our website.

We have been in touch with the schools in the area and recently attended a Board of Trustees meeting at Blockhouse Bay Intermediate School.

We held three drop-in sessions to answer any questions the community may have. We wanted to make it easy for people to come and talk to us, which is why we chose to take part in a popular market setting that the community is used to attending. This was designed to be an informal drop in session where people could ask us questions and we could provide them information about our plans. Typically, we favour drop in, information-led approaches as a way to more meaningfully engage with a range of people.

We have agreed to participate in a meeting led by the local MP Dr Deborah Russell. This will be held at the Blockhouse Bay Community Centre on Tuesday 11 April at 645pm.

What about a playground?

Our plans include a play area that could include play equipment such as stepping logs and a picnic or gathering space.

What are the legal ramifications of redeveloping the land considering it was initially bequeathed for older people?

- The sale and purchase agreement between Auckland City Council and Housing New Zealand (HNZ) sets out a number of conditions that Housing New Zealand was obligated to carry out, and which still apply to Kāinga Ora – Homes and Communities.
- Both HNZ and Auckland City Council took seriously their obligations to ensure the elderly Aucklanders living in these homes were able to continue living in secure and comfortable housing under HNZ's auspices.
- However, nothing in the contractual arrangements between the Council and HNZ required HNZ to exclude other eligible Aucklanders from living in public housing on this land because of their age.

- The possibility of redevelopment – and the necessary rehousing of tenants – was clearly contemplated, when the sale was announced by the government of day.
- Ministers specifically noted that the purchase of the portfolio was done to prevent the loss *“of these valuable social housing sites in and around inner Auckland”*.

This proposed development will put pressure on existing infrastructure. How are you planning for the management of storm and wastewater?

In our Resource Consent application, we included storm water infrastructure design plans and a draft Storm Water Management plan (SMP) in consultation with Mana Whenua, Healthy Waters and Auckland Council.

The SMP covers a wide range of design solutions to handle storm water (which is basically water from rain), including specially designed paving on shared access ways that enables water to filter through to soil underneath, rain gardens, reuse rainwater tanks for water above ground, and underground detention tanks.

These designs are intended to handle a one in-100 year weather event. We’re working with the Auckland Council to clarify and refine these designs as part of Section 92 of the Resource Management Act, which allows for the council to request further information from us.

How will you manage road safety and traffic congestion?

Throughout the Resource Consent design and consenting process, we work closely with Auckland Transport and consultant traffic engineers to ensure that traffic impacts from our development are mitigated as much as possible and as Auckland Transport requires.

Why are you proposing to develop at Marlowe Rd and Bolton St?

We are looking to build more homes for the people that need them. One of the ways we do this is to make better use of the land we own by replacing our older public homes with more warm and dry homes in areas of high demand.

As of December 2022, there were 417 people on the [waiting list](#) (referred to as the Housing Register) for public housing in the Whau Local Board area.

We currently have 51 homes in Marlowe Rd and Bolton Street and we are looking at options to increase this to 68 homes.

What are you proposing to build?

We are proposing to build a mix of 2, 3, 4 and 5 bedroom homes and these will include terraced, standalone and duplex houses. The proposed redevelopment also includes a new road extension to provide access to the homes and connect Bolton Street to Marlowe Road and two centrally located open space areas.

What about the people who lived/live in those homes? How are you looking after them?

Our housing support teams visited all the customers impacted by our proposed development to explain what was happening and reassure them that we would work with them to find an alternative property that meets their needs.

When we move our customers to alternative accommodation we first ensure the customer is happy with the property offered and then we support them to move, this means; we offer the assistance of a moving truck and we also provide packing boxes and a skip bin for any unwanted household items.

Why can't they return to the new homes?

We are proposing to build a mix of 2, 3, 4 and 5 bedroom homes. We will match these homes to new and existing customers who need homes of this size. We do however offer the choice to return to the area where they have a desire to do so and where their housing needs match a home.

How have you let people know what is happening?

Our housing support teams visited all of our customers living in the homes affected to let them know about our plans.

Since then we have also sent two letters, the first in June 2022 when we started to investigate these plans and another in January 2023 when we had lodged resource consent for our plans with Auckland Council.

These letters and a proposed site plan are available on our website.

We have also distributed information on our plans for the wider area at a Blockhouse Bay market day in 2022.

We have been in touch with the schools in the area and recently attended a Board of Trustees meeting at Blockhouse Bay Intermediate School.

We are planning further drop-in sessions to answer any questions the community may have.

Who will live in these proposed homes?

The public homes would be matched to individuals and families on the Ministry of Social Development's Housing Register, giving priority to those in greatest need of a home, and considering location due to work, family, education and other factors. These would not be short-term or transitional stays, but permanent long-term homes for individuals and families living in this community as well as existing customers who need to move because their home is being redeveloped, or they need a home to meet their accessibility needs.

A total of 30 Full Universal Design homes are proposed, meaning these homes would be suitable for people with accessibility needs.

What about the plaque that says the land is for the use of older people?

When Housing New Zealand, (now Kāinga Ora) bought this land in 2003 it was with the understanding that if we redeveloped the land we would ensure we found new homes for all of our customers. As long as we do this, we are not bound to ensuring the land is reserved for any particular group of people.

Not all of the homes on the 51-home site were allocated to older people. Thirty three homes were for older people, while 18 were standard homes.

Our older customers are important to us, and we are working hard to ensure we have the right mix of homes for them. The homes we want to replace are more than 50 years old and they are tired. We have already moved many of our residents to new or more modern homes in areas of their

choice. Older customers requiring two or more bedrooms may well be residents at the proposed Marlowe Rd and Bolton St homes in the future.

It is also worth noting we have a number of homes for older people, including Highbury Triangle in nearby Avondale. The 236 home development will be predominantly for older people with apartments built to our universal design standards and the addition of 1.5 bedroom apartments allowing for the option of having a carer to stay, as needed. There is a focus on accessibility throughout, with specific provision for wheel chair and mobility scooter access within the development.

How does Kāinga Ora work with and support their customers?

Our whole way of working is set up to make sure our customers have the right home and support to live well in their homes and communities. What this looks like is unique for each household, but could include everything from answering questions about their tenancy or arranging maintenance when needed, through to helping connect them with support services in their local community, if that's what they want or need. If we are made aware of any concerns from neighbours, our Housing Support teams work quickly to address these.

What about potentially disruptive behaviour from your customers?

We want Kāinga Ora homes and the communities they are in to be pleasant and enjoyable places to live – and the vast majority are.

However, when disruptive behaviour occurs we take it seriously and aim to respond quickly and effectively.

We understand the impact these situations have and are committed to doing everything we can to resolve them.

When problems arise, we seek positive outcomes for both the people we house and their communities. To achieve this, we work closely with our customers, whānau and other support services where needed.

Where there is illegal behaviour, we support the involvement of police.

We can and do move people where necessary. While our first approach is to support a change in behaviour, we have a range of tools in our toolbox to respond to disruptive behaviour – including issuing breach and warning notices to customers, where appropriate.

Will there be enough space in the schools in the area when these homes are built?

We can forecast the numbers of tamariki who may live as part of any one household, but this is not exact. As we get closer to delivery of the homes, we will have a better understanding of the number of tamariki who will attend Primary, Intermediate and Secondary schools in the area. We provide forecasts of numbers to the Ministry of Education directly and to schools locally as they may need.

How will you future proof against flooding?

In our Resource Consent application, we included storm water infrastructure design plans and a draft Storm Water Management plan (SMP) in consultation with Mana Whenua, Auckland Council, Healthy Waters and Auckland Council

The SMP covers a wide range of design solutions to handle storm water (which is basically water from rain), including specially designed paving on shared access ways that enables water to filter through to soil underneath, rain gardens, reuse rainwater tanks for water above ground, and underground detention tanks.

These designs are intended to handle a one in-100 year weather event. We're working with the Auckland Council to clarify and refine these designs as part of Section 92 of the Resource Management Act, which allows for the council to request further information from us.

How would you handle water runoff from the site?

We will install swales that hold and treat storm water, reducing its flow. These are also to manage the existing overland flow path on the site in addition to other storm water mitigations (as part of the section 92 letter).

What parking will be provided?

The proposed development provides 82 customer carparks. One parking space will be provided for each 2 and 3-bedroom home, and two parking spaces will be provided for each 4 and 5 bedroom home.

The number of vehicle crossings along the Bolton Street frontage will be reduced as part of the proposal, creating additional space for on-street parking. The design of the public road extension will be refined through the Resource Consent process. It will comply with size requirements and provide space for a small number of visitor parking.

What about traffic congestion?

Throughout the Resource Consent design and consenting process, we work closely with Auckland Transport and consultant traffic engineers to ensure that traffic impacts from our development are mitigated as much as possible and as Auckland Transport requires.

Will you be repairing the pathways on Marlowe Rd and Bolton St for customers who have accessibility needs?

We are upgrading the existing pedestrian pathway that runs through the development site, to integrate this within a new road connection. This will meet width and surface requirements. There are currently no plans to repair footpaths outside of the site – although for the safety of residents this may be part of an ongoing discussion with Auckland Council.

Will the homes have washing lines? Yes, all 68 homes will have a washing line. What about green spaces?

Our plans include two centrally located communal green spaces of 400m² for residents to enjoy (that is about 1.5 times the size of a tennis court – 260m²). Each home has a small rear yard which varies across each of the homes but on average is between 30m² and 100m², depending on the size of the home.

Where will the children play?

A playscape will be built into one of the two green spaces

What about the impact of the increased density?

We have a role to play in increasing the supply of homes for people who need them. Our plans are to go from 51 homes to 68 homes, which is not a significant increase in density and is anticipated by the Auckland Unitary Plan.

Next steps and timeframes?

We have been moving our customers living in the existing homes as suitable other homes are found. Resource Consent was lodged with the Auckland Council in December 2022. Subject to consents, work could start on site around third quarter 2023, with completion of the first tranche of new homes from third quarter 2024. We typically deliver our homes in stages.

Why have you had to provide extra detail to the Auckland Council?

In a development of this size, it is standard for the Council to have questions when considering whether to grant Resource Consent. We were expecting this as part of the process – it is the purpose of Section 92 of the Resource Management Act. From relocating our customers, to preparing the land for works, redevelopments of our land comprise several different stages and involve many different agencies.