

Community Reference Group – Meeting #11

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| Date: | Thursday 16 March 2023 | Time: | 6:00pm | Room 7C09, Massey University, Wellington |
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| Attendees | Organisation |
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| Jane Black | Chairperson |
| Bradley Rooke (online) | Community Member |
| Carol Comber | Community Member |
| Dave Smythe | Community Member |
| Emma (online) | Community Member |
| Jack Wood | Community Member |
| Karen Smythe | Community Member |
| Maria Millin | Community Member |
| Murray Edridge | Community Member |
| Olivia Lange | Community Member |
| Peter Cooke | Community Member |
| Steve Cromb | Community Member |
| Taone O'Regan | Community Member |
| Toby Bourke | Community Member |
| Alice Daniel-Kirk | Kāinga Ora |
| Jake Henry | Kāinga Ora |
| Jonathan Scholes | Kāinga Ora |
| Josh Clark | Kāinga Ora |
| Kathy Furfie | Kāinga Ora |
| Maia Prohl | Kāinga Ora |
| Nick Harrison | Kāinga Ora |
| Tim Parker | Kāinga Ora |

Agenda

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| 1 | Welcome and Introductions |
| 2 | Previous minutes and actions |
| 3 | Construction updates for Arlington |
| 4 | Construction updates for Rolleston |
| 5 | Single Site Supported Housing update |
| 6 | Any other business |
| 7 | Close |

Agenda Items

| Item | Particulars | Action | By |
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| 1 | Welcome and introductions | | |
| | Jane welcomed everyone to the CRG Meeting. Apologies received: Cathie Penetito and Mary Hutchinson. Additional apologies not mentioned during meeting: Gary Sue (Kāinga Ora), Judy Hutt, Adrianne McAllister, and Victor Anderlini. | | |
| 2 | Previous minutes and actions | | |
| | <ol style="list-style-type: none"> Community members requested that the minutes of the previous CRG meeting, on 3 November 2022, be noted for amendments. <ul style="list-style-type: none"> In the previous meeting, a question was raised on whether the lights at the Rolleston site will be on all night or on security timers. The question was not answered during the meeting, however the wording used in the minutes suggests that a conclusion was raised in the meeting – “Lights on all night are for site security purposes however, they should be on security time”. It was suggested that this section of the minutes does not reflect the discussion that was had in the meeting and therefore should be noted as a “post-meeting note”. In reference to the previous meeting’s discussion around “Kāinga Ora’s enforcement of its own rules”, specifically about cars parking on the grass at Te Mara. It was suggested to install bollards to address the noncompliant parking issue, and that suggestion was not reflected in the minutes. Community members expressed that they feel Kāinga Ora has not been enforcing their own rules around parking. In response to this, warnings have indeed been issued to those parking non-compliantly. Bollards cannot be put up because the area needs to be accessible for emergency services. Community member said that they have noticed there are now less cigarette butts around the site, but that is only because there are less people on site. Gratitude was given for the fact that Wellington Water repaired overflowing gutters. Request was made by community members for Kāinga Ora to report when they have contacted other agencies like Wellington Water so that the community is aware of who issues are sitting with. An issue about dust was raised and community member felt nothing has been done about this. Discussion around the terms used regularly in CRG meetings, specifically: “minutes” and “reference”. Advised that if clarification is needed, please refer to the CRG’s Terms of Reference document. | | |
| 3 | Construction updates for Arlington | | |

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| | <ol style="list-style-type: none"> 1. Jake Henry spoke to a presentation on the Arlington development <ul style="list-style-type: none"> • Refer to presentation 2. Topics raised and discussed following the presentation <ul style="list-style-type: none"> • Information about the roadway design/turning bay at the top of Hankey St will be available online, and Jake is happy to discuss this further with anyone who is seeking further information • There will be a retaining wall built by the turning bay • There will be carpark for Kāinga Ora customers | | |
| 4 | Construction updates for Rolleston | | |
| | <ol style="list-style-type: none"> 1. Tim Parker spoke to a presentation on the Rolleston development <ul style="list-style-type: none"> • Refer to presentation 2. Topics raised and discussed following the presentation <ul style="list-style-type: none"> • Storage containers on the site will be seen being moved around in early April • Every unit will have an outdoor area (either balcony or ground floor) • It has not yet been decided whether some blocks will have people moving in before other blocks on the site are completed. • From a Healthy & Safety perspective, it is not currently possible to have a walk-in unit available for public viewing. Once the scaffolding is down, this can be arranged and will likely be a unit accessed directly from Rolleston St. • Noted parking congestion on and around Rolleston St while external work is being done on the units. Chorus are doing some updates on Wallace St, and there is also other work happening on Hargreaves St. This will take place over the next few weeks, so there will be extra contractors in the area meaning more parking spaces taken up during the day. This is something that Kāinga Ora has been made aware of but is not able to control as the parks are not on Kāinga Ora land. | | |
| 5 | Single-Site Supported Housing update | | |
| | <ol style="list-style-type: none"> 1. Tender went out on 13 March 2023 and closes on 27 April 2023. <p>Discussion around the roles and responsibilities of each agency:</p> <ul style="list-style-type: none"> - HUD (Ministry of Housing and Urban Development) is responsible for selecting and managing the contract with the provider - Kāinga Ora will be responsible for providing several functions and services on-site at Rolleston Street: <ul style="list-style-type: none"> • Facilities maintenance • Tenancy management • Concierge services • Security services • Community development services • Rolleston Street site management - The lead provider will work alongside Kāinga Ora to support Housing Services Clients. Kāinga Ora will be housing people and the provider will be providing support services to create a supportive housing environment, which will help their tenants live more stable and productive lives. This will create a safe space for tenants to explore their identity and culture, and feel positive about who they are. <ul style="list-style-type: none"> • Delivery of SSSH services | | |

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| | <ul style="list-style-type: none"> • Reporting to HUD <p>3. Discussion around the concierge services</p> <ul style="list-style-type: none"> • HUD's rules apply to the entire site, not just a particular group of tenants. • Kāinga Ora and HUD will both have responsibility for providing Health & Safety support to anyone on the site who requires support. • The site will have 24/7 security concierge on-site, and Kāinga Ora will be attending Monday-Friday during office hours. • The concierge service will be different to a walk-around, what exactly this will look like is currently being worked out based on what is needed. • Will concierge staff wear a uniform? Kāinga Ora has had discussions with mana whenua to get their consideration to establish designs and names. This is currently a work in progress. • The concierge covers the whole site. <p>4. Support for neighbours/wider community around the site</p> <ul style="list-style-type: none"> • Will Kāinga Ora be managing the removal of any graffiti that may appear inside and around the site? Kāinga Ora has a regular maintenance programme and if they see graffiti on site, they will remove it. With Te Māra specifically, Kāinga Ora leases that land and therefore responsibilities are shared with the landlord. • What will Kāinga Ora do to proactively manage antisocial behaviours outside the site? The concierge service will be aware of what's happening around, they will contact the police if necessary and will be talking to Kāinga Ora customers. • What will Kāinga Ora's responsibility be for issues happening outside of the site premises, related to the site? Kāinga Ora will work with the provider and customers. Outside of the site is hard to control but will be looked at. • Concierge will try to resolve issues but there are limitations by law. It is not the concierge's role to patrol the community, however security being on-site does deter antisocial behaviours. • Repeat offenders can be trespassed. The public walkway through the site will be looked into for possible implications for security?. • Social community events such as BBQs could help to engage those living in the site with surrounding neighbours/wider community <p>5. Issue raised that there has been unclear back-and-forth communications with the parking on grass issue. Wellington City Council have said this is Kāinga Ora's responsibility but Kāinga Ora says that parking on the grass sits with the Council.</p> <p>6. Kāinga Ora community development role</p> <ul style="list-style-type: none"> • Mount Cook is unique for Kāinga Ora, a lot of tenancies and people are being injected into the community • This community development role would be connecting with the community and neighbours, to have positive outcomes. • A community developer's role may include to support and empower residents to create their own group if they decide they want to do so. • The community space is not only for the customers, Kāinga Ora would like to get funding from council to see if this can be made a wider-community space. <p>7. Discussion around Community Spaces</p> <ul style="list-style-type: none"> - The community space in Centennial is being closed down. Kāinga Ora fought hard to try and keep that space open, but the funder has decided to no longer provide that funding. Community spaces should be driven by the community. - Not many people are using the community space in Te Mara. This space was | | |
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| | <p>developed years ago, and since implementation Kāinga Ora has learned that people can feel intimidated to use the space and feel as if they are intruding, so a community space should be street-facing in order to feel more welcoming.</p> <ul style="list-style-type: none"> - The community space in Rolleston is not street-facing, but again the plans for this were developed years ago, before learning from the Te Mara experience. - The community space in Arlington will be street-facing. <p>8. CCTV on site</p> <ul style="list-style-type: none"> - People usually feel safer knowing there is visibility around them. CCTV will not be monitored 24/7, but footage is recorded and held for 30 days, and can be accessed if and when needed and appropriate. - If requested by police, Kāinga Ora will aim to download required footage, hold it, and hand it to the police. The general public will not have access to footage. <p>9. Kāinga Ora is providing better homes for the people who will be living at the site. People may come to these homes with issues but a warm and dry home can make a big difference in peoples' lives and activities (antisocial behaviours)</p> <p>10. Placement of customers will be based on need</p> <p>11. Community members expressed they would like to be kept in the loop with issues that happen on the site (without breaking confidentiality) so that they have an understanding of what's going on in the community and can be involved in support.</p> | | |
| 6 | Any other business | | |
| | <ol style="list-style-type: none"> 1. It was requested for the playground and use of the community space to be on the agenda for the next CRG meeting. 2. The group was informed by Kāinga Ora representatives that anyone from the public can view the tender listing for Rolleston online at GETS (Government Electronic Tender Service). | | |
| 7 | Close | | |
| | <ol style="list-style-type: none"> 1. Next meeting confirmed to be two months from now, in May. Exact date not yet confirmed. | | |
| | The Meeting closed at 7:20pm | | |

Action Log

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| AP5 | 7.10.2021 | Photos made available. | <p>Photos are on the website Further photos will be sent out from time to time</p> <p>Regularly post photos of the construction of Rolleston Street.</p> | <p>Jake/Ben</p> <p>Tim</p> | Ongoing |
| AP17 | 1.9.2022 | <i>Rolleston - Solaris will be invited to share the planting and landscaping plans. This will outline the trees being kept and the children's play area.</i> | <i>3.11.2022 – Presentation was given at the Meeting</i> | <i>Tim/Marion</i> | <i>3.11.2022</i> |

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| AP18 | 1.9.2022 | Follow up on the Wellington water truck and trailer and ask them to remove their spoil. | | Tim | |
| AP19 | 1.9.2022 | We will look into the footpath outside of 43 Rolleston Street and Trades parking on the footpath. | Tim has raised with Hawkins. | Tim | |
| AP20 | 1.9.2022 | Tim will raise Polystyrene issue with Hawkins to address this. | | Tim | |
| AP21 | 1.9.2022 | Look into the concern about the top floor in Block D where it appears to look straight in into the bottom floor of a house. | Tim has confirmed building in line with Resource Consent, and will review with the architect. | Tim | |