
Storm Recovery and Resilience Consultation

WRITTEN FEEDBACK Volume 8

Date published: Wednesday, 06 September 2023

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Storm Recovery and Resilience Consultation

#4

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Our own garden had severe subsidence due to the soggy soil.

Furthermore, 150m away from us 10 houses were red stickered because of a slip on Scenic Drive North.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

Sense of community in the neighborhood

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

More urgency from EQC and insurers would be helpful. We are still awaiting the assessment report.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Make more space for water retention and overland flow paths

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

The plans are probably not enough, but it is a good start.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

More consistent legal opposition when a developer wants to build in a spot that is not suitable, i.e. in a floodzone or on top of or under a cliff.



Storm Recovery and Resilience Consultation

#20

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We live in Bethells and our community has been deeply affected by Cyclone Gabrielle. Our firneds had to be evacuated and will have to raise their houses, roads were closed and need repair, our lanscape has changed and walkways have disappeared.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Support from within the community, prompt action to reestablish power and fix roads

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Fixing the impact: roads are being fixed, walways need to be reestablished, surfclub needs to be rebuilt.

Clear planning for these events as they are set to occur more regularly >> how do we increase resilience for communications, power, at risk properties, evacuation plans.

Auckland targeted warning system helping the community to make decisions based on their unique conditions.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Climate change: Flood events and drought, need to be front of mind in everything we do in Auckland.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

The plan sounds well thought of. We need investent in that space.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

We need o work closely with communities.



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#22

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We lost power - the anniversary floods for 4 days, the cyclone for 13. There is a slip on our small road which caused trees to fall on power lines. Luckily the road loops around so we were able to get out. We were cut off by floods further down, but able to get through when they receded. We lost quite a few big trees, one over our drive, but a friend with a chainsaw cleared it the first morning after Gabrielle passed.

Many people living nearby lost access, and it was weeks before they were able to leave without a long detour. Some people lost their homes due to slips. Our local dairy/orchard shop was flooded. Many roads were closed for weeks if not months. We lost a lot of trees. The repeated rain and wind really took its toll as repeated slips and damage occurred before there was any chance of recovery. Water was an issue for many, either those on tank needing power to pump, or when the mains line was damaged in a slip.

Our area was fundamentally changed - the waterways, treescape and roading. Freshwater mussels were washed away. Birds lost their perches.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides, No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Being in close contact with our neighbors. We had a WhatsApp group for our part of the road and shared info. We met up either when passing by on the road, or arranged to get together. The local Facebook group was also a good place to share info and offer/receive help. The Radio (RNZ) was a great source of info and comfort. At Kumeu arts centre, our son received help at a funded art therapy group to help him manage his anxiety. The arts centre and libraries also opened their spaces for everyone to work or use power.

4. What would help you and your community feel like you had ‘recovered’ from these extreme weather events?

When the slips are all cleared and routine drain clearing and tree trimming are occurring.

When planting to stabilize banks and absorb water is done

When those who have lost their homes have been supported to move on.

When our coastal communities are accessible and safe again

When our walking tracks are open

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Actively manage drainage, trees near powerlines and potential slips while they are small and before they cause damage. The small slip that caused our nearly 2 week power outage had been an issue in the months leading up to the storms, reported but not attended to. This led to multiple teams coming out over multiple events to fix the power without ever fixing the cause.

Invest in flood plains as park areas. Plan the city around its natural water ways and integrate flood plains as green space (like the twin streams project)

Understand the city is a united area where development in one area will affect another. Flooding in Henderson is the concern of us all. Whether on public or private land, the council as our governing body has the responsibility for ensuring waterways (for eg) are looked after.

Have unified response teams especially for trees on lines. - the teams that cleared the trees were separate to the teams that restored power and they both needed traffic management.

Invest in public transport to reduce emissions and require new housing developments to have green spaces inc native trees. Higher density Developments on public transport routes should allow limited spaces for cars and require any parking spaces to be the expense of the owners, not treat roads as public parking spots.

Agriculture must pay into schemes for climate reductions

6. There are nine possible initiatives outlined in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

It looks great. More Blue-Green areas! It will be cheaper to mitigate than to rebuild afterwards again.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Climate change mitigation - public transport and planting

Bank stabilizing. Better planting on public roads and advice to homeowners.

A grant or plants supplied to plant around waterways on public land, and on banks.



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#23

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We live in Glen eden. We have an overlandflow path on our property that normally dries out in summer/only has water in large rain events. It's been flowing since December last year. It flows through the bush into the stormwater network through a scruffy dome.

Our neighbours had severe flooding where they had to use sand bags to stop the water getting into their houses. They are not in a floodplain. They only have an overland flow path on their property that is on top of a (undersized) stormwater pipe.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Community WhatsApp group and communication updates from water care. We had no drinking water for a while due to damage to the supply.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Unsure

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Better funding and planning for site specific flooding issues.

More accurate floodplain and flood modelling for the Auckland region. The current one is not accurate to assist council and experts in flood management.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Private overland flow path management is key. In west Auckland we still have lots of open watercourses, targeted erosion assessments and flooding management and stormwater treatment/detention. Especially in Henderson where a lot of the streams are left unmanaged.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Just lost a lot of gravel driveways due to torrents of water

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Nothing

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Stop geoengineering, cloud seeding which is the number 1 cause of this extreme weather. Look it up. Not conspiracy either. Seen the planes over my property doing blatant chem trails. Stop infill housing adding to non-existent infrastructure. Do you ratepayer job of clearing drains and streams. STOP REFERRING TO CLIMATE CHANGE - this is entirely a fabrication just to add taxes

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Irrelevant - see above comment

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

again, refer to comment in no. 5



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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

area down the road was flooded

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

not affected me

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

removal of low lying properties and rehousing people

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

mainly few careful approvals and buyouts plus better planning for new subdivisions

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

maintain and buyout people and do not rebuild

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

more green spaces / overland initiatives in new subdivisions. reduce run off



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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We had very minimal damage to our home, we were lucky. But certainly areas of our community (Waitakere) we're badly affected. Businesses and schools forced to close, putting extra stress into already stressful lives. Trains and public transport not running was tough, but luckily I am able to work from home. (I know a lot of people don't have this option.)

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

Our shared dislike for Wayne Brown. He's so pitiful, and it kind of brings the community together when we can all agree on something.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

To know that when (not if) we have a major storm again, that the infrastructure will be able to handle it.

A new mayor who is better an communication and generally just doing a good job.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Invest in the infrastructure required to deal with extreme weather events.

A new mayor.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Stream at the back of our property broke the bank and eroded the bank so badly we are in touch with EQC. At the front the water flooded houses further down the street. I have contacted the council many times on the increase in stormwater going into this stream but they ignore us every time. They say it's in private land but I don't tip all the water into it. I use say I am sick and tired of council's lack of help. Not expecting not to be involved but they don't even look at the problem.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

Ourselves, council was useless. EQC is useless - it's taken what 6 months and still it's not finalised. It's up to us nobody helped and nobody is interested in getting together for long term planning. Too little planning for water.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Council assisting with long term involvement in reducing or mitigating stormwater going into river .. raingardens, less concrete, tanks etc etc. Definately more planting and no more intensive housing or driveways. We mist have council putting measures in place in streets like rain catches and tanks and storage for slow release. We must all help of course and w have done a lot on our property but nobody else does.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Less intensive housing, more raingardens and absorbent planning - we really must add far more water care and large areas in parks etc.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Some are good ideas but this is serious. We must do a lot more around water slowing measures and absorbing. Basically we must have a lot more green water planning.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

I think it's not enough. Too many people, too much concrete, not enough rain gardens and green absorbing space. Also we must maintain and clean our streets and drains better. People themselves must be taking measures to reduce water flowing off their properties at speed- big concrete drives can be planned better and more absorbing and slowing of water. Too many people cutting plants down and putting pipes over banks and cliffs with no attempt to slow the water down. Then they wonder why the bank collapses. It's a huge problem ahead if we don't change.



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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Some surface flooding, that quickly drained thanks to the gully trap and the recharge of the aquifer beneath the property.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Life as normal.

Community checking on each other. Stories being told and listened to.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Life as normal, restoration of services and proper maintenance of stormwater systems. For instance the stormwater drain outside 15 Glengarry road has been lost to gravel from road repairs, it needs to be dug out and flushed.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Regularly inspect and maintain storm water and water infrastructure.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Don't do what you can't afford. Maintain the existing system and it will work, Auckland City Council has consistently not maintained the systems it inherited and run them down. You don't even know where your pipes are. Shame on you.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Don't waste money on computer models they are not accurate.

Maintaining the existing system would go a long way to fixing this.

You do not have the money to waste money on feel good look good paid a lot of people to fart around and do nothing but have parties projects.

Do not rebuild in flood prone areas.



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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We lost water supply due to a break on a water transmission pipe

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Not applicable

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Actually map out flood return periods for water level, not just rainfall, so people know what the risk profile is for their property

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Why is there not a live operational flood forecasting model for our catchments? A number of regional councils have them but we don't appear to. Why do we not have a river's engineering group in council?



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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Several Road closures, whichba4e still not fixed and get delayed again and again.

Bad quick fix of erosion areas where clay washes from slopes onto the road. Removing the clay does not fix the original problem. The gradient if the slope needs to be reduced and erosion mitigating planting is essential

2. Was your home flooded or damaged during the extreme weather events in early 2023?

3. In the months following the storms, what has helped you and your community get through?

We helped each other, shopping for cut-off enclosed residents, using shovels and chainsaws.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

If life gets back to where it was before and the reassurance of mitigating measures to avoid detrimental consequences from future severe weather events. And most importantly finally to address the problems of climate change, and not putting it on the back burner!

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Better management of storm water directions and flood runways, re-establishment of open stream and easements, less sealed impervious surface areas, withholding overflow lakes, serious reduction of Co2 emission, electrical busses, council cars, no unnecessary lights in council buildings and libraries especially not at night times, better and cheaper public transport.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

No matter the costs, the longer we delay the more it will cost. We cannot afford delays

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Addressing the problems of climate change at its roots. It is about stopping more extreme consequences at its source, as well as management of water.



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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Barely affected

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Volunteer work

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Less frequent of events happening

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Infrastructure upgrades

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Council should focus on increasing efficiency and cutting down on resources wasting especially on unnecessary personnel

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Bringing in cheaper and more effective expertise and machinery from overseas



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#235

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We had our power cut off, repaired, but then the water was off for several days. Also local roads destroyed and some minor damage to the back of the section. We left, with the 2 cats, and stayed elsewhere for a time.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Watercare did a good job fixing the water. We were lucky we could move.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Fix the Titirango local roads, on which there has been only minor repair work. Btw these needed work before the big storms, in terms of improving stability.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Seems to me there are a lot of illegal drains around, which are not connected to the network. These channel water further down the bank, so the ground becomes waterlogged after a storm.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

We have little choice but to spend this money. But worth trying if the Govt will come to the party.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Get rid of all illegal drains.



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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Wood Bay Rd in Titirangi was impacted significantly by the extreme weather events. The whole community is still in shock and the starkness of the damage stares us in the face daily.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

In the month following the storms there were council assessors etc in the area. Since then, nothing. We wait for EQC, insurers, Auckland Transport repairs to the roads. and an increase in regular maintenance of drainage and road systems

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Repair of broken roads, GUTTERS CLEARED OF GROWTH AND FLOOD SILT, stabilisation of roadside slips, EQC geotech report outcomes and the funds to secure our homes!!

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Don't build intensive housing complexes without the infrastructure to support them!!
Maintain drainage systems, including ditches; maintain roads more regularly particularly when those roads support landscape slopes. Ratepayers in the West deserve a fair share of rates funds.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

I am not a geotech person and am not qualified to comment BUT I expect the council and govt to consult with adequately qualified experts to ensure these matters are effectively managed ACROSS THE CITY going forward.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Maintaining all the basic drainage systems like ditches, culverts, etc to make sure they are operative at all times. In Wood Bay Road they have been overgrown for years and are now full of silt and overflowing.



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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Our property coped but several houses nearby were severely compromised, many large slips

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

People were shaken and grateful once water and power were restored. It took several days in our area for this to happen and we had to empty fridges and freezers....

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

To actually see some work being done to secure the broken roads and slips! And to see workmen to clean ditches and drains!

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Monitor new developments. At present these only add to the flood risk

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Concentrate on the practical aspects , rather than designing countless plans

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Frequency of drain clearance should be increased. Once or twice a year is simply not enough. And the work should be supervised and checked



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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Roads closed and still down to one lane now. Lots of tree debris around my place and mailbox blew away but nothing too serious.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Neighbour support and hard work clearing up.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

To have the Scenic Drive and Woodlands Park Road returned to two lanes.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

There seem to be problems with general infrastructure not coping and this is exacerbated by infill housing with no new major infrastructure projects.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Extremely effected

2. Was your home flooded or damaged during the extreme weather events in early 2023?

3. In the months following the storms, what has helped you and your community get through?

The community have supported each other. Very little has been fixed with regards to roads and slips

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Fixing the slips

- 5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?**

Storm water be upgraded to support surges of water that affects, drains, roads, properties

- 6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?**

- 7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?**



Storm Recovery and Resilience Consultation

#294

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Power outages, road closures for us. Some of our friends further west lost land, their house was flooded. We dropped off some food to friends, walking up to the slip that was blocking their travel. They had just had a baby. We were thankful our home was safe, just a boggy lawn. The flooded roads were pretty scary, considered going through a massive flood near Ceramco Park to pick up our boy from daycare but didn't, probably for the better but it meant we were stuck in traffic the long way around. Wasn't a nice feeling - being difficult to get to him.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Each other. And the silver lining that maybe central government will give councils enough now to put proper infrastructure in place. It really frustrates me that governments don't invest in big future projects because their terms are so short. It's also concerning that homes have been built in places they should not have been, especially in West Auckland. It always affects those who are already worse off - that's not ok. We need better planning that works with the natural environment instead of just building over it and hoping for the best.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

I think trust has been lost. Houses have been built not only in valleys they shouldn't have been but without the proper infrastructure - that's something you expect to see in a third world country not NZ. I know it was record rainfall but that's just not good enough, we know extreme weather events are going to be more common, we have to prepare even more now for them. To know that I can trust those running the show would go very far in settling my nerves and in feeling like we have recovered from these events. Recovery to me looks like a lesson learned and better planning for the future.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

As above, don't let property developers build on flood zone land, and honestly I think we need legislative change at central government level that provides funding for proper infrastructure because it's honestly embarrassing how bad it's become. Legislation that somehow encourages parties in government to invest in a future even if they may not be in governance when it eventuates - I don't know what that would look like exactly but something more needs to be done so Council has the money to do what it needs to do (and it not be completely reliant on rates).

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

All the initiatives look great to me. Let's get on with it?

Maybe wait until the cost of living eases up a bit before raising any rates? First home owners are doing it tough right now.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

As above on building zones. We need to start red-zoning more areas as non-building green spaces for parks etc. Several NGOs have great data that shows what parts of Auckland will be under water in decades to come. Plan for it. Don't build on it. More regenerative planting to help catch water etc I think the doc touches on that in an abstract way.



Storm Recovery and Resilience Consultation

#296

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Blocked roads and emergency vehicles unable to access residents. Slips and property damage. Unskilled RBA assessments.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides, No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Local support.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Some evidence of council communication and accountability on safety assessments.
Accurate assessment of risk or damage with communication on process and outcomes.
Information on rebuilding plans. Clarity of process rather than design as you go.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Understanding and improving the infrastructure capacity needed to manage weather events

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

They seem necessary.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Funding for resilience groups



Storm Recovery and Resilience Consultation

#302

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We were hit extremely hard in Piha, as a firefighter I worked hard alongside my team to save as many lives and property as possible. I had to work through the night to protect my own house and others. It was extremely traumatic for myself and whanau. We lost communication, power, water and access. We moved out for 3 weeks to regroup and return. Our community is still struggling with no answer and not enough support. There is still so much damage and we need major repairs and development to our infrastructure for the future

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

Strong sense of community and helping one another. Taking breaks/holidays away from Piha to rest and recover. Still waiting for help and answers

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

To have our requests heard, rebuild our roads, develop and maintain our storm water. We need curbs to direct water away from private property. We need better drains that are cleared regularly and looked after. We need our bush tracks rebuilt so we can reconnect with the whenua. Help out displaced families get home or on track towards a new future. WE NEED HELP!

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Build better drainage in every community, particularly those that are isolated. Maintain drains, and curbing to direct water to drains instead of roads and private properties. Don't build in flood paths

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Prioritise areas that don't already have good infrastructure, they have been left too long! Stop trying to make things pretty or arty and just build the basics to help us live safely in our communities. We need to fix the basics and strengthen infrastructure for the future

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Prioritise local contractors to fix the needs in their communities. Preach to local boards that priority needs to be on rebuilding and making communities safe, not weeds, pests and arts. Back to basics to keep us safe



Storm Recovery and Resilience Consultation

#333

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

lotsof rain where you

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

nothing

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

a good council

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

do what you are paid for and keep drains clear

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

its bull shit keep water ways clear

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

stop building thousands of homes



Storm Recovery and Resilience Consultation

#351

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

I live in Titirangi. I have two roads that I can drive to reach my house. Both roads were affected by significant slips, which has resulted in them being one lane only since late January with the risk of the area losing any vehicle access if further slips occur. I was very lucky that my property wasn't directly affected, but many nearby were and some have been red stickered. Local tracks that I've used for over 20 years to access the nearby beaches have been closed. One of these only just reopened recently after extensive (beautifully done) boardwalk works. This has really affected local enjoyment of our area as these tracks were used regularly for walking and short cuts to the beaches. Plus every time it rains heavily I worry about more flooding and slips, and I know my neighbours do too, so our mental health has definitely suffered.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Local community spirit. Also, what choice do we have but to get through it?

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

The local landscape has changed dramatically, with houses, tracks and trees that have existed for decades gone or damaged extensively. I'm not sure when we will ever feel like we have 'recovered' from this, plus there remains the fear that it will continue to happen.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Do the basic maintenance work for a start. Stormwater drains and grates in this area are poorly maintained, if at all, unlike when we were part of the Waitakere Council. Locals raised issues with stormwater running down and eroding one of the roads that collapsed in the weather events a few years ago - that was supposed to have been addressed in 2019, but then nothing was done. How much is it now going to cost to repair the road when it could have been maintained for far less? Impose stricter controls on developers to ensure new stormwater drains don't just run onto neighbouring properties. Enforce riparian planting for developments by waterways and ensure planting consents are complied with before COCs are issued. Provide financial incentives for people who look after the waterways that run through their properties. Stop permitting the chopping down of mature trees and acknowledge that these help contribute to the stability of banks and the absorption of excess water. Make green belts mandatory for developments and part of our cities. Stop allowing building in areas at risk of severe flooding (like parts of Henderson and Swanson). Start working with the natural flow of the waterways and stop trying to concrete over or control them.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#370

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

I was drenched.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

Nothing. I looked after myself. 4

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Fix the roads where we live.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Get rid of our 'market' economy!.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

We have to pay.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Axe immigration!.



Storm Recovery and Resilience Consultation

#383

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Living in Anawhata we had days of no power. The cell tower, including our internet went down, and when restored the signal was very weak. The road slips meant my family had an exhausting daily commute to work and for our 5 year old who was in her first weeks of school and unable to take the school bus. It was unsustainable and if the road had taken much longer to open I could have lost my job and had to sell up. Other people in our community were equally exhausted by the driving. Some houses further down Anawhata Rd were also quite damaged. At least one was entirely swept away.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

Extensive and deep communication from AT about the Scenic Drive slip by Elevation was needed and appreciated when given, as was the priority placed on opening up that road. The residents pass for the roadblock at the end of Anawhata Rd was appreciated, as was the closing of the roads and park to the public.

4. What would help you and your community feel like you had ‘recovered’ from these extreme weather events?

The roads and the Regional Park tracks need to be fixed up. For the feeling of resilience to rain events, Scenic Drive needs to be open both lanes from Swanson to Titirangi. At the moment we are still very vulnerable to a slip in the road/s that lead out of the Waitākere Ranges. Also, our community is connected to the forest and this is needed for our mental health. Much of this connection has been sacrificed for kauri dieback, but now some of the few opened tracks need to be fixed up again. Also, for us in Anawhata, our road is still in bad repair and has major rainfall damage still, due to an overdue grading of the gravel being postponed due to major works that were delayed due to the weather events and now are dragging on well past their expected time frame.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

We need council-owned roadworkers that can, not contractors. We should not be relying on social media and word of mouth in a crisis; we need a better communication system where people can register online for particular updates to be sent to their email. We could do with a city-wide online map where every council/AT/watercare etc registered job on public land that is logged by the public or otherwise known about is marked and information as to its status and progression given - so that people can quickly see if a job has been logged and not feel they are wasting overwhelmed council resources by reporting it again or calling up to check in. An online system where people can register their address and tell authorities what their situation and needs are might also be good.

Most importantly, we need to clear the culverts and drains on our rural roads regularly. We also need to make sure they are deep enough so that the road undersurface is protected. Unsealed Anawhata Rd stood up very well during the weather events in question with no major slips, unlike Karekare and Piha, largely I believe because its culverts had been blasted out weeks prior and its gutters dug out. Thank you! However, foliage debris has not been cleared since and now litters and blocks the gutters - despite the much appreciated new drains having been put in.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Sorry I've run out of time to read it or give more feedback.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Sorry I've run out of time to read it or give more feedback.



Storm Recovery and Resilience Consultation

#385

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Flooding and slip on property

2. Was your home flooded or damaged during the extreme weather events in early 2023?

3. In the months following the storms, what has helped you and your community get through?

Nothing from the council or insurers. Only support from family and friends

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

A Geotech engineer to visit the property to see how /if it can be repaired. If it is safe to remove furniture from house

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Better stormwater

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Would prefer to pay higher rates if problems can be fixed efficiently

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Less house intensification being built on land that is now covered in concrete instead of grass from which water can drain



Storm Recovery and Resilience Consultation

#387

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

On 27th my property had a 450sqm slip next to house on scenic drive, evacuated in under 60 seconds as the hill continued to move towards us. We spent three hours trying to evacuate the Waitakere ranges and were blocked every which way we tried. We tried to go to Waiatarua community hall but it was locked, tried fire brigade no one there. Called 111 three times trying to get help, we were not the only family trying to get away from the slips. In the end we went down mountain road at one point driving over a section of road that was giving way and then drove our cars through water over the wheels in Henderson valley. We still can not go home and our community is devastated.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

nothing, there has been no help, it has been a constant barrage of stress and attacks as we try and deal with EQC, council consent process, people trying to rob us, people coming for a look and a feeling we have been abandoned.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

A plan - currently we are told at some point after Piha and Muriwai are done we may get our turn to discuss categories. We could start repairs but now we wait on the categories to be decided. The whole community sits and waits.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

We tried to call early morning 27th, as did many others that the water levels in thee Waitakeres was getting very high very fast but no response. The water from our property goes down Henderson where people were flooded. We tried to raise the warning but could not get anyone to respond. An array warning system would have enabled people in the valley to prepare. Also watercourses in thee Waitakeres have been built over, cleared out - these need to be managed to slow the water down and among volumes.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Critical to manage waterways right from where they start, council needs to work with property owners to mange the watercourses and restore. Also need to replant areas with native bush.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Stop the intensification of areas below the waitakeres.



Storm Recovery and Resilience Consultation

#393

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Powercut for 11 days and a slip that is still yet to be properly fixed.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides, Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

The community. Providing generators and sharing food whilst we were cut off.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

A. The road fixing. The council spent considerable amounts on fixing Henderson valley road, but Opanuku rd has a partial slip with trees and other debris that could easily slip further.

B. Improvement of the powerlines up Opanuku Road. There are several over hanging trees that could cause another powercut for families.

C. Communication from the council

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Better road defence. Better provisioning of power lines. Better road network maintenance.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

You've already hit Aucklanders with several rate rises, which coupled with crippling cost of living increases is seeing migration out of the city increase at rates never seen before. Look at other options.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#399

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

All surrounding roads have had major slips, so all are one lane only.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Not much!

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Having confidence that infrastructure repairs will be done to the standard required, and not poorly done as they have been done previously.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Pay more attention to weather patterns from more sources than Met Service.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

They 'sound' good... but they should have been done long before now when they would have cost less (and prevented the fiascos that occurred)

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Correcting road camber would be a useful start, but roading can't even get potholes right...



Storm Recovery and Resilience Consultation

#415

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Pretty badly

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

The community fixed all the roads to allow access. AT came weeks later

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

A faster response and drains and culverts cleaned regularly

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Regular maintenance of infrastructure and cleaning

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

They aren't needed. 75% of the issues were caused by poor maintenance and clearing of waterways ie 15 blocked and damaged culverts in our street

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Clean the drain's when we actually warn you



Storm Recovery and Resilience Consultation

#426

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Road blocked for 2 days (trees over road); no power for 12 days (trees took out pwr lines and slips damaged 2 pole s requiring resite-ing of those 2 poles)

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Local community

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

The slips still coving part of the road to be cleared

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Don't go overboard - as an example of regulatory idiocy; my neighbour was getting consent a few years ago for a house build and had to get a hydrological survey (I think thats the term he used) to prove he was safe from flooding, as somehow the paperwork at the council said he was on a flood plain. BUT, he is on a ridge, at the very head of a valley with a creek the only flows in winter (well, normally), a creek that did not flood at any time in any of the extreme events of the past few years. For his house to flood the top of sky tower would have to be under water. When he pointed this out the response was along the lines of "if you are get difficult this consent will never happen". Do try to put a bit of common sense into the decrees. Or fire those brain dead eejist in the consent depts...just a thought.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#507

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Multiple slips on our street & flooding on our commute return home.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides, No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Partial make good/safe of road blockages

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Permanent repairs to damaged roads

Get rid of the Cones - They are still growing daily:((

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Better stormwater maintenance.

Evidence of poor maintenance of sumps across the city!

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

This should be offset from Central Government as well. Assuming it all relates to Global Warming & decarbonising....

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Yes improved timely maintenance & upgrades of roading & stormwater across the urban region.



Storm Recovery and Resilience Consultation

#528

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Saw news details, though as elevated in Swanson had no direct flooding problems. Some massive water flows through our property in the January event.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

Roof leak and retaining wall post damage repaired by insurance after some weeks.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Thoughtful planning and action.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

These all seem good. The most difficult may be the recommendation on property fencing to allow through-flows. Fence design regulations may need clarification, then of course there will be enforcement issues. But strongly support these initiatives.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Not that I can think of at present, except perhaps review of design, placement and capacity of roading drains, especially near key roundabouts and low areas of local roads.



Storm Recovery and Resilience Consultation

#541

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Our road is down to 1 lane so we have had a temporary traffic light there that we are worried will be there for a long time affecting access and property prices. Power cuts happen every time there are strong winds, that is often! so putting powerlines underground in this area would probably be a good idea! We were house sitting when the floods happened so access to our actual property was very hard.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Focussing on family and trying to support affected friends

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Road being fixed and assurance that we won't lose power every time there is a storm.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Instead of developers only upgrading stormwater infrastructure onsite they should also be contributing to upgrading the network all the way to the discharge point and the the discharge point itself (might be a stream or harbour).

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Targeted rate should be focussed in areas where major investments will occur. Major central government investment should subsidise this too as we pay 15% GST on every purchase we make plus 30% of our wages every year to them, if well managed this should be enough to support this work. If Auckland Council is being asked to be smaller and more efficient so should the Ministries. Another source of funding should be through developers as they are only upgrading stormwater infrastructure within their development area and not on the network that will have to carry that excess water from the impervious surfaces they are creating to where it discharges.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Another source of funding should be through developers as they are only upgrading stormwater infrastructure within their development area and not on the network that will have to carry that excess water from the impervious surfaces they are creating to where it discharges.

Also the percentage of permeable surfaces per development area should be increased as it is obviously not enough.

Council could also make it easier/ encourage people to have water tanks on private property to retain some of that excess water, that can then be used for drought situations.



Storm Recovery and Resilience Consultation

#544

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Only massive slips block access to beach

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Organised locals to open access to beach. No response from Council

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

More powers to local communities and NGOs

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

More parks in hazard areas

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Use the long standing approach to acquire hazard areas as green open space for parks. horticulture, agriculture and forestry. See history in acquisition of regional parks

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

See above. The real costs are in maintenance and long term management. E.g rangers



Storm Recovery and Resilience Consultation

#559

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Not good!

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

Neighbours, who rolled up sleeves (time and time again), as we experienced five slips along the road and a significant slip along our right of way.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

I'd like to feel confident that, during the next rain event, if we lost our right of way to a slip, Auckland Council (or government/EQC) would undertake the work to repair it. As it's along a cliff face, if the road disappears there'd be three residents without any means to get to their homes. There'd be no way that we would be able to fund the repair of a road when all the land beneath it has disappeared. The reason this slip occurred in the first instance is due to a culvert that has had water running along this steep face undermining its integrity. As this is a peri-urban area, most of our driveways are too long to qualify for EQC funds.

Another property on our street has water runoff directly down their driveway, which has contributed to an extremely large and ongoing slip that is causing instability across 5ha of property and causing their driveway to subside. Proper run off would have mitigated if not prevented both of these events.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Green solutions, like daylighting streams, plantings, and proper town planning to work with the land rather than running over it. Proper risk assessments and preventative measures put in place prior rather than trying to fix up something afterward.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Overall these look good. It would be good to know how these will be prioritised, and whether homeowners will have an opportunity to make an approach on a matter (such as the issue we have with water flow not being adequately directed). In our situation, intervention will definitely be better than the cure.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#561

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Your feedback

Local Board: Waitākere Ranges

- 1. How were you, and your local community, affected by the extreme weather events in early 2023?**
- 2. Was your home flooded or damaged during the extreme weather events in early 2023?**
- 3. In the months following the storms, what has helped you and your community get through?**
- 4. What would help you and your community feel like you had 'recovered' from these extreme weather events?**

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Be wary of giving money to community groups. They're likely to make uncritical, poor and poorly motivated decisions with allocating the money. Prefer to have a professional process or nothing at all. Giving money out leads to scope creep for council and leads to the budgetary issues we're currently facing.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#564

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Your feedback

Alinox Limited

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Minimal ground slip that is a potential future issue and minor damage

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides, Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

No assistance from anyone, however once insurance get to us I assume we will know

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Perhaps a general communication to the more effected areas asking if assistance is required, however it would need to be followed by assistance or at least communication

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

One topic that causes major stormwater issues but is never raised. Only symptoms is discussed.

Pollution in the form of rubbish thrown out of vehicles has skyrocketed since 2016, causing blockages and stormwater management. I have see nothing addressing this issue and it is getting worse. Doing something about this will lessen the downstream remedial action and save time, money and damage.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Time and effort can be spent on rubbish pollution which will reduce amount needed. I am unhappy with paying for something that has the potential of being managed better. A simple enforcement of the pollution laws and hefty fines can be a start.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Stormwater retention systems can be improved. NZ has some in place, but there are better systems that I can suggest from the USA. I have some experience here.



Storm Recovery and Resilience Consultation

#566

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Busy at work making sure people were safe. Helping a friend who got evacuated due to a landslide.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Roadworks, support for affected communities.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

More support for those displaced.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Better urban planning with less concrete surfaces, no buildings in areas prone to flooding.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Needs to happen.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Convert public transport to electric, reduce emissions, improve access to public transport.



Storm Recovery and Resilience Consultation

#601

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Landslides damaging roads, houses, walking tracks in many places in my local neighbourhood hugely disrupting daily life. Also my mother's house (a few suburbs away) was totally flooded requiring her to relocate until it can be fixed up

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Neighbours encouraging and helping each other and also sharing any information they were able to uncover about the status of slips or remedial work because the authorities were hopeless at communication!

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Only once all of the roads, tracks, and houses have been fixed, slips remediated, rubble from coastguard building removed etc

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Better stormwater infrastructure, regular clearing of drains creation of channels for water flow to “safe” outlets

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Seem preety

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#608

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Extremely, largely through mismanagement of storm water, lack of storm eater maintenance and failure to undertake capital works already designed that would have prevented damage and saved millions of dollars.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

The work of the community coming together, doing tge wok and raising the funds. Still waiting for practical action from Council.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Positive action and support from Auckland Council and Auckland Transport

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Ensure that every community has a working Resilience and Recovery Plan, and fund the basic requirements for those plans to be successful.

6. There are nine possible initiatives outlined in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

The initiatives are not described in enough detail to comment on whether or not they will work or be adequate.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Just do the basics essentials that were not being done before the storms and have not been addressed since., like keeping existing stormwater systems free of debris.



Storm Recovery and Resilience Consultation

#620

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

My rural West Coast land was devastated by slips and one of my family members in Mt Eden had \$100,000 damage to her home due to flooding

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

Talking about the trauma, support of the film industry, helping each other with clean-up, finding someone knowledgeable re how to deal with slips.

Slip rehabilitation involved planting hundreds of young manuka trees which form a web over the land to hold it and to unreachable slip areas using manuka 'seed bombs.'

(Note: Kanuka is not as good for slips because it has a tap root and takes longer than manuka to establish.)

Lodging an issue with AT to fix local roads which will be needed for building.

Information on effective slip rehabilitation would've been a useful Council role.

Council clearing city drains and making drainage a priority is heartening. I believe these core issues rather than 'getting into the weeds' of things like Resource Consents minutiae is what Council needs to do and it would engender more ratepayer respect and support in my view.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Instead of abandoning walkways that have been damaged (such as Te Henga - Muriwai walkway) to find alternative solutions for this. By abandoning them, I believe it makes the community feel abandoned.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Drainage, drainage, drainage.

Advice from Council on cost effective and green ways to deal with slips.

Support the film industry who have supported locals.

Fix wastewater and stormwater systems so that beaches don't have to be closed due to sewerage. That's not making Auckland 'One of the World's Most Liveable Cities.' It is a shameful indictment.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Drainage, drainage, drainage.

Advice from Council on cost effective and green ways to deal with slips.

Support the film industry who have supported locals.

Fix wastewater and stormwater systems so that beaches don't have to be closed due to sewerage. That's not making Auckland 'One of the World's Most Liveable Cities.' It is a shameful indictment.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Providing expert advice on green and cost effective ways to deal with slips.



Storm Recovery and Resilience Consultation

#632

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Personally we weren't. But within 500m houses were flooded, the stream rose significantly and took out lights, fences, felled large trees.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

tenacity, perserverance

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Perhaps having the lighting fixed, the stream cleared so there are no blockages

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Increase the maintenance of waterways, check flood pathways/routes through public and private properties. It doesn't matter what people do on their property to keep things clear if those before or after don't maintain, including Council.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

They make sense and it's a shame we've strayed from the commonsense approaches.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#663

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Roads were flooded, couldn't get to school or the shops, gardens suffered, lawns are still boggy even months later. I have not been able to grow any veges since the first floods in Jan. The roots of all the plants and trees are just rotting.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

I don't know

3. In the months following the storms, what has helped you and your community get through?

We can't depend on the council, so neighbours just get together and help each other

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Stop letting developers build 290 houses on land that was originally an orchard (end of Glengarry Road, Glen Eden). Stop developments like the 3 houses that were pulled down on Rosier Road, Glen Eden to make way for 60 houses in its place.

Before all this intensive building (which resulted from the council's negligence), we had no issues with flooding on the surrounding streets.

Now we can't even drive on the correct side of the road anymore. Both sides of all the streets are parked in permanently during the day and even more so at night, so much so that everyone has to drive down the centre of the street.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

The council's bad decisions are the root cause of all the suffering the community is facing.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Why should we be paying to undo the damage caused by the council's bad decisions? I'm sorry but I cannot agree with additional rates increases to cover the council's negligence.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Stop pretending to consult the community because the rates increases seem to happen every year despite the feedback from the community. One year its floods, next year it will be droughts, another year it is the pandemic.

Our salaries haven't increased since 2020. Both the adults in the family have lost their jobs during the pandemic. Food is basically unaffordable. Watercare increases its rates every July. We don't need further rates increases from councils that are basically incapable of making intelligent decisions and just recover the money from people who are just trying to survive.

Why are we paying for a composting service that has come in 30 years too late? Almost everyone in West Auckland composts at home. So why are we being forced to pay for the food scraps service that we don't actually use?



Storm Recovery and Resilience Consultation

#692

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Personal land/belongings damaged/destroyed by flood waters. A WEEK LONG POWER CUT and large Road slips making getting to family and friends needing assistance. Also, large wildling Pine trees across Sunnyvale Road, breaking powerlines/blocking access.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

A lot of support from local Friends.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Seeing a DOUBLING of depth in the Waitakere/Taupaki open Roadside ditches/drains urgently. (Near Waitakere Primary School)

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

REMOVE at least a Dozen Large Wildling Pine Trees along/beside the middle of SUNNYVALE Road between McEntee Road and Redhills Road ASAP. Also Important, "shave" a metre (or 2!) off the multiple high Clay banks/blind corners along WAIRERE Road (up from Waitakere Primary School) Note, the Clay material removed can be instantly be used as fill for the Road slip areas immediately BELOW them!!!!!!

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Yes, get on with it please.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#742

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Titirangi - we experienced the Wood Bay Rd landslip and the loss of Otitori Bay Rd. We felt trapped. We lost water for a number of days. Residents were afraid. My neighbors and their kids evacuated from their house to my other neighbors as we couldn't get out of Titirangi.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

Each other.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Fix our roads - Otitori Bay Rd is under repair, but Wood Bay Rd isn't even on the list to be repaired and it's being eroded away. There is no plastic sheeting over the top diverting run off.

Get better road engineers to actually assess the ground issues & approve more deep road repairs. We've had a part of Opou Rd continuously fail and slump. Fulton Hogan did the

work a few years ago and it has slumped in the same place changing the camber of the road thus placing water into the 3 lower lying houses. I've sent in feedback about the road to AT, with no response.

Active crews to clean drains and gutters - this is part of AT maintenance contracts, however the frequency and quality of the maintenance has dramatically declined.

An investigation into why AT takes so long to initiate long term fixes to problems - Otitori Bay Rd was on a list of problems to fix, the failing retaining wall was known about for a long time. Then it collapsed during the event. What's happening in the engineering / planning / procurement / contract management space? Where is the inefficiency to fix and improve? Or will we just put band aids on everything and avoid actually fixing systemic issues that will continue to resurface, costing rate payers a fortune?

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Infrastructure design, capacity & quality

City planning needs improvement

Larger contracting supply pool to support widespread recovery

Don't approve houses to built in flood prone areas....

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Inter agency alert systems and joint recovery plans



Storm Recovery and Resilience Consultation

#750

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Minor flooding at property, including in garage but no real damage. Main effect was damage to parks

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Getting drainlayers in to clear blocked drains.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Knowing that there's a plan and seeing it impacted.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Have a comprehensive plan in place for all aspects of the flooding (including prevention)

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

All are required, including buying out the worst properties.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#760

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

6 houses slid down the hillside. Both access roads were blocked. No power.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

At first we had food choppered in until one of our roads was cleared. We helped each other. Locals cleared roads. We had to do it ourselves as no one came to help us.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Having our two roads repaired to a higher standard to avoid future slips.

- 5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?**

Don't let houses be built on flood plains or unstable hillsides.

- 6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?**

- 7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?**



Storm Recovery and Resilience Consultation

#765

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Completely cut-off with multiple slips blocking ingress and egress on Wood Bay Rd extension, major slip completely blocked vehicle and pedestrian access to on Wood Bay Rd, major road damage to Takahe Rd reduce ing it to one lane on a blind corner. Lost water and power, and power surge burning out the fridge/freezer. Major slips to coastal properties in Wood Bay.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Fire service and council workers restored some road access within couple of days. Power returned after 72 hours. Water was restored within 48 hours. Local neighbours looked after each other, sharing emergency water, exchanging information, sharing tools, and supporting each other.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Information about what to expect psychologically from living in a disaster area, after such a disaster. Better leadership from the Council - the mayor was a disaster zone himself and clearly not fit for purpose.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Have a better mayor (current guy is useless as a leader - has no empathy, has never been out to Titirangi, has no idea of the impacts on community, and suffers from extreme hubris).

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Do it. And increase the rates.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

It's limited to flooding and says nothing about coastal properties. We were lucky to have no land loss and no trees, but we have sought arborist advice on ensuring the pohutakawa on our property are protecting the cliff faces (some came down on neighbouring properties). Council advice was less than helpful simply quoting regulations on tree trimming.



Storm Recovery and Resilience Consultation

#770

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

ALL of our essential services were impacted - power, water, waste water, roads and telecommunications. We were left 10 days without power and in our semi rural area (approx this also means no water (run on pump), septic (hard wired to power) or telecomms (battery at telecomms box only lasts a day or so). And while many here are prepared for brief outages (w/ small generators etc) and slower response times, we are not so rural we should have to wait ten days with zero additional support. It was a major disappointment and made us feel completely forgotten. For example, it took a week of daily, often multiple, reports and calls to convince Vector to visit to restore our street's power. The linespeople - from out of town - were shocked at the state of our line infrastructure and maintenance. Once power was restored, the telecomm lines were damaged and/or vandalised repeatedly for a further 2-3 weeks, requiring us to advocate for ourselves to Chorus and Police - only a neighbourhood wide effort got the issue resolved. **Our roads and stormwater remain a major issue. Post cyclone, all three of our main routes were washed out and our usual 7min journey to school/shops became 35mins. Since then, roadside stormwater rehab in the area has been sporadic, if done at all, and there are often continued small slips, rocks covering the road and dangerous pot holes left unchecked for weeks after each storm. Perhaps there are larger plans in these areas - but there is no comms about this. Seven months on, we are still without our main route and drive x3 the length to and from school/work with young children, everyday, twice a day. We appreciate other more impacted areas of the West have been prioritised, but remain disappointed in zero additional support during the immediate weeks, and no tailored communications from Council or AT to date.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

Our area has dealt with severe weather impacts before and most are well prepared with backup lighting, generators and so on. The local residents association is also supportive with emergency preparedness resources and supports best they can with regular social media updates and welfare checks where access makes these possible. But ultimately it has taken a toll. It is not so much the impact of the weather, but that some of it could have been avoided with better maintenance and communications.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Functioning roads and associated storm water that is well maintained. Not having access to our usual routes (and not having any engagement or comms on this) has had the most detrimental daily impact. (*NB this was a major event that would have likely impacted some areas of road regardless, however local residents had been requesting maintenance for months, even years, and told no it wasn't a priority or were just ignored. This invariably made the fall out much, much worse.)

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

More regular maintenance of roads and infrastructure - not waiting to fix things until they are already falling apart. A more coordinated, locally-focused communications programme for the post-event period, so communities feel listened to, informed and supported.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Completely supportive of the initiatives outlined - specifically of increased maintenance of the stormwater network. I have also heard that new roading projects and fixes must now encompass water management / stormwater - this is so important and cannot be viewed in isolation - how water flows on the whole stretch of road during heavy rain needs to be considered.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#792

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

20 houses trapped for 6 days between two slips with only pedestrian access climbing around slip sites. 11 days without electricity or water.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

self reliance, community resourcefulness

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Fix the roads.... secure slip sites to ensure it doesn't happen again. being told to "look up and drive faster" by AT at public meeting is wholly inadequate. Still waiting for rubbish collection to resume after January rainfall.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

reinstate storm water maintenance - numerous calls over the last 5-10 years ignored by council directly contributing to washout on Scenic drive. Sort out the systems! Council hopelessly lost during emergency situation with contractors unable to see big picture and operating on spreadsheets. Use GIS to map hot spots - we were stuck for 3 days longer trying to convince council staff re location of slip but they were confusing the site.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Council needs to explain where our rates have been going over the last decade or 2? She'll be right is a shitty way to run a city.

Stop vanity projects, stop the flag waving cultural expenditure NOW. Fix the infrastructure of this city!

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

The City's emergency response was woeful. Whilst the "SuperCity" objective may have been to create a number of "non-political" units to ensure things get done - it's created finger pointing and miscommunication (mostly through No communication)

This plan fails to address these issues so we can be sure the next event (whatever the cause) will result in chaos again.



Storm Recovery and Resilience Consultation

#811

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

The Oratia stream flooded our property. Lost fences due to fallen trees were left along the waterways for years and the flood picked those up and broken many fences. We lost everything that was in the garage and sustained some damage to the house as well. We had to escape the flood waters on the 27th January and we lost our cat to the flood too. It was a very traumatic day for our family and we were one of the "lucky" ones to still have a house to live in!

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

We had the Blues rugby team coming down and helped with clearing a lot of debris. The free skip bins and free landfill drop off were both also very helpful to be able to get on with cleaning without having to worry about the cost of disposal.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

There are a lot of fallen trees and debris along the Oratia cycleway. Clearing those away and maybe replanting some of the shrubs along the stream would make moving on much easier for the community. Right now going for a walk is a reminder of what happened back in January.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Clear the storm waterways of rubbish, fallen trees and maintain the regularly.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

We need to do everything we can to prepare as these events might happen more often with the global warming. Rather pay a bit more in rates than live through another flood like the one in January.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

There are some HUGE trees along the cycleway many of them have fallen out during the flood then the cyclone. If those trees fall the wrong way they can damage houses and are a risk. Regular checking and trimming down to a safe height would make them more safe.



Storm Recovery and Resilience Consultation

#821

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

flooding around streams, train cancelled due to landslips on tracks, roads closed due to flooding.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

I haven't been involved.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

n/a

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

space to allow excess water to go (parks, green spaces etc) - and explaining to communities how they work (and not to panic if they flood). Clearing of culverts and drains - perhaps working with communities to do their own (safely) as contractors won't be able to get to everyone. Education when doing landscaping or alterations to property about water flow and how to direct it away from homes. Community resilience for ALL communities (not just those making the most noise). Acknowledging indigenous knowledge about the land and using the insight. Acknowledging all the different cultures in Auckland and how they could either help or how they are affected (again, usually not the noisiest - listening for those who don't speak and probably won't do this type of consultation. We need to hear their stories and thoughts too).

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

they're logical and make sense.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#828

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

It was pretty bad.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Affected by slips or landslides, No damage to my home

3. In the months following the storms, what has helped you and your community get through?

The community pulled together to open up all the roads and became very close.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

The fixing of all the slips and roads

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Design roadways for high volumes of water and have actual maintenance schedules that clear the drains and culverts properly.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Aucklanders provide enough money, ratepayers should not fund more, council should cut wasteful spending to fund.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

clearing the drains and culverts regularly would have reduced the damage by 40-60%. The councils lack of maintenance is the key issue.



Storm Recovery and Resilience Consultation

#830

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

The amount and the power of the water flowing down Waituna Stream was incredible, so much so , that it wiped out the sewer pipe bridge that went across the stream from York Road to Woodlands Park Road, Titirangi taking a good chunk of our property with it. Since then, we have had a pump and generator on our property (FOR SIX MONTHS!) diverting the waste from the broken waste pipe to a temporary pipe. (this pipe services 100+ houses in our area). To date we have no idea as to when the permanent repair will take place, and what will be done to reinstate our property. We can't even begin to imagine the cost to date to Auckland ratepayers for this "temporary" solution - no doubt in excess of \$200,000 by now! The distress and anxiety of not knowing what is happening, the daily disruption from pump and generator staff, and the constant noise, has reached new heights!

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

Nothing! The distress and anxiety has reached new levels. It's been six months! and nothing!

4. What would help you and your community feel like you had ‘recovered’ from these extreme weather events?

Fixing the current problem obviously. But in the first instance, as private property owners, where our land and driveway is being treated like public property daily - the least we expect is some direct regular communication.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

In the first instance. Regular stream maintainance is paramount. Clearing of drains and road maintainance.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Priortise affected private property owners.

Stop spending money on expenditure that is not necessary (ie projects that are not flood recovery).

Example, last week at roundabout at Parrs Park, there were 8 council staff planting the roundabout, plus traffic management staff! What a terrible waste of money and resource at this point in time!

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#833

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Badly. Our property is at Piha. We are Red stickered

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Affected by slips or landslides, Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

Each other, especially close neighbours. As time has gone on, the councils response has improved steadily too

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

It will take a long time for Piha to feel like we've recovered. The first thing would be knowing that Piha Rd is not going to literally fall down the hillside and have us all completely cut off. The second would be the worst visible signs of landslides are able to be taken care of. One of these is where we live in Marine Parade South (and we know the very northern part of Marine Parade North) however we feel extremely vulnerable to the whims of the council potentially forcing those of us the worst effected to have to dump this somewhere else in

Auckland at ridiculous (impossible) cost to both ourselves, pour roads and the environment. There are local solutions that needed to be expedited.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Listen properly to local knowledge, and blend that in to plans.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

All 9 points made are valid. Particularly in relation to our street, numbers 1, 3, 6 and 8 are important. Our house had only been finished built for a couple of years before Gabrielle, and all the overland flowpaths etc worked well, and our slab remained below flood levels (it was however flood damaged due to breaches by landslide) however most of our street had flood damage because the whole street became a pond due to poor council infrastructure, and because council & AT have blocked the waterflow to the beach with dunes, retaining walls and a street that through poor upgrades now sits higher than it should and slopes back into all of our properties!

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

I think if they are implemented properly and communities are empowered and listened to they should work well



Storm Recovery and Resilience Consultation

#836

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Fortunately we weren't directly affected, but the surrounding areas (Swanson and Ranui) were all flooded.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

with better infrastructure, better and more thorough construction planning and consents, relocating houses/buildings in risk areas, repurposing some land areas, better maintenance.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#838

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

No power of water for 5 days. since then still having lots of long term power outages, includes no cell reception as the tower kept going down.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

Insurance

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Clear the drains (the cut trees are still just left in drains. Put drainage under ground. Put power underground. Better cell back up. Keep trees cut - we are paying for this in our rates. "Rural" should not be treated like second class citizens and dealt with last.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Upgrade infrastructure, stop housing developments on flood plains. When housing developments are allowed, upgrade surrounding infrastructure.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

We need ground for water to seep into, not concrete, council need to clear the streams

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#846

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Our street flooded.

Our neighbours cannot use their basement anymore.

Our heat pump flooded and had to be replaced.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Community dialogue and help

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Insurance claims being settled

- 5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?**

Keep water ways free of debris and excess root systems. Improve wastewater drainage

- 6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?**

- 7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?**



Storm Recovery and Resilience Consultation

#895

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Road closures, footpaths gone, neighbours homes redstickered

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Community as the EQC and Council are not helpful at all to them. So Stressful

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Seeing movement on "stickered" homes, help financially as their properties now need to be worthless and making insurance companies help out prior to EQC decision

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Adhere to weather warnings, make roads more stable, make sure infrastructure for water pipes is relevant to the amount of infilling of housing that the council is allowing!!!

6. There are nine possible initiatives outlined in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Watercare should have had this sorted years ago.. where did all their money go ???
Maintenance should have been ongoing just like we have to for our own homes!

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#917

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Poor we ended up having a slip on our property and council sent us a fine. We are currently dealing with council abatement notices and we feel pressured into doing works which wasn't our fault. Disappointed in councils action. \$600 in fines paid.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

No one

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Council to help and not fine

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

I have a dam in my property and I help slow the feed of water into the waimoko stream, no thanks or help from council has occurred to date. I am the one that is always cleaning this stream on my property and looking after the water catchment area.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Holding of water and slow release



Storm Recovery and Resilience Consultation

#943

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Our house flooded and some of our neighbours

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

Insurance

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

If the council investigated the drainage and culvert around our property

- 5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?**

Improvements to stormwater system

- 6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?**
- 7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?**



Storm Recovery and Resilience Consultation

#949

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

Trees being cleared from the river by the council contractors.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Real work towards the root cause of these problems; climate change.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Smart intensification in the inner suburbs. Stop prioritising NIMBYs in the inner suburbs over the overall needs of the city.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Action must prioritise climate action and biodiversity. We are in a climate and ecological crisis and we need to act like it.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#960

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Slips in the area cut off our road for 24 hours. Power was briefly cut. Long term slips saw lots of traffic pass through the area due to diversions. Some damage to culverts. Repairs are still happenign and still disrupting daily life.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Nothing. We received no support.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Someone paying us a call would be nice. Some more information on what is happening given to us locally via mail drops or home visits. Treat people like people not your money making assets.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Do the work that Council is supposed to to ensure flood plains and flood prone land are either deboned for housing, or protected. Get on with some decent stormwater catchment management and build roads and road cuts that don't fall over. In short, intelligence - Stop saving all the cash to give to the rich - use it.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Stop adding more rate - you are killing us. There has to be a limit on continuing rates increases year on year on year. Auckland is one of the most unaffordable and unliveable cities in the world. The cost of living here compared to average wage, liveable wage and other living costs is untenable. Auckland is a rich city for rich people and the rest of us low and middle income homes are drying as a result of Council greed. How about targeted rates for BANKS, SUPERMARKETS, GLOBAL CORPORATIONS and those that can well afford it than hitting nurses, teachers, and council workers with continued cost of living increases. If you must, give business tax breaks for donating to support Council Projects. But leave us alone - we can't afford it anymore.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

What about flood discharges to the gulf? What about more user catchment management initiatives to store or detain water for brief periods? What about new zoning restrictions for new developments and/or design build changes requiring houses to be up on piles of a minimum height etc.



Storm Recovery and Resilience Consultation

#964

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Power and water outages, road slips. Our house was without power for 2 days, water for 3. We also had limited flooding damage in our garage.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

We had no choice. Fortunately good insurance coverage

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Roads repaired, insurance repairs completed, a plan for how this could be managed in future. I'll also feel like I've recovered when I don't panic every time the rain gets heavy again.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Better water drainage systems - our flooding and several other homes further down our hill could have had flooding prevented if the stream and culvert higher up our hill had been better maintained

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Overall appear good in principle

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#978

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Some serious landslides occurred in the community, but not in our street. Houses in lower lying areas were flooded and damaged. Some roads sustained damage or were closed due to flooding. I was recuperating from surgery, so wasn't seriously impacted because I couldn't drive or go out in January. However, our public pools were flooded and are still closed which affected my recovery.

Unfortunately, I was out on the morning of the second flooding event. I got trapped behind cars that couldn't go through a flooded area of route 10A (underpass to Highway 1) and we ended up driving up an off ramp the wrong way to get onto Highway 1 and get out.

Thankfully, the highway wasn't very busy and traffic just slowed down to let us on. It took me 4 hours to get home when it should have taken about 45 minutes.

My relatives visiting from overseas had to alter plans due to flooding and flood damage where they were traveling.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Very slow repairs and extra maintenance work by council.

4. What would help you and your community feel like you had ‘recovered’ from these extreme weather events?

Being able to access all the public amenities that our rates pay for including pools and parks.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

There needs to be clear, specific emergency plans that automatically kick into gear when heavy rainfall and storms occur.

- 1) Emergency alerts ahead of serious storms.
- 2) Roll out of teams to close or monitor roads/motorways that have low lying areas.
- 3) Specific emergency plans for public services and amenities to enact when storms arrive.
- 4) Emergency contact number for residents to get more information and/or to request help.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

The plans sound good, but I'm willing to bet it will go over budget. Increased rates again are not a very welcome strategy since our rates have already drastically risen this year. Additionally, the heavy urban infill building that the government forced on us is going to put additional pressure on the infrastructure, including wastewater. What are your plans going to do about that?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

I've already mentioned my ideas. I'm not sure if they are part of your initiatives under different names.



Storm Recovery and Resilience Consultation

#982

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Not too much fortunately. Water is already rising in the backyard, there lots more water coming in while the outside drain can't keep up. Luckily the rain stopped, we ended up replacing only the outdoor water pump for the rain water tank.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

I think our our neighbouring community near kumeu are more affected. I don't recall our's was affected

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Without making too much changes, just making sure that the drainage are not blocked.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

If these events becomes more common, we need to think about which places will be affected in every amount of rain pouring in and then concentrating the solutions there (improving the drainage, putting more parks that can be submerge, ect)

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Is increasing the rates the only option for this? Aucklanders are already paying higher taxes. Can't this be a partnership with private companies?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1012

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Multiple slips in our neighborhood affecting road access to many areas.

Loss of power for 2-3 days due to slips taking out power infrastructure.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Fixing the slip damage and removing the black polythene that is everywhere.

Making proper repairs to the roads and not just patching.

- 5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?**

Do stormwater maintenance proactively.

- 6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?**

Unsure why everything the council does costs so much.

- 7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?**



Storm Recovery and Resilience Consultation

#1021

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We live at the top of the Piha Hill, we were unable to leave Piha or go down to the village to check on friends. Roding has deteriorated at Piha and with the addition of substantial rain the hillsides slid onto the road. Children could not go to school unless they were taken by car on a long drive through Bethells to get there. The slip at Waiatarua outside elevation later allowed some vehicle through but not those taking children. Children had to be walked through the slip area alongside service vehicles to be met by a bus at the firestation. No consultation or discussion with parents how best the children could get to school.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

The great people who stepped up and kept the surfclub running for the homeless. They fed them, provided showers and food. Communicated with the outside world to get petrol and diesel to keep generators going and organised for the agencies required to come out and talk with people. They were amazing and saved people the long trip through Bethells to get groceries by opening a space with donated food.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Getting peoples houses red stickered sorted and contractors in to remove debri around houses. People live have been on hold for 6 months. It is too long when you don't where you can live and have no money after paying mortgage rates and rent in many cases. Having Council staff who were up to speed on the recovery process rather than a solo person who currently I have been told is pretty harsh with people who have lost their homes and come to the Piha Library for help. No humility with stressed people at all. Answers need to come faster for people so they can gether their lives back together.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Because council staff tend to be short lived in the job it is probably difficult to have people trained to help in cases like this. But training is needed and people need to be totally onboard not just transferred to the job for the short term with little idea of what they are doing or having to do two jobs.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

I agree that done properly and consistently the following initiatives will work at Piha. But if done piecemeal with no followup they will continue to fail.

The nine 'Making Space for Water' initiatives proposed are as follows:

Blue-green networks in critical flood-risk areas

High-risk properties

Culvert and bridge upgrades

Overland flow path management

Rural settlements

Flood intelligence

Stream rehabilitation

Community-led flood resilience

Increased maintenance

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Provision of good staff who know what they are talking about and have a good feel for the community are desperately needed.



Storm Recovery and Resilience Consultation

#1022

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Flood waters very nearly flooded our property; a lot of other properties in the valley had slips and tree falls into the waterways.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Contact with Healthy Waters staff, and discussions regarding stream clearance by Council

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Stream cleared from slips and tree falls

- 5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?**

Clear obstructions from water ways

- 6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?**

Most relevant for our family is stream rehabilitation and high risk property assessment

- 7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?**



Storm Recovery and Resilience Consultation

#1030

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We live in Piha and our driveway flooded during cyclone Gabrielle. We were white stickered, no house flooding.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

Community support. Donations, insurance, sand bags, local surf club and all the organisations that put a tent up so we had local excellent support

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Proper storm water management so it doesn't happen again

- 5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?**

Better storm water management in rural areas

- 6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?**

- 7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?**



Storm Recovery and Resilience Consultation

#1034

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Personally affected by power cuts, fallen trees on roads, slips closing roads but no flooding or damage. Many in immediate area worse off with floods through properties and slip damage. Road closures still a problem.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Seeing repair teams carrying out recovery work, roads, powerlines, streams. Local community organising door knocking, Residents Association advising of preparations for any repeat of flooding or other issues. Coming together with neighbours to clear fallen trees on properties was important in terms of community.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Seeing final road closures sorted would be a good sign. For many affected by flood damage or slips recovery is a far more long term thing.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Make some hard decisions - Retreat from flood prone areas eg this has happened in Hsn Valley as part of Twin Stress initiative, but it needs to be across the city and done as a priority. Impact of infill housing and high density development needs to be constrained because geography and geology of the city cannot cope with the impacts. Nice to have initiatives such as rapid rail - how much has already been spent to no result?

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

It would be helpful to have more facts and figures on the factors influencing floods. In Henderson Valley / Oratia how much water came out of the ranges given the amount of rain and the area of the catchment. What impact does the ongoing development have on the volume of flow and how quickly it impacts the Oratia and Opanuku streams, which are the ultimate and only outflows. The slips scarring the ranges indicate the unique devastation of the weather events. Calculations showing the volumes of water involved would be instructive, as would indications of possible worse events. Any additional developments should be levied for appropriate drainage infrastructure impact.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Clear information on need for retreat and what areas involved given the likelihood of repeat and worse events - the impact of which should be able to be calculated. People in likely impact areas need to be told. Real constraint on development and population growth to recognise what the environment can cope with given likely worse events, sea level rise etc. What level of intensification can the land cope with? Clearing streams has been talked about for years; it is a feel good measure that is soon put on the back burner and forgotten about. With the volumes of water we saw in the floods does it make any difference?



Storm Recovery and Resilience Consultation

#1037

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We have damages at home derived from the January floods. Since almost seven months ago, our basement got flooded, and the main access street around the corner is partially closed.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

Insurance

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Repairs to previous state, preventive repairs in place.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Prevent flooding by taking remedial and preventive measures, and letting the locals decide what's best

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Increased emergency response capacity. No increase or redundancy efforts were considered to attend affected areas during flooding emergencies. Also, your ability to respond has been overtaken/surpassed during these emergencies, (ie rescues) and there are no measures to fix it or improve this.



Storm Recovery and Resilience Consultation

#1040

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Many landslides, some destroying houses, others above and below the roads. Roads and tracks closed because of this. Water supply destroyed at north Piha. People unable to swim because of broken glass and debris. Difficult to get to the shops for food. Most tracks still closed six months later.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home, No damage to my home

3. In the months following the storms, what has helped you and your community get through?

The community, surf club and other organisations provided food and accommodation. Insurance Companies and Council came to provide advice. Security firms patrolled the roads. Food grants were provided to the needy. In my case friends and relatives cleared fallen trees.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

We felt shut in for ages and our place had changed. I wasn't affected in the way that others were - those who lost their houses or access.

I drive a bit but mostly walk. I still feel shut in because the tracks are closed and the roads are dangerous. Getting the tracks opened and clearing the footpaths and road edges would help a lot.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

increase the capacity of the stormwater system and stop building in the headwaters of the creeks.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

(1) Increased maintenance. This has been really neglected in the last few years. In our district, in some place the gutters have not been cleaned or tree debris removed for a long time. The residents, including me aged 81 have been out in the rain doing the job with hand saws and spades.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1050

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

I am a resident of Piha in West Auckland. The community was heavily affected by the extreme weather events in early 2023 and the after affects are still ongoing. Affects include landslides, flooding, roading slips and property damage. I personally was affected by flooding as my property was flooded due to a lack of stormwater infrastructure from the road. As there is no where for water to go from the road and land run off the stormwater back filled from the road and flooded my property and several neighbors. We also had a landslide further along the valley and stream at North Piha which took our our water supply and pumphouse. This cut off water supply to 84 homes, the surf club, North Piha campground, council toilet block, Barnett hall, the kindergarten / playschool.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

Council assistance to reinstate our water supply at North Piha. Ongoing council contractor assistance with the use of a water pump and generator to clear road flooding. Some roading repair work to uncover a previous water culvert pipe that was buried

4. What would help you and your community feel like you had ‘recovered’ from these extreme weather events?

Stormwater infrastructure that is designed to manage water from the roads and streams so that the risk of flooding is properly mitigated and managed. Roothing that is designed with Stormwater drainage to handle the volume of water and move it to link up with streams and the ocean. Stormwater needs to be managed away from the roads so they do not slip and be undermined by running water that is un managed. Culverts dug to release water flow from the land to the sea, especially in known water build up areas that currently go into flood and damage properties as the water build up can not be released. Our roading needs to be fixed and a proper maintenance plan put in place for fixing potholes caused mainly by weather events and poor maintenance. Properties that have been red and yellow stickers to either be removed and paid out or fixed.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Have localised plans in place for emergencies that are designed by or in consultation with and run by local residents. Better coordination between residents and local communities with central authorities. More advanced warning of extreme weather events

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Where possible consultation and involvement from residents and local contractors should be involved as a priority. For example making room for water in the case of my road flooding could be as simple as a local digger contractor digging a culvert across the road to the beach for the flood water to flow to the sea instead of building up and flooding the road and neighboring properties as no adequate storm water solution currently exists. "Local solutions for local problems" that make practical sense and don't require a lot of time and money wasted on consultants and regulation. See attached picture of floodwater from the Road to properties. This could have been avoided by having a simple culvert from the road over to the beach - approximately 50 meters through the sand dune. It would require minimal effort by local contractors and at minimal expense to rate payers.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Yes, as above "local solutions for local problems" - The ability for local residents to work with council and local contractors to create simple solutions like building and maintaining simple culverts that divert water away from properties and built up areas that flood roads. These culverts, drains or water diversions could include flow path management and blue green spaces that are built and maintained by local residents and contractors and don't require "over engineered" bureaucracy and red tape. Saving time and money for central government, council and ratepayers.

#1050





Storm Recovery and Resilience Consultation

#1053

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Very affected

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

Community spirit and fundraising

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

For local residents to receive certainty about buy outs of properties.

Also more resolute commitment from AT to address the water drainage issue of overland water on the Piha hill.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

A stronger civil defence response, better support from cell providers and for rural communities to have strong support and resources i.e satellite phones, land moving equipment.

Also a stronger commitment from council to celebrate and restore our wetlands.

In particular for Piha I am extremely concerned that the work on the Piha Stream behind the Gallery that would address erosion, and also the wetland (behind the schoolhouse) is not working well because of previous work done in it causing blockages - the remedial work on both of these was supposed to be done and hasn't been and this puts our highly valued West Coast gallery at great risk of becoming unusable due to flood.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

As long as we see transparent and efficient use of funds I am sure most will support. But we certainly don't want ugly band aid fix ups, we want forward thinking planning that invests in our beautiful city and celebrates the waterways and what they offer us.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

I agreed with much of what was discussed in this interview with Matthew Bradbury and would like council to integrate some of this type of thinking into their water management plans: <https://www.rnz.co.nz/national/programmes/ninetonoon/audio/2018881233/should-auckland-let-its-hidden-waterways-see-daylight>



Storm Recovery and Resilience Consultation

#1060

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We were ok, but others in our community were very affected. We did lose power and road access for several days. Half the road outside our house has slipped away (and still waiting for repair 6 months later). Our whānau all have 'climate anxiety' every time it rains heavily now.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Affected by slips or landslides, No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Our community spirit, relationships. Being prepared for events like this. Communication.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

When the roads have been repaired, and our local parks are safe and open to the public again.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

We need to expect this to happen again, we need to plan for this and change how we think about building and our environment. We need to stop building in areas that are at risk of flooding and slips. We need to retreat from areas where houses should never have been built, and space needs to be created for nature and open water ways. Every community should have a local emergency group and plan to be on their own without power & communication for several days. When people's houses get damaged they need to have certainty and an insurance payout within 6 months. The current situation is torture. When repairs are being made to infrastructure the council needs to consider not just the repair of what was there, but if things could be done better, or if some adjustments could avoid further problems. Right now AT are repairing one major slip on our road, but said there is no scope to consider adding drainage to avoid the rest of the road slipping, they are just repairing the damaged part. Short term thinking has to stop, we need long term thinking and planning for a wild future.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

They are all excellent and no brainers. We don't have a choice, these all need to happen. In addition to these we need council and the government to work out how we manage planned retreat, and retreat from red stickered areas. This needs to be sorted asap, and before the next event. It will be expensive, but better for the economy and people to move now, before disasters hit over and over and over again.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

The council needs to buy & remove properties, retreat from waterway areas, and re-wild large areas around water ways. They will be beautiful parks and bush when not in flood.



Storm Recovery and Resilience Consultation

#1100

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

On January 27, our area was hit by many landslides, collapsed roads, fallen trees and flooding. We and others were trapped in our street for more than 10 days because landslides blocked the roads and numerous points. In the Wood Bay area of Titirangi there was literally no way out other than on foot for more than a week and for some areas that was longer. We were without power or water for many days. We had to gather rainwater (luckily there was a lot) or rely on people carrying it in to us. We had to cook everything on a BBQ for days. If there had been a medical emergency or any kind of emergency in our area in the week or so after January 27 it could have cost someone their life because emergency services would have struggled to get through. It was like a war zone. And people who were forced to leave their homes because of landslides were literally walking door to door looking for help for themselves and their pets. One set of our neighbours walked out of the area on foot with all the belongings they could carry, including a cat.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Not much to be honest. Our local MP, Deborah Russell was very good at going door to door to check on people. And the volunteer fire service did an amazing job distributing water.

Friends came with food and water and batteries but all this had to be carried across the debris that blocked the roads. But the council was not visible at all.

4. What would help you and your community feel like you had ‘recovered’ from these extreme weather events?

Repairing the still-collapsed roads would be helpful. Our neighbours had to evacuate their house because of a landslide and they are not likely ever to return home as their house is perched on the edge of a cliff where there once used to be bush. Many of the rest of our neighbourhood count their blessings but we fear another major event and what it will mean to those who are on steep slopes and above the Manukau Harbour. We would like to sell and move out but who would want to buy a house surrounded by landslides and collapsed roads? As such we support some kind of managed retreat in the wider Titirangi area. Our feeling is that while this a beautiful part of the world, it was never meant to be lived in the way we live in it now. It's a rainforest, afterall, and should be returned to the trees and birds.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Proper leadership is critical for starters. The mayor was abysmal in the lead-up and the aftermath. His actions showed him up for what he truly is. A selfish person lacking even basic empathy or humanity. Strong leadership is key and it should not fall on the mayor to make critical decisions or make statements. That is the job of a professional. Auckland should have a designated head of emergency management who is empowered to make rapid, knowledgeable decisions about things such as state of emergencies, resource allocation, communications. The comms into and out of council during this period were dreadful.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Spend the money, do the job. This city has under-invested in infrastructure for so long. I don't mind if my rates bill goes up 10% or 15%. Rates are a small part of our cost of living (especially compared with mortgages) and I get really annoyed at people who complain about rates. We pay around \$60 a week and I would happily pay more if I knew it meant great facilities and that people wouldn't die when it rained.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1125

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Your feedback

United North Piha Lifeguard Service

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

The camp ground in Les Waygood Park is now unusable. The membership use it as overnight accommodation for family members. We are in a re-building program and do not have a Clubhouse.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

Only moral support from others who have been effected

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Some actual work in clearing up and restoring the campground

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

More preventative maintenance of streams and waterways

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

It will never be cheaper than now. There needs to be long term plans committed to financially

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1137

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

A few people affected seriously, the rest only to a lesser degree, i.e. extended power cuts, road debris, etc.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Most have returned to business as usual, though a few are in red stickered homes, and suffering as a result.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Firstly, finalise everything around damaged homes so that people have somewhere to live, this is critical. With families still suffering, nobody can recover.

Otherwise, all assurances that responses will actually happen next time, rather than the chaos from Council in the early stages this last time, helps make us feel safer.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Get people out of properties on flood plains, by purchase or whatever means, and into safe housing.

Massive 'scenario building' to check out that responses actually work and that response is coordinated between providers.

Get Vector to upgrade their information system to enable customers to know with a very good level of accuracy, when their power will be restored. To say this is not known is rubbish and there is no excuse for the poor quality of information now. The guys on the street know perfectly well how far they have got with e.g. replacing a transformer. It's just that there is no system for them to report back from the job direct to a website function. The public information on the power outages was absolutely abysmal.

Public information generally - and not based on the website when we have a power outage and the internet is down! So many of us relied on RNZ from our battery radios. Link up with them!!

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Yes, you need to do proper analysis on what is actually needed and involved in each (rather than just saying 'what could be involved'), so that at least a reasonably accurate cost can be established. Second, you need to bite the bullet on past maintenance failures and poor accountability. As far as ratepayers are concerned, we have already been paying you to clear blocked drains and restore waterways, and it was widely known this wasn't happening.

Also, having spent so much on Auckland planning, to then allow development on flood plains and flood prone areas regardless, including by Kainga Ora, KiwiBuild and so on, was surely irresponsible. Council needs to accept some culpability here, not just simply charge us more for services we believed were included already.

And you need to prioritise which initiatives will deliver most benefit. This is not a matter for public opinion! You need to do modelling.

But to just list these 'possible initiatives', tell us they will cost \$1.65 billion to deliver - with no sense of which ones will really make a difference - and tell us that the rates will go up is really not okay.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Stop cutting down trees on public land and start planting them. Protect urban trees on private land urgently. Recognise nature based solutions as powerful, and use them. Minimise impervious surfaces, replace these systematically whenever works are carried out by Council and CCOs.



Storm Recovery and Resilience Consultation

#1138

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

My community at Piha was massively affected by the 13 February cyclone. Our house was lucky and suffered no damage. But our infrastructure, particularly our roads, are a mess.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Each other. Donations of food and money. We mostly have found the council to be awol.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

The commencement and completion of fixing our roads - Elevation, Piha lookout slip, Glenesk Rd, Rayner Rd. We have only one way in and one way out.

Our local walking tracks to be reinstated.

Council to actually attend to the pump out of affected septic tanks, as we are paying for them in our rates, but have difficulty in getting any assistance with this.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Aucklanders pay enough in rates. Increases are unrealistic with the cost of living crisis. We here at Piha have yet to see any real progress at all, over six months after the cyclone. I can't imagine how our rates are being spent if one of the most heavily affected areas in Auckland, hasn't even begun to be fixed.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1145

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

No power, road closed, businesses closed, people lost their homes 😞

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

3

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Get our road fixed

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Stop building houses in dumb places.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

More planting

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Stop allowing people to build houses in stupid places. Just because they can doesn't mean they should.



Storm Recovery and Resilience Consultation

#1167

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

I live at Bethells beach. During the anniversary day floods, I wasn't able to get home due to flooding in ranui/Waitakere area. During cyclone Gabrielle, we were cut off by flooding for a day and by slips for a further day, and had no power for a week. We had no way to communicate once the cellphone tower's batteries ran out, and I had to use annual leave to cover my absence at work until the road was declared safe. We have a major underslip on our only road in/out that's currently being repaired. We've also lost all out local walking tracks to slips and flood damage which is very sad.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Our local emergency groups; the leader of ours visited every house in his area to check on us after the cyclone.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

To have the road and the te henga walkway fixed

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

What is most desperately needed is something to plug the insurance gap whereby a slip or unstable ground that makes a house unsafe but doesn't physically damage the house, isn't covered by anyone. I have a very steep slope above my house which now worries me a lot because if it slipped, I would lose my only asset and not be able to repay my mortgage.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

They mostly sound good. The increased maintenance seems to be included mostly to placate the public, as in any significant event, overland flow paths are the main conduits for water as pipes and catchpits quickly block. Therefore the other initiatives should be given more weight.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1171

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Flood/slip took out driveway and water. Cyclone took out power for two weeks.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Affected by slips or landslides, No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Fighting with insurance, AT.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

To have the driveway and road fixed and insurance to pay for the cost of the land affected.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

All stormwater networks, whether they are streams or pipes, need to be maintained by the council and be fit for purpose due to previous consenting that didn't account for the burden extra stormwater would place on streams running through private property.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

West Auckland streams were already budgeted for to be bought out cleared and tidied under the waitakere city council yet scrapped when Auckland council amalgamated. Why should we have to pay again for Auckland councils mismanagement.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1178

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Very affected - the end of our road is in the sea and we have to access our house from another, longer way around and need to do a 3 point turn to get into our driveway

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Certainly not having to deal with council or AT and vector. I got bandied about from one organisation to another with no one taking responsibility. We had a very noisy generator right outside our bedrooms for 2 months and I nearly lost my tenants. Very stressful and the only person who helped me was Greg Presland from our local board.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Fix the road and remediate all the slips down our road - Paturoa Rd in Titirangi

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Maintain and improve the stormwater system in our area - it has long been neglected ever since we became a 'supercity'

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

We need to make a better system but unfair for ratepayers as it was your negligence that caused a lot of this to happen

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

You need to focus a big part of your finance on our infrastructure- it has long been ignored and we are all paying the price. Please just give us a nice clean harbour.



Storm Recovery and Resilience Consultation

#1187

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Five houses lost, several major slips, roads impassable, no power for several weeks.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

The positive attitude and physical help from neighbours and the local community, also helicopter deliveries of food and other necessities from AEM

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

To a great extent we have recovered. It would help to think that our roads might be properly maintained in future, particularly drains and culverts which should remove stormwater

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Everyone, individuals, businesses, council etc needs to have a plan

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Dont forget the possibility of landslides.



Storm Recovery and Resilience Consultation

#1211

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Landslips undermining driveway.

Fallen trees and slips blocking roads

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Temporary repairs to roads and slips

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Permanent repairs to roads and a maintenance program to frequently clear road gutters and stormwater drains.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Frequently clear road gutters and stormwater drains.

Ensure stormwater does not flow uncontrolled from roads onto private property.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1214

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Your feedback

Karekare Surf Lifesaving Club

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

The club was cut off, there was no power for up to a week, we lost our water feed, we had considerable damage around the new building and the club had to shut for the season and finish lifesaving early. This is the first time since WWII that the club has not operated a full summer

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

Volunteers from the club, financial support from Red Cross, MSD, Auckland Business and other small donors

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

The roads repaired to a fully operational state

- 5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?**
- 6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?**
- 7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?**



Storm Recovery and Resilience Consultation

#1249

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

House red-stickered

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

Rates relief

Support from recovery team

Support from WINZ, NZCRS, food parcels, Civil Defence assistance, ASB \$2k assistance, Insurance rent contribution, community support

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Buyouts for cat 3 and remediation costs fir cat 2.

Improving on the TAS system.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Maintain your storm water assets properly, especially where they affect private property as in my case.

Have a team to support as in line with the excellent work from Ross Roberts, Jim Henderson and Hilgard Muller. KennTurner has been excellent as has been Liz Manley from Waitakere Local Biard. Council needs to act more empathetic to the people hit by disasters and not close the door as it sometimes appears. Some counsellors and perhaps even the mayor could ask these people I mentioned on how to do this. And my gratitude to the people who work at council who care.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Do it in order to protect every person in Auckland. Please do not dedicate more resources to more affluent suburbs but instead to where it is needed.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1349

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Slips affected us, floods, road closures

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Community and local support

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Fixing the slips in our area, the roads need to be fixed due to slips and falling away.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Better stormwater drainage and facilities. Better channels for water to run away from the roads in our area

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Go ahead.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1395

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

some slips in my street. i was away up north at the time.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

well watercare got roads clsoed at mo so be glad when thats done.

- 5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?**

have better storm pipes and drainage in place.

- 6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?**

- 7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?**



Storm Recovery and Resilience Consultation

#1400

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Severely. Homes or property were damaged or compromised. Roads were damaged and closed. Power outage lasted over 7 days. Amenities destroyed or damaged.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

Supporting one another, including helping with property damage recovery.

Auckland Transport prioritising road access to properties.

Emergency supplies arrived by helicopter.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Restoration of amenities. Plans for improved resilience.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Concerted efforts to commit to maintenance programmes. So many culverts, catchpits and other stormwater infrastructure were severely compromised before Gabrielle arrived.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

I support all of the initiatives.

Particularly maintenance.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1418

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Flooding cut off various main road access, as well as flooding streams in our area, and causing slippage near us. The effects of the cyclone meant that we were without power for 4 1/2 days.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Close supportive neighbours.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

- 5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?**
- 6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?**
- 7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?**

Providing subsidy support for landowners or install water tanks.



Storm Recovery and Resilience Consultation

#1421

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Road closures

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Community pulling together to hound council for answers and solutions

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Someone taking responsibility for clearing all stream banks and regular check of storm water and immediate removal of any blockages. Building stop banks to protect homes

- 5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?**

See above comments

- 6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?**

- 7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?**



Storm Recovery and Resilience Consultation

#1478

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

While not directly affected, there was considerable damage to the sewerage and roading services within 100 meters of my property.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home.

3. In the months following the storms, what has helped you and your community get through?

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

- 5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?**

Make any future infrastructure more resistant ,rather than go for the cheapest option .

- 6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?**

- 7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?**



Storm Recovery and Resilience Consultation

#1524

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We've got a beautiful walkway along the coast line of Te Atatu Peninsula that I have used every day for jogging, however, since the flood it is blocked and not getting restored.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

the knowledge that our house is built on poles and that the water will flow underneath it. A sense that this community will work together and people will help each other as the government is overwhelmed with the needs

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

An indication of the repair strategies that are in place

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

I think that we first need to have a good infrastructure before we allow new houses to be built. In Te Atatu Peninsula we have too many appartments going up and the streets and waterways are not ready for that.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

I think reducing existing flood risks needs to be priority. Also new houses should be built on poles or in a way that won't damage them in case of flood. I would like more community initiatives arising as the government is overwhelmed in such flood situations



Storm Recovery and Resilience Consultation

#1565

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Our house was flooded. We lost everything on the ground floor. Our foundation subsided causing cracks. We were out in the storm for over 8 hours trying to help neighbours save their homes. It was very traumatic.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

Initially knowing neighbours had each others backs. Weeks later nothing helped. I had PTSD - anxiety attacks, nausea, insomnia every time it rained. It's just now I feel more in control of these symptoms.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Having someone from council take responsibility and apologise. We can point to very specific reasons why our damage was so catastrophic on our street and our house.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Water Care needs to fix what is so obviously broken. We have such a bad broken water pipe in front of our house it has actually pushed our lawn into a large jump. It's been six years and it's just getting worse. The large storm drain that runs through our backyard is cracked like an eggshell (the words of subcontractors video taping the drain by remote) and we were told not to park our car over it. So it leaks storm water under our foundations. When the floods came these two issues made everything so much worse than it should have been.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

FIX THE FAILING INFRASTRUCTURE WE ALREADY HAVE!!!!!! And you shouldn't need additional rates as water care already has the money from never fixing things in the past.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1571

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Hardly affected at all, damage to the surrounding garden, but only very limited leads to the house

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Resilience is important, these initiatives should be progressed.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1610

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

we have had three major slips with vehicle access access limited. While not a major road having the road subside did cause traffic and access problems to a fairly large geographical area.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Community spirit and at times a reasonably quick response from authority

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

We haven't recovered in our area as traffic restrictions are in place and we understand are likely to remain in place for a while. however having restrictions in place is futile if they are not enforced. For example to stop large vehicles travelling in restricted weight areas why not put a height barrier in place. If the vehicle cannot go under then they cannot travel. seeing the restrictions being flouted did demoralise a significant number of the community who did observe the restrictions

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Nature is nature. As time and tide wait for no-one so nature does what nature can do.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

I am intrigued that most Aucklanders are not expected to have any thoughts or invited to make representation.

in the charting a recovery plan it states that Maori partnership and consultation will be sought.

Man whenua and Iwi are active partners and participants in the recovery of Tamaki Makaurau

this implies (through interpretation that non Maori can sit back as the Maori will be the only voices heard (or listened to). I know that is not true but that is the interpretation of that statement.

What is mana whenua? In the consenting context, mana whenua means the indigenous people (Māori) who have historic and territorial rights over the land. It refers to iwi and hapū (Māori tribal groups) who have these rights in Tāmaki Makaurau, Auckland. Mana whenua interests are represented by 19 iwi (tribal) authorities in Tāmaki Makaurau, Auckland.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Allow more homes to install water catchment tanks for gardening etc although this will reduce Watercare's monopoly.



Storm Recovery and Resilience Consultation

#1626

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Had to evacuate during the night of the storm. One smaller slip happened just across the road above from my house but later a whole house and large volumes of dirt etc fell onto the road.

While not directly above, this indicated a general instability of the ground in this neighborhood.

My house eventually got white stickered. The only issue being water under the house and quite a bit of silt and dirt along streams that pass through my property.

This situation still continues with silt and dirt washing down from the road into the drain that comes out above my house. The house and dirt slip at 34 Rayner Road has not been properly tidied up.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Affected by slips or landslides, No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Free groceries at the surf club helped.

Also the ability to get some financial support was good.

However to be offered counselling when asking for diggers or practical help is a bit of an insult.

Nice to have Simon Fraser here in the community available for consultation.

At the same time I am not sure if his input has helped solving the ongoing problems in my neighborhood.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Still not recovered. It is a lot of work to keep the drains open when there is still loose debris and silt coming down from above.

Better maintenance is required. Keep roads clean and tidy to prevent blocked drains.

The house and dirt coming down at 34 Rayner Road is still not sorted.

Ventia contractors were not able to properly finish the tidy up of the roadside due to AT stopping funding.

Some people seem to think it is OK to let drains block and that the water will wash away the silt.

Educate people about helping keeping drains clean of silt, debris, rubbish etc.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Adjust the waterflow so that it is more fairly shared amongst a wider neighborhood, rather than sending a lot of water down fewer properties.

Otherwise buy out those properties that have creeks and drains going across. Create wetland instead of residential sections on such properties.

Don't change steep land or flood prone land into residential areas.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Here in Piha the storm problems relate to the contour of the land. We have narrow roads with steep hill on both sides, hardly any room for a drain or footpath. The drains and footpaths are not being maintained well, they fill up and become overgrown. Massive structures would be required to widen the road and in order to make more space for water along the roads.

Alternatively, the water will need to be directed across private land.

Due to typically steep narrow sections, there is no room for wide open drains or wetlands.

Council needs to buy out properties with drains or those that are otherwise floodprone or in the way of landslides.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Here in Piha there have been neighbourhood planting activities. But even those are controversial

with some people being opposed to the work of such groups.

Overall it should not be allowed to have houses or driveways on sections that are extremely steep or too close to drains /creeks/ rivers.



Storm Recovery and Resilience Consultation

#1650

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Personally we had a slip at the back of our hilltop section (Crows Road) but no detrimental impact on the house or infrastructure

However at community level there was considerable damage. I am a supporter of the local advocacy group WAIF (West Auckland is Flooding)

We previously owned a property at **** Pooks Road with the Lonesome Brook tributary of the Waimoko Stream through the property. This small stream used to almost dry up in a dry summer, but in 16 years we lived there it only flooded the lower section and never entered the garage or house. In the Anniversary Day 2023 flood the section flooded to a depth of FIVE METRES above normal stream level, flooding the garage AND the lower level of the dwelling,

also inundating multiple properties as a lake formed because the water couldn't get away fast enough.

The problem is that the constrained outlet between Pooks Road and Swanson Road, where the stream runs through private commercial properties, has not been cleared or maintained in over sixteen years, the stream is partly blocked with slips and industrial waste, and the flood plain is heavily vegetated with privet and fallen acacias which create beaver dams of debris backing the water up to flood residential properties upstream. This section of unmanaged stream needs URGENT attention- realignment, grade improvement, hillside stabilisation, and clearing and improvement of the flood plain, to lower the risk of flooding upstream, and should be an integral part of the Blue green project, particularly in managing level 2 risk.

Ideally this area which is unuseable to the landowners, could perhaps be acquired by Council and turned into managed esplanade reserve connecting via the existing esplanade reserve adjoining Ritchies depot to Swanson Road and the Birdwood Esplanade

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

The community pulling together, sterling work by Phil Twyford MP helping to organise WAIF, the organised advocacy and publicity by WAIF, the community supporting each other, and the formation of local community groups to start clearing out the streams on community initiative. Leadership of a local politician resulting in a community advocacy group (WAIF) also local resident initiatives for stream clearing, support from Council only after group advocacy achieved critical mass. Individual approaches to Council generally unheard. No sign of iwi advocacy at grass roots level anywhere in the entire process.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Firstly, full and prompt resolution for those who cannot live in their homes, by prompt settlement of level 3 categorisations so these people can get on with their lives.

Secondly certainty of prompt attention to community solutions for level 2, with planned and scheduled emergency works for cleaning out streams and floodplains to reduce risk ASAP, and assistance with private single property solutions (such as interest free loans to raise floor levels or improve drainage).

Thirdly the certainty of a progressive long term plan of stream management by the introduction of blue green networks and mitigating works in a scheduled manner

Fourthly- continued communication and consultation with the community, who can probably assist as the eyes and ears of the council via voluntary streamcare groups, perhaps engaging through local boards.

Can I add that communication is ESSENTIAL. No consultation or notice was given at all to the community when Council authorised the closure of North Candia Road and private construction of the new outfall for vines subdivision, adding water to an already overcapacity stream -- it was next to impossible to get any info from Council and I had to

get Phil Twyford to enquire on my behalf. The community needs to be consulted and have open communication.

Resolution of individual impacts, buyout or certainty of mitigation, definite plans going forward and an active community/council interface. Resolution is essential

uncertainty and delay is soul destroying.

Certainty and communication essential, and an appreciation and resolution of individual circumstances first and foremost

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Long term planning and management of development, particularly setting aside flood risk areas in green fields as No Build zones

. The policy of allowing residential intensification without planning of infrastructure in advance or in concert, is a disaster. Particularly simply assuming that responsibility ends when stormwater is dumped in a natural stream; without considering that the extra runoff adds to flood peaks and puts existing low lying houses at risk. It is not sufficient to assume houses should "never have been built there", when there was no issue until development added extra peak runoff overloading existing streams.

Natural streams in urban areas MUST be managed as arterial sections of the overall stormwater network.

'Awareness, forward planning, integrated management of entire stormwater network including streams under one central authority, streams managed as essential arterial drainage infrastructure, strong community input at local board level to enable local knowledge, communication, and action.

2023 event should be a benchmark- collect flood peak observations from residents while fresh in recall and fix by survey measurement to provide modelling and planning data.

Risk of slips from adjoining steep land needs to be factored into modelling as slips can plug streams-this has happened at Swanson Scenic Reserve and at Redwoods golf course, and i understand the hillside is sliding into the Momutu upstream of Don Buck bridge below Tiriwa Drive

Long term planning should include possibility for peak flood interceptor diversion tunnels e.g.

-tunnel from Keith Hay Park to Manukau Harbour to reduce flooding in upper Te Auaunga;

-tunnel from Upper Kumeu river near Joseph Dunstan Drive to top of Brigham Creek Estuary to take advantage of fall differential and reduce flooding at Kumeu;

-possible tunnel from Sunnynook/ Link Drive to Wairau Estuary- marginal fall advantage but shorter distance- to alleviate flooding in Wairau area

6. There are nine possible initiatives outlined in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

I support all of these initiatives, even if it costs more in general rates this is a form of community insurance. Each option can be triaged to suit local issues to achieve optimum resolution. Local resident stream care groups would be an ideal tool for raising awareness of issues as they arise, Works MUST involve the WHOLE waterway, this includes sections of stream through private property where management and upgrades are essential to prevent flooding backups upstream.

Regular inspection and maintenance is essential- for example it was a beaverdam of debris caught against a culvert entry grille that caused the major flooding a couple of years ago in New Lynn, removing debris from streams is essential. Regular maintenance of culverts, I recall the culvert collapse between Great North and Cartwright roads during a short term storm event a few years back that caused ponding upstream of Great North Road drowning residential property-here also there should be planning to avoid building in depressions created by raised roads.

Triaged approach. Buyouts of highly compromised properties as soon as possible so people can get on with their lives

Mitigation works to reduce imminent risk where practicable at identified crisis points to secure other properties. (for example clearance and regrading of stream and floodplain in Waimoko between Pooks and Swanson Rds to alleviate 5m deep lacustrine ponding in residential properties upstream, straighten and clear channels at Waimoko Glen to reduce adjacent flooding, clear and widen capacity of Momutu under Don Buck Bridge to reduce risk of impeded flow and overspill)

Plan for replacing constrictive bridges and culverts. Designate land for detention ponding and plan for the works. Map and designate flood prone areas as no build zones

Prioritise designations in advance for any long term improvement works. This is a long term staged approach that will have to be matched with funding

As part of planning identify regeneration areas- for example low lying houses around Ulrich Drive, buy out properties and remove single dwellings, recontour and raise land using engineered fill in conjunction with floodway excavations on the esplanade reserve, and on sell the secured raised land as superlots to developers for intensive housing. Areas identified and improved in this manner could offset expenditure.

Planning also needs to address risk of culvert dams. For example Waikumete straight/Cartwright road where planning has allowed culverting but left houses upstream in a topographic basin- when culvert blocks or collapses, the houses are drowned in a lake- as I saw once. Culvert entry screens can become beaver dams. need for pre-culvert debris screens, or overspill bypasses, and/or regular maintenance, to avoid blockage or culvert collapse. better and more resilient design

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Can I suggest the potential for long term budgeted planning for interceptor overflow tunnels for areas of major risk, three possibilities come to mind

1. Interceptor tunnel from Keith Hay Park to Manukau Harbour, significant fall is available, would reduce flooding of numerous properties in the Carr Road/Roskill basin (upper Te Auaunga)

2, Interceptor tunnel from Kumeu River from near Joseph Dunstan Drive to the head of Brigham Creek estuary, significant fall available, this would divert flood peaks to the estuary/sea and reduce risk in Kumeu township. Needs advance designation to preserve route

3. Interceptor tunnel from upper Wairau (North Shore) to Wairau Estuary, minimal fall but distance is shorter than land route, would reduce flood risk in the heavily built Wairau Valley and the lower Wairau Stream.

Iwi involvement- i presume collaboration is voluntary. As far as i am concerned funding should be for COUNcil only and project focused. and community focused. Any peripheral interest groups should be self funded, or funded equally. This is a place for unified collaboration not ethnic partiality at a management level.



Storm Recovery and Resilience Consultation

#1698

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Access roads closed to the community. Isolated for 4 days with no power. Some surrounding houses destroyed.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Support from council and government. Road opening was a priority.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Better communication to the community at the start of the weather event. Making the roads safer to travel on.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Educate communities on how to be more prepared for future events. Better emergency communication backup. It is not just about flooding and landslide. We also need plans for high wind events and fire.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1700

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Mud everywhere

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

Very little from Auckland Council

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Divert unnecessary road works to pothole filling.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Have a better Civil Defence operation

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Clear fallen trees from the city streams



Storm Recovery and Resilience Consultation

#1713

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We became frightened to live in our area and suffered emotional trauma after nearly all our neighbours had some level of flooding, some catastrophic

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

Counselling, insurance and the NZCRS

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Seeing a clean up of the area. There is still storm debris everywhere. An area safe for the community to walk through would create a more public presence to help deter looters, thieves and vandals.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Stop building in risky areas, monitor what is going on along our streams, ie unconsented building and structures being built near them.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

I fully support all these initiatives and wonder what accountability there will be if these are ignored by land owners and council alike.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Set up an easy online reporting system for negligence and rubbish dumping along streams.



Storm Recovery and Resilience Consultation

#1714

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

I lost my home and community due to flooding.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

Family and friends and our savings (money)

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Some genuine reports, consultation and information from council as to what changes are going to be next and when.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Get infrastructure up to standard and get the water flow path areas to functional standard. As more infill housing is being considering to be consented, make sure the water infrastructure is upgraded if necessary beforehand.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

I agree with the nine initiatives and I feel as a community we all need to pay for this and its for the future of all that live in Auckland.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Yes in my opinion there should be some accountability for the lack of responsibility that these weather events have caused. Nobody has accepted the fact that nothing was done from 2021 floods to 2023 and the fact that we have overhoused areas without any upgrading of water infrastructure. We need to learn and put into practice changes for progress.

If we choose to blame someone or something else or find excuses then we going to see it all over again.

I hope we choose the right pathways for water not put money first.

It's a simple fix to follow the rule of gravity with water, gravity doesn't change but the weather is changing and it is us that needs to change now



Storm Recovery and Resilience Consultation

#1725

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Oratia and Sunnyvale area were impacted by severe stream flooding, power outage and homes flooded.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Community communication, via a community facebook page, and community events around preparing Kaurimu Stream against future storms.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Action by the Council to ensure existing stormwater infrastructure is improved and supporting communities to build social connections around improving eco-system health so that as there is more rain and storms we survive.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Focus more on health of our streams, like Kaurimu and Oratia Streams that flooded - maintenance, connection to community so that flooding risks reduce.

Work locally, not just in the CBD .

Work within what is already built -- not just for new developers.

Reduce private tree destruction.

6. There are nine possible initiatives outlined in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Good start on the 9 items, however we need to add Oratia and Kaurimu Streams to the Blue-Green Networks listed, as there were 40 houses reportedly flooded - Kaurimu has NZ fresh water mussels and eels that are fragile to storms.

Culvert and Bridge Upgrades - create a plan for suburbs with open storm water drains that are often blocked, to have them redesigned so that they remain in the day light, but are not blocked, and look nice, and safe for drivers, e.g. Glengarry Road, Glen Eden, a residential area has open storm water drains that are often blocked.

Flood Intelligence/Community-led flood resilience -- incorporate the opportunity to work with environment, rather than dominate it, such as learning from traditional knowledge of locations such as alongside matauranga Maori.

Properties -- stop the destruction of trees.

High risk properties- where flooding shows the impact on others in the community -- so Council look to remove homes, and work for flood prevention.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Add Oratia and Kaurimu Streams to the Blue-Green Networks listed, as there were 40 houses reportedly flooded.

Culvert and Bridge Upgrades - create a plan for suburbs already built with open storm water drains that are often blocked, to have them redesigned so that they remain in the day light, but are not blocked, and look pleasant, and safe for drivers, e.g. Glengarry Road, Glen Eden, a residential area has open storm water drains that are often blocked.

Flood Intelligence/Community-led flood resilience -- incorporate the opportunity to work with environment, rather than dominate it, such as learning from traditional knowledge of locations such as alongside matauranga Maori.

Properties -- stop the destruction of trees which absorb water from the ground.

Move deliberately from trying to control the storms to Green Infrastructure that will also improve communities connections and liveable, beautiful cities as well as be storm resilient.

Identify success stories in NZ, e.g. Dudley Creek in Christchurch, or Northcote examples, and share these more widely so that people know what is possible.



Storm Recovery and Resilience Consultation

#1734

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Flooding, slips

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

Hard work by locals

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Slips and roads being fixed

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Regular Storm water system maintenance, creek, stream, and river clearing and maintenance.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Concentrate on Regular Storm water system maintenance, creek, stream, and river clearing and maintenance. Don't waste money.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1738

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

i wasnt directly, but some houses close by were flooded.

when i looked to buy 2020 flood safety was one of the requirements i had

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

i have no idea, people working together

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

new mayor

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

by realizing that it might rain heavily, and the intensified building plans is absolutely one of the things NOT HELPING for preparing.

leave more FREE SPACE with plants between houses that act as sponges for water.

dont build near the streams carrying rainwater away.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

let's see if that goes anywhere.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

stop intensified building of existing suburbs. that makes things worse.



Storm Recovery and Resilience Consultation

#1760

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Lots of areas under water, many roads and paths were closed etc.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Better catering to large downpours & stop contributing to GHG emissions.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Oratia Steam was greatly impacted, it would be great if they could include extending the Oratia Steam shared path southward into Oratia as has been planned for a long time; as part of any works to improve this steam.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1772

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Your feedback

Piha Ratepayers & Residents Association

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

I am a Ratepayer and resident of Piha in West Auckland. The community was heavily affected by the extreme weather events in early 2023 and the after affects are still ongoing. Affects include landslides, flooding, roading slips and property damage. I personally was affected by flooding as my property was flooded due to a lack of stormwater infrastructure along North Piha Road. As there is no where for water to go from the road and land run off the stormwater back filled from the road and flooded my property and several neighbors. We also had a landslide further along the valley and stream at North Piha which took our our water supply and pumphouse. This cut off water supply to 84 homes, the surf club, North Piha campground, council toilet block, Barnett hall, the kindergarten / playschool.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

Council assistance to reinstate our water supply at North Piha. Ongoing council contractor assistance with the use of a water pump and generator to clear road flooding. Some roading

repair work to uncover a previous water culvert pipe that was buried. There is still much to be done to repair the Roading network and lack of stormwater infrastructure.

4. What would help you and your community feel like you had ‘recovered’ from these extreme weather events?

I have attached a detailed recovery plan highlighting the key areas of concern for Piha residents that need to be addressed ASAP to mitigate further damage to the Piha Community. This has been worked on by myself and several members of the Ratepayers and Residents association of Piha.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Working better with local groups and resident associations to highlight key areas of concern and plan with the residents to address concerns. Collaborate with all stakeholders on a recovery and resilience plan. Council / AT / Residents association

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Have localised plans in place for emergencies that are designed by or in consultation with and run by local residents. Better coordination between residents and local communities with central authorities. More advanced warning of extreme weather events

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Managing water that comes from the Roads and using council land as a soak area or diversion for water to flow to the rivers, streams and to the sea. Empowering local residents and local contractors to maintain these environments to better manage water flow to protect infrastructure, private properties and their communities

Piha Cyclone Recovery Plan 2023

#1772

Presented to Auckland City Council
by: Piha Ratepayers & Residents Assn

Contents

1. Background
2. Designing Piha's Future
3. Key areas of concern
4. Piha Clusters
5. Piha Cluster Hazards - URGENT ATTENTION REQUIRED
6. Piha Clusters 1 - 7 (including photos and description of key areas of concern)
7. Task Force for Recovery Plan
8. Summary
9. Moving Forward

Background

Recent extreme weather events and Cyclone Gabrielle have exposed Piha's critical infrastructure weaknesses and ongoing maintenance issues. These events have also created several new challenges for residents and ratepayers of Piha, requiring urgent attention in order to preserve existing infrastructure, resident properties and Auckland Council parks and recreational facilities.

This document serves as a local ratepayers & residents plan to highlight and focus on the main areas of concern and also inform the ongoing Piha recovery plan currently being implemented by Auckland Council and AT.

Designing Piha's Future

Creating a sustainable Infrastructure for a fragile environment.

A collaborative venture - kotahitanga - between the Piha Community and the Auckland City Council.

Recognising the Waitakere Ranges Heritage Area Act 2008

Working within the context of the Waitakere Ranges Urban Design Guidelines.

Recognising Seven different landforms & landscapes within the greater Piha Community.

Key Areas of Concern

- Roding
- Stormwater & Flooding risks
- Stream management
- Landslides



Piha Clusters

Recognising Seven different landforms & landscapes within the greater Piha Community.



#1772

Piha Cluster Hazards - URGENT ATTENTION REQUIRED ~~#P12~~

- The following identifies urgent attention required by Auckland Council and AT
- There are a number of Public health & safety issues that remain unresolved
- Specific threats still remain unaddressed. These have the potential to cause further damage to Piha infrastructure, properties and potential loss of life
- Outlined Hazards that require urgent attention are listed in the following clusters 1 - 7

Piha Cluster 1 - North Piha

North Piha

- Water flow egress from 93# onto road and into car park, undermining Rd
- Flooding of road between houses #61-71 North Piha Road
- Stormwater culvert needs urgent repair and remediation solution opposite #63 as pump still remains to remove stormwater and to prevent further flooding
- Road surface flooding between house #27- 33
- Roadside flooding outside Kindergarten/ Barnett Hall and entry to NP car park
- Camping ground flooding
- Marawhara stream riverbed slip remediation(lowering requirements by approx. 2m)
- Carpark pots holes and earth removal and re-sealing requirements

#1772

Piha Cluster 1 - Flooding & Landslides

- Flooding of North Piha Road # 61-71 - cutting off access to homes: # 61-107



Piha Cluster 1 - Continued

- Current culverts inadequate to prevent further flooding. Currently a pump remains on loan from council contractors for residents to manually pump water from the culvert pit over to the beach to disperse water and prevent further flooding. Opposite # 63 North Piha Road



Piha Cluster 1 - Continued

- Current culverts inadequate to prevent further flooding as water gets trapped and can not flow anywhere. Water ends up overflowing onto Road and eventually into properties. Currently flood water is manually pumped out of pits to the beach approx 50m
- Opposite # 63 North Piha Road



Piha Cluster 1 - Continued

- North Piha Rd isolated flooding and semi permanent pooling as there are no culverts or swales. This reduces traffic down to one lane in some areas making driving hazardous



Piha Cluster 1 - North Piha Campground flooding

#1772



#1772

Piha Cluster 2 - Marine Parade North & Garden Road

- Surface road flooding at numerous points along Marine parade/ North
- Garden Road flooding, duck pond overflowing onto Road and property flooding during cyclone and in heavy rain storms



Piha Cluster 2 - Garden Road

- There is no effective stormwater culverts on the Garden Road Roadside.
- Water floods across the road in heavy rain. In addition properties above the road drain stormwater to this road edge.
- As there are no effective bunds on the opposite edge the water runs off into properties on that side.
- Sand and Debris runs from the slip at No 39 (photo attached) (and more slips closer to Seaview Rd) and has obstructed at times one of the two storm drains (photo attached) in this road segment. This resulted in significant surface damage on the lower side of the road.
- The absence of a culvert and water damage that has resulted across the road is visible in the photos.

#1772

Piha Cluster 2 - Garden Road

Garden Road Slip



#1772

Piha Cluster 2 - Garden Road

Garden Road - lack of stormwater culverts and bunds



#1772

Piha Cluster 2 - Garden Road slips and flooding



Piha Cluster 2 - Garden Road

#1772



No swales to channel water away

Piha Cluster 2 - Marine Parade North

- Surface Flooding in multiple locations
- Culverts have filled in over time and not able to handle volumes of water and overflow the Road making driving conditions dangerous

Piha Cluster 3 - Glenesk Road

- A key access road for tourists and locals to walking tracks and the internationally recognised Kitekite Falls.
- Has a historical record for significant flooding
- Requires stormwater infrastructure
- Following the major 2028 floods Auckland City Council identified under-the-road culverts did not meet council specifications. Nothing has been completed.
- Formation of Swales alongside roads as set out in the ACC guidelines has not been completed or maintained in the past four years.

Glenesk Road - Overflows & Flood Zones

#1772



Piha Cluster 3 - Glenesk Road - Existing Stormwater Infrastructure

#1772



5 - 9 Glenesk Rd



13 - 15 Glenesk Rd



11 Glenesk Rd - significant stream. Culvert across the road does not meet specification

Piha Cluster 3 - Glenesk Road - Existing Stormwater Infrastructure

#1772



Glenesk Rd



Glenesk Rd



Glenesk Rd - photos illustrate totally poor infrastructure at the juncture of overland flows combining with Piha stream floods.

Piha Cluster 3 - Glenesk Road - Existing Stormwater Infrastructure

#1772



Glenesk Rd



Glenesk Rd - significant overland flows cascade down these properties. Insufficient swales and maintenance aggravate the flooding.

Piha Cluster 3 - Glenesk Road - Existing Stormwater Infrastructure

#1772

This area floods regularly due to culverts not up to specification and poorly maintained swales



Glenesk Rd



Glenesk Rd



29 - 43 Glenesk Rd

Piha Cluster 3 - Glenesk Road - Existing Stormwater Infrastructure

#1772

Current state of Stormwater Infrastructure on Glenesk Rd. Photos taken 1/02/2023



Rd - photos illustrate combination of overland flows and Piha Stream flooding.



Piha Cluster 4 - South Piha

- Several landslides need clearing
- Road repairs and car park potholes repaired
- Roadside Stormwater solution required to mitigate future flooding risk



Piha Cluster 5 - Seaview, Raynor & Pendrell Roads

- Raynor Road land stability
- Repairs required to Seaview Rd in several locations
- Roadside stormwater drains not fit for purpose for water volumes

Piha Cluster 6 - Piha Road, Pendrell to Te Ahuahu

- Repairs required to Piha Rd in several locations
- Roadside stormwater drains not fit for purpose for water volumes

Piha Cluster 7 - Te Ahuahu Rd and Piha Rd to Turn Off ^{#1772}

- Repairs required to Piha Rd & Te Ahuahu Rd in several locations
- Roadside stormwater drains not fit for purpose for water volumes

Task Force for Recovery plan

- Piha Recovery team at Auckland Council in liaison with R&R representatives so that **local Piha residents** have a voice and can inform the recovery plan and efforts by Auckland Council & AT

Summary

Piha residents require urgent assistance from Council and appropriate agencies to remediate key areas of concern in order to restore the Piha to a “livable” state.

Many of the identified Piha “clusters” are in an urgent state of repair and require immediate attention to address health and safety concerns and risks to property and residents well being.

Local residents and contractors are committed to carry out the urgent work that has been identified to mitigate further

Moving Forward

- Local solutions for local problems where practicable
- Use of Local Piha contractors where ever possible for clearing and restoration work
- Restoration program required with appropriate budget and timeline with an ongoing maintenance budget to fix urgent problem areas and maintain infrastructure moving forward



Storm Recovery and Resilience Consultation

#1774

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Your feedback

Matuku Reserve Trust

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Matuku Link is a community wetland conservation project situated along the Waitakere River, 111 Bethells Road. The bridges to Te Henga/Bethells were flooded, the road had slips or was partly washed away. Currently AT are repairing the road. Our Matuku Link Wetland Restoration Project has been replanting grassy paddocks for the past seven years which have helped slow down the water and filter debris - as a wetland should. Our wetlands were under water and our trees "caught" a lot of debris, silt, mud and sand, preventing damage further downstream.

However the culvert on our property got blocked by an enormous trunk (probably cut in the 1950's) and the culvert itself is getting undercut by the currents of the river.

Our barn/wetland education center became a small hub for the community - being opposite the Waitakere Valley Fire Station which provided fresh water but doesn't have parking or shelter for groups.

It highlighted a number of issues for us:

- we are the only larger space in the valley which could serve as a community hub, we offered shelter and our washing machine, toilets, wifi and charging to people without power, warmth or water - however we need a good solar power or hydro supply with a battery to offer this when the power goes down (which it did) . Generators won't work if the road is blocked and no diesel supply is available.
- our culvert is creating a blockage and needs an expert to look at it

- our wetlands are doing exactly what they need to do - however we need more paddocks converted to wetlands (we can supply plants and labour)
- the willows in the wetland have created blockages, when the water builds up behind these, the force is much larger when the water breaks through this "willow dam". We have successfully applied to DOC for some funding to start with willow eradication work in the Te Henga wetland.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

We have helped others in our community, see above.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Roads repaired and plans in place to be much more resilient next time.

Plans like community planting days to create wetlands where they once were (which probably would require Auckland Council rezoning or buyout of paddocks) to give the Waitakere River more room to flow. We as Matuku Link can help by providing plants from our nursery (eco sourced) and already have a large pool of local volunteers.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Daylighting, stop building in flood planes, stop building halfway in hills, stop cutting down trees, protect all native and non-invasive trees over a certain size from being cut down.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Very supportive of all initiatives, especially community led flood resilience, blue green networks, stream rehabilitation

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Wetlands!!!! Recreate, reinstate, protect, restore wetlands - they are incredible carbon stores and water damage mitigation networks. Include local community nurseries and conservation projects in this work - we're here, we're local, we've got the people and we can start tomorrow if Auckland Council gives us the go-ahead.

#1774





Storm Recovery and Resilience Consultation

#1809

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We live next to the waikumete stream that suffered slips and now has a lot of rubbish that will need clearing. Some of the houses in our cul de sac were flood damaged.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

We did a community planting day with the twin streams project to help stabilize the stream bank in our neighborhood.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

By protecting our green spaces, planting more trees, keeping our streams clean and clear of rubbish, mandatory green spaces for new developments the list goes on

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1815

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Road collapses and slips.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Friendship.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Seeing infrastructure repaired.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

I think people need feel they have permission to clear drains they know are blocked rather than waiting on the authorities to get jobs done. People need to use more individual initiative.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Project Twin Streams was a great model.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1827

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

House on ridge above bush valley suffered no damage but the access to our Te Henga property was severely damaged by slips. Many local roads became impassable with many slips still unrepaired. It is good to see that repairs were prioritized. AT website not good keeping us updated about which roads were closed.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides, No damage to my home

3. In the months following the storms, what has helped you and your community get through?

The events brought the community together with help being willingly offered by neighbours.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Clear grates which allow water to flow into drains in roads more often. Encourage citizens to clear these themselves ahead of predicted storms. Encourage landowners, where they are able, to keep streams on their properties clear of debris and plants.

Where properties have been bought out by council because of flood risk plant native trees and look at possibility of creating wetlands.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

A combination of all suggested mitigation strategies. I particularly like the blue/green networks. Giving streams and waterways to expand safely in times of heavy rains.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Increased use of permeable concrete for roads, footpaths, drives and all concrete areas.



Storm Recovery and Resilience Consultation

#1834

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Unaffected.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Move infrastructure especially housing away from disaster prone areas through buy back schemes and do not consent to future development in disaster prone areas.

Have backup transport options in case of road/rail closures, provide public transport support in disasters.

Provide constant warnings and updates during a possible flood event. With evacuation support before extensive flooding occurs.

Prevent sewage from entering floodwater.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Move infrastructure especially housing away from disaster prone areas through buy back schemes and do not consent to future development in disaster prone areas.

Have backup transport options in case of road/rail closures, provide public transport support in disasters.

Provide constant warnings and updates during a possible flood event. With evacuation support before extensive flooding occurs.

Prevent sewage from entering floodwater.



Storm Recovery and Resilience Consultation

#1836

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

A land slip on our property, restricting access not by foot.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

Not much - the insurance process has been horrific and has now left us with hundreds of thousands of dollars to find on our own to fix the damage and restore access to our property.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Our road has no drainage at all - no drains or ditches and the camber of the road directs all surface water onto our driveway - this caused the slip. The infrastructure needs to be massively improved. Huge potholes are now everywhere and the Waitākere roads seem to have been abandoned. Infrastructure in new developments is great, but older suburbs need to be retrofitted with drainage solutions - even helping to pay for drainage that property

owners like us will pay for out of our own pocket to drain the roads because they weren't designed correctly.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Drainage and infrastructure on roads in the Waitākere ranges, more protection of flood plains, more money towards west Auckland that suffered so much damage.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

There is an additional flood plain in oratia that individuals are trying to restore and plant - kaurimu. There should also be funds available to groups willing to establish better mechanisms for overland flow paths and flood plains.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Include funds for people undertaking water infrastructure on their own properties in response to zero infrastructure already present. Make sure this is able to be applied for after the work, as so much repair and work has already happened as slips needed to be dealt with urgently. Also consider relaxing the unitary plan zone rules for people just trying to fix problems due to landslips



Storm Recovery and Resilience Consultation

#1839

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Slips on our road (Wood Bay Road, Titirangi) that have yet to be fixed, including 2 big ones that have affected traffic.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Checking on each other every time it rains.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Clearing of the slips and a clear plan from the Council to assess and monitor potential areas at risk.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Having clear plans to prepare for the ongoing challenges brought about by the extreme weather events.

Ensure that new constructions are built in suitable areas.

Revise the infrastructure of the city to ensure there are management plans for floods and any other movements of water.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Seems like a sensible range of initiatives. I support these interventions on what is already happening.

More future-proofing needs to be included too. For example, applying the concept of sponge cities.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1843

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Some damage to my home. Localized flooding to the area I live in.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

Community page , community support to clean up.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Preventive action to prevent recurrence of major impacts

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Preventive work

Improved communication

Safe places to go to wait out weather events for vulnerable homes, people

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Rates are already extremely high along with increased cost of living we can't afford a rates increase. A lot of wasted money within council initiatives, pair back costs.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1846

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Our property (^ Te Aute Ridge Rd, Te Henga) was barely affected but neighbours lost their driveway and beach badly damaged especially coastal cliffs.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Community working bees

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

More council initiatives, like providing ideas, facilitating communal activities, regular longer term reportbacks, sharing portals...

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Much more stringent restrictions on where building is permitted (eg. tighter Government regulations)

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1853

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Sever slips locally, repeated Road and bridge flooding

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

My insurer, but only just

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

My neighbours being able to move back into their red stickered property

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Remove some off the mangroves from Little Muddy Creek these undoubtedly contributed to the local flooding of one property on Landing road as well C as flooding of the bridge at Tangiwai Reserve. The mangroves have grown unchecked for decades and are a disaster waiting to happen

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Remove local mangrove growth



Storm Recovery and Resilience Consultation

#1868

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

There were many damaging slips and flood damage to buildings and roads in the Titirangi area.

For the first time in 30 years we suffered a minor ingress of water which damaged wall linings and carpet in one room of our home. We have just received a settlement offer from insurers. The leak was, we think, the result of the rain intensity and storm wind direction.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods

3. In the months following the storms, what has helped you and your community get through?

The council's pretty swift response in stabilising land slip areas and protecting these until a more permanent solution can be identified and implemented.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

It will take time, but once all the roads and slips have been reinstated and mended, and people's homes have been restored to them.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

By enhancing stormwater management and “removal” and even more regular checking and clearance of drains and culverts. Also by addressing the nine areas of initiative proposed by the Council.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

These look useful and significant measures to address the threats posed by extreme weather events.

Might support for communities include supporting initiatives to assist people with gutter and drainpipe clearance?

Would Stream Rehabilitation include a plan for new or improved riparian planting, as required?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

I think Council and its Officers should scrutinise the effects of planning requirements and perhaps of underfunded inspection processes in order to minimise the use of impermeable surfaces around new buildings, and so reduce (rather than go on increasing) water run off.

The degree of concrete ground coverage in new housing developments, for example, suggests the need to introduce less permissive regulations (or ensure compliance with current regulations).

Council might also consider new regulations that make it impossible to build housing on flood plains or vulnerable sites.



Storm Recovery and Resilience Consultation

#1873

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

I live in Titirangi and was impacted by slips and storm damage to roads, meaning I could not access places that I wished to. I know people who had damage to their property. I have an overland flow path running through the back of my property and took steps to ensure it was clear of debris. However, at least three times this year, the water flow has been too great for the water to flow through a pipe under the neighbouring houses' driveway and the water has taken a course over the top - again I have taken steps to make sure the water can flow away from my property. On the other side, a similar situation caused the front of my property to have a large amount of water flowing across it - the house is unoccupied and so no clearance of the stream bed ever takes place.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Discussion about how to make things better in the future, and hope that this will happen.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

When we have functional drainage routes, streams and rivers that are resilient. When our streams and rivers are treated in law as a treasured resource rather than an annoyance and impediment to developers.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

To gain a deep understanding of how flooding and drainage works in our City and making room for this to happen. By not treating the 2023 deluge as "unusual" but planning for such things to occur with more regularity and even more severity. To have regular monitoring and maintenance of waterways to ensure they stay correctly vegetated to prevent bank collapses and dam formation. To design Auckland as a sponge that can absorb water rather than creating a waterproof coat that will always fail and just push water elsewhere.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

If we don't spend money now, we will spend more in the future. The initiatives all sound good to me.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Some issues that I have seen doing volunteer riparian planting and weeding in this area with were caused by streams being dammed by rubbish. There is a huge amount of rubbish that has been dumped over people's back fences if they back onto a reserve or stream, or from the roadside. Have you considered ways of preventing this accumulation?



Storm Recovery and Resilience Consultation

#1895

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

The storm water drains in my street (Laingholm) overflowed and water flowed from a number of properties across the road onto my land, under my house, carving a water course and damaging items stored there.

The creek in my yard flooded and ripped out my garden bridge and steps, these are in the neighbour's yard still because they are very heavy.

Slips on the road prevented me from leaving the house for a few days and a pothole in the road damaged a brand new tyre on my car.

My friends had their house stickered because they were slipping.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

It feels like our community is resigned to the fact that this is what climate change looks like and we will have to cope.

I thought about moving away from Laingholm after the floods because we have a creek in our backyard and between us and the beach is a small flood plain, but we are a close community and we will help each other.

We do feel supported by the Auckland Council, especially Parks and Recreation because they help with our many green spaces, and Healthy Waters and Watercare are very helpful with our creek restoration and beach care.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Please fix the pot holes and plant the slipped road cuttings with native plants

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

In our neighbourhood the main task is to clear the stormwater drains and make sure they are keeping water off private property or not damaging the road itself.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Maintenance should focus on the stormwater drains, weed control on roadsides and restoration of waterways.

I belong the Restoration Ruatuna (restoring nature in Laingholm). We are volunteers that have been restoring our local stream and green spaces for more than five years, so we can help with this work and we can also help to gather flood intelligence.

We have our own local rain gauge and participate in the Wai Care stream monitoring program.

I think the engineers should look at the culvert at the bottom of the stream and see if it has enough capacity to cope in floods. There are a few private properties along those lower reaches too, so I hope their section of the creek is unobstructed, someone has built a fence across the creek.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

The Auckland Council and AT need to work harder to remove weeds from roadside cuttings and replace with soil binding natives to prevent slips in the future.

#1895





Storm Recovery and Resilience Consultation

#1902

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

We live in Karekare and a large number of properties were seriously impacted by the cyclone. We had no power for two weeks, no cellphone coverage for several days and were cut off for several weeks with 17 slips - some absolutely massive on our roads! This made it too dangerous unless absolutely essential to drive in or out of Karekare, both in terms of our personal risk and the future stability of the roads themselves. It badly affected people's livelihoods, schooling etc as well.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Having a Karekare community Resiliency plan that had to be adapted due to circumstance. People stepping up in our community to take on all sorts of necessary roles, creating a community hub which became an essential focal point for information and supplies, a local road crew who worked on our roads to get them to a safe driveable level when AT were MIA. Also our local volunteer Fire service and support and equipment from the Surf Club etc. Back up support from the Waitakere Ranges Local Board and the AEM and the Recovery Office was also of great help too in terms of assistance with resources, supplies etc.

4. What would help you and your community feel like you had ‘recovered’ from these extreme weather events?

Ongoing support. It's not a quick fix and we need to have mitigation/contingency plans for the future.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Better planning with communities, community-led and supported by Council and relevant agencies. I

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

These are all really important and each area will have their own priorities. Funding local people to do a lot of the maintenance work needed would save money

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1905

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Lose of road access, lose of power and some long term damage to home owners property as well as long term damage to public/community like beach and local tracks and lifesaving facilities.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

The local community itself joining together looking out for each other and getting things done.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Things fixed like roads, tracks and facilities along with protection to see that future events won't impact in same way. Otherwise we will need to keep fixing them over and over.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Clear Communication, simple problem solving, support communities who know their issues best.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

All seems pretty sensible. Let's just get onto it.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1912

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Our small coastal community out west fared better than others such as Piha, Karekare, Muriwai & Bethalls but it did give us a reality check about what we might face in the future. Cornwallis could be just as badly affected as these areas were so we are trying to put things in place to manage the risks. We had some road movement, some houses were affected by slips & flooding, we had loss of power & connection.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

We have applied for the community resilience funding through auckland council and have created a resilience group however it would be good to have consultation with experts about what we actually need to focus on to prepare our community as we are really just guessing at what we need. It would be good to get a big picture of the land, how it is moving, what we can do to mitigate this. We also had to fight quite hard to get a tree bought down on our property that was a definite threat to our house for future storms because the road had cracked all around it and it was hanging over our house. Perhaps more understanding in these circumstances.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

We have needed some kind of bin to move landslide branches and debris as this has now been dumped along the roadside by residents. As mentioned above, we would like help with priority planning for the future. Drains cleared more regularly.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Cleaning drains more regularly

We could look at sponge cities and where these have been implemented in other countries to get inspiration for future planning.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Somehow consulting with and helping communities understand their flood risks and what they can do to help mitigate these so that we are taking the correct actions.

Working on improving our stream systems. More funding to help on the ground with weed control, stream restoration, cleanups, plantings etc.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Consultation with locals in high risk areas which I believe all coastal areas are.



Storm Recovery and Resilience Consultation

#1923

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

main roads in the area were closed and inaccessible, lots of slips, many people lost their houses

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

Working together

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

ensuring no further slips can happen

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

1. Healthy, flourishing greenways: Native plantings increase stability and absorption.

Greenways provide permeability and filtration that drains don't. Sustainable, thriving native ecosystems support urban biodiversity.

2. Stronger community empowerment: Not only homeowners' responsibility - they need

support and resources, because: Awa need to be managed as part of an overarching

plan as they are flowing entities across the land. Ramifications of actions taken upstream are felt downstream.

3. A holistic approach: I support the sponge city approach. Adopt a nature-based

approach in the long-term plan. Plan for, provide and increase connectivity of green spaces to increase city absorbency. Have region-wide and catchment-based plans. Increase permeability - unseal hard surfaces, encourage rainwater collection, etc. Encourage density done well

instead of outward sprawl, with requirements for more green spaces.

4. Better communication: Ensure adequate alerts, e.g. alarms for people in flood prone areas.

Invest in the community's stream intelligence and awareness of waterways. Involve community in emergency readiness and response, e.g. unblocking drains safely.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1942

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Flooding of Oratia Stream in Glen Eden seriously impacted properties in Borich Road, Sunnyvale. I was not personally impacted but was involved from outset in trying to find out who had responsibility for the removal of the debris which had accumulated in the riparian plantings alongside the shared path and in the stream. It took months to identify that a joint action plan was being devised by Ecomatters, MPHS and Healthy Waters.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

No damage to my home

3. In the months following the storms, what has helped you and your community get through?

I have attended various meetings in the Oratia community which were principally attended by rural landowners from the Oratia neighbourhood. Their needs were quite different to those of the downstream residents of Borich Road whose properties had been flooded. I am not aware of any community engagement in the Sunnyvale area to address the clean up issues i.e. no community meetings and ultimately very poor engagement from affected community members when the clean up finally took place.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

I cannot speak to this issue as I wasn't personally affected by the floods. However I can finally walk down the shared path without feeling agitated by the extremely slow response to clearing out the stream of fallen trees, fences and assorted other garbage.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Publicise immediately the direct line of communication for finding out who is responsible for formulating plans for cleanups.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Streams in the Waitakeres are often on private land and are subject to slips, dumping, fallen trees and other blockages, dams and other modifications. What can the Council do to make these owners compliant? Debris washed downstream onto Council land and waterways then becomes a problem that local community organisations have to solve and that requires a community development approach as intensive input is required to get engagement from those affected (often tenants not landowners).

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?



Storm Recovery and Resilience Consultation

#1963

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Anniversary day storm -

Road nearby slipped away around 3pm, only 2 hours into the storm. We did traffic control before attending to our own situation.

Overland water flows like nothing we have seen before.

Extreme anxiety heightened by lack of alerts, comms, anywhere to go.

Cyclone Gabrielle -

Saturated land gave way on our property - a small slip approx 2m x 2m behind our home which gently nudged up against it, earning us a yellow sticker

A second major slip at 450 scenic drive blocked us in - the "slip sandwich" . Trapped with no power, phone, internet, cell reception. 20 homes here but no one knew until we got a text to Radio NZ.

Multiple neighbours also logged requests for help but in the confusion these were not actioned. Eventually word got out and the Air Force dropped supplies.

Since then -

Not much. Culverts are still blocked. Road still has underslip at 412.

Other slip at 450 scenic drive is untouched and seems like there is no plan.

Lack of comms is adding to the anxiety.

Other nearby areas eg Piha have dedicated newsletters, officials and area wide geotechnical studies. Waiaatarua seems to be forgotten?

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by slips or landslides

3. In the months following the storms, what has helped you and your community get through?

Neighbours helping each other

Helping with community clean ups got new friends and new avenues of support. We were loaned a generator after helping with flooded homes in Swanson.

AT have been good with barriers and signage for the slips at 412 and 450 scenic drive - but no apparent progress on repairing them. Local residents like us have a few ideas why these slips happened.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Fix the slips! We are told (informally, by AT workers and contractors we manage to talk to) that fixing the underslip at 412 scenic drive may take 2 years

There seems like no plan to fix the recurring slip at 450 scenic drive as it comes from private property. Yet this recurring slip threatens our safety and we should not have to live under constant risk simply because the owner chooses not to live here nor remedy the landslide risk.

Removing the yellow sticker on our property feels like we are on an experiment. The process is ad hoc, uncertain and open to opinion of any official - who keep changing, siloing their comms and emails, and have differing interpretations and advice.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Better emergency comms - localised alerts that are relevant

Better preparation such as keeping culverts and streams clear. Eg our new local contractor Ventia told me it looked like the culverts on scenic drive had not been cleared in ten years - we have complained about it for that long! Previous contractor was Fulton Hogan but it seems no one checked what they were doing or not.

Ensure contractors such as Treescape do not leave slash on stream banks or in flood zones.

Daylight streams and provide more open green spaces in flood zones - support this as a priority for managed buy outs.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Do it all - it's probably a bare minimum.

That budget is approx \$300m /year of which presumably some would come from central government.

Auckland Council should stump up whatever it takes. This is essential infrastructure, protecting lives and property.

Also, borrowing to pay for this makes sense.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

More wetlands to help filter and slow water flows

Alerts based on local data eg rainfall at nearby guages

More civil defence outposts eg at local halls



Storm Recovery and Resilience Consultation

#1967

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Your feedback

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Extreme Flooding

2. Was your home flooded or damaged during the extreme weather events in early 2023?

Affected by floods, Affected by slips or landslides, Other damage to my home

3. In the months following the storms, what has helped you and your community get through?

Listening to information knowing that we aren't alone.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

Closure on what is going to happen to our home.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

I don't know. no more building new homes infrastructure can't take it.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Our rates already high.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Free life jackets?



Storm Recovery and Resilience Consultation

#1978

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Your feedback

Visionwest Community Trust

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

'Visionwest Waka Whakakitenga is a large social service provider with offices in West Auckland and this response reflects our experience of working with members of the community who were affected by the events of January and February 2023. It does not reflect individual staff views, many of whom were also personally affected by the events.

In this response, our focus is to discuss the wider community. First and foremost, we stand with the wider community that was affected in so many ways emotionally, physically, spiritually, and financially. We mourn the loss of lives and recognize the grief that many are experiencing across the rohe. Details of impacts on our West Auckland community have been outlined more fully in our recently released Flood and Cyclone Report which is attached to this submission and should be read as part of our response.

A summary of effects on our local community can be described as:

- Isolation and disconnection
- Loss of life, home, and livelihood.
- Increase in mental health distress.
- Increases in financial support needs
- Significant compromise to water, power, and internet connectivity, which, in turn, impacted access to food, resources, and information, healthcare services, and places of education and employment.

Visionwest responded to over 3,500 whānau enquiries regarding flood relief. Details of what people needed most are outlined in question three below.

While this response is focused on the impact on our local community, it is important to note that housing that is leased by Visionwest and used to house vulnerable members of the community in their journeys out of homelessness were compromised – two were completely destroyed and 27 were extensively damaged.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

I don't know

3. In the months following the storms, what has helped you and your community get through?

Our experience demonstrates that what has helped has been immediate communication and connection, immediate food relief, and ongoing mental health support for all.

Connection – despite common assumptions about urban connectivity, the reality is that many people often don't know, or may have never met, their neighbours or be part of any local community groups. Having a community hub/centre of connection and having people reach out to whānau has helped to reduce feelings of isolation, loneliness, and helplessness following the events.

Communication – it is well documented that there were gaps in communication from local authorities as well as inconsistencies in sources of information – not just about the event itself, but how to access support afterwards. Apart from availability of information, there were also concerns regarding accessibility to information – for those who lost their phone and/or property in the floods, they had limited means to access many of the communication channels used. What helped get our community through was having a central team of people who led and coordinated the response and supported flood affected households in navigating various avenues of support, getting the information that was needed and helping them understand the processes involved.

At Visionwest Waka Whakakitenga our Kaupapa is centred on values of whanaungatanga, aroha, mana and manaakitanga with a mission of kia Tumanakotia, building hope together.

This means that our approach always involves connecting with people where they are physically and emotionally. By early on Saturday 28th January, the Visionwest team were at the Kelston Community Hub welcoming and connecting with people as they arrived.

Allowing

people to tell their stories was central in their ability to manage next steps and allow other to support them with what they needed most at the time.

In the immediate aftermath of the Anniversary Weekend Floods as well as Cyclone Gabrielle, and throughout the months that followed, the Visionwest team supported over 3000 whānau with food, visited the neighbourhoods of 164 whānau, over 7300 people received food support, 84 with replacing household items, and 9 enrolled as Money Mentor clients. In addition, the Wellbeing Centre has provided 133 Individual Counselling sessions and our Trauma Informed Care service Matanga Oranga has provided 38 one-one sessions and seven group sessions. On of our counsellors also visited five schools to provide counselling to students. We have worked with funders and partners to provide transport where needed, access to winter warmer packs, and ongoing support as our community continue to navigate supports and systems even after the immediate response teams from other organisations have returned to BAU, as insurance payments end, and as whānau try to maintain their health and wellbeing.

4. What would help you and your community feel like you had ‘recovered’ from these extreme weather events?

As we have mentioned, while others are beginning to business as usual, for those impacted by the extreme weather events, this is not the reality. Visionwest strongly believes we are still in a “response” phase and that it is too early to comment on recovery beyond re-stating that connection, communication, and hardship support tailored to the needs of each whānau is paramount.

In preparing our response to this consultation, Visionwest spoke with whānau that we are journeying with about this question and the dominant themes were those of continued mental health and wellbeing support, recognition of cascading effects of the extreme weather events in relation to financial hardship, security of housing, existing and new medical conditions, and whānau specific supports. Comments included:

“a stable home.”

”I want to be in a house where I feel secure and safe with my son.”

“I am only in need because of landlord/property manager who made us homeless....now got a house but it cost \$4,000 to move in.”

“Money will be an ongoing challenge....I need to adjust to ways of life I never had to before.”

“We need counselling.”

“Counselling is a key.”

What works for one person may not work for another. Another theme that was apparent was that support that was available was not always tailored to whanau specific needs – health conditions of dependents not always considered when accessing benefits, cost of moving, state of different homes, complaints to property managers not always addressed. Until people feel supported and acknowledged, until their sense of safety is restored, they cannot feel recovered. Visionwest welcomes further communication and involvement from Auckland

Council in connecting with communities.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

We acknowledge the information shared in the webinars and public meetings and welcome the incorporation of learnings from 2023 into the next review of the Unitary Plan. Visionwest recognises that much of the work that is involved is dependent on partnership with central government and we strongly encourage planning and processes that mitigate risks of further devastation to homes and housing in Auckland.

Flood and weather events like those of 2023 are likely to increase in frequency and, therefore, homes cannot continue to be built on flood plains or areas where infrastructure is likely to be significantly compromised.

Any housing developments must consider design, construction, and materials to demonstrate how they can mitigate risks of, or adapt to the possibility of, flooding.

We strongly encourage Auckland council to extend and strengthen partnerships with community organisations that know the faces of those impacted well. As mentioned above, communication and connection are key elements of disaster preparedness and response. By resourcing community organisations, Auckland council can share the work of sharing information to our communities, particularly for those that cannot access conventional channels such as online news media or social media platforms. It is imperative that there is transparency and complementary communication to all homeowners about the work that is happening. Communication needs to explain the role of each responding agency (that is, what is Auckland Council responsible for vs Watercare and so on), how they interact/impact with other departments, timelines for remedial work, and up to date accurate contact information.

Given the short timelines on this consultation process, Visionwest has not had the opportunity to fully capture whānau voice in all our comments, and we strongly encourage Auckland Council to allow a wider representation to have the opportunity to consult on and contribute to this mahi.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Visionwest Waka Whakakitenga welcomes investment and support for community groups to undertake resilience activities. We would welcome partnership in supporting whānau who may lose their homes in the case of housing removal or property buy outs, but we would like to understand what percentage of the \$400million allocated to Operational Expenditure to improve service delivery as part of the plan would be allocated to community hubs and

community initiatives and organisations. Visionwest is currently undergoing campus redevelopment and would welcome the opportunity to discuss investment into, and collaboration in design of, our community hub, which could be used as an information centre or shelter in the event of future weather events.

In addition, to support flood response and to aid in addressing themes of community and connection, community liaison roles, trained by Auckland Emergency Management, but employed in community agencies could give AEM on the ground sight and vision in disasters but also community agencies understandings of AEM processes, thus informing the way we care for our community.

We are also mindful that the expedience with which this consultation is being undertaken necessarily limits full participation by those who are most directly impacted. Many of these whānau are still negotiating refixing mortgage payments, managing increased living costs, resettling children into school and supporting wider whānau mental health needs. The knockon effect of these events after years of change and unsettled patterns of social interaction has amplified feelings of isolation and loneliness. These events have also added strain to whānau who are also experiencing increased financial hardship along with the increased costs of living that are well reported. However, Visionwest believes that significant investment into this area could not be more important at this time. Alongside these initiatives, there needs

to be continued investment into housing provision and supports for communities as outlined above.

One method identified has been upgrading capacity and safety of high priority culverts and inlets. West Auckland was severely affected and there is little clarity on what Auckland Council categorises as “high priority” upgrades. Visionwest welcomes Auckland Council’s proactive

approach and would encourage a full audit of all culverts and bridges to upgrade capacity.

7. Are there any other activities that you think are important to manage flooding that haven’t been included in Making Space for Water?

As mentioned elsewhere in our response, improving channels of communication would be imperative to ensure there are centralised warning systems as well as consistent information available before, during, and after floods. Visionwest looks forward to seeing more information about community resilience plans in the future to ensure they respond not just to immediate responses but to longer term responses and recovery journeys including investment into community services, education, and communication and ongoing support for

the mental and physical wellbeing of those that call Auckland home.

Flood and Cyclone Report

It takes a community to help a community.

AUGUST 2023



Visionwest
Waka Whakakitenga

building hope
together

| *Kia Tūmanakotia*

Executive Summary

The ability to respond immediately

The Auckland Anniversary Weekend (27 January 2023) weather event was unlike any before it. The storm's ferocity and the volume of rainfall took the city by surprise and had a devastating impact on Te Uru o Tāmaki Makaurau West Auckland and other parts of the city. Two weeks later, Cyclone Gabrielle hit bringing more devastation. The result for many whānau was the loss of accommodation and household possessions followed by challenges relating to mental health, personal finances, and food insecurity.

Visionwest responded – a distinctive feature of this response being the speed with which we were able to react to the needs of those affected.

The ability to mobilise so quickly lies in the simple reality that responding to the needs of people who are vulnerable or experiencing difficult times is what we do every day. And, while it is true, we had to pivot some of our services to appropriate delivery mechanisms, and the presence of a crisis meant there was a greater urgency to much of the work we were engaged in, our focus continued to be on walking alongside those who are facing tough times.

Lessons learned during COVID lockdowns proved to be invaluable as we adjusted the way we provided essential services within the context of the weather events.

It takes a community to help a community

“It takes a community to help a community,” is an apt description of the days, weeks and even months that followed 27 January as Visionwest joined with other social service agencies and organisations, working together, utilising our strengths, and sharing our resources, to ensure essential needs of those impacted by the floods were met.

Through the generosity of the community, Visionwest received, from a variety of sources, over \$670,000 for our flood relief work. As of 23 June, 92% of this money had been spent directly on flood relief with the remaining 8% earmarked for spending in the next few weeks.

A wraparound response

The result was the ability to be proactive in meeting multiple community needs as they arose including housing, food insecurity, financial, and mental health support.

This report outlines, in detail, Visionwest's response to crisis and the way the community rallied together to help others at their point of greatest need. It also lists some of the observations that will help shape how we respond to crises in the future.

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Introduction

On Friday 27 January, West Auckland received more than its average January rainfall (201mm) in less than a few hours. The resultant flooding meant that many whānau were displaced, some losing everything they owned, including their home. Because, on a day-to-day basis, we are active in the West Auckland community, Visionwest was able to be part of the immediate response.

The immediate and longer-term response was unprecedented for Visionwest. It was, however, shaped by the mechanisms and protocols established during the COVID pandemic. As with COVID, we had little warning of the timing or extent of the disaster but our teams and the individuals within them were able to meet the events head-on with an understanding of the need to be flexible in our response to community needs.

It must also be noted from the outset that it takes a community to help a community. No one agency or organisation has all the answers or all the resources to respond effectively to events like these but, by working together and playing to our strengths, we can prevail.



Days of Devastation

Auckland Anniversary 2023 holiday weekend, heavy rainfall across the upper North Island caused widespread catastrophic citywide flooding. From 5pm on Friday 27 January, severe and, in some cases, unexpected, flash flooding occurred, the worst affected areas being West Auckland, North Shore and parts of South Auckland. A state of emergency was declared in Auckland and parts of the upper North Island.

Two weeks later, between 12 February and 14 February, Cyclone Gabrielle battered New Zealand. Once again, heavy rainfall was experienced, this time accompanied by gale-force winds. A nationwide state of emergency was declared with many regions severely affected.

While Hawke's Bay and its surrounding area bore the brunt of this cyclonic assault, Auckland was far from unscathed. Within Greater Auckland, several areas were affected by landslides and many houses were lost. Once again, many whānau lost their homes and possessions, and a number of those battered by the Anniversary Weekend floods were hit hard once again.

In the aftermath of these combined weather events, many whānau were displaced from their homes. Throughout Auckland, up to 8,000 homes were left in need of damage assessment. By Wednesday 8 February (prior to Cyclone Gabrielle), 277 homes had been red stickered, 1,615 yellow stickered, and 2,566 white stickered.¹

¹ A red sticker indicates the building is unsafe to enter, a yellow sticker that the building has restricted access, and a white sticker indicates damage that is minimal, meaning the property is inhabitable but in need of remedial work.

Visionwest Response – *Overview*

PART ONE

Visionwest Response – Overview

The Immediate Response

The severity of the Anniversary Weekend flooding required an urgent response from a number of agencies and community organisations. Displaced whānau, many of them traumatised following narrow escapes from flooding and landslips², were left uncertain about where to go or what to do.

As soon as the extent of the flooding in West Auckland was known, the principal at St Leonards School in Kelston opened the school as an evacuation centre. Deputy Prime Minister and local MP Carmel Sepuloni and other community leaders including Sir Michael Jones and Eroni Clarke, initially coordinated the relief effort before Civil Defence and Red Cross arrived to oversee the process and establish an official Civil Defence Centre (CDC). Once the announcement was made that CDCs had been throughout Auckland, large numbers of people began turning up, often with nothing but the clothes they were wearing. Some had seen their homes engulfed and had waded to safety through deep water; some with children on their backs, others carrying family pets or whatever valuables they could salvage.



A flooded Visionwest property.

Visionwest's response began with the immediate mobilisation of our housing teams. By early Friday evening, within hours of realising the extent of the flooding, the Visionwest Community Tenancy and Supportive Housing teams were on the phone contacting each Visionwest tenant to check on both their personal welfare and the condition of their property. When necessary, help was provided to ensure affected whānau made it to places of shelter.

At the Kelston St Leonards School CDC, Kelston Community Hub had taken on the role of providing food for those who had been displaced from their homes. It was Community Hub volunteers who first reached out to Billie-Jean, Visionwest's Kaiarāhi Tikanga. Billie-Jean, in turn, contacted members of Visionwest's Community Services teams including our Community Connectors. By early Saturday morning, a number of Visionwest staff were at the CDC taking an active role in its set-up and day-to-day running; primarily involving themselves in the task of welcoming and connecting with people as they arrived – many traumatised by the events of the previous few hours.

This role of connecting with displaced whānau turned out to be a critical part of the flood response process and one that must not be downplayed. Civil Defence workers, and first responder agencies including Auckland Emergency Management (AEM) did an excellent job of processing people upon arrival which involved having them complete a one-page assessment form before allocating a camp bed and blankets.

This process, while necessary and well handled, did not necessarily acknowledge the presenting trauma many whānau arrived with, leaving some confused or overwhelmed. Nor did it necessarily fit with the cultural practices represented amongst Māori, Pasifika and other ethnicities who had been displaced without warning. This is written about in greater detail in the Community Connector section.

² We must never forget that, over the two weather events, four people lost their lives. As traumatic as it was for many whānau, for those who lost loved ones, it was catastrophic.

"We were involved in first response stuff, welcoming people bringing them and making sure they were okay. It was just surreal ... the trauma and shock ... there were people who were just numb. You could see it, like it was replaying in their minds over and over ... they didn't have the ability to process the present, let alone what they were going to do in the hours or days ahead." [REDACTED] – Kaiarāhi Team Leader, Visionwest Community Connectors.



This immediate response occurred organically as Visionwest staff responded according to their Visionwest roles and because of the myriad of existing networks Visionwest has within the West Auckland community. Coordination was needed, however, to maintain the effectiveness of our response in the medium to long-term. This was the role of Visionwest's Emergency Response Team which, by early Saturday morning was meeting to coordinate the support services we were equipped to offer to the relief effort.

A fundraising webpage was also established to enable the public to donate. Funding and flood response expenditure is written about in greater detail in Part Three: Fundraising and Spending.

The Next Few Days

Within hours, the Kelston Hub found maintaining a food supply for those arriving at and staying at the CDC to be an enormous challenge. The Visionwest staff stationed at the CDC contacted Visionwest's Pātaka Kai to advise them of the need. Volunteers were called in to pack food at Whata Manaaki, Visionwest's food warehouse, and bulk food supplies were delivered. Food parcels were also delivered to any flooded homes which Visionwest knew about and to homes that were still inhabited in streets and communities most heavily affected.

Not all those who arrived at the CDC were looking for a place to stay. A significant number came to request support with food. The Kelston Hub used the bulk food supplied by Visionwest to make up food parcels to give away to these people. Others came, not looking for a place to stay but with a need to escape their flooded streets and, for a brief while, connect to something that felt normal.

Over the coming days, a natural apportioning of responsibilities occurred within the CDC. Civil Defence, AEM, and Red Cross handled the important assessment of those arriving before assigning them a place to sleep and introducing them to MSD and other agencies who were providing support.

Visionwest's established role as an anchor organisation within the West Auckland Community meant we instantly adopted a similar anchoring role for the flood response and we were able to help with moving items in and out of the CDC, feeding displaced people that came into the CDC and, in the days ahead, supporting whānau through the MSD process and ensuring they had access to available support, and setting the tikanga about how whānau were best welcomed and looked after in the evacuation centres.

The value of Visionwest's work was acknowledged by our inclusion in the daily briefing and debriefing sessions which encompassed all organisations and agencies at the CDC.

These first few days were chaotic but achieved much as people worked to their strengths and proved that a community that works in synergy can do amazing things to support the wider community.

Four Critical Steps

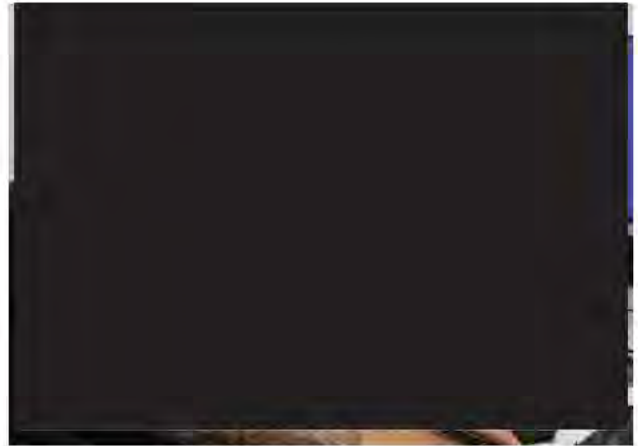
Early on, as part of our flood relief effort, and alongside our usual support services which continued to operate, Visionwest took **four critical steps**:

- In the immediate aftermath of a disaster communication to the public is key, and Visionwest played a pivotal role in this.
 - A freephone flood relief hotline was established and widely publicised for whānau to phone in with any flood-related needs. For the first few weeks, this phonenumber was open seven days a week and provided the community with one phone number through which they could access almost all information related to flood relief matters.
 - A user-friendly web-based fact sheet was created from information collated by the West Auckland Together Collective, of which Visionwest is a member. This contained a comprehensive list of information with hyperlinks to the agency and organisational information whānau needed in order to access critical assistance. The importance of creating a central repository for this information cannot be overstated. Coordinating the communication of key information to the public and to other agencies who were having people reach out to them for help is perhaps one of the most critical things Visionwest and West Auckland Together did in the early days following the weather events.

Even at the best of times, many people, especially those with English as a second language, find it difficult to access and navigate relevant information. So, whether it was the Mayoral Relief Fund, Temporary Accommodation Service through MBIE, the Civil Defence payments through MSD, or other funding and service sources – it was listed on our Flood Information webpage.

The page was also available as a printable pdf which we distributed amongst agencies and organisations across West Auckland so that it quickly became the go-to communication for all things relating to flood relief.

- Recognising the need to have staff members who were focused solely on flood relief support, two people were employed on a short-term basis: one as a Flood Relief Coordinator and the second as a Community Connector focusing on the coordination of Visionwest's flood relief activities. This is written about in more detail the community connection section.
- A pop-up pantry was established alongside our Pātaka Kai food parcel service to enable those who had lost the entire contents of their pantry to restock all those smaller items – such as butter, salt, and other condiments – that are essential to cooking but would not necessarily be included in a food parcel.



A flood relief hotline was quickly established.



A pop up pantry was established at Glendale Campus.

Visionwest Response – *In Detail*



PART TWO

Visionwest Response – In Detail

Part Two of this report looks in greater detail at Visionwest's response to the specific support needs we encountered. To ensure a complete picture of Visionwest's response is provided, some information from the overview above is repeated in these following sections and some sections may overlap with the information they contain.

First Things First

The first thing acknowledged by our Emergency Response Team was that Visionwest is not Civil Defence. Our role was always one of responding to crises in line with the capabilities and strengths of our organisation. This includes utilising the experience and expertise that sits within our support service teams and accessing the many networks that we are a part of throughout West Auckland and further afield.

This required that each Visionwest team worked to its strengths. Some teams were required in the immediate response, some in the days and weeks that followed, some expect to be dealing with issues related to the aftermath of the flooding for some time to come.

It also required that each Visionwest team evaluate how to best deliver services in the midst of this latest crisis. Our previous response to the COVID lockdown events meant we had learned and now understood the need to be flexible in the way services were delivered.

An example of this is seen in the delivery of food support. During the COVID lockdowns we had learned to pivot our service delivery according to the needs and the regulations in force at the time. In the days immediately following the flooding, those most severely affected couldn't come to Visionwest's Pātaka Kai for food and, even if they could, they had no way to prepare and cook meals. So, an alternative means of supplying appropriate food was required. The need to be flexible in our food support service delivery is written about in detail in the food support section of this report.

Response to Housing and Displacement Needs

For those displaced by the Anniversary Day floods, accommodation was an immediate priority. By early evening on Friday 27 January, within hours of realising the extent of the flooding, the Visionwest Community Housing teams were on the phone contacting each tenant to check on both their personal welfare and the condition of their property. Support Navigators from our Supportive Housing team checked on the whānau wellbeing to ascertain who needed support and what support was required. At the same time, Tenancy Managers from our Tenancy Team were doing their own checks; phoning to determine property needs.

"We knew we had families in low-lying areas, so we called these whānau first. Many reported serious damage and the details had to be passed onto landlords. Our main priority, however, was the families and ensuring they were able to get to safety." [REDACTED] –

Lead Tenancy Manager Visionwest Community Housing – Tenancy.



Obviously, housing was the first priority but there were other needs that came out of that. So much stuff was lost for people. Things needed replacing and tenants needed support with everything from food to counselling. There was a real collaboration between the two housing teams [Tenancy and Supportive] to make sure we were able to meet the needs of each of the tenants. [REDACTED] – Clinical Manager Visionwest Community Housing – Supportive.



While only two Visionwest leased properties were totally destroyed, 27 were severely affected and needed extensive repair. The most pressing issue, however, was finding accommodation for those who had been displaced. Many had lost everything and were left with only the clothes they escaped in. For the first night, some of these whānau had gone to the homes of friends or extended family. Many, however, were forced to stay in their cars. By Saturday morning, word was getting around that Civil Defence Centres (CDCs) had been established and people were directed to these.

The flooding was terrible. We lost everything. When we left our place, the water was knee deep, but it got a lot higher. We went to the school in Kelston then got sent to a hotel but that was only for a few days before we were back at Kelston. After a week or so, a house was found for us. We lost all our furniture, all our food, our clothes ... everything. Miriam.

Visionwest Community Housing had an immediate concern for those already experiencing homelessness when the storm hit. Our Supportive Housing Project Coordinator, who has experience in connecting with whānau living rough around West Auckland, went out to physically check in on some of the otherwise forgotten street homeless community. He spent time visiting vans, tents, and other rough sleepers, particularly those in parks and places which had been hard hit or in the vicinity of where large trees had come down. Immediate needs were discussed, and support given where appropriate.

Observations relating to housing and displacement needs

A common misconception is that those who live in city suburbs are surrounded by support structures. While this may be true in one sense, a sad feature of modern suburban life is that people often don't know, or may have never met, their neighbours. This caused many of those living in suburban streets to feel isolated and alone following the flooding.

Communication was also an issue resulting in many whānau being uncertain of who to ask for help and where to go to receive it. Those who were forced to leave their homes usually left behind everything meaning their only means of communication was their mobile phone, assuming they had that with them, and it wasn't water damaged. For those who had a phone, limited data or an inability to recharge batteries meant many were unable to access information passed over the internet and were reliant on word of mouth.

Due to the shortage of appropriate emergency housing, we observed that it was challenging for the CDC team to find suitable accommodation and there were examples of whānau being placed in housing that was not suitable for their family situation. For example, a West Auckland woman and her two children were allocated emergency housing. It was for two nights only but was in Papakura, an hour's drive (43 kms) away. She would have had no community or family support, her children would miss school, and she had no vehicle so would need a taxi to take her there. She decided it was not worth it for two nights and remained at the CDC.

We do acknowledge that, within the current constraints relating to housing, it is not surprising that the supply of emergency housing was challenging.

It must also be noted that it wasn't just those whose homes had been destroyed who needed shelter;

A lady came in to the Pātaka Kai and we got talking. She was from South Head and had been away from her home when the flooding occurred and was now unable to return because of slips. She and her young son had been sleeping in her car. I asked her why she didn't ask for help. She said, 'Well, it was only for a few days and besides, I didn't know where to go.' [REDACTED] – Visionwest Kai Services Manager.



A final observation is that sheltering at a CDC was a challenge for some. For those with mental health conditions, being placed in a dormitory-style situation with unknown people was far from ideal. One mother came to the CDC but had to leave shortly after because the presence of so many people in close proximity provided too much mental stimulation and was detrimental to the behaviour and mental health of her daughter who lives with severe autism.



Housing Response Statistics

Statistics as of 23 June 2023



Visionwest leased
houses totally
destroyed



Visionwest leased
houses extensively
damaged



Whānau contacting Visionwest
with accommodation needs

**It must be noted that Visionwest's response to the housing need arising from the flooding was not limited to those who were Visionwest tenants. Almost 300 enquiries relating to accommodation were received from whānau who were not Visionwest tenants. Those we couldn't help directly were passed onto relevant agencies and organisations.*

Response to the Need for Connection

Visionwest has a team of six Community Connectors whose everyday role is to meet whānau who may have a need, listen to their stories, and advise them of the avenues they need to go down to find the appropriate support. The importance of these Community Connectors in Visionwest's flood relief response cannot be overstated – they were invaluable from day one and continue to play a vital role. So much so that we added two staff – a Flood Coordinator and an additional Community Connector – specifically in response to the flood relief needs.

Human connection was an important facet of the flood response. One critical need immediately observed by the Visionwest team was the desire for those struggling with storm-related trauma to experience connection and relationship. The CDCs had robust systems in place for information gathering, processing physical needs, and allocating sleeping spaces. However, many whānau were suffering various degrees of shock which, at times, rendered them unable to coherently provide even the most rudimentary information or to make basic decisions about their future. In many cases, the storms triggered past traumatic experiences for individuals that ran deeper than the loss of material items and brought feelings of total loss and deprivation. This is written about in detail in the response to mental health needs section of this report.

Others were suspicious of the process which required them to hand over personal information. For these whānau it was necessary to connect, listen and take time for trust to be developed before they felt able to complete the CDC assessment forms.

"Many whānau were in cars outside the Kelston CDC. That included children and elderly people. Many didn't want to come into the Centre itself because they knew they had to fill in forms and were hesitant to give their personal details when they didn't know what that information might be used for. These people were in shock. All they knew for certain was that they needed kai to feed themselves and their children. Our first approach needed to be with a plate of food, not a clipboard." [REDACTED] – Visionwest Kaiārahi Tikanga.



Some of the Visionwest Community Connectors took food out to the cars. The provision of food created a connection, and they were able to chat with whānau in an informal way. Once this relationship was established – something that is very important in Māori and Pasifika cultures – and once we had explained the process that was taking place, whānau were more relaxed about entering the evacuation centre and divulging their personal details.

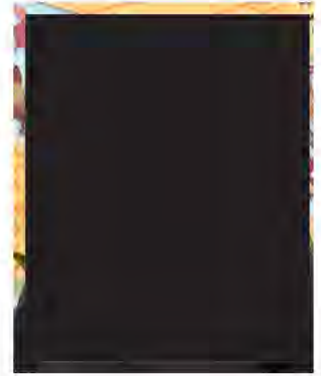
Many whānau needed a reassurance and needed to be encouraged that the CDC was a safe place. You have to remember the backgrounds of many of these whānau and understand where many of them have come from. For many, sharing space with strangers was a concern. [REDACTED]
[REDACTED] – Kaiārahi Team Leader, Visionwest Community Connectors.

The need for people to connect with others went beyond these first few days, however. For some, the need to share their story, often numerous times, was an ongoing part of the healing process.

I'm a trained counsellor but throughout the entire flood response and even today, I wouldn't call what I was doing counselling as such. I was a listener. I made people a cup of tea and then listened to what they wanted to say. Some had told their story and didn't want to revisit it. For others, the retelling, sometimes two or three times, was a way of processing what had happened.

One thing I learned from this is that people need that space to talk and for some people that retelling of their story is important for a number of weeks. You see, now that quite a few weeks have passed, people are receiving food support and budgeting and other practical help, but who is just checking in and asking, "Hey, how are you going? How are things tracking for you?"

A couple of weeks after the flood I was dropping off some food to a lady who's had a knee operation and can't get out. She's stuck at home in a property that was still not fixed properly. She's separated from her son who has special medical needs meaning he can't live in the house at the moment. For me to call in, drop that food off, and listen to her story and hear about where she was at at that moment was really important for her. [REDACTED] – Visionwest Flood Relief Community Connector.



Several days into our flood response, Visionwest Community Connectors became aware of the number of whānau who were in need, some of them in dire situations, but with no real understanding of where to go for help or what help was available to them. It was this that prompted Visionwest to proactively seek out those who required support by performing door-to-door welfare checks.

The focus of our door-to-door teams was to connect with those who had critical needs. We loaded a car up with food parcels and started with door knocking in the most severely hit areas. The first visits were just to trial whether there was a valid need out there. We quickly discovered there was. [REDACTED] – Visionwest and Glen Eden Baptist Church (GEBC) Chaplain.



Armed with a list of red and yellow-stickered houses, the first visits revealed the significant number of people in local communities who were trying to get by on their own, unaware that there were many avenues of help available. Within days, teams made up of Visionwest staff and trust board members, Community Connectors, and members of GEBC were setting out each morning with boxes of food from the pātaka kai and returning with stories of heartbreak and confusion.

Some of the places we went to were quite significantly damaged. I'd walk up a driveway and think, "This is pretty badly damaged. There will be no one home here," only to see a face look out the window or have a person hesitantly open the door. Most started out a little wary of our presence assuming we were perhaps insurance assessors or from a government agency. When we explained we were from Visionwest and doing welfare checks, they would open up. Many invited us in to see the state of their flood-affected properties. It was heart-breaking to see what some people had been through and were now struggling to cope with. Simon – Visionwest and GEBC Chaplain.

It was interesting that, for many of those visited, the most critical need was for them to be able to share their story. Talking to a Visionwest Community Connector in particular gave them the sense that they were sharing with someone who could do something to support them.

Food was also an obvious need for these whānau, but another touchpoint was often the mention of the counselling packages that Visionwest had made available (these are written about in more detail in the response to mental health section of this report). People were anxious and already recognised that they would need outside help to cope in the aftermath of these weather events.

The name and contact details of each person visited were recorded if they expressed a need for support. These were referred back to our Flood Relief Coordinator who ensured a member of the Community Connect team followed up with information, and often hands-on help, of how and where necessary support could be accessed.

The essential role of connecting people to support and advocating for whānau as they access those supports, often for the first time, needs to be acknowledged. This role is ably filled by Community Connectors. It's a role that remains critical, both in times of crisis and in times of normality.

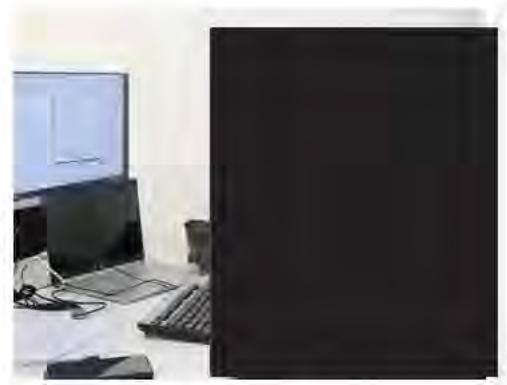
Observations relating to the need for connection

It truly does take a community to help a community; and something powerful happens when everyone works to their strengths. The collection of information at the CDC was vital and there were organisations with the resources to effectively do that. However, for most whānau, connection at a more relational level is required first and is especially important for some cultures.

This remains applicable throughout all stages of Visionwest's relief response. Many whānau are hesitant to divulge their real needs until they feel they have been listened to and have formed a genuine level of trust with the person working for the responding agency. In the wake of the flood experiences lived through by so many, the onset of shock and trauma meant the most effective first response was food, drink, and a compassionate and listening ear. It was when these connections were made that whānau were able to reach through their immediate trauma and think more coherently about their predicament or allow others to advise and advocate for them.

It must be noted also that many cultures and demographics were hesitant to give out personal information when they were uncertain of the reason for its collection or how it would be used. Others were hesitant to accept help because they did not understand that it was free. Many had been helped by MSD in the past with the proviso that any money provided would be repaid. Some were, therefore, afraid that accepting help would incur debt.

Finally, it must be noted that two other underlying mindsets affected the way people sought out or accepted support after the flooding. The first was the sense of whakama (shame) felt by some. It may seem peculiar that any person would feel shame for something that was outside of their control, but that was a reality for some. Perhaps it was that they had never had to ask for social support before or perhaps it was a sense of guilt at being unable to work through this crisis on their own; the truth remains that sitting with whānau and reassuring them that their situation was not the result of their own actions and that they merited our support was an important part of the connection role.



Taking calls from whānau on the 0800 line.

The second mindset we encountered was the Kiwi attitude of, "I know I'm going through a tough time but there are many worse off than me." It was this attitude that led many to stay in damaged housing without seeking out help, or to steer away from asking for food or counselling help. Once again, these people needed a simple reassurance that, "There will usually be someone worse off than you, but that doesn't negate your need for support."

Connection Response Statistics



3553

Whānau
Enquiries
answered



164

Whānau visited by
visitation team

Response to Food Supply and Support

Following the flood event, the need for food support was immediate, as was Visionwest's response. Feeding whānau who were turning up to the CDC at St Leonards School, usually cold and hungry, often having spent the night in their car, was an enormous task which the Kelston Community Hub had, by default, taken on. As early as the morning after the Friday evening flood, Billie-Jean, Visionwest's Kaiarāhi Tikanga, contacted our Pātaka Kai staff to ask for help with supplying food. Over the coming days, a close relationship was formed between Visionwest and Kelston Community Hub as we worked together to provide meals.

In these first few days, food supplied by Visionwest included:

- Food for the Kelston Community Hub to cook and serve at the CDC.
- Food parcels for those who came to the CDC requiring food only.
- Food parcels for other organisations – some of these contacted Visionwest directly, others were in response to us reaching out to schools, local charitable groups, and other organisations offering food support.
- Food parcels which were hand delivered to flood-hit areas.



Loading supplies at Whata Manaaki

Each avenue of food supply required careful planning. For instance, those in flood-hit areas were often without power which impacted the type of food supplied and meant special boxes needed to be packed while those at the St Leonards CDC, either in their cars or in the Centre itself, had no food preparation facilities and so food had to be cooked and served as complete meals.

Much of this initial food supply was before we'd secured any flood relief funding and so the food supplied was taken from the Visionwest Pātaka Kai's existing food stock³.

In the coming days and weeks, the reach of Visionwest's food supply went well beyond the St Leonards CDC. As other Community Hubs opened in which our Community Connectors were helping

³ Prior to the flood events, the Visionwest Pātaka Kai was feeding 400 – 450 whānau each week as well as supplying bulk food to other food support organisations out of Whata Manaaki, our food storage warehouse.

to coordinate flood relief, food was one of the most urgent and consistent needs. Hubs supported included Hub West and Ranui Baptist Church Hub.

Volunteers from Visionwest were also rostered on to prepare meals for those staying at Hub West while food parcels were also prepared and delivered to the worst hit areas by our door-to-door team.

In addition to this food supply, as soon as possible after the flooding, the Visionwest Pātaka Kai was open for any who required food support and could come to our Glen Eden site to collect it.

Cyclone Gabrielle brought a renewed demand for food support and included areas such as Piha and Karekare which were isolated due to landslips. Visionwest's Pātaka Kai staff were proactive in contacting people in these areas to ask if food support was needed. The answer was a resounding, "Yes."

In response, the Pātaka Kai truck loaded with food and water was dispatched to these West Coast beach settlements. Once there, getting supplies to Karekare was especially tricky because it was completely cut-off by a slip and could be accessed only by a combination of walking and quadbikes. This meant all food and water had to be packaged in such a way that it could be carried to those who needed it.



Supplies for the West Coast beach settlements

Aware that Karekare and the surrounding area was without power, lightweight tramping cookers were sourced and hiked into these remote communities by local volunteers.

Alongside food, our food support service also provided care packages containing household essentials such as nappies, shampoo, sanitary products, and other personal items, and cleaning materials to help with flood clean-ups.

Of the money received for Visionwest's flood relief efforts, 29% was spent on emergency food supply. This does not, however, represent the full amount of food supplied because a number of food companies and organisations supplied actual food products while Visionwest also utilised existing food stores that would have been given away through our Pātaka Kai.

A couple of weeks into Visionwest's flood response, it was noted that many people had lost the entire contents of their pantry. This meant that, while our Pātaka Kai was supplying essential food items, people were often without basic pantry items like salt and butter.

Many people had lost everything including their entire pantry; everything gone. So, we set up a pop-up pantry stocked with all those extra items that people need to make good, tasty meals. It was like a mini supermarket where people could come and select the goods they needed to replenish their pantries. While only those flood-affected families specifically identified as needing this help were given access to it, there were still over 100 families who went through to receive this support. Danielle Cleverdon – Kai Services Manager.

It was wonderful to receive a supply of grocery vouchers from Foodstuffs to be used in their supermarkets. Receiving these brought tremendous encouragement to whānau who had been hardest hit by the floods. Having lost control of so much in their lives, being able to go into a supermarket and select exactly what they needed led to a feeling of empowerment and being back in charge of something tangible in their lives.

The value of the Foodstuffs vouchers was exceedingly generous and enabled us to give hundreds of dollars' worth of vouchers to those who were in greatest need – size of family and each family's situation was, of course, taken into consideration.

The real value of food support and food vouchers is that it frees up money that can be used to pay bills or mortgages that whānau have been stressing over and believed they would not be able to meet.

— Visionwest Flood Relief Coordinator.

The provision of food to flood affected whānau continues, primarily through our Pātaka Kai and Manaaki Kai (our recently opened social supermarket).

It's difficult to calculate the precise number of whānau Visionwest supported with food during our flood relief response. This is partly because some food was delivered by the truckload (e.g., to Piha and Karekare), or was dropped off at Community Hubs and other organisations providing relief. Also, in the case the Visionwest Pātaka Kai, while whānau were asked if they needed food as a result of the floods, many did not respond or were regular clients anyway.



Observations relating to food supply

Food is a great connector and a compelling way to begin the process of building trust and relationship with those who have been displaced during a crisis. In those early days, when people first arrived at the CDC they were scared, in shock, and found decision-making difficult. Many were initially hesitant to go into the CDC.

Visionwest staff found that by taking food out to these whānau and simply listening to their stories, those barriers were broken down. People were able to calm their nerves and felt they were being treated as an individual which led to a greater willingness to enter the CDC and participate in the assessment process.

It was great to see everyone doing what they do best. Visionwest were supplying food, the ladies from the Kelston Community Hub were cooking it and together we feed whānau and had conversations to connect with them and ensure they felt looked after. Meanwhile, Red Cross and Civil Defence were doing an awesome job of processing those who arrived and allocating them off to spaces to rest and sleep. The important thing was that, in the midst of all this, people felt safe and comforted. Danielle Cleverdon – Visionwest Food Support Manager.

The collecting of information is a vital part of the crisis-relief process, but it needs to be carried out at the appropriate moment – the key at the initial stages was sustenance and connection – Visionwest's food support team played a vital role in this.

Food Response Statistics

1011

Whānau contacting
Visionwest with kai as
immediate need

7381*

Individuals receiving
food support

29%

Percentage of flood
relief funds spent on
food support

67

Food vouchers
distributed

\$12,000

Food value provided
to St Leonards CDC
and Hub West

\$14,000

Food value provided
to Piha and Karekare

56

Whānau visiting the
Pop-Up Pantry



**Food support statistics are difficult to quantify precisely and some of these statistics are calculated estimates only. The speed with which events unfolded during the flood emergency meant that the first priority of all organisations was to respond to whānau in need rather than capture exact figures right from the beginning.*

Response to the Need for Household Items

As the critical and urgent needs for food and shelter subsided, Visionwest spoke to affected whānau to determine what support would be required next.

Through the first days of the crisis, it emerged that many of those hardest hit were whānau who were already stretched in their personal finances. As the cost-of-living pressure mounted over the months leading into the floods, many people had made some tough decisions in order to save money for essential weekly costs. One of these decisions was the cancelling of insurances.

The Visionwest Flood Response Team, which included some of our Financial Mentors working alongside our Community Connectors, met many such whānau. Stories were shared of uninsured whānau losing their transport and crucial household items.

With this in mind, Visionwest's Flood Relief Coordinator developed an assessment process whereby all support needs of flood-affected whānau were sensitively reviewed. This uncovered the sad reality that many had lost, and were unable to replace, essential items such as household goods, food, furniture, beds and bedding, whiteware and kitchenware, and pantry goods. Meanwhile, staff undertaking door-to-door visitations and those answering our flood relief phoneline uncovered other whānau also in need of household goods replacement.

These needs were relayed to our Flood Relief Coordinator who collated them, ensured their validity, and arranged for the purchase of necessary items peculiar to each individual's circumstances.

Of interest here is that, while MSD funding came with a prescribed list of items that could be covered by that money, some of the items most critical to whānau were not listed.

We met with a lady who had lost most her possessions during the floods but had managed to get together most of what she needed. When we asked if she had any pressing needs, she said she needed a blender, but blenders weren't included in the list of funded items. When we asked more questions, it turned out the blender was needed because of a medical issue that requires her to blend all her food; in other words, it was essential to her health. We contacted a supplier who provided a blender for her for free. [REDACTED] – Visionwest Flood Relief Coordinator.

I met a lady coming out of a counselling session at our Wellbeing Centre and we got talking. She said, "I never thought I would have gone to counselling, but when you guys supported me with the things I needed in my home after the floods, you suggested that maybe I talk to someone and man, they're good." I asked the lady if she had any other urgent needs; her answer surprised me. She'd managed to re-establish herself pretty well after the flooding but was concerned about the state of her section; her need was for a lawn mower. Hers had been destroyed by the flooding and she was unable to afford a replacement. [REDACTED] – Visionwest Head of Service Development and Partnerships.



The most common items needing replacement were bedroom items. [REDACTED]
Items such as dining room tables and wooden chairs can be dried out but, once a mattress gets sodden, it's very difficult for it to be resurrected. The same goes with bedding. Many whānau had stormwater flow through their properties ruining whatever bedding they had. In all, 79 beds and 75 sheet sets were purchased to replace those destroyed in the flooding.

Of interest to our Flood Relief Team were some of the other items required. A few people had lost their lawnmowers and asked if these could be replaced.

We noticed that there are certain things that stabilise people; things that make people feel things are going to be alright. One of these was having their lawns mowed and looking tidy. That meant, for some people, a lawnmower was important. [REDACTED] – Visionwest Flood Relief Coordinator.

As part of their response to flood relief support, MG Motor Group approached Visionwest with the offer of a six-month free lease of ten vehicles for people who had been left without transport due to the floods. This provision radically changed the future for those who were facing unique transport difficulties which could not be overcome immediately.

The selection of those receiving a vehicle was organised by our Flood Relief Coordinator who recommended those in the direst need to the Head of Flood Response for sign off. Often the recommendation was based on the necessity to be able to travel to work, or to vital health or counselling appointments. The story section of this report contains two stories relating to recipients of this unique and much appreciated flood response.



A flooded Visionwest property

Observations relating to household possession replacement

The need to replace household possessions destroyed by the floods became a challenge for those who had no contents insurance cover. While some could be critical of people living without such insurance, the reality is, when a whānau is struggling to put food on the table and pay their utility bills, there is a need to find ways of economising and insurance becomes a luxury. Hence, a significant number of those who lost possessions in the flooding were uninsured.

An item that was expected to be in high demand was dehumidifiers, but the initial demand was relatively low. However, a month or so after the flooding, the demand increased markedly. Whānau who coped with drying things from the initial flood found the continual wet weather meant their homes had not dried. Many were experiencing mould or small leaks that slowly developed into larger ones. Others commented on the musty smell in their homes and the fear that the air might be unhealthy. Loan dehumidifiers were given to some whānau, others were supplied with one outright. This serves as a reminder that, following a crisis, not all critical needs are immediate.

Household Items Replacement Response Statistics

Statistics as of 23 June 2023

84	\$219,766^{.93}	\$2,616
Whānau helped with replacement household items	Value of items supplied to whānau	Average spend on each whānau

Most commonly requested items supplied to whānau:

31	48	19 / 99	18
Double Beds	Single Beds	Dining Tables / and Chairs	Whiteware
71	75	45	140
Tallboys and Drawers	Sheet sets	Lounge (Sofas and chairs)	Towels

Interestingly, only a little over \$4,500 was spent on replacing clothing. It seems most people were able to replace day-to-day clothing fairly easily. It was only with the onset of winter that a few came to Visionwest unable to replace items like winter coats and wet-weather gear.

Response to the Need for Financial Support

Visionwest's Money Mentors service includes a team of four fulltime Financial Mentors. In the days following the floods, the Financial Mentors' work steadily increased with financial relief work initially focusing on either the provision of information relating to funding or advocating for people who were too stressed to handle financial matters themselves. As time progressed, a significant number of more traditional budgeting and debt management requests were received that could be traced back to the flood events.

As mentioned above, many of those hit most severely by the flooding were whānau who were already struggling or just hanging in with respect to personal finances. For this demographic, it often only needs one thing to go wrong, and they are pushed over the edge and into financial crisis. In normal times, this can be an unexpected expense or a lay-off from work – in January – February 2023, it was two devastating weather events that came in close succession.

Visionwest secured resourcing for our Money Mentors team to handle the longer-term work with people experiencing financial issues such as those relating to insurance, arrears in rent or car payments, and other issues that may arise as a consequence of crises. However, many of the immediate financial needs were handled by the Flood Relief Team and our Community Connectors. These needs covered a wide range of financial issues such as:

- Help negotiating the various flood relief payments available through MSD and the Auckland City Council.
- Help negotiating insurance and property matters.
- The replacement of essential items such as whiteware and furniture – Visionwest's response is recorded in the previous section, above.
- Covering everyday costs such as rent and food.

With regard to the flood relief payments, our Community Connectors were kept busy explaining these to the flood-affected who tended to fall into a couple of categories. There were those who had never previously accessed any type of fund or benefit. These whānau were usually unfamiliar with the process of applying for and receiving financial help. For some, even the acronym MSD was new and unfamiliar.

Then there were those who, as mentioned previously, were familiar with the social welfare system. Many of these people were, however, hesitant to apply for flood relief funding because, when they had received government assistance in the past, it needed to be repaid. Assuming this would be the case with flood relief, they didn't bother applying for fear of going further into debt.

It's been great to have the Flood Relief Team and the Community Connectors working alongside us because we were already busy with the recent cost of living increases. Now, we have so many people struggling. Many weren't financially stable before the flood and the floods have just topped it off.

We are also aware that people have had support from heaps of different services and from funding sources which has eased our initial load. There will come a time though when these services start pulling away. I expect that then many more will realise the seriousness of their financial position and we will see more clients turn up. [REDACTED] –
Kahukura Financial Mentor Specialist – Team Leader



Many of the financial issues faced by whānau are complex and require multiple sessions with a Financial Mentor. The following story gives an example and sums up something of that complexity.

I was speaking to one woman who said her family's biggest problem was that they were paying a mortgage for a home they couldn't live in. Because they were insured, their insurance company agreed to pay the cost of a rental for six months. However, the way it works is that insurance will only pay out on what your own house would have rented out for. That means, say you had a two-bedroom house that would rent for \$500 a week but the only available rental was a three-bedroom house costing \$650 a week ... that extra \$150 rent is not covered by insurance. You have to pay it out of your own pocket and, on top of that, you must still pay your mortgage.

This scenario was not unusual and explains why some homeowners chose to remain living in damaged and, in many ways, uninhabitable properties.

Added to this is that the chance of getting a rental close to your current community was low and so many were having to pay extra transport costs to get to and from school or work.

— Visionwest Kai Support Manager.

Stories like this were common in the weeks following the floods. Many people facing financial challenges were in a sound financial circumstance prior to the storms, but now faced severe financial strain due to the pressure of damaged property, goods, and rising costs.

Visionwest was able to help many cash-challenged whānau by supplying food to offset their weekly grocery costs freeing up savings and other money to be spent on rent, mortgages, or other flood related debt.

Other common financial ramifications included:

- People, especially those with no experience of the social welfare system, dealt with the financial challenges brought by this crisis by exhausting their savings. One person spoken to was just a year or two away from retirement and had, after a few weeks during which they had replaced furniture and been paying rent while their home was repaired, spent a significant part of their retirement savings.
- Many people visiting our Pātaka Kai were whānau who had taken extra people, often extended family, into their homes. While this was something they were happy to do, it proved to be expensive in terms of food costs and increasing utility bills.

Observations relating to personal finance and financial support

Following each of the two weather events, those affected were often in a state of shock. Of these people, many struggled to process information and make decisions that they would usually have handled quite easily. Actions such as negotiating rent issues with their landlord or phoning their insurance company became major challenges that were greatly helped by the support of a third person. This third-party help was provided by our Money Mentors team, our Community Connectors, and our Flood Relief Team.

One lady is representative of an experience that was happening over and over. Already overwhelmed with the stress of escaping her flooded home, she was struggling to deal with the bureaucracy of her insurance company. She phoned several times and was asked for more information; she sent emails and received no reply; she would phone again and get a different person meaning she had to explain her circumstances once more; she would be put through to another person and be put on hold for long periods... this lady was at the point of emotional collapse and had decided just to give up trying to sort this matter out.

That's why it's great to have our Money Mentors service to fall back on. I could call one of our Financial Mentors and know that ladies like this one would receive same day financial support and advocacy just to give her that back up and tell her what her rights are because she was at a point where it was hard to even think. Tulsi Cullen – Visionwest Flood Relief Team Coordinator

A further observation of those dealing with financial matters is that access to a number of the flood relief payments came to an end too soon. This was particularly so for people who chose to utilise their own savings before accessing or being aware of the available funding.

Financial Support Response Statistics



9

Whānau enrolled as
Money Mentors clients

**This is the number of whānau enrolled as Money Mentors clients who will receive multiple sessions of financial mentoring. It does not include the many people who had issues relating to their personal finances, e.g., dealing with insurance companies etc., who were supported by our Community Connector team. This number is expected to increase over time.*

Response to Mental Health Needs

Following the Christchurch earthquakes, the following phrase emerged, "We've rebuilt the city, but we haven't rebuilt the people." This phrase contains a caution that we would do well to take heed of – a caution that the counsellors at Visionwest and other mental health organisations have echoed – rebuilding the lives of people following a traumatic experience can take a long time and issues relating to the trauma experienced do not always surface immediately.

People have lost everything. Others have gone through traumatic experiences. Others are witnessing their children struggling to sleep or living with fear, especially when it rains. For some, it will take a while. They will think, 'I'm okay. I'll be alright,' but eventually it will get too much, and they will realise the need to talk to someone about it.

– Counselling Practice Manager- Visionwest Wellbeing Centre

Trauma is like concussion. It accumulates. The first knock can be stuffed down and, for a lot of people ignored. The second one, maybe the same. But eventually it's going to explode.

– Mātanga Oranga Kaiārahi Lead Therapist

Visionwest's immediate response to the mental health needs of those affected by the flooding was to earmark \$60,000 worth of counselling to flood relief. Called Care Packages (not to be confused with care packages of essential items provided by Pātaka Kai) this provided those in need of wellbeing support with up to ten sessions with a counsellor from either our Wellbeing Centre or our Mātanga Oranga Kaupapa Māori service.



Counsellors at Visionwest predicted that they wouldn't be inundated with counselling requests in the first few weeks, or perhaps even months, after the flooding – but the reality is, the numbers are already building up.

I already knew when people have experienced that kind of trauma, they're not going to be ready to come in and talk about anything straightaway. They'll still be needing to land, ground and deal with the immediate needs around what's going on. [REDACTED] [REDACTED] – Mātanga Oranga Kaiārahi Lead Therapist



Visionwest's first major involvements in the area of mental health needs resulting from the flooding were in the far western part of West Auckland. A member of the Waimauku community (close to Muriwai) noted the number of emergency workers and volunteers who were struggling to cope. She contacted [REDACTED] [REDACTED] our Mātanga Oranga Kaiārahi Lead Therapist, who agreed to hold an open meeting in Huapai. A number of key people from the community turned up to hear [REDACTED] present an overview of trauma and how it affects individuals.

The post-meeting feedback was overwhelmingly positive with people feeling like they could name their feelings and recognise the emotional impact of the weather events on their personal lives and the lives of those around them.

A short time after, a session was offered to parents and guardians of children who had experienced weather-related trauma. Once again, this was extremely valuable as parents were able to understand behaviours they had observed in their children which could have been influenced by the storms. Parents shared heart-rending stories about children disappearing at the first sign of rain. Even when parents called out to them, they refused or were physically unable to answer. These children, traumatised by the flooding events, responded by hiding. Some were found cowering in cupboards; some curled up and shaking in the corner of a room; one was found in a wardrobe where he had pulled all the clothes down on top of him in an effort to escape the noise of the rain.

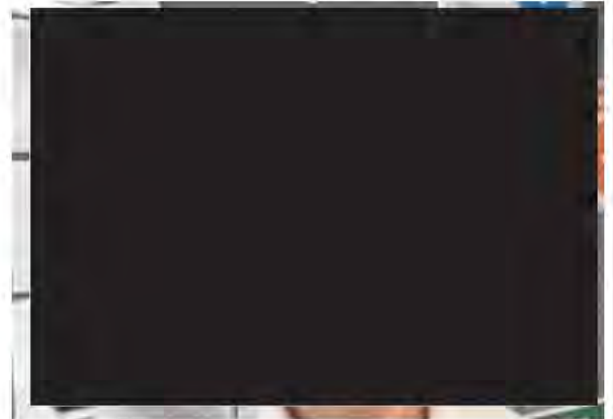
[REDACTED] was able to provide parents with the tools to help calm their children at times like these but also noted that, as time passed, many children would benefit from extended times with a counsellor (or from their parents spending time with a counsellor to learn calming techniques).

Visionwest's second early involvement arose from a visit of our Flood Relief Coordinator to Muriwai and the surrounding area. Speaking with the principal of Waimauku School – the nearest primary school to Muriwai – she was told of the number of children who were showing signs of trauma and anxiety in their everyday activities.

In response, Visionwest sent a counsellor to the school one day a week to meet with children for one-on-one counselling sessions. This has been well received and is ongoing.

Thank you for reaching out to us and offering counselling services for our tamariki and whānau after the devastating weather events. As a school we were able to put a number of things in place immediately to support whānau and staff but were unable to access counselling services to the scale that was needed. Initially we had 122 students and 6 staff displaced.

As time goes on, the demand for counselling is increasing with more families asking for this support. Some of our families have been able to return to their homes but we still have 80 students and some staff who cannot and have no idea how long this will continue for.



at Waimauku School

(Visionwest counsellor assigned to Waimauku School) is a real asset to your service ... to date, nine students have received counselling, taking part in 1-6 sessions. There is a waiting list of five families still waiting to see him. Letter from Waimauku School

Our Wellbeing Centre Counselling Manager specifically visited four local schools we already have a relationship with and offered help for their students. These schools also talked of the adverse effect the flood events had had on their children. More than one teacher told of the change in countenance that would occur the moment clouds appeared in the sky, and it became a little dull;

"The children would grow quiet and would have a look of fear in their eyes."

With the passing of time and proactive encouragement from other Visionwest support services, an increased number of whānau have contacted our counselling services to request sessions. Some are people who had horrific experiences during the flooding, such as being trapped inside a house as it slid downhill. Others are people who were driven to seek counselling support when they became uncertain about what to do as further rain provoked fear responses in their children. Still others, who had experienced no material loss, struggled emotionally as a result of the flooding and continual torrential rains that followed.

Wellbeing Centre counselling has prioritised flood-impacted clients and provided 133 sessions from February to May this year.

The trigger for emotional and mental health issues following a traumatic event can be complex and even unexpected. One family had been doing quite well financially before the storms hit, owning several rental properties. Unfortunately, several properties were destroyed by a mudslide, devastating years of work to accumulate these properties. For this particular family, it was culturally important to show their extended family that they were succeeding in life. The floods and cyclone robbed them of their source of rental income and they were left with nothing. Shame and financial hardship gripped their lives in the immediate aftermath, leading the family to depart New Zealand to start afresh in their land of origin.



Landslip affected houses in West Auckland

Observations relating to mental health

Following a traumatic event, establishing physical and emotional safety is key. Connection with others often helps with this and allows practical needs and concerns to be voiced and support provided. As settling begins the emotional processing of what has happened occurs. Over time some may experience triggers that alert to the need for counselling support to assist with emotional processing.

This means, following a traumatic event, the need for connection is immediate but the need for formal counselling can build over time. Those with significant trauma may need some time to process what has happened. Alongside their emotional needs, many will also have practical concerns to take care of. As people distance themselves from the event and resettle, they can experience moments where a small experience can trigger the impact from the crisis, and it is in this moment that they recognise their need for support. This can also sometimes be the result of noticing behavioural traits in their young children that have changed since the storms.

The effects of trauma may take years to surface. As mentioned previously, Visionwest's Mātanga Oranga Kaiārahi Lead Therapist suggests that this can be likened to the way we often think about concussion. A person may suffer a traumatic episode and be able to deal with it by "stuffing" it down and getting on with life. Another trauma on top of that may also be dealt with, but eventually the ability to handle one traumatic episode on top of another becomes impossible.

The first lot of referrals I got in were mostly wives saying their husbands were not coping. They'd say, "I don't know what to do. I don't know how to help him. His drinking has increased. He's a mess. I wake up at night and he's not in the bed."

One woman was woken by her husband standing at the front door screaming. He was sleepwalking and dreaming that he could feel the house falling down. He was at the door trying to hold it closed to stop the mud coming in and the wall falling down. and he was holding it down up. Just holding it there... Screaming.

When I meet a guy like that, my first task is to find out what's happened to him historically. Those actions reflect inner trauma so I'll track it. Most the work that I've done with those men, I've tracked right back to their childhoods. [REDACTED] [REDACTED] – Mātanga Oranga Kaiārahi Lead Therapist

Of course, what this means is that trauma from events like the storm may not emerge immediately but can surface later and be triggered by very small events, or a secondary traumatic experience. Often mental health support in the aftermath of environmental disasters is time limited, and therefore, when comes to that point in time when they are ready to face into the loss, pain, and trauma caused by the initial event, people may have missed out on funding for the vital support they need.

For this reason, it is important that, following any trauma-inducing incident, provision or funding for counselling considers the long-term ramifications and takes in a long-term view of mental health recovery within the communities most significantly impacted.

Mental Health Response Statistics

These statistics are from February to May 2023



133

Wellbeing Centre
Counselling sessions.



38

Mātanga Oranga
sessions



7

Group sessions –
Mātanga Oranga



5

Schools
visited

Our counselling centres expect to receive new referrals for some time as people become more aware of the need for support in this area.

Fundraising *and Spending*

PART THREE

Fundraising and Spending

Within a day of the first flood event, Visionwest had launched a fundraising campaign through our website and began to reach out to various funding sources. As of 23 June 2023, a total of \$657,600 has been raised for our Flood Relief Fund.

Organisations, businesses, agencies, and individuals have been exceedingly generous with their donations to the Flood Relief Fund and Visionwest has processes in place to ensure that all flood funding received goes directly, and in a timely manner, to services supporting our flood-impacted community.

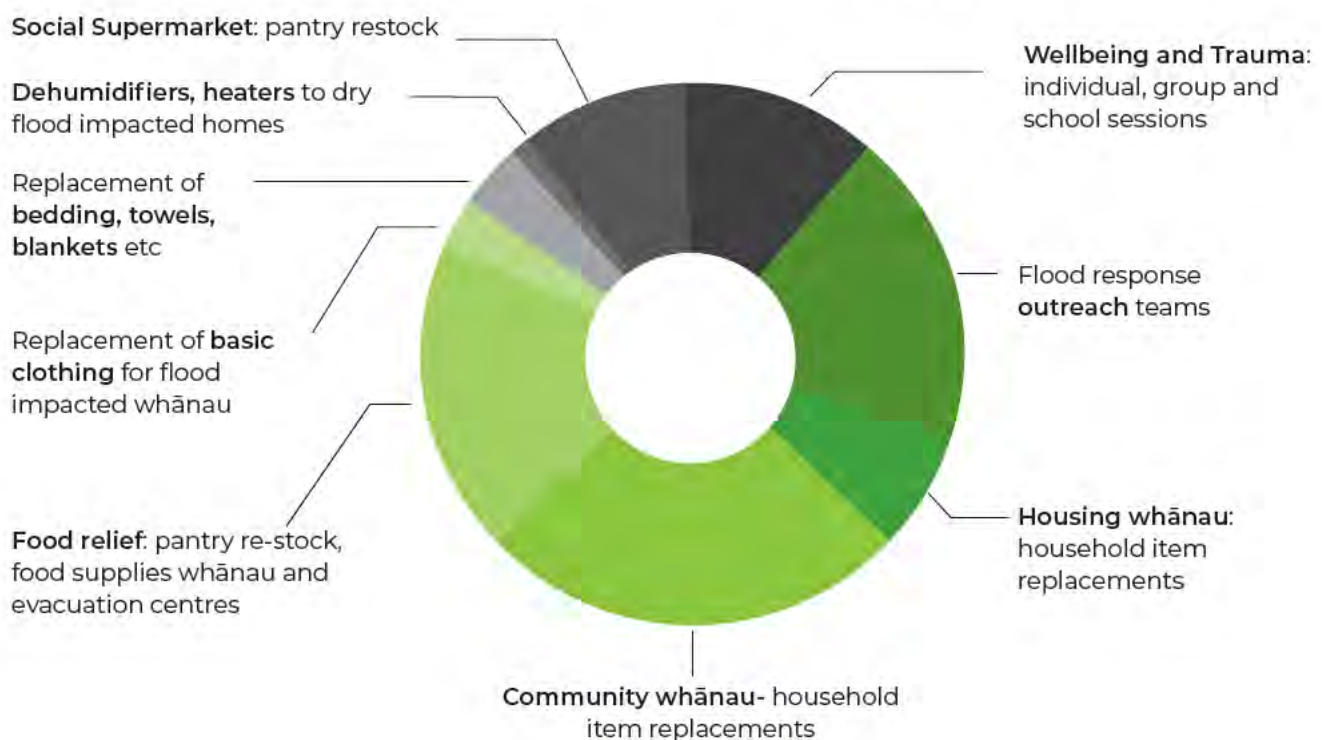
From the flood relief funding received so far, 92% has been redistributed to support flood-impacted whānau. The remaining 8% is being drawn down as needed as requests for support continue to surface.

How Money Raised was Spent

Based on discussions had with whānau in the early stages of our flood response, Visionwest's flood relief funding was split into various pools to ensure we could meet the needs of as many whānau as possible.

At regular intervals, we have asked for feedback and reviewed the demand for supports and scaled the funding to the areas most needed.

At the time of writing, the flood response funding has been spent as follows:



Three Phases of Flood Relief Funds Spending

On reflection, Visionwest's spending showed three phases of response from a financial perspective.

Phase 1: Emergency response.

Even before any flood response funding had been received, we provided \$123,032 worth of food, blankets and bedding, sanitary and toilet items, cleaning products, candles, SIM cards, gas canisters, and other essential items to individuals, other support organisations, and evacuation centres. We also provided emergency supplies to the Piha, Karekare and Muriwai communities. This figure is for tangible items only and does not include the cost of team members seconded to front-line flood response roles.

Phase 2: Using flood response donations and funding

Utilising the flood response funding, Visionwest has assisted over a significant number of flood-impacted whānau. Each whānau helped involves hours of intensive support with tailored assistance to each individual within each whānau. While some require basic items such as food and clothing, others have a need for a wide range of household items which must be sourced, purchased, and delivered. Such items include beds and bedding, whiteware, lounge and dining furniture, heaters, etc. We supported 84 number of whānau with an average of \$2,616 worth of goods to help them through their flood recovery journey.



Added to this support is the ten MG cars provided to those in need of a vehicle, thanks to MG Motor Group and food vouchers, thanks to Foodstuffs.

Alongside these tangible items are the other support services provided by Visionwest. These include housing, financial mentoring, and counselling.

Phase 3: Now

A few months on from the events, we are actively reviewing feedback and talking to whānau in need of further support, so we can allocate the remaining money to where it is needed most.



Flood Relief *Support Statistics*

PART FOUR

Flood Relief Support Statistics

Unless otherwise stated, the following statistics represent the flood relief support provided by Visionwest up to Friday 23 June 2023.

Overview



3,553

Whānau Enquiries answered



3,152

Whānau supported with food



84

Households helped with replacement items



\$657,600

Money raised for flood-affected whānau

Housing



2

Visionwest leased houses totally destroyed



27

Visionwest leased houses extensively damaged



296

Whānau contacting Visionwest with accommodation needs

Connection



3553

Whānau Enquiries answered



164

Whānau visited by visitation team

Food Support



29%

Percentage of flood relief funds spent on food support



1,011

Whānau contacting Visionwest with kai as immediate need



7,381

Individuals receiving food support



67

Food vouchers distributed



56

Whānau visiting the Pop-Up Pantry

\$12,000

Food value provided to St Leonards CDC and Hub West

\$14,000

Food value provided to Piha and Karekare

Replacement of Household Goods



84

Whānau helped
with replacement
household items



\$219,766.⁹³

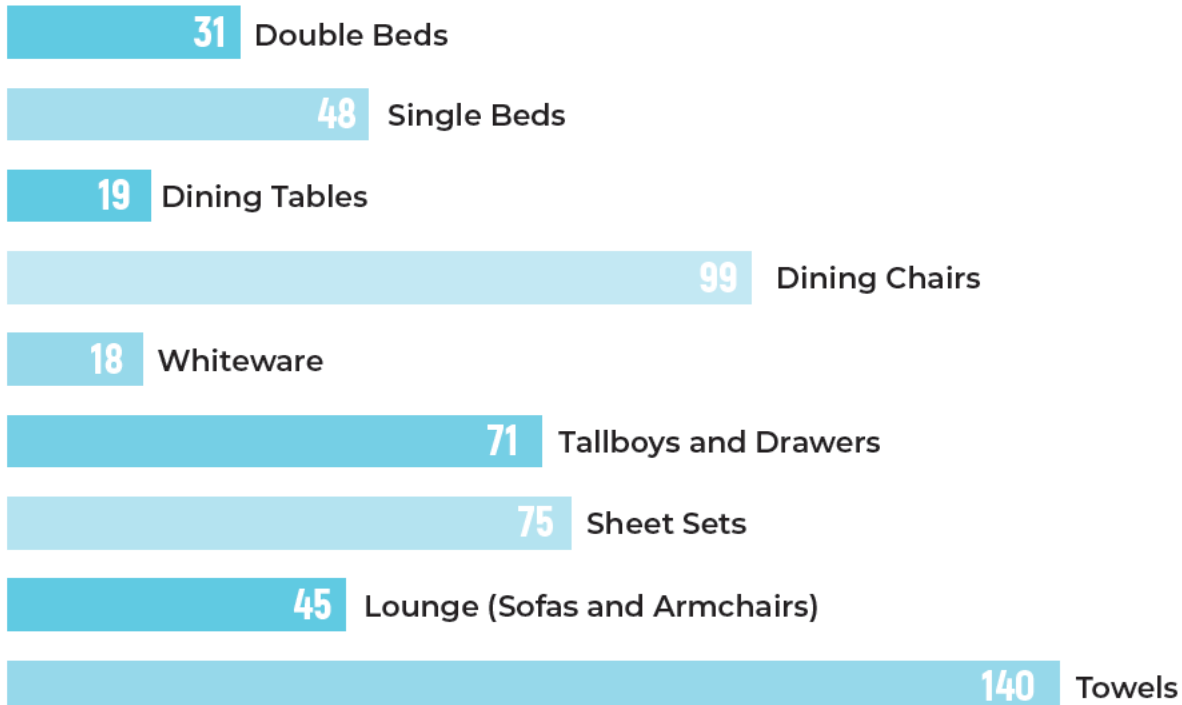
Value of items
supplied to whānau



\$2,616

Average spend
on each whānau

Most commonly requested items supplied to whānau:



Financial Mentoring Support



9*

**Whānau enrolled
as Money Mentors
clients**

**This is the number of whānau enrolled as Money Mentors clients who will receive multiple sessions of financial mentoring. It does not include the many people who had issues relating to their personal finances, e.g., dealing with insurance companies etc., that were responded to by our Community Connector teams.*

Mental Health



133

**Wellbeing Centre
Counselling sessions.**



38

**Mātanga Oranga
sessions**



7

**Group sessions –
Mātanga Oranga**



5

Schools visited

These statistics are from February to May 2023.

Our counselling centres expect to receive new referrals for some time as people become more aware of their need for personal support in this area.

92%

**Money raised for
flood relief spent
as of 23 June 2023**



8%

**Money raised for flood
relief remaining to be
spent as of 23 June 2023**

A photograph of a cluttered room, likely a storage area or a room in need of cleaning. The floor is covered with various items, including several cardboard boxes of different sizes, some of which are open. A blue plastic laundry basket is filled with clothes, including a red and black patterned garment and a green patterned garment. A black bag is also visible among the clutter. The lighting is dim, and the overall scene suggests a state of disarray or a space being organized.

Thanks and *Whānau Stories*

PART FIVE

Thanks to Our Supporters

It takes a community to help a community – Visionwest wishes to acknowledge those agencies, organisations and businesses who were so generous in their support of our flood relief efforts. This includes (in alphabetical order):

Auckland City Mission	Little Kowhai Charitable Trust
Auckland Emergency Management AEM	MG Motor Group
Baptist Churches of New Zealand	Ministry of Social Development (MSD)
Bunnings	New Zealand Food Network
Central Church	New Zealand Red Cross
Civil Defence	Rank Group Limited
Clare Foundation	Simplicity Charitable Trust
Eastern Districts Country Music Club	SkyCity Entertainment Group
Elsie Steele Trust	St James Anglican Church
Fair Food	Steadfast NZ Foundation
Fonterra	Tegel
Foodstuffs North Island	The Gift Trust
Foundation North	Torpedo 7
Genesis Energy	Wall Fabrics
Gull New Zealand Ltd	West Auckland Together
Home Foundation	Wilberforce Foundation
Kaiārahi Trust	Z Energy Ltd

Thank you also to the many individuals and businesses who contributed money, time, and goods and services – your generosity made a difference at a time when our community needed it most.

Conclusion

A distinctive feature of Visionwest's response to the weather events that devastated parts of Tāmaki Makaurau is the speed with which we were able to react to the needs of those affected. The ability to mobilise so quickly lies in the simple reality that responding to the needs of people who are vulnerable or experiencing difficult times is what we do every day.

While it is true, we had to pivot some of our services to appropriate service delivery mechanisms, and the presence of a crisis meant there was a greater urgency to much of the work we were engaged in, our focus continued to be on walking alongside those who are facing tough times.

What differed from day-to-day service delivery was the total loss that so many had experienced and that, while many of those most seriously impacted were already struggling financially, a natural event like the flooding is not discriminatory when it comes to who it touches. This meant for many of those affected, the courage to ask for support and the process of accessing support agencies and organisations was completely new.

This report outlines, in detail, Visionwest's response to the support needs we encountered. In concluding this report, we need to acknowledge that one organisation cannot do everything. It was a privilege to work alongside so many other agencies, community groups and businesses who rose to the challenge of this crisis and responded with diligence and commitment.

It does indeed take a community to help a community.





For six years Sophia* and her whānau, including Sophia's elderly mother, lived happily and without incident in the same Auckland rental property – the Auckland Anniversary weekend floods changed everything. Flood waters engulfed the bottom level of their two-storied home, including their bedrooms, damaging all household items, and rendering the downstairs uninhabitable.

Sophia took her whānau to Hub West and spoke with the Auckland Emergency Management team. They were able to offer emergency housing in South Auckland, but only for two or three days. Sophia decided moving her whānau so far for such a short time would be too stressful for them all. Besides, her children were due to start back at school and the disruption would be too great; she was eager to get them back in a normal routine after the frightening experience they had all been through.

This left Sophia with only one option. She moved the family into the upstairs lounge of their flooded home. Tarpaulins and other materials were laid on the lower-level floors to help mask the overwhelming stench of damp rising and Sophia began to think about how to get their lives back on track.

Then the report came that a Cyclone Gabrielle was on its way.

Fearing another flood, Sophia contacted her landlady to arrange sandbags. When the landlady arrived, instead of sandbags, she had a yellow sticker and a 90-day notice to vacate the property.

Sophia and her children were devastated. Added to the incredible stress they were already facing having lost so much, they now had to find new accommodation.

Sophia met with a Visionwest Community Connector who was able to answer her immediate support needs and helped her work through the various options to find housing but, with so many others looking for housing, it was not going to be easy.

The whānau's story has a happy ending, however. Sophia found a five-bedroom home which is perfect for the family's needs. It's closer to her work and the children's schools, and has a better space for her mother to live in.

Visionwest was able to supply replacement furniture and bedding for Sophia and her family and Sophia has been to our Mātanga Oranga trauma counselling service for support.



Stories:

Rex's Flood Story

It's late evening on 27 January. It's been raining heavily for almost five hours and Rex's* entire street is under water. It's to the roof lines of many houses. Cars are fully submerged. The power and volume of water is frightening.

Rex and his children are relaxing at home when the floodwaters hit. In less than 20 minutes the water has risen to the top of the internal door frames. Being inside the house is frightening because the pressure of the water makes doors difficult to open and escape from but the whānau eventually make it out. Standing up the road a way and staring back at his flooded home, Rex is grateful they were able to get away from the flood waters and that his children were strong enough to swim to safety.

Two days after escaping, Rex returned to assess the damage and retrieve whatever he could, but there was nothing worth salvaging. He stayed in the wreckage of his home for just a short while before being forced to leave. The stench was toxic, and his skin reacted to the water and silt. Rubbish, sewage, and mud had swept through his and all the neighbouring

houses and properties. A day later Rex's home was red stickered.

Rex and his children made their way to emergency accommodation at Hub West (run by MPHS Community Trust with food, bedding and other practical and wellbeing support provided by Visionwest).

A week later, Rex was doing his very best to keep routine and get his children back to attending school. That wasn't easy because he first needed to find clothes and other essential items for his children. He was also very concerned for his children and still openly speaks about how distressing the experience was for all of them.

Finding replacement accommodation was not easy for Rex. He was offered emergency housing but turned it down because, having lived in emergency housing previously, he was aware that his stay there would be very short-lived before his whānau was displaced once again. In the meantime, Rex remained at Hub West because he felt safe and somewhat settled. Through it all, he tried to stay as positive as possible, but the underlying stress remains obvious.



Stories:

Naia's Flood Story

When the flooding hit, Naia* had only minutes to escape. The water was close to benchtop level in her kitchen when she fled.

Outside everything was floating. Her car was water-filled and undrivable. She waded through the floodwater and made it to dry ground. Someone gave her a ride to a Civil Defence Centre where she was provided with emergency housing but that was only for a week. She then went to a community hub. That's where she met Debbie, Kaiarāhi Team Leader, Visionwest Community Connectors.

Debbie helped Naia register for emergency housing but, even if a place is found for her, there's no guarantee of how long it will be available. Naia has car insurance but, when contact was made with the insurance company, they gave no indication of when an assessor could view the car or when a payout would happen.

In the meantime, Naia returned to the house. All the internal floors had been lifted by the flooding, all power outlets were underwater, and all her belongings damaged beyond repair. The situation left Naia anxious and in shock at the realisation that her life had changed so quickly. In one evening, she lost her accommodation, all her possessions including her car, and was left with no idea about when her life would return to normal. What she did have was Visionwest helping and supporting her as she navigated the relief system and began to piece her life back together.

A couple of months on, Naia is in a far better place both physically and within herself. She and her cat are settled in new accommodation that is safe and warm and most her practical needs have been met.

Stories of people who received a MG loan vehicle:

Nick and Corinne's Story

Nick and Corinne have two children – a one-year old and a three-year old. They were all asleep when a mudslide hit and their Karekare house collapsed around them. Nick and Corinne were able to climb out of the wreckage and into silent darkness where their initial reaction was one of panic. They feared the worst for their children. Then they heard crying. They were able to locate their children and pull them from the debris.

The storm continued to rage around them as the family walked in pitch black to find a house and ask for help. Injured, bleeding, and in need of medical attention, they were trapped in Karekare for four days. During this time, they stayed with a nearby family who they had previously never met. Two days after the house's collapse, a member of the neighbouring family went to Nick and Corinne's in an attempt to find Wolf, their beloved pet dog. He was found and the family was reunited.

After four days, having lost everything and still requiring medical attention, the family was helicoptered out of Karekare. They went to stay with a family member in Glenfield but the situation was far from ideal and retraumatising for them. What's more, Nick and Corinne were both due to return to their jobs in Henderson with the children returning to day-care in Hobsonville. They found themselves in a situation where they had no savings and a mortgage, rates, and the usual household bills to pay. Paying for a rental property on top of their other expenses was impossible. They had a borrowed car, but only for the short term.

Like many of those who experienced the worst of the catastrophic Auckland weather events, the family's mental health has suffered. The children are not sleeping; the eldest is traumatised and hides under the bed. Nick admits to waking constantly throughout the night with nightmares as he relives the event that almost took their lives. Exhaustion is taking a toll.

Nick and Corinne recently returned to the site of their destroyed house with an insurance assessor and were emotionally overwhelmed when confronted by the devastation and what little is left of their home.

There came a time when Nick and Corinne made a drastic but necessary decision. They chose to leave the place they were staying due to increasing trauma for their family. Borrowing a tiny old car, they packed all they had into it and drove off with nowhere to go, knowing they may be sleeping in the car if no emergency housing could be found.

Amazingly, a local West Auckland resident who they had never met heard of their situation and offered them a safe place to stay while they recovered and got back on their feet. It is only one bedroom and not really large enough for their family, but it is safe, free, and dry; and it is a place where the family can finally start healing.

The use of a vehicle supplied through Visionwest by MG Motor Group means Nick and Corinne have been able to return to work, their children have been able to go to day care, and they have been able to start to heal together as a family through attending trauma counselling appointments at Visionwest.

Debra's Story

Debra was returning home from visiting her elderly and unwell mother when she was caught in the flood. The deluge caused her car brakes to fail but she managed to make it home using only the car's handbrake. Later examination by a mechanic revealed that water damage to the electronics and mechanics meant the car was irreparable and written-off. That car was her only transport.

Debra lives Titirangi. The survivor of a brain tumour – after which she had to learn to walk again – Debra has ongoing medical needs. Now, without transport and living an hour's walk from the closest shops, she was forced to cancel her medical appointments; Ubers and taxis would not come out to her address because of road damage caused by the flooding.

Debra has a couple of important family responsibilities. Her son has fulltime custody of his two young children and Debra supports him by often looking after her grandsons. She is also the main support for her mother who has just returned home from a stint in hospital. While hospitalised, Debra's mother had a severe reaction to her medication and had to be resuscitated. Nearly losing her mother and now not being able to visit her has been incredibly stressful for Debra. This stress is heightened by the difficulty of contact – there is no cell phone reception in her area.

During the flood and cyclone, Debra was without power and water. Fortunately, a neighbour helped out by providing water and charging her phone using solar power. The house Debra rents is noncompliant and has major cracks causing leaks, however, the landlord who lives beside her is not interested in fixing it. He has talked about wanting to bulldoze the property, but Debra desperately

wants to stay because she fears finding a new home in the current housing crisis would prove impossible. The landlord increased her rent, which she complied with out of fear of becoming one of the increasing number of homeless in Auckland. She is worried about winter coming and having a safe dry home.

The week she found out she had a brain tumour, Debra's husband of 11 years left her. Since then, she has experienced major anxiety and is still left with many medical issues. On top of all this, she was a witness to a hit and run which killed a young man close to the Glen Eden shops and knew the elderly man who was punched by a woman in Glen Eden and later died. She lost her father to Covid in Australia and was unable to attend his funeral because her medical condition prevented her from flying. Her one main family support, a brother, is leaving later this year to live in China, his wife's homeland.

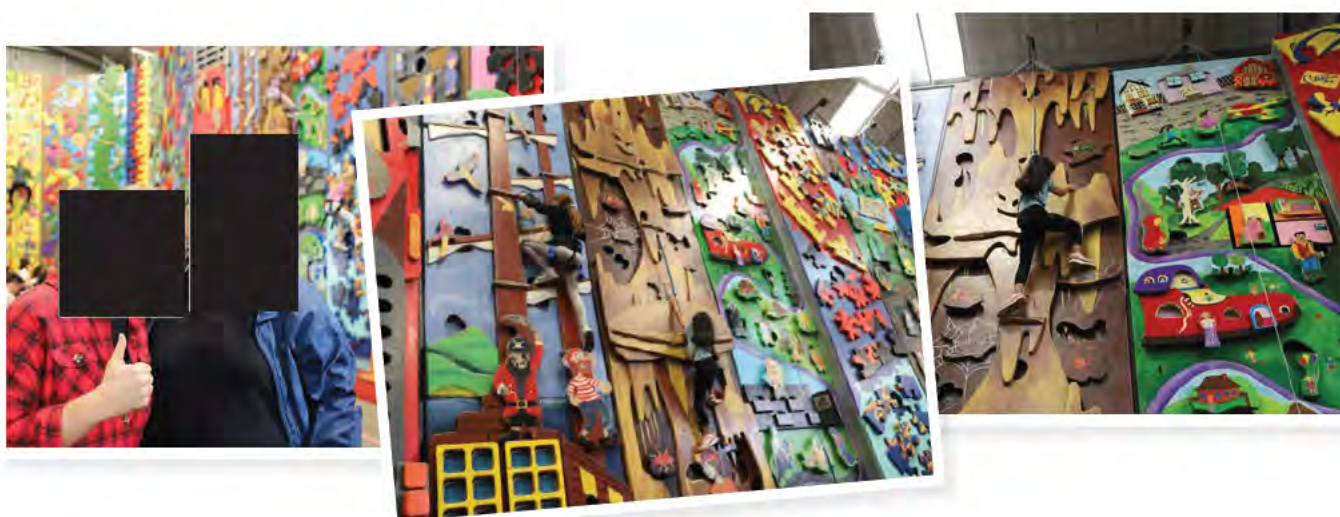
Her home in the bush has been a sanctuary in this time as the noise and busyness of crowded suburbs increases her anxiety and stress.

Debra's car was insured but she has been told that it may be weeks away from settlement because of the current volume of cars being assessed. She will be tasked with finding a car, something that she would find difficult at the best of times. Having no transport and after all she has endured makes it doubly tough.

Visionwest, thanks to the generosity of MG Motor Group, were able to give Debra six-months free use of a vehicle. This means she's been able to return her life to at least partial normality. She's also been referred to counselling with Visionwest's Wellbeing Centre. Without transport that would be almost impossible to get to. With transport, she will be able to attend counselling and medical appointments and feel in touch with the outside world again.

Thank you to Whānau.

We are grateful to whānau for sharing their stories. Stories within this report are used with permission. In some cases, whānau asked that their names be changed.



As part of our ongoing support for whānau who have children still feeling the emotional affects of the flooding, Visionwest has organised a number of family events aimed at creating some normalcy and family fun. These have included indoor climbing, ten pin bowling and farm visits.

For more information contact:

[Redacted]

Head of Service Development and Partnerships

E [Redacted]

T [Redacted]

For media enquiries contact:

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Read the latest Visionwest impact reports:

visionwest.org.nz/impact-reports

Visionwest Community Trust

PO Box 20406,

Glen Eden, Auckland.

visionwest.org.nz





Storm Recovery and Resilience Consultation

#2011

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

Your feedback

Titirangi Residents & Ratepayers Association

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

2.2. How were we and our community affected by the extreme weather events in early 2023?

Titirangi was hammered by the Auckland Anniversary Floods with over 100 landslips on private and public land across our suburb. Many of these closed roads and caused a high number of homes to be red or yellow stickered. A significant number of Titirangi residents are still unable to return to their homes & several roads are either still completely blocked (eg Paturoa Rd at the Titirangi Beach end, Scenic Drive at Arataki) or severely impacted (eg Otitori Bay Rd, Scenic Drive, Huia Rd) 8 months later. At the time of the event power was cut for several days and water was off for several days as the water main on Scenic Drive was cut by a landslip. Telecommunications were also badly affected by the power outage and also by cell towers not having sufficient back-up power.

Extremely large landslips on the cliffs around the Manukau Harbour coast destroyed infrastructure like the Coastguard building at French Bay and impacted many homes. Over 100 people were trapped for a

number of days on Paturoa Rd which was closed at both ends by massive slips. The power was not restored to these residents for over a month and the temporary generator was so loud and the diesel fumes so bad that several residents had to leave their homes. Most if

not all roads in Titirangi have at least one landslip, most of which have not yet been remediated 8 months later. There are many roads with single lanes controlled by traffic lights. Cyclone Gabrielle had a less severe impact on Titirangi, but we still lost power for several days and some slips became worse. There were a number of trees brought down and some fell onto houses or infrastructure. Residents have reported severe anxiety during

subsequent rain storms (like PTSD) and those dealing with stickered properties are suffering severe financial stress.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

3. In the months following the storms, what has helped you and your community get through?

2.3.1. There has been good communication via the Waitakere Ranges Local Board who convened a large online community meeting to bring

professionals to explain the process and progress to residents.

2.3.2. However the Local Board has itself struggled to get up to date information from Auckland Transport and the officers dealing with stickered homes.

2.3.3. It has been much more difficult for residents to get any information out of Council on what is happening and when they will get answers to enable them to undertake repairs or move on with their lives.

4. What would help you and your community feel like you had 'recovered' from these extreme weather events?

2.4.1. Certainty for stickered residents with sufficient financial support from Council and Government that they are not out of pocket and can afford to repair their homes, or buy a new one if they have to move out.

2.4.2. Roads affected by landslips repaired and re-opened.

2.4.3. Landslips remediated and replanted with natives so that we don't get a weed invasion.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

2.5.1. More realistic planning rules so that houses are not built in areas that are likely to flood or suffer coastal inundation or landslides.

2.5.2. Houses already built in flood plains should be mitigated for the risks or removed and the area turned into parks with large trees planted. The value of trees in flood prone areas cannot be overstated, they are the most obvious nature-based solution and should be used very extensively.

2.5.3. Streams cleaned out and properly maintained in future. The neglect of streams and waterways by Auckland Council has been a serious problem for years. We note that there appears to be a bid to delegate much of this workload and responsibility to the community in your Making Space for Water proposal. While certainly care of waterways is a community matter where streams are on private land and possibly in more rural environments, in urban settings, Auckland Council has the responsibility to maintain them as part of the stormwater system and ensure they flow freely to prevent flooding. This maintenance work needs to be prioritised and properly funded, not dumped onto the community in the hope that someone else will do it for you.

2.5.4. Stormwater drains and catch pits should be regularly cleaned and repaired. Council needs to keep these drains clear of weeds such as agapanthus which block them. This is not an issue in urban areas which have defined, concreted, culverted stormwater drains but in outer areas which are vegetation covered and where the roadsides are less defined pest plants can colonise stormwater infrastructure and cause major problems.

2.5.5. There is a general need to increase pest plant control (eg ginger) so that roadsides, public land and private land are not infested with plants that can lead to blockages in waterways/stormwater and lead to landslips by out competing native plants that have deeper roots and hold soil together on slopes. It is not a coincidence that the weediest slopes in our area are the ones that have suffered the largest slips.

2.5.6. Both 2.5.3, 2.5.4 and 2.5.5 are not matters that require a special, high investment approach as implied in Making Space for Water. It is about providing the good, basic standard of maintenance that is expected - and already paid for - by ratepayers. Whereas in fact blocked stormwater drains have almost become the norm in some suburbs and certainly contributed significantly to the severity of the floods earlier this year. This is Auckland Council's failing due to years of cost cutting of basic services.

2.5.7. More trees should be planted and existing trees protected on private land so they can soak up more water. A mature tree treats 16 cubic metres of stormwater per year and intercepts 40% of the rain in a storm so it never reaches the ground. These are essential assets that contribute very significant services to the stormwater network that should be recognised and valued.

2.5.8. Geotech assessments of slopes at risk of landslides and existing homeowners given realistic advice about future risks. Those with high risk should be offered voluntary buy-out of their property.

2.5.9. Proper maintenance of roads also needs to happen from now on.

Subsidence, cracks and undercutting by water flow can't simply be ignored and de-prioritised until the situation is critical, as we have observed happening for many years now. Good maintenance practice requires these signals to be recognised early and addressed in time before collapse of the road occurs. All the landslips and failures have their source in inappropriately directed water, so surveying, identifying and addressing these problems early is critical to prevention of road failures in future.

2.5.10. Emergency Plans developed for every suburb, funded and resourced by Council and Government. It shouldn't be left up to volunteers to have to do this work.

2.5.11. Education and training for everyone about what to do in an emergency. This should be tailored for the specific risks for the area.

2.5.12. Better power supply resilience and better telecommunications network resilience. Small or outlying communities cannot be given low priority simply because they have smaller populations: it is these communities that will be most vulnerable if power and communications are cut off. Undergrounding of powerlines so they are not so prone to outages caused by trees and branches falling and provide enough back-up generators for cell towers to maintain a service.

2.5.13. In isolated communities back-up and portable generators should be provided at the local surf club or fire station so that severe outages can be survived for longer. Food preservation in freezers & fridges is high priority for people.

2.5.14. Grants should be provided for communities to develop Resilience Plans and also to enable them apply for funds for things such as generators.

2.5.15. All new houses should have compulsory solar panels fitted with a battery storage back-up. Financial incentives should be offered to encourage retrofit of existing houses with solar.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

2.6.1. Yes we support all the proposed initiatives.

2.6.2. However, Making Space for Water provides very little detail or actual plans for implementing the nine interventions that are listed. We are unable to fathom therefore how Auckland Council has come up with the figure of \$1.6 billion additional funds being required. This is a substantial sum. Council must surely be basing this on studies, details, quantities and known costs: these need to be provided to the public for perusal.

2.6.3. Some factors listed among the 'nine' are critical to resilience – but they involve work that the Council should be expected to address in its basic job of maintaining the stormwater system, waterways and roads. Yet, stormwater drains have been clogged up with leaves, silt and gravel for years, and the state of streams, full of rubbish and weeds, is a longterm scandal. These areas of neglect contributed significantly to the severity of the floods this year. These 'assets' don't need special treatment costing huge extra sums, but simply the good maintenance expected from a Council, and which we would expect to be met already. If this can't be provided within the current funding, the reasons need to be known: it is not about portraying these as something special that needs extra investment. This is basic maintenance of Council's assets.

2.6.4. Under 'Community-led Flood Resilience' we see a proposal for

'empowering communities to become the guardians of their stormwater and waterways'. It is good for communities to know about their waterways and possible hazards, and volunteer groups definitely need funding. However, it needs to be made clear that Auckland Council holds the primary responsibility for this work in urban areas on public land. Even on private land it is Council's responsibility to ensure that the work is done by the landowner so that their neglect does not have impacts on other properties and assets. Only Council can have the oversight of the entire stormwater network and needs to be proactive to ensure it works effectively at all times.

2.6.5. Re funding we think there should be an increased levy on developers, since they are creating more impermeable surfaces which is making the risk of flooding higher. The levy should be directly related to the percentage of the site that is to be made impermeable. This would encourage development to go up rather than out and for green space and trees to be retained on a property.

2.6.6. Any rates increase must be equally shared across all ratepayers and not targeted at the areas suffering the worst impacts. These are invariably the lower socio-economic areas

and the least able to afford higher rates. Also, any increases must be reflected in larger rebates for low income ratepayers.

7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

2.7.1. Yes planting more large trees and requiring protection of existing mature trees on private land.

2.7.2. Managed retreat from areas that will be impacted by coastal inundation, landslides and increased flooding as a result of climate change effects. We need to stop putting people in harms way and make it easier for those already in harms way to get out of it.

2.7.3. Stop all development on flood plains & flood prone areas.



Submission by the Titirangi Residents & Ratepayers Association on Storm Recovery & Resilience

31 August 2023

From: Titirangi Residents & Ratepayers Association

Contact: [REDACTED] Chair



1. Introduction

- 1.1. Thank you for the opportunity to present the **Titirangi Residents & Ratepayers Association's** submission on **Storm Recovery & Resilience**.
- 1.2. This submission is made by The Titirangi Residents and Ratepayers Association, a non-profit incorporated society formed in 1987 to promote and represent the interests of ratepayers and residents in the Titirangi area. The Association can be traced back to the 1920s when an unincorporated society is recorded as lobbying Council regarding roads.
- 1.3. We wish to speak to our submission if that opportunity is provided.

2. Submission

2.1. Note on the presentation of the consultation document: The PDF format was created using numerous text boxes to create nearly all the paragraphs and sub-paragraphs. This meant that readers could not highlight anything in the text, even if the document was converted to Word format. This was highly inconvenient. Again, we ask Council staff actually to consider the needs of those who need to review their work.

2.2. How were we and our community affected by the extreme weather events in early 2023? Titirangi was hammered by the Auckland Anniversary Floods with over 100 landslips on private and public land across our suburb. Many of these closed roads and caused a high number of homes to be red or yellow stickered. A significant number of Titirangi residents are still unable to return to their homes & several roads are either still completely blocked (eg Paturoa Rd at the Titirangi Beach end, Scenic Drive at Arataki) or severely impacted (eg Otitori Bay Rd, Scenic Drive, Huia Rd) 8 months later. At the time of the event power was cut for several days and water was off for several days as the water main on Scenic Drive was cut by a landslip. Telecommunications were also badly affected by the power outage and also by cell towers not having sufficient back-up power. Extremely large landslips on the cliffs around the Manukau Harbour coast destroyed infrastructure like the Coastguard building at French Bay and impacted many homes. Over 100 people were trapped for a number of days on Paturoa Rd which was closed at both ends by massive slips. The power was not restored to these residents for over a month and the temporary generator was so loud and the diesel fumes so bad that several residents had to leave their homes. Most if not all roads in Titirangi have at least one landslip, most of which have not yet been remediated 8 months later. There are many roads with single lanes controlled by traffic lights. Cyclone Gabrielle had a less severe impact on Titirangi, but we still lost power for several days and some slips became worse. There were a number of trees brought down and some fell onto houses or infrastructure. Residents have reported severe anxiety during subsequent rain storms (like PTSD) and those dealing with stickered properties are suffering severe financial stress.

2.3. In the months following the storms what has helped you and your community get through?

2.3.1. There has been good communication via the Waitakere Ranges Local Board who convened a large online community meeting to bring professionals to explain the process and progress to residents.

2.3.2. However the Local Board has itself struggled to get up to date information from Auckland Transport and the officers dealing with stickered homes.

- 2.3.3. It has been much more difficult for residents to get any information out of Council on what is happening and when they will get answers to enable them to undertake repairs or move on with their lives.

2.4. What would help you and your community feel like you had ‘recovered’ from these extreme weather events?

- 2.4.1. Certainty for stickered residents with sufficient financial support from Council and Government that they are not out of pocket and can afford to repair their homes, or buy a new one if they have to move out.
- 2.4.2. Roads affected by landslips repaired and re-opened.
- 2.4.3. Landslips remediated and replanted with natives so that we don’t get a weed invasion.

2.5. How can Tamaki Makaurau be more prepared for events like this in the future?

- 2.5.1. More realistic planning rules so that houses are not built in areas that are likely to flood or suffer coastal inundation or landslides.
- 2.5.2. Houses already built in flood plains should be mitigated for the risks or removed and the area turned into parks with large trees planted. The value of trees in flood prone areas cannot be overstated, they are the most obvious nature-based solution and should be used very extensively.
- 2.5.3. Streams cleaned out and properly maintained in future. The neglect of streams and waterways by Auckland Council has been a serious problem for years. We note that there appears to be a bid to delegate much of this workload and responsibility to the community in your Making Space for Water proposal. While certainly care of waterways is a community matter where streams are on private land and possibly in more rural environments, in urban settings, Auckland Council has the responsibility to maintain them as part of the stormwater system and ensure they flow freely to prevent flooding. This maintenance work needs to be prioritised and properly funded, not dumped onto the community in the hope that someone else will do it for you.
- 2.5.4. Stormwater drains and catch pits should be regularly cleaned and repaired. Council needs to keep these drains clear of weeds such as agapanthus which block them. This is not an issue in urban areas which have defined, concreted, culverted stormwater drains but in outer areas which are vegetation covered and where the roadsides are less defined pest plants can colonise stormwater infrastructure and cause major problems.
- 2.5.5. There is a general need to increase pest plant control (eg ginger) so that roadsides, public land and private land are not infested with plants that can lead to blockages in waterways/stormwater and lead to landslips by out competing native plants that have deeper roots and hold soil together

on slopes. It is not a coincidence that the weediest slopes in our area are the ones that have suffered the largest slips.

- 2.5.6. Both 2.5.3, 2.5.4 and 2.5.5 are not matters that require a special, high investment approach as implied in Making Space for Water. It is about providing the good, basic standard of maintenance that is expected - and already paid for - by ratepayers. Whereas in fact blocked stormwater drains have almost become the norm in some suburbs and certainly contributed significantly to the severity of the floods earlier this year. This is Auckland Council's failing due to years of cost cutting of basic services.
- 2.5.7. More trees should be planted and existing trees protected on private land so they can soak up more water. A mature tree treats 16 cubic metres of stormwater per year and intercepts 40% of the rain in a storm so it never reaches the ground. These are essential assets that contribute very significant services to the stormwater network that should be recognised and valued.
- 2.5.8. Geotech assessments of slopes at risk of landslides and existing homeowners given realistic advice about future risks. Those with high risk should be offered voluntary buy-out of their property.
- 2.5.9. Proper maintenance of roads also needs to happen from now on. Subsidence, cracks and undercutting by water flow can't simply be ignored and de-prioritised until the situation is critical, as we have observed happening for many years now. Good maintenance practice requires these signals to be recognised early and addressed in time before collapse of the road occurs. All the landslips and failures have their source in inappropriately directed water, so surveying, identifying and addressing these problems early is critical to prevention of road failures in future.
- 2.5.10. Emergency Plans developed for every suburb, funded and resourced by Council and Government. It shouldn't be left up to volunteers to have to do this work.
- 2.5.11. Education and training for everyone about what to do in an emergency. This should be tailored for the specific risks for the area.
- 2.5.12. Better power supply resilience and better telecommunications network resilience. Small or outlying communities cannot be given low priority simply because they have smaller populations: it is these communities that will be most vulnerable if power and communications are cut off. Undergrounding of powerlines so they are not so prone to outages caused by trees and branches falling and provide enough back-up generators for cell towers to maintain a service.
- 2.5.13. In isolated communities back-up and portable generators should be provided at the local surf club or fire station so that severe outages can be survived for longer. Food preservation in freezers & fridges is high priority for people.

- 2.5.14. Grants should be provided for communities to develop Resilience Plans and also to enable them apply for funds for things such as generators.
- 2.5.15. All new houses should have compulsory solar panels fitted with a battery storage back-up. Financial incentives should be offered to encourage retrofit of existing houses with solar.

2.6. There are nine possible initiatives outlined in Making Space for Water. Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

- 2.6.1. Yes we support all the proposed initiatives.
- 2.6.2. However, Making Space for Water provides very little detail or actual plans for implementing the nine interventions that are listed. We are unable to fathom therefore how Auckland Council has come up with the figure of \$1.6 billion additional funds being required. This is a substantial sum. Council must surely be basing this on studies, details, quantities and known costs: these need to be provided to the public for perusal.
- 2.6.3. Some factors listed among the 'nine' are critical to resilience – but they involve work that the Council should be expected to address in its basic job of maintaining the stormwater system, waterways and roads. Yet, stormwater drains have been clogged up with leaves, silt and gravel for years, and the state of streams, full of rubbish and weeds, is a longterm scandal. These areas of neglect contributed significantly to the severity of the floods this year. These 'assets' don't need special treatment costing huge extra sums, but simply the good maintenance expected from a Council, and which we would expect to be met already. If this can't be provided within the current funding, the reasons need to be known: it is not about portraying these as something special that needs extra investment. This is basic maintenance of Council's assets.
- 2.6.4. Under 'Community-led Flood Resilience' we see a proposal for '*empowering communities to become the guardians of their stormwater and waterways*'. It is good for communities to know about their waterways and possible hazards, and volunteer groups definitely need funding. However, it needs to be made clear that Auckland Council holds the primary responsibility for this work in urban areas on public land. Even on private land it is Council's responsibility to ensure that the work is done by the landowner so that their neglect does not have impacts on other properties and assets. Only Council can have the oversight of the entire stormwater network and needs to be proactive to ensure it works effectively at all times.
- 2.6.5. Re funding we think there should be an increased levy on developers, since they are creating more impermeable surfaces which is making the risk of flooding higher. The levy should be directly related to the

percentage of the site that is to be made impermeable. This would encourage development to go up rather than out and for green space and trees to be retained on a property.

- 2.6.6. Any rates increase must be equally shared across all ratepayers and not targeted at the areas suffering the worst impacts. These are invariably the lower socio-economic areas and the least able to afford higher rates. Also, any increases must be reflected in larger rebates for low income ratepayers.

2.7. Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

- 2.7.1. Yes planting more large trees and requiring protection of existing mature trees on private land.
- 2.7.2. Managed retreat from areas that will be impacted by coastal inundation, landslides and increased flooding as a result of climate change effects. We need to stop putting people in harms way and make it easier for those already in harms way to get out of it.
- 2.7.3. Stop all development on flood plains & flood prone areas.



Storm Recovery and Resilience Consultation

#2022

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

Your feedback

Visionwest Community Trust

Local Board: Waitākere Ranges

1. How were you, and your local community, affected by the extreme weather events in early 2023?

'Visionwest Waka Whakakitenga is a large social service provider with offices in West Auckland and this response reflects our experience of working with members of the community who were affected by the events of January and February 2023. It does not reflect individual staff

views, many of whom were also personally affected by the events.

In this response, our focus is to discuss the wider community. First and foremost, we stand with the wider community that was affected in so many ways emotionally, physically, spiritually, and financially. We mourn the loss of lives and recognize the grief that many are experiencing across the rohe. Details of impacts on our West Auckland community have been outlined more fully in our recently released Flood and Cyclone Report which is attached to this submission and should be read as part of our response.

A summary of effects on our local community can be described as:

- Isolation and disconnection
- Loss of life, home, and livelihood.
- Increase in mental health distress.
- Increases in financial support needs
- Significant compromise to water, power, and internet connectivity, which, in turn, impacted access to food, resources, and information, healthcare services, and places of education and employment.

Visionwest responded to over 3,500 whānau enquiries regarding flood relief. Details of what people needed most are outlined in question three below. While this response is focused on the impact on our local community, it is important to note that housing that is leased by Visionwest and used to house vulnerable members of the community in their journeys out of homelessness were compromised – two were completely destroyed and 27 were extensively damaged.

2. Was your home flooded or damaged during the extreme weather events in early 2023?

3. In the months following the storms, what has helped you and your community get through?

Our experience demonstrates that what has helped has been immediate communication and connection, immediate food relief, and ongoing mental health support for all.

Connection – despite common assumptions about urban connectivity, the reality is that many people often don't know, or may have never met, their neighbours or be part of any local community groups. Having a community hub/centre of connection and having people reach

out to whānau has helped to reduce feelings of isolation, loneliness, and helplessness following the events.

Communication – it is well documented that there were gaps in communication from local authorities as well as inconsistencies in sources of information – not just about the event itself, but how to access support afterwards. Apart from availability of information, there were also concerns regarding accessibility to information – for those who lost their phone and/or property in the floods, they had limited means to access many of the communication channels used. What helped get our community through was having a central team of people

who led and coordinated the response and supported flood affected households in navigating various avenues of support, getting the information that was needed and helping them understand the processes involved.

At Visionwest Waka Whakakitenga our Kaupapa is centred on values of whanaungatanga, aroha, mana and manaakitanga with a mission of kia Tumanakotia, building hope together. This means that our approach always involves connecting with people where they are physically and emotionally. By early on Saturday 28th January, the Visionwest team were at the Kelston Community Hub welcoming and connecting with people as they arrived.

Allowing people to tell their stories was central in their ability to manage next steps and allow other to support them with what they needed most at the time.

In the immediate aftermath of the Anniversary Weekend Floods as well as Cyclone Gabrielle, and throughout the months that followed, the Visionwest team supported over 3000 whānau with food, visited the neighbourhoods of 164 whānau, over 7300 people received food

support, 84 with replacing household items, and 9 enrolled as Money Mentor clients. In addition, the Wellbeing Centre has provided 133 Individual Counselling sessions and our Trauma Informed Care service Matanga Oranga has provided 38 one-one sessions and seven group sessions. On of our counsellors also visited five schools to provide counselling to students. We have worked with funders and partners to provide transport where needed, access to winter warmer packs, and ongoing support as our community continue to navigate supports and systems even after the immediate response teams from other organisations have returned to BAU, as insurance payments end, and as whānau try to maintain their health and wellbeing.

4. What would help you and your community feel like you had ‘recovered’ from these extreme weather events?

As we have mentioned, while others are beginning to business as usual, for those impacted by the extreme weather events, this is not the reality. Visionwest strongly believes we are still in a “response” phase and that it is too early to comment on recovery beyond re-stating that

connection, communication, and hardship support tailored to the needs of each whānau is paramount.

In preparing our response to this consultation, Visionwest spoke with whānau that we are journeying with about this question and the dominant themes were those of continued mental health and wellbeing support, recognition of cascading effects of the extreme weather

events in relation to financial hardship, security of housing, existing and new medical conditions, and whānau specific supports. Comments included:

“a stable home.”

”I want to be in a house where I feel secure and safe with my son.”

“I am only in need because of landlord/property manager who made us homeless....now got a house but it cost \$4,000 to move in.”

“Money will be an ongoing challenge....I need to adjust to ways of life I never had to before.”

“We need counselling.”

“Counselling is a key.”

What works for one person may not work for another. Another theme that was apparent was that support that was available was not always tailored to whanau specific needs – health conditions of dependents not always considered when accessing benefits, cost of moving, state of different homes, complaints to property managers not always addressed. Until people feel supported and acknowledged, until their sense of safety is restored, they cannot feel recovered. Visionwest welcomes further communication and involvement from Auckland

Council in connecting with communities.

5. How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

We acknowledge the information shared in the webinars and public meetings and welcome the incorporation of learnings from 2023 into the next review of the Unitary Plan. Visionwest recognises that much of the work that is involved is dependent on partnership with central government and we strongly encourage planning and processes that mitigate risks of further devastation to homes and housing in Auckland.

Flood and weather events like those of 2023 are likely to increase in frequency and, therefore, homes cannot continue to be built on flood plains or areas where infrastructure is likely to be significantly compromised.

Any housing developments must consider design, construction, and materials to demonstrate how they can mitigate risks of, or adapt to the possibility of, flooding.

We strongly encourage Auckland council to extend and strengthen partnerships with community organisations that know the faces of those impacted well. As mentioned above, communication and connection are key elements of disaster preparedness and response. By resourcing community organisations, Auckland council can share the work of sharing information to our communities, particularly for those that cannot access conventional channels such as online news media or social media platforms. It is imperative that there is transparency and complementary communication to all homeowners about the work that is happening. Communication needs to explain the role of each responding agency (that is, what is Auckland Council responsible for vs Watercare and so on), how they interact/impact with other departments, timelines for remedial work, and up to date accurate contact information.

Given the short timelines on this consultation process, Visionwest has not had the opportunity to fully capture whānau voice in all our comments, and we strongly encourage Auckland Council to allow a wider representation to have the opportunity to consult on and contribute to this mahi.

6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost \$1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the initiatives?

Visionwest Waka Whakakitenga welcomes investment and support for community groups to undertake resilience activities. We would welcome partnership in supporting whānau who may lose their homes in the case of housing removal or property buy outs, but we would like

to understand what percentage of the \$400million allocated to Operational Expenditure to improve service delivery as part of the plan would be allocated to community hubs and community initiatives and organisations. Visionwest is currently undergoing campus redevelopment and would welcome the opportunity to discuss investment into, and collaboration in design of, our community hub, which could be used as an information centre or shelter in the event of future weather events.

In addition, to support flood response and to aid in addressing themes of community and connection, community liaison roles, trained by Auckland Emergency Management, but employed in community agencies could give AEM on the ground sight and vision in disasters but also community agencies understandings of AEM processes, thus informing the way we care for our community.

We are also mindful that the expedience with which this consultation is being undertaken necessarily limits full participation by those who are most directly impacted. Many of these whānau are still negotiating refixing mortgage payments, managing increased living costs, resettling children into school and supporting wider whānau mental health needs. The knock-on effect of these events after years of change and unsettled patterns of social interaction has amplified feelings of isolation and loneliness. These events have also added strain to

whānau who are also experiencing increased financial hardship along with the increased costs of living that are well reported. However, Visionwest believes that significant investment into this area could not be more important at this time. Alongside these initiatives, there needs

to be continued investment into housing provision and supports for communities as outlined above.

One method identified has been upgrading capacity and safety of high priority culverts and inlets. West Auckland was severely affected and there is little clarity on what Auckland Council categorises as “high priority” upgrades. Visionwest welcomes Auckland Council’s proactive

approach and would encourage a full audit of all culverts and bridges to upgrade capacity.

7. Are there any other activities that you think are important to manage flooding that haven’t been included in Making Space for Water?

As mentioned elsewhere in our response, improving channels of communication would be imperative to ensure there are centralised warning systems as well as consistent

information available before, during, and after floods. Visionwest looks forward to seeing more

information about community resilience plans in the future to ensure they respond not just to immediate responses but to longer term responses and recovery journeys including investment into community services, education, and communication and ongoing support for

the mental and physical wellbeing of those that call Auckland home.

Thank you again and we look forward to hearing more.

See attached.

28 August 2023

Attention:

[REDACTED] and teams

Auckland Council

VISIONWEST COMMUNITY TRUST
275 Clengarry Road
Glen Eden, Auckland 0602
PO Box 20406
Glen Eden, Auckland 0641
T 09 818 0700

Tēnā kotou,

Re: Storm Recovery and Resilience Consultation – Have Your Say - Visionwest Waka Whakakitenga

Thank you for your support over the recent months and for the opportunity to respond to the above consultation. Visionwest Waka Whakakitenga welcomes the opportunity to submit, and we have responded to each question except for question two as we are representing the wider community.

1. How were you, and your local community, affected by the extreme weather events in early 2023?

Visionwest Waka Whakakitenga is a large social service provider with offices in West Auckland and this response reflects our experience of working with members of the community who were affected by the events of January and February 2023. It does not reflect individual staff views, many of whom were also personally affected by the events.

In this response, our focus is to discuss the wider community. First and foremost, we stand with the wider community that was affected in so many ways emotionally, physically, spiritually, and financially. We mourn the loss of lives and recognize the grief that many are experiencing across the rohe. Details of impacts on our West Auckland community have been outlined more fully in our recently released Flood and Cyclone Report which is attached to this submission and should be read as part of our response.

[REDACTED] local community can be described as:

[REDACTED] connection

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Any housing developments must consider design, construction, and materials to demonstrate how they can mitigate risks of, or adapt to the possibility of, flooding.

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Thank you again and we look forward to hearing more.



Policy & Programme Advisor

Flood and Cyclone Report

It takes a community to help a community.

AUGUST 2023



Visionwest
Waka Whakakitenga

building hope
together

| *Kia Tūmanakotia*

Executive Summary

The ability to respond immediately

The Auckland Anniversary Weekend (27 January 2023) weather event was unlike any before it. The storm's ferocity and the volume of rainfall took the city by surprise and had a devastating impact on Te Uru o Tāmaki Makaurau West Auckland and other parts of the city. Two weeks later, Cyclone Gabrielle hit bringing more devastation. The result for many whānau was the loss of accommodation and household possessions followed by challenges relating to mental health, personal finances, and food insecurity.

Visionwest responded – a distinctive feature of this response being the speed with which we were able to react to the needs of those affected.

The ability to mobilise so quickly lies in the simple reality that responding to the needs of people who are vulnerable or experiencing difficult times is what we do every day. And, while it is true, we had to pivot some of our services to appropriate delivery mechanisms, and the presence of a crisis meant there was a greater urgency to much of the work we were engaged in, our focus continued to be on walking alongside those who are facing tough times.

Lessons learned during COVID lockdowns proved to be invaluable as we adjusted the way we provided essential services within the context of the weather events.

It takes a community to help a community

“It takes a community to help a community,” is an apt description of the days, weeks and even months that followed 27 January as Visionwest joined with other social service agencies and organisations, working together, utilising our strengths, and sharing our resources, to ensure essential needs of those impacted by the floods were met.

Through the generosity of the community, Visionwest received, from a variety of sources, over \$670,000 for our flood relief work. As of 23 June, 92% of this money had been spent directly on flood relief with the remaining 8% earmarked for spending in the next few weeks.

A wraparound response

The result was the ability to be proactive in meeting multiple community needs as they arose including housing, food insecurity, financial, and mental health support.

This report outlines, in detail, Visionwest's response to crisis and the way the community rallied together to help others at their point of greatest need. It also lists some of the observations that will help shape how we respond to crises in the future.

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Introduction

On Friday 27 January, West Auckland received more than its average January rainfall (201mm) in less than a few hours. The resultant flooding meant that many whānau were displaced, some losing everything they owned, including their home. Because, on a day-to-day basis, we are active in the West Auckland community, Visionwest was able to be part of the immediate response.

The immediate and longer-term response was unprecedented for Visionwest. It was, however, shaped by the mechanisms and protocols established during the COVID pandemic. As with COVID, we had little warning of the timing or extent of the disaster but our teams and the individuals within them were able to meet the events head-on with an understanding of the need to be flexible in our response to community needs.

It must also be noted from the outset that it takes a community to help a community. No one agency or organisation has all the answers or all the resources to respond effectively to events like these but, by working together and playing to our strengths, we can prevail.



Days of Devastation

Auckland Anniversary 2023 holiday weekend, heavy rainfall across the upper North Island caused widespread catastrophic citywide flooding. From 5pm on Friday 27 January, severe and, in some cases, unexpected, flash flooding occurred, the worst affected areas being West Auckland, North Shore and parts of South Auckland. A state of emergency was declared in Auckland and parts of the upper North Island.

Two weeks later, between 12 February and 14 February, Cyclone Gabrielle battered New Zealand. Once again, heavy rainfall was experienced, this time accompanied by gale-force winds. A nationwide state of emergency was declared with many regions severely affected.

While Hawke's Bay and its surrounding area bore the brunt of this cyclonic assault, Auckland was far from unscathed. Within Greater Auckland, several areas were affected by landslides and many houses were lost. Once again, many whānau lost their homes and possessions, and a number of those battered by the Anniversary Weekend floods were hit hard once again.

In the aftermath of these combined weather events, many whānau were displaced from their homes. Throughout Auckland, up to 8,000 homes were left in need of damage assessment. By Wednesday 8 February (prior to Cyclone Gabrielle), 277 homes had been red stickered, 1,615 yellow stickered, and 2,566 white stickered.¹

¹ A red sticker indicates the building is unsafe to enter, a yellow sticker that the building has restricted access, and a white sticker indicates damage that is minimal, meaning the property is inhabitable but in need of remedial work.



Visionwest Response – *Overview*

PART ONE

Visionwest Response – Overview

The Immediate Response

The severity of the Anniversary Weekend flooding required an urgent response from a number of agencies and community organisations. Displaced whānau, many of them traumatised following narrow escapes from flooding and landslips², were left uncertain about where to go or what to do.

As soon as the extent of the flooding in West Auckland was known, the principal at St Leonards School in Kelston opened the school as an evacuation centre. Deputy Prime Minister and local MP Carmel Sepuloni and other community leaders including Sir Michael Jones and Eroni Clarke, initially coordinated the relief effort before Civil Defence and Red Cross arrived to oversee the process and establish an official Civil Defence Centre (CDC). Once the announcement was made that CDCs had been throughout Auckland, large numbers of people began turning up, often with nothing but the clothes they were wearing. Some had seen their homes engulfed and had waded to safety through deep water; some with children on their backs, others carrying family pets or whatever valuables they could salvage.



A flooded Visionwest property.

Visionwest's response began with the immediate mobilisation of our housing teams. By early Friday evening, within hours of realising the extent of the flooding, the Visionwest Community Tenancy and Supportive Housing teams were on the phone contacting each Visionwest tenant to check on both their personal welfare and the condition of their property. When necessary, help was provided to ensure affected whānau made it to places of shelter.

At the Kelston St Leonards School CDC, Kelston Community Hub had taken on the role of providing food for those who had been displaced from their homes. It was Community Hub volunteers who first reached out to Billie-Jean, Visionwest's Kaiarāhi Tikanga. Billie-Jean, in turn, contacted members of Visionwest's Community Services teams including our Community Connectors. By early Saturday morning, a number of Visionwest staff were at the CDC taking an active role in its set-up and day-to-day running; primarily involving themselves in the task of welcoming and connecting with people as they arrived – many traumatised by the events of the previous few hours.

This role of connecting with displaced whānau turned out to be a critical part of the flood response process and one that must not be downplayed. Civil Defence workers, and first responder agencies including Auckland Emergency Management (AEM) did an excellent job of processing people upon arrival which involved having them complete a one-page assessment form before allocating a camp bed and blankets.

This process, while necessary and well handled, did not necessarily acknowledge the presenting trauma many whānau arrived with, leaving some confused or overwhelmed. Nor did it necessarily fit with the cultural practices represented amongst Māori, Pasifika and other ethnicities who had been displaced without warning. This is written about in greater detail in the Community Connector section.

² We must never forget that, over the two weather events, four people lost their lives. As traumatic as it was for many whānau, for those who lost loved ones, it was catastrophic.

"We were involved in first response stuff, welcoming people bringing them and making sure they were okay. It was just surreal ... the trauma and shock ... there were people who were just numb. You could see it, like it was replaying in their minds over and over ... they didn't have the ability to process the present, let alone what they were going to do in the hours or days ahead." [REDACTED] – Kaiarāhi Team Leader, Visionwest Community Connectors.



This immediate response occurred organically as Visionwest staff responded according to their Visionwest roles and because of the myriad of existing networks Visionwest has within the West Auckland community. Coordination was needed, however, to maintain the effectiveness of our response in the medium to long-term. This was the role of Visionwest's Emergency Response Team which, by early Saturday morning was meeting to coordinate the support services we were equipped to offer to the relief effort.



A fundraising webpage was also established to enable the public to donate. Funding and flood response expenditure is written about in greater detail in Part Three: Fundraising and Spending.

The Next Few Days

Within hours, the Kelston Hub found maintaining a food supply for those arriving at and staying at the CDC to be an enormous challenge. The Visionwest staff stationed at the CDC contacted Visionwest's Pātaka Kai to advise them of the need. Volunteers were called in to pack food at Whata Manaaki, Visionwest's food warehouse, and bulk food supplies were delivered. Food parcels were also delivered to any flooded homes which Visionwest knew about and to homes that were still inhabited in streets and communities most heavily affected.

Not all those who arrived at the CDC were looking for a place to stay. A significant number came to request support with food. The Kelston Hub used the bulk food supplied by Visionwest to make up food parcels to give away to these people. Others came, not looking for a place to stay but with a need to escape their flooded streets and, for a brief while, connect to something that felt normal.

Over the coming days, a natural apportioning of responsibilities occurred within the CDC. Civil Defence, AEM, and Red Cross handled the important assessment of those arriving before assigning them a place to sleep and introducing them to MSD and other agencies who were providing support.

Visionwest's established role as an anchor organisation within the West Auckland Community meant we instantly adopted a similar anchoring role for the flood response and we were able to help with moving items in and out of the CDC, feeding displaced people that came into the CDC and, in the days ahead, supporting whānau through the MSD process and ensuring they had access to available support, and setting the tikanga about how whānau were best welcomed and looked after in the evacuation centres.

The value of Visionwest's work was acknowledged by our inclusion in the daily briefing and debriefing sessions which encompassed all organisations and agencies at the CDC.

These first few days were chaotic but achieved much as people worked to their strengths and proved that a community that works in synergy can do amazing things to support the wider community.

Four Critical Steps

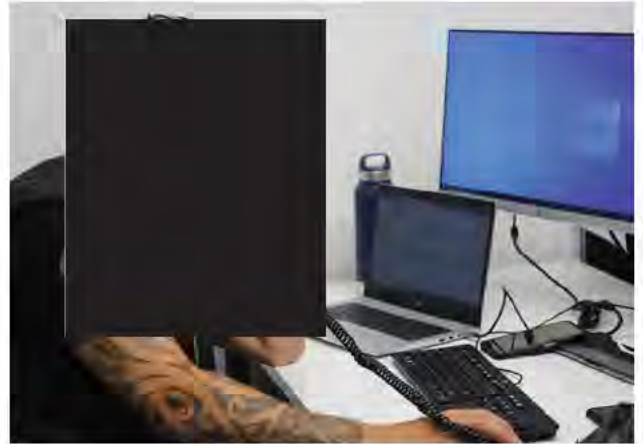
Early on, as part of our flood relief effort, and alongside our usual support services which continued to operate, Visionwest took **four critical steps**:

- In the immediate aftermath of a disaster communication to the public is key, and Visionwest played a pivotal role in this.
 - A freephone flood relief hotline was established and widely publicised for whānau to phone in with any flood-related needs. For the first few weeks, this phonenumber was open seven days a week and provided the community with one phone number through which they could access almost all information related to flood relief matters.
 - A user-friendly web-based fact sheet was created from information collated by the West Auckland Together Collective, of which Visionwest is a member. This contained a comprehensive list of information with hyperlinks to the agency and organisational information whānau needed in order to access critical assistance. The importance of creating a central repository for this information cannot be overstated. Coordinating the communication of key information to the public and to other agencies who were having people reach out to them for help is perhaps one of the most critical things Visionwest and West Auckland Together did in the early days following the weather events.

Even at the best of times, many people, especially those with English as a second language, find it difficult to access and navigate relevant information. So, whether it was the Mayoral Relief Fund, Temporary Accommodation Service through MBIE, the Civil Defence payments through MSD, or other funding and service sources – it was listed on our Flood Information webpage.

The page was also available as a printable pdf which we distributed amongst agencies and organisations across West Auckland so that it quickly became the go-to communication for all things relating to flood relief.

- Recognising the need to have staff members who were focused solely on flood relief support, two people were employed on a short-term basis: one as a Flood Relief Coordinator and the second as a Community Connector focusing on the coordination of Visionwest's flood relief activities. This is written about in more detail the community connection section.
- A pop-up pantry was established alongside our Pātaka Kai food parcel service to enable those who had lost the entire contents of their pantry to restock all those smaller items – such as butter, salt, and other condiments – that are essential to cooking but would not necessarily be included in a food parcel.



A flood relief hotline was quickly established.



A pop up pantry was established at Glendale Campus.

Visionwest Response – *In Detail*



PART TWO

Visionwest Response – In Detail

Part Two of this report looks in greater detail at Visionwest's response to the specific support needs we encountered. To ensure a complete picture of Visionwest's response is provided, some information from the overview above is repeated in these following sections and some sections may overlap with the information they contain.

First Things First

The first thing acknowledged by our Emergency Response Team was that Visionwest is not Civil Defence. Our role was always one of responding to crises in line with the capabilities and strengths of our organisation. This includes utilising the experience and expertise that sits within our support service teams and accessing the many networks that we are a part of throughout West Auckland and further afield.

This required that each Visionwest team worked to its strengths. Some teams were required in the immediate response, some in the days and weeks that followed, some expect to be dealing with issues related to the aftermath of the flooding for some time to come.

It also required that each Visionwest team evaluate how to best deliver services in the midst of this latest crisis. Our previous response to the COVID lockdown events meant we had learned and now understood the need to be flexible in the way services were delivered.

An example of this is seen in the delivery of food support. During the COVID lockdowns we had learned to pivot our service delivery according to the needs and the regulations in force at the time. In the days immediately following the flooding, those most severely affected couldn't come to Visionwest's Pātaka Kai for food and, even if they could, they had no way to prepare and cook meals. So, an alternative means of supplying appropriate food was required. The need to be flexible in our food support service delivery is written about in detail in the food support section of this report.

Response to Housing and Displacement Needs

For those displaced by the Anniversary Day floods, accommodation was an immediate priority. By early evening on Friday 27 January, within hours of realising the extent of the flooding, the Visionwest Community Housing teams were on the phone contacting each tenant to check on both their personal welfare and the condition of their property. Support Navigators from our Supportive Housing team checked on the whānau wellbeing to ascertain who needed support and what support was required. At the same time, Tenancy Managers from our Tenancy Team were doing their own checks; phoning to determine property needs.

"We knew we had families in low-lying areas, so we called these whānau first. Many reported serious damage and the details had to be passed onto landlords. Our main priority, however, was the families and ensuring they were able to get to safety." [REDACTED] –

Lead Tenancy Manager Visionwest Community Housing – Tenancy.



Obviously, housing was the first priority but there were other needs that came out of that. So much stuff was lost for people. Things needed replacing and tenants needed support with everything from food to counselling. There was a real collaboration between the two housing teams [Tenancy and Supportive] to make sure we were able to meet the needs of each of the tenants. [REDACTED] – Clinical Manager Visionwest Community Housing – Supportive.



While only two Visionwest leased properties were totally destroyed, 27 were severely affected and needed extensive repair. The most pressing issue, however, was finding accommodation for those who had been displaced. Many had lost everything and were left with only the clothes they escaped in. For the first night, some of these whānau had gone to the homes of friends or extended family. Many, however, were forced to stay in their cars. By Saturday morning, word was getting around that Civil Defence Centres (CDCs) had been established and people were directed to these.

The flooding was terrible. We lost everything. When we left our place, the water was knee deep, but it got a lot higher. We went to the school in Kelston then got sent to a hotel but that was only for a few days before we were back at Kelston. After a week or so, a house was found for us. We lost all our furniture, all our food, our clothes ... everything. Miriam.

Visionwest Community Housing had an immediate concern for those already experiencing homelessness when the storm hit. Our Supportive Housing Project Coordinator, who has experience in connecting with whānau living rough around West Auckland, went out to physically check in on some of the otherwise forgotten street homeless community. He spent time visiting vans, tents, and other rough sleepers, particularly those in parks and places which had been hard hit or in the vicinity of where large trees had come down. Immediate needs were discussed, and support given where appropriate.

Observations relating to housing and displacement needs

A common misconception is that those who live in city suburbs are surrounded by support structures. While this may be true in one sense, a sad feature of modern suburban life is that people often don't know, or may have never met, their neighbours. This caused many of those living in suburban streets to feel isolated and alone following the flooding.

Communication was also an issue resulting in many whānau being uncertain of who to ask for help and where to go to receive it. Those who were forced to leave their homes usually left behind everything meaning their only means of communication was their mobile phone, assuming they had that with them, and it wasn't water damaged. For those who had a phone, limited data or an inability to recharge batteries meant many were unable to access information passed over the internet and were reliant on word of mouth.

Due to the shortage of appropriate emergency housing, we observed that it was challenging for the CDC team to find suitable accommodation and there were examples of whānau being placed in housing that was not suitable for their family situation. For example, a West Auckland woman and her two children were allocated emergency housing. It was for two nights only but was in Papakura, an hour's drive (43 kms) away. She would have had no community or family support, her children would miss school, and she had no vehicle so would need a taxi to take her there. She decided it was not worth it for two nights and remained at the CDC.

We do acknowledge that, within the current constraints relating to housing, it is not surprising that the supply of emergency housing was challenging.

It must also be noted that it wasn't just those whose homes had been destroyed who needed shelter;

A lady came in to the Pātaka Kai and we got talking. She was from South Head and had been away from her home when the flooding occurred and was now unable to return because of slips. She and her young son had been sleeping in her car. I asked her why she didn't ask for help. She said, 'Well, it was only for a few days and besides, I didn't know where to go.' [REDACTED] – Visionwest Kai Services Manager.



A final observation is that sheltering at a CDC was a challenge for some. For those with mental health conditions, being placed in a dormitory-style situation with unknown people was far from ideal. One mother came to the CDC but had to leave shortly after because the presence of so many people in close proximity provided too much mental stimulation and was detrimental to the behaviour and mental health of her daughter who lives with severe autism.



Housing Response Statistics

Statistics as of 23 June 2023



Visionwest leased
houses totally
destroyed



Visionwest leased
houses extensively
damaged



Whānau contacting Visionwest
with accommodation needs

**It must be noted that Visionwest's response to the housing need arising from the flooding was not limited to those who were Visionwest tenants. Almost 300 enquiries relating to accommodation were received from whānau who were not Visionwest tenants. Those we couldn't help directly were passed onto relevant agencies and organisations.*

Response to the Need for Connection

Visionwest has a team of six Community Connectors whose everyday role is to meet whānau who may have a need, listen to their stories, and advise them of the avenues they need to go down to find the appropriate support. The importance of these Community Connectors in Visionwest's flood relief response cannot be overstated – they were invaluable from day one and continue to play a vital role. So much so that we added two staff – a Flood Coordinator and an additional Community Connector – specifically in response to the flood relief needs.

Human connection was an important facet of the flood response. One critical need immediately observed by the Visionwest team was the desire for those struggling with storm-related trauma to experience connection and relationship. The CDCs had robust systems in place for information gathering, processing physical needs, and allocating sleeping spaces. However, many whānau were suffering various degrees of shock which, at times, rendered them unable to coherently provide even the most rudimentary information or to make basic decisions about their future. In many cases, the storms triggered past traumatic experiences for individuals that ran deeper than the loss of material items and brought feelings of total loss and deprivation. This is written about in detail in the response to mental health needs section of this report.

Others were suspicious of the process which required them to hand over personal information. For these whānau it was necessary to connect, listen and take time for trust to be developed before they felt able to complete the CDC assessment forms.

"Many whānau were in cars outside the Kelston CDC. That included children and elderly people. Many didn't want to come into the Centre itself because they knew they had to fill in forms and were hesitant to give their personal details when they didn't know what that information might be used for. These people were in shock. All they knew for certain was that they needed kai to feed themselves and their children. Our first approach needed to be with a plate of food, not a clipboard." [REDACTED] – Visionwest Kaiārahi Tikanga.



Some of the Visionwest Community Connectors took food out to the cars. The provision of food created a connection, and they were able to chat with whānau in an informal way. Once this relationship was established – something that is very important in Māori and Pasifika cultures – and once we had explained the process that was taking place, whānau were more relaxed about entering the evacuation centre and divulging their personal details.

Many whānau needed a reassurance and needed to be encouraged that the CDC was a safe place. You have to remember the backgrounds of many of these whānau and understand where many of them have come from. For many, sharing space with strangers was a concern. [REDACTED]
 [REDACTED] – Kaiārahi Team Leader, Visionwest Community Connectors.

The need for people to connect with others went beyond these first few days, however. For some, the need to share their story, often numerous times, was an ongoing part of the healing process.

I'm a trained counsellor but throughout the entire flood response and even today, I wouldn't call what I was doing counselling as such. I was a listener. I made people a cup of tea and then listened to what they wanted to say. Some had told their story and didn't want to revisit it. For others, the retelling, sometimes two or three times, was a way of processing what had happened.

One thing I learned from this is that people need that space to talk and for some people that retelling of their story is important for a number of weeks. You see, now that quite a few weeks have passed, people are receiving food support and budgeting and other practical help, but who is just checking in and asking, "Hey, how are you going? How are things tracking for you?"

A couple of weeks after the flood I was dropping off some food to a lady who's had a knee operation and can't get out. She's stuck at home in a property that was still not fixed properly. She's separated from her son who has special medical needs meaning he can't live in the house at the moment. For me to call in, drop that food off, and listen to her story and hear about where she was at at that moment was really important for her. [REDACTED] – Visionwest Flood Relief Community Connector.



Several days into our flood response, Visionwest Community Connectors became aware of the number of whānau who were in need, some of them in dire situations, but with no real understanding of where to go for help or what help was available to them. It was this that prompted Visionwest to proactively seek out those who required support by performing door-to-door welfare checks.

The focus of our door-to-door teams was to connect with those who had critical needs. We loaded a car up with food parcels and started with door knocking in the most severely hit areas. The first visits were just to trial whether there was a valid need out there. We quickly discovered there was. [REDACTED] – Visionwest and Glen Eden Baptist Church (GEBC) Chaplain.



Armed with a list of red and yellow-stickered houses, the first visits revealed the significant number of people in local communities who were trying to get by on their own, unaware that there were many avenues of help available. Within days, teams made up of Visionwest staff and trust board members, Community Connectors, and members of GEBC were setting out each morning with boxes of food from the pātaka kai and returning with stories of heartbreak and confusion.

Some of the places we went to were quite significantly damaged. I'd walk up a driveway and think, "This is pretty badly damaged. There will be no one home here," only to see a face look out the window or have a person hesitantly open the door. Most started out a little wary of our presence assuming we were perhaps insurance assessors or from a government agency. When we explained we were from Visionwest and doing welfare checks, they would open up. Many invited us in to see the state of their flood-affected properties. It was heart-breaking to see what some people had been through and were now struggling to cope with. Simon – Visionwest and GEBC Chaplain.

It was interesting that, for many of those visited, the most critical need was for them to be able to share their story. Talking to a Visionwest Community Connector in particular gave them the sense that they were sharing with someone who could do something to support them.

Food was also an obvious need for these whānau, but another touchpoint was often the mention of the counselling packages that Visionwest had made available (these are written about in more detail in the response to mental health section of this report). People were anxious and already recognised that they would need outside help to cope in the aftermath of these weather events.

The name and contact details of each person visited were recorded if they expressed a need for support. These were referred back to our Flood Relief Coordinator who ensured a member of the Community Connect team followed up with information, and often hands-on help, of how and where necessary support could be accessed.

The essential role of connecting people to support and advocating for whānau as they access those supports, often for the first time, needs to be acknowledged. This role is ably filled by Community Connectors. It's a role that remains critical, both in times of crisis and in times of normality.

Observations relating to the need for connection

It truly does take a community to help a community; and something powerful happens when everyone works to their strengths. The collection of information at the CDC was vital and there were organisations with the resources to effectively do that. However, for most whānau, connection at a more relational level is required first and is especially important for some cultures.

This remains applicable throughout all stages of Visionwest's relief response. Many whānau are hesitant to divulge their real needs until they feel they have been listened to and have formed a genuine level of trust with the person working for the responding agency. In the wake of the flood experiences lived through by so many, the onset of shock and trauma meant the most effective first response was food, drink, and a compassionate and listening ear. It was when these connections were made that whānau were able to reach through their immediate trauma and think more coherently about their predicament or allow others to advise and advocate for them.

It must be noted also that many cultures and demographics were hesitant to give out personal information when they were uncertain of the reason for its collection or how it would be used. Others were hesitant to accept help because they did not understand that it was free. Many had been helped by MSD in the past with the proviso that any money provided would be repaid. Some were, therefore, afraid that accepting help would incur debt.

Finally, it must be noted that two other underlying mindsets affected the way people sought out or accepted support after the flooding. The first was the sense of whakama (shame) felt by some. It may seem peculiar that any person would feel shame for something that was outside of their control, but that was a reality for some. Perhaps it was that they had never had to ask for social support before or perhaps it was a sense of guilt at being unable to work through this crisis on their own; the truth remains that sitting with whānau and reassuring them that their situation was not the result of their own actions and that they merited our support was an important part of the connection role.



Taking calls from whānau on the 0800 line.

The second mindset we encountered was the Kiwi attitude of, “I know I’m going through a tough time but there are many worse off than me.” It was this attitude that led many to stay in damaged housing without seeking out help, or to steer away from asking for food or counselling help. Once again, these people needed a simple reassurance that, “There will usually be someone worse off than you, but that doesn’t negate your need for support.”

Connection Response Statistics



3553

Whānau
Enquiries
answered



164

Whānau visited by
visitation team

Response to Food Supply and Support

Following the flood event, the need for food support was immediate, as was Visionwest’s response. Feeding whānau who were turning up to the CDC at St Leonards School, usually cold and hungry, often having spent the night in their car, was an enormous task which the Kelston Community Hub had, by default, taken on. As early as the morning after the Friday evening flood, Billie-Jean, Visionwest’s Kaiarāhi Tikanga, contacted our Pātaka Kai staff to ask for help with supplying food. Over the coming days, a close relationship was formed between Visionwest and Kelston Community Hub as we worked together to provide meals.

In these first few days, food supplied by Visionwest included:

- Food for the Kelston Community Hub to cook and serve at the CDC.
- Food parcels for those who came to the CDC requiring food only.
- Food parcels for other organisations – some of these contacted Visionwest directly, others were in response to us reaching out to schools, local charitable groups, and other organisations offering food support.
- Food parcels which were hand delivered to flood-hit areas.



Loading supplies at Whata Manaaki

Each avenue of food supply required careful planning. For instance, those in flood-hit areas were often without power which impacted the type of food supplied and meant special boxes needed to be packed while those at the St Leonards CDC, either in their cars or in the Centre itself, had no food preparation facilities and so food had to be cooked and served as complete meals.

Much of this initial food supply was before we’d secured any flood relief funding and so the food supplied was taken from the Visionwest Pātaka Kai’s existing food stock³.

In the coming days and weeks, the reach of Visionwest’s food supply went well beyond the St Leonards CDC. As other Community Hubs opened in which our Community Connectors were helping

³ Prior to the flood events, the Visionwest Pātaka Kai was feeding 400 – 450 whānau each week as well as supplying bulk food to other food support organisations out of Whata Manaaki, our food storage warehouse.

to coordinate flood relief, food was one of the most urgent and consistent needs. Hubs supported included Hub West and Ranui Baptist Church Hub.

Volunteers from Visionwest were also rostered on to prepare meals for those staying at Hub West while food parcels were also prepared and delivered to the worst hit areas by our door-to-door team.

In addition to this food supply, as soon as possible after the flooding, the Visionwest Pātaka Kai was open for any who required food support and could come to our Glen Eden site to collect it.

Cyclone Gabrielle brought a renewed demand for food support and included areas such as Piha and Karekare which were isolated due to landslips. Visionwest's Pātaka Kai staff were proactive in contacting people in these areas to ask if food support was needed. The answer was a resounding, "Yes."

In response, the Pātaka Kai truck loaded with food and water was dispatched to these West Coast beach settlements. Once there, getting supplies to Karekare was especially tricky because it was completely cut-off by a slip and could be accessed only by a combination of walking and quadbikes. This meant all food and water had to be packaged in such a way that it could be carried to those who needed it.



Supplies for the West Coast beach settlements

Aware that Karekare and the surrounding area was without power, lightweight tramping cookers were sourced and hiked into these remote communities by local volunteers.

Alongside food, our food support service also provided care packages containing household essentials such as nappies, shampoo, sanitary products, and other personal items, and cleaning materials to help with flood clean-ups.

Of the money received for Visionwest's flood relief efforts, 29% was spent on emergency food supply. This does not, however, represent the full amount of food supplied because a number of food companies and organisations supplied actual food products while Visionwest also utilised existing food stores that would have been given away through our Pātaka Kai.

A couple of weeks into Visionwest's flood response, it was noted that many people had lost the entire contents of their pantry. This meant that, while our Pātaka Kai was supplying essential food items, people were often without basic pantry items like salt and butter.

Many people had lost everything including their entire pantry; everything gone. So, we set up a pop-up pantry stocked with all those extra items that people need to make good, tasty meals. It was like a mini supermarket where people could come and select the goods they needed to replenish their pantries. While only those flood-affected families specifically identified as needing this help were given access to it, there were still over 100 families who went through to receive this support. [REDACTED] – Kai Services Manager.

It was wonderful to receive a supply of grocery vouchers from Foodstuffs to be used in their supermarkets. Receiving these brought tremendous encouragement to whānau who had been hardest hit by the floods. Having lost control of so much in their lives, being able to go into a supermarket and select exactly what they needed led to a feeling of empowerment and being back in charge of something tangible in their lives.

The value of the Foodstuffs vouchers was exceedingly generous and enabled us to give hundreds of dollars' worth of vouchers to those who were in greatest need – size of family and each family's situation was, of course, taken into consideration.

The real value of food support and food vouchers is that it frees up money that can be used to pay bills or mortgages that whānau have been stressing over and believed they would not be able to meet.
Tulsi Cullen – Visionwest Flood Relief Coordinator.

The provision of food to flood affected whānau continues, primarily through our Pātaka Kai and Manaaki Kai (our recently opened social supermarket).

It's difficult to calculate the precise number of whānau Visionwest supported with food during our flood relief response. This is partly because some food was delivered by the truckload (e.g., to Piha and Karekare), or was dropped off at Community Hubs and other organisations providing relief. Also, in the case the Visionwest Pātaka Kai, while whānau were asked if they needed food as a result of the floods, many did not respond or were regular clients anyway.



Observations relating to food supply

Food is a great connector and a compelling way to begin the process of building trust and relationship with those who have been displaced during a crisis. In those early days, when people first arrived at the CDC they were scared, in shock, and found decision-making difficult. Many were initially hesitant to go into the CDC.

Visionwest staff found that by taking food out to these whānau and simply listening to their stories, those barriers were broken down. People were able to calm their nerves and felt they were being treated as an individual which led to a greater willingness to enter the CDC and participate in the assessment process.

It was great to see everyone doing what they do best. Visionwest were supplying food, the ladies from the Kelston Community Hub were cooking it and together we feed whānau and had conversations to connect with them and ensure they felt looked after. Meanwhile, Red Cross and Civil Defence were doing an awesome job of processing those who arrived and allocating them off to spaces to rest and sleep. The important thing was that, in the midst of all this, people felt safe and comforted. [REDACTED] – Visionwest Food Support Manager.

The collecting of information is a vital part of the crisis-relief process, but it needs to be carried out at the appropriate moment – the key at the initial stages was sustenance and connection – Visionwest's food support team played a vital role in this.

Food Response Statistics

1011

Whānau contacting Visionwest with kai as immediate need

7381*

Individuals receiving food support

29%

Percentage of flood relief funds spent on food support

67

Food vouchers distributed

\$12,000

Food value provided to St Leonards CDC and Hub West

\$14,000

Food value provided to Piha and Karekare

56

Whānau visiting the Pop-Up Pantry



**Food support statistics are difficult to quantify precisely and some of these statistics are calculated estimates only. The speed with which events unfolded during the flood emergency meant that the first priority of all organisations was to respond to whānau in need rather than capture exact figures right from the beginning.*

Response to the Need for Household Items

As the critical and urgent needs for food and shelter subsided, Visionwest spoke to affected whānau to determine what support would be required next.

Through the first days of the crisis, it emerged that many of those hardest hit were whānau who were already stretched in their personal finances. As the cost-of-living pressure mounted over the months leading into the floods, many people had made some tough decisions in order to save money for essential weekly costs. One of these decisions was the cancelling of insurances.

The Visionwest Flood Response Team, which included some of our Financial Mentors working alongside our Community Connectors, met many such whānau. Stories were shared of uninsured whānau losing their transport and crucial household items.

With this in mind, Visionwest's Flood Relief Coordinator developed an assessment process whereby all support needs of flood-affected whānau were sensitively reviewed. This uncovered the sad reality that many had lost, and were unable to replace, essential items such as household goods, food, furniture, beds and bedding, whiteware and kitchenware, and pantry goods. Meanwhile, staff undertaking door-to-door visitations and those answering our flood relief phoneline uncovered other whānau also in need of household goods replacement.

These needs were relayed to our Flood Relief Coordinator who collated them, ensured their validity, and arranged for the purchase of necessary items peculiar to each individual's circumstances.

Of interest here is that, while MSD funding came with a prescribed list of items that could be covered by that money, some of the items most critical to whānau were not listed.

We met with a lady who had lost most her possessions during the floods but had managed to get together most of what she needed. When we asked if she had any pressing needs, she said she needed a blender, but blenders weren't included in the list of funded items. When we asked more questions, it turned out the blender was needed because of a medical issue that requires her to blend all her food; in other words, it was essential to her health. We contacted a supplier who provided a blender for her for free. [REDACTED] – Visionwest Flood Relief Coordinator.

I met a lady coming out of a counselling session at our Wellbeing Centre and we got talking. She said, "I never thought I would have gone to counselling, but when you guys supported me with the things I needed in my home after the floods, you suggested that maybe I talk to someone and man, they're good." I asked the lady if she had any other urgent needs; her answer surprised me. She'd managed to re-establish herself pretty well after the flooding but was concerned about the state of her section; her need was for a lawn mower. Hers had been destroyed by the flooding and she was unable to afford a replacement. [REDACTED] – Visionwest Head of Service Development and Partnerships.



The most common items needing replacement were bedroom items. [REDACTED]
 Items such as dining room tables and wooden chairs can be dried out but, once a mattress gets sodden, it's very difficult for it to be resurrected. The same goes with bedding. Many whānau had stormwater flow through their properties ruining whatever bedding they had. In all, 79 beds and 75 sheet sets were purchased to replace those destroyed in the flooding.

Of interest to our Flood Relief Team were some of the other items required. A few people had lost their lawnmowers and asked if these could be replaced.

We noticed that there are certain things that stabilise people; things that make people feel things are going to be alright. One of these was having their lawns mowed and looking tidy. That meant, for some people, a lawnmower was important. [REDACTED] – Visionwest Flood Relief Coordinator.

As part of their response to flood relief support, MG Motor Group approached Visionwest with the offer of a six-month free lease of ten vehicles for people who had been left without transport due to the floods. This provision radically changed the future for those who were facing unique transport difficulties which could not be overcome immediately.

The selection of those receiving a vehicle was organised by our Flood Relief Coordinator who recommended those in the direst need to the Head of Flood Response for sign off. Often the recommendation was based on the necessity to be able to travel to work, or to vital health or counselling appointments. The story section of this report contains two stories relating to recipients of this unique and much appreciated flood response.



A flooded Visionwest property

Observations relating to household possession replacement

The need to replace household possessions destroyed by the floods became a challenge for those who had no contents insurance cover. While some could be critical of people living without such insurance, the reality is, when a whānau is struggling to put food on the table and pay their utility bills, there is a need to find ways of economising and insurance becomes a luxury. Hence, a significant number of those who lost possessions in the flooding were uninsured.

An item that was expected to be in high demand was dehumidifiers, but the initial demand was relatively low. However, a month or so after the flooding, the demand increased markedly. Whānau who coped with drying things from the initial flood found the continual wet weather meant their homes had not dried. Many were experiencing mould or small leaks that slowly developed into larger ones. Others commented on the musty smell in their homes and the fear that the air might be unhealthy. Loan dehumidifiers were given to some whānau, others were supplied with one outright. This serves as a reminder that, following a crisis, not all critical needs are immediate.

Household Items Replacement Response Statistics

Statistics as of 23 June 2023

84	\$219,766^{.93}	\$2,616
Whānau helped with replacement household items	Value of items supplied to whānau	Average spend on each whānau

Most commonly requested items supplied to whānau:

31	48	19 / 99	18
Double Beds	Single Beds	Dining Tables / and Chairs	Whiteware
71	75	45	140
Tallboys and Drawers	Sheet sets	Lounge (Sofas and chairs)	Towels

Interestingly, only a little over \$4,500 was spent on replacing clothing. It seems most people were able to replace day-to-day clothing fairly easily. It was only with the onset of winter that a few came to Visionwest unable to replace items like winter coats and wet-weather gear.

Response to the Need for Financial Support

Visionwest's Money Mentors service includes a team of four fulltime Financial Mentors. In the days following the floods, the Financial Mentors' work steadily increased with financial relief work initially focusing on either the provision of information relating to funding or advocating for people who were too stressed to handle financial matters themselves. As time progressed, a significant number of more traditional budgeting and debt management requests were received that could be traced back to the flood events.

As mentioned above, many of those hit most severely by the flooding were whānau who were already struggling or just hanging in with respect to personal finances. For this demographic, it often only needs one thing to go wrong, and they are pushed over the edge and into financial crisis. In normal times, this can be an unexpected expense or a lay-off from work – in January – February 2023, it was two devastating weather events that came in close succession.

Visionwest secured resourcing for our Money Mentors team to handle the longer-term work with people experiencing financial issues such as those relating to insurance, arrears in rent or car payments, and other issues that may arise as a consequence of crises. However, many of the immediate financial needs were handled by the Flood Relief Team and our Community Connectors. These needs covered a wide range of financial issues such as:

- Help negotiating the various flood relief payments available through MSD and the Auckland City Council.
- Help negotiating insurance and property matters.
- The replacement of essential items such as whiteware and furniture – Visionwest's response is recorded in the previous section, above.
- Covering everyday costs such as rent and food.

With regard to the flood relief payments, our Community Connectors were kept busy explaining these to the flood-affected who tended to fall into a couple of categories. There were those who had never previously accessed any type of fund or benefit. These whānau were usually unfamiliar with the process of applying for and receiving financial help. For some, even the acronym MSD was new and unfamiliar.

Then there were those who, as mentioned previously, were familiar with the social welfare system. Many of these people were, however, hesitant to apply for flood relief funding because, when they had received government assistance in the past, it needed to be repaid. Assuming this would be the case with flood relief, they didn't bother applying for fear of going further into debt.

It's been great to have the Flood Relief Team and the Community Connectors working alongside us because we were already busy with the recent cost of living increases. Now, we have so many people struggling. Many weren't financially stable before the flood and the floods have just topped it off.

We are also aware that people have had support from heaps of different services and from funding sources which has eased our initial load. There will come a time though when these services start pulling away. I expect that then many more will realise the seriousness of their financial position and we will see more clients turn up. [REDACTED] –
 Kahukura Financial Mentor Specialist – Team Leader



Many of the financial issues faced by whānau are complex and require multiple sessions with a Financial Mentor. The following story gives an example and sums up something of that complexity.

I was speaking to one woman who said her family's biggest problem was that they were paying a mortgage for a home they couldn't live in. Because they were insured, their insurance company agreed to pay the cost of a rental for six months. However, the way it works is that insurance will only pay out on what your own house would have rented out for. That means, say you had a two-bedroom house that would rent for \$500 a week but the only available rental was a three-bedroom house costing \$650 a week ... that extra \$150 rent is not covered by insurance. You have to pay it out of your own pocket and, on top of that, you must still pay your mortgage.

This scenario was not unusual and explains why some homeowners chose to remain living in damaged and, in many ways, uninhabitable properties.

Added to this is that the chance of getting a rental close to your current community was low and so many were having to pay extra transport costs to get to and from school or work. Danielle Cleverdon – Visionwest Kai Support Manager.

Stories like this were common in the weeks following the floods. Many people facing financial challenges were in a sound financial circumstance prior to the storms, but now faced severe financial strain due to the pressure of damaged property, goods, and rising costs.

Visionwest was able to help many cash-challenged whānau by supplying food to offset their weekly grocery costs freeing up savings and other money to be spent on rent, mortgages, or other flood related debt.

Other common financial ramifications included:

- People, especially those with no experience of the social welfare system, dealt with the financial challenges brought by this crisis by exhausting their savings. One person spoken to was just a year or two away from retirement and had, after a few weeks during which they had replaced furniture and been paying rent while their home was repaired, spent a significant part of their retirement savings.
- Many people visiting our Pātaka Kai were whānau who had taken extra people, often extended family, into their homes. While this was something they were happy to do, it proved to be expensive in terms of food costs and increasing utility bills.

Observations relating to personal finance and financial support

Following each of the two weather events, those affected were often in a state of shock. Of these people, many struggled to process information and make decisions that they would usually have handled quite easily. Actions such as negotiating rent issues with their landlord or phoning their insurance company became major challenges that were greatly helped by the support of a third person. This third-party help was provided by our Money Mentors team, our Community Connectors, and our Flood Relief Team.

One lady is representative of an experience that was happening over and over. Already overwhelmed with the stress of escaping her flooded home, she was struggling to deal with the bureaucracy of her insurance company. She phoned several times and was asked for more information; she sent emails and received no reply; she would phone again and get a different person meaning she had to explain her circumstances once more; she would be put through to another person and be put on hold for long periods... this lady was at the point of emotional collapse and had decided just to give up trying to sort this matter out.

That's why it's great to have our Money Mentors service to fall back on. I could call one of our Financial Mentors and know that ladies like this one would receive same day financial support and advocacy just to give her that back up and tell her what her rights are because she was at a point where it was hard to even think. [REDACTED] [REDACTED] – Visionwest Flood Relief Team Coordinator

A further observation of those dealing with financial matters is that access to a number of the flood relief payments came to an end too soon. This was particularly so for people who chose to utilise their own savings before accessing or being aware of the available funding.

Financial Support Response Statistics



9

Whānau enrolled as
Money Mentors clients

**This is the number of whānau enrolled as Money Mentors clients who will receive multiple sessions of financial mentoring. It does not include the many people who had issues relating to their personal finances, e.g., dealing with insurance companies etc., who were supported by our Community Connector team. This number is expected to increase over time.*

Response to Mental Health Needs

Following the Christchurch earthquakes, the following phrase emerged, "We've rebuilt the city, but we haven't rebuilt the people." This phrase contains a caution that we would do well to take heed of – a caution that the counsellors at Visionwest and other mental health organisations have echoed – rebuilding the lives of people following a traumatic experience can take a long time and issues relating to the trauma experienced do not always surface immediately.

*People have lost everything. Others have gone through traumatic experiences. Others are witnessing their children struggling to sleep or living with fear, especially when it rains. For some, it will take a while. They will think, 'I'm okay. I'll be alright,' but eventually it will get too much, and they will realise the need to talk to someone about it. [REDACTED]
[REDACTED] – Counselling Practice Manager- Visionwest Wellbeing Centre*

Trauma is like concussion. It accumulates. The first knock can be stuffed down and, for a lot of people ignored. The second one, maybe the same. But eventually it's going to explode. [REDACTED] – Mātanga Oranga Kaiārahi Lead Therapist

Visionwest's immediate response to the mental health needs of those affected by the flooding was to earmark \$60,000 worth of counselling to flood relief. Called Care Packages (not to be confused with care packages of essential items provided by Pātaka Kai) this provided those in need of wellbeing support with up to ten sessions with a counsellor from either our Wellbeing Centre or our Mātanga Oranga Kaupapa Māori service.



Counsellors at Visionwest predicted that they wouldn't be inundated with counselling requests in the first few weeks, or perhaps even months, after the flooding – but the reality is, the numbers are already building up.

I already knew when people have experienced that kind of trauma, they're not going to be ready to come in and talk about anything straightaway. They'll still be needing to land, ground and deal with the immediate needs around what's going on. [REDACTED] – Mātanga Oranga Kaiārahi Lead Therapist

Visionwest's first major involvements in the area of mental health needs resulting from the flooding were in the far western part of West Auckland. A member of the Waimauku community (close to Muriwai) noted the number of emergency workers and volunteers who were struggling to cope. She contacted [REDACTED], our Mātanga Oranga Kaiārahi Lead Therapist, who agreed to hold an open meeting in Huapai. A number of key people from the community turned up to hear Faye present an overview of trauma and how it affects individuals.



The post-meeting feedback was overwhelmingly positive with people feeling like they could name their feelings and recognise the emotional impact of the weather events on their personal lives and the lives of those around them.

A short time after, a session was offered to parents and guardians of children who had experienced weather-related trauma. Once again, this was extremely valuable as parents were able to understand behaviours they had observed in their children which could have been influenced by the storms. Parents shared heart-rending stories about children disappearing at the first sign of rain. Even when parents called out to them, they refused or were physically unable to answer. These children, traumatised by the flooding events, responded by hiding. Some were found cowering in cupboards; some curled up and shaking in the corner of a room; one was found in a wardrobe where he had pulled all the clothes down on top of him in an effort to escape the noise of the rain.

[REDACTED] was able to provide parents with the tools to help calm their children at times like these but also noted that, as time passed, many children would benefit from extended times with a counsellor (or from their parents spending time with a counsellor to learn calming techniques).

Visionwest's second early involvement arose from a visit of our Flood Relief Coordinator to Muriwai and the surrounding area. Speaking with the principal of Waimauku School – the nearest primary school to Muriwai – she was told of the number of children who were showing signs of trauma and anxiety in their everyday activities.

In response, Visionwest sent a counsellor to the school one day a week to meet with children for one-on-one counselling sessions. This has been well received and is ongoing.

Thank you for reaching out to us and offering counselling services for our tamariki and whānau after the devastating weather events. As a school we were able to put a number of things in place immediately to support whānau and staff but were unable to access counselling services to the scale that was needed. Initially we had 122 students and 6 staff displaced.

As time goes on, the demand for counselling is increasing with more families asking for this support. Some of our families have been able to return to their homes but we still have 80 students and some staff who cannot and have no idea how long this will continue for.



■■■■■ at Waimauku School

■■■■■ (Visionwest counsellor assigned to Waimauku School) is a real asset to your service ... to date, nine students have received counselling, taking part in 1-6 sessions. There is a waiting list of five families still waiting to see him. Letter from Waimauku School

Our Wellbeing Centre Counselling Manager specifically visited four local schools we already have a relationship with and offered help for their students. These schools also talked of the adverse effect the flood events had had on their children. More than one teacher told of the change in countenance that would occur the moment clouds appeared in the sky, and it became a little dull;

"The children would grow quiet and would have a look of fear in their eyes."

With the passing of time and proactive encouragement from other Visionwest support services, an increased number of whānau have contacted our counselling services to request sessions. Some are people who had horrific experiences during the flooding, such as being trapped inside a house as it slid downhill. Others are people who were driven to seek counselling support when they became uncertain about what to do as further rain provoked fear responses in their children. Still others, who had experienced no material loss, struggled emotionally as a result of the flooding and continual torrential rains that followed.

Wellbeing Centre counselling has prioritised flood-impacted clients and provided 133 sessions from February to May this year.

The trigger for emotional and mental health issues following a traumatic event can be complex and even unexpected. One family had been doing quite well financially before the storms hit, owning several rental properties. Unfortunately, several properties were destroyed by a mudslide, devastating years of work to accumulate these properties. For this particular family, it was culturally important to show their extended family that they were succeeding in life. The floods and cyclone robbed them of their source of rental income and they were left with nothing. Shame and financial hardship gripped their lives in the immediate aftermath, leading the family to depart New Zealand to start afresh in their land of origin.



Landslip affected houses in West Auckland

Observations relating to mental health

Following a traumatic event, establishing physical and emotional safety is key. Connection with others often helps with this and allows practical needs and concerns to be voiced and support provided. As settling begins the emotional processing of what has happened occurs. Over time some may experience triggers that alert to the need for counselling support to assist with emotional processing.

This means, following a traumatic event, the need for connection is immediate but the need for formal counselling can build over time. Those with significant trauma may need some time to process what has happened. Alongside their emotional needs, many will also have practical concerns to take care of. As people distance themselves from the event and resettle, they can experience moments where a small experience can trigger the impact from the crisis, and it is in this moment that they recognise their need for support. This can also sometimes be the result of noticing behavioural traits in their young children that have changed since the storms.

The effects of trauma may take years to surface. As mentioned previously, Visionwest's Mātanga Oranga Kaiārahi Lead Therapist suggests that this can be likened to the way we often think about concussion. A person may suffer a traumatic episode and be able to deal with it by "stuffing" it down and getting on with life. Another trauma on top of that may also be dealt with, but eventually the ability to handle one traumatic episode on top of another becomes impossible.

The first lot of referrals I got in were mostly wives saying their husbands were not coping. They'd say, "I don't know what to do. I don't know how to help him. His drinking has increased. He's a mess. I wake up at night and he's not in the bed."

One woman was woken by her husband standing at the front door screaming. He was sleepwalking and dreaming that he could feel the house falling down. He was at the door trying to hold it closed to stop the mud coming in and the wall falling down. and he was holding it down up. Just holding it there... Screaming.

When I meet a guy like that, my first task is to find out what's happened to him historically. Those actions reflect inner trauma so I'll track it. Most the work that I've done with those men, I've tracked right back to their childhoods. Faye Pouesi – Mātanga Oranga Kaiārahi Lead Therapist

Of course, what this means is that trauma from events like the storm may not emerge immediately but can surface later and be triggered by very small events, or a secondary traumatic experience. Often mental health support in the aftermath of environmental disasters is time limited, and therefore, when comes to that point in time when they are ready to face into the loss, pain, and trauma caused by the initial event, people may have missed out on funding for the vital support they need.

For this reason, it is important that, following any trauma-inducing incident, provision or funding for counselling considers the long-term ramifications and takes in a long-term view of mental health recovery within the communities most significantly impacted.

Mental Health Response Statistics

These statistics are from February to May 2023



133

Wellbeing Centre
Counselling sessions.



38

Mātanga Oranga
sessions



7

Group sessions –
Mātanga Oranga



5

Schools
visited

Our counselling centres expect to receive new referrals for some time as people become more aware of the need for support in this area.

Fundraising *and Spending*

PART THREE

Fundraising and Spending

Within a day of the first flood event, Visionwest had launched a fundraising campaign through our website and began to reach out to various funding sources. As of 23 June 2023, a total of \$657,600 has been raised for our Flood Relief Fund.

Organisations, businesses, agencies, and individuals have been exceedingly generous with their donations to the Flood Relief Fund and Visionwest has processes in place to ensure that all flood funding received goes directly, and in a timely manner, to services supporting our flood-impacted community.

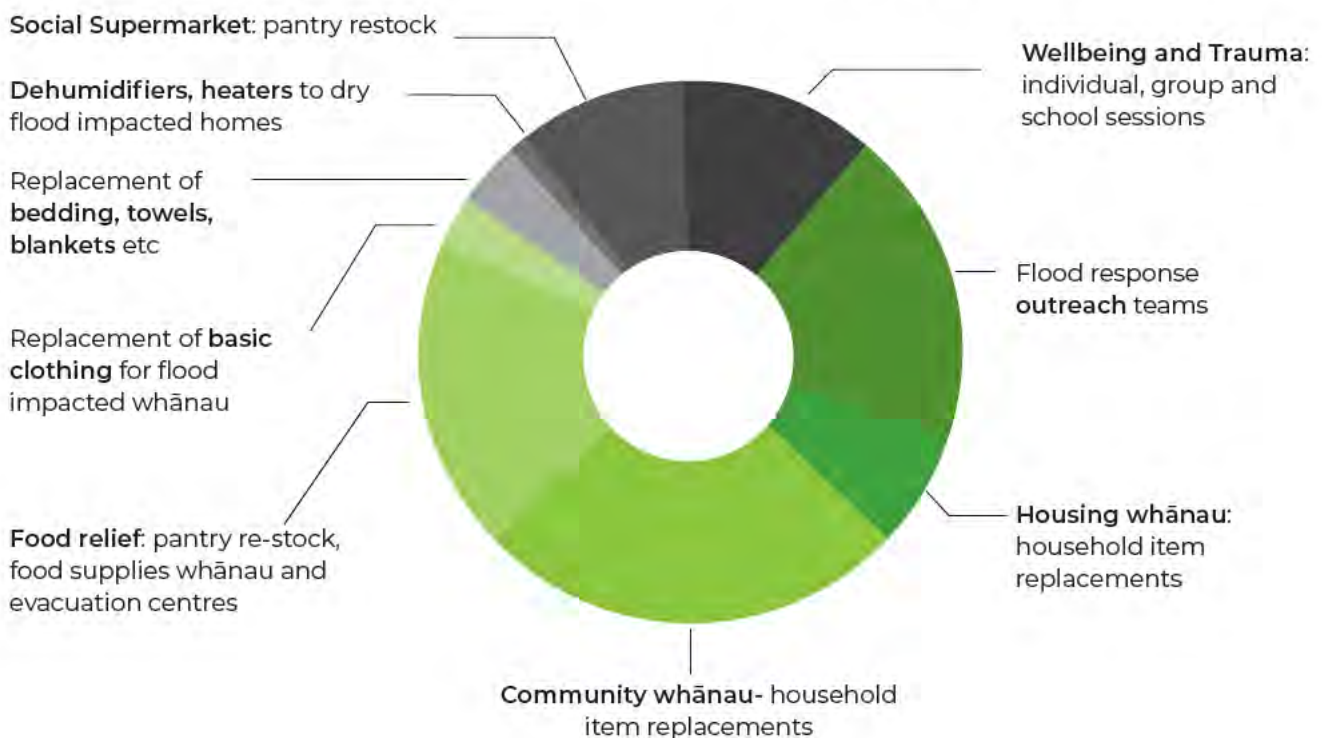
From the flood relief funding received so far, 92% has been redistributed to support flood-impacted whānau. The remaining 8% is being drawn down as needed as requests for support continue to surface.

How Money Raised was Spent

Based on discussions had with whānau in the early stages of our flood response, Visionwest's flood relief funding was split into various pools to ensure we could meet the needs of as many whānau as possible.

At regular intervals, we have asked for feedback and reviewed the demand for supports and scaled the funding to the areas most needed.

At the time of writing, the flood response funding has been spent as follows:



Three Phases of Flood Relief Funds Spending

On reflection, Visionwest's spending showed three phases of response from a financial perspective.

Phase 1: Emergency response.

Even before any flood response funding had been received, we provided \$123,032 worth of food, blankets and bedding, sanitary and toilet items, cleaning products, candles, SIM cards, gas canisters, and other essential items to individuals, other support organisations, and evacuation centres. We also provided emergency supplies to the Piha, Karekare and Muriwai communities. This figure is for tangible items only and does not include the cost of team members seconded to front-line flood response roles.

Phase 2: Using flood response donations and funding

Utilising the flood response funding, Visionwest has assisted over a significant number of flood-impacted whānau. Each whānau helped involves hours of intensive support with tailored assistance to each individual within each whānau. While some require basic items such as food and clothing, others have a need for a wide range of household items which must be sourced, purchased, and delivered. Such items include beds and bedding, whiteware, lounge and dining furniture, heaters, etc. We supported 84 number of whānau with an average of \$2,616 worth of goods to help them through their flood recovery journey.



Added to this support is the ten MG cars provided to those in need of a vehicle, thanks to MG Motor Group and food vouchers, thanks to Foodstuffs.

Alongside these tangible items are the other support services provided by Visionwest. These include housing, financial mentoring, and counselling.

Phase 3: Now

A few months on from the events, we are actively reviewing feedback and talking to whānau in need of further support, so we can allocate the remaining money to where it is needed most.





Flood Relief Support Statistics

PART FOUR

Flood Relief Support Statistics

Unless otherwise stated, the following statistics represent the flood relief support provided by Visionwest up to Friday 23 June 2023.

Overview



3,553

Whānau Enquiries answered



3,152

Whānau supported with food



84

Households helped with replacement items



\$657,600

Money raised for flood-affected whānau

Housing



2

Visionwest leased houses totally destroyed



27

Visionwest leased houses extensively damaged



296

Whānau contacting Visionwest with accommodation needs

Connection



3553

Whānau Enquiries answered



164

Whānau visited by visitation team

Food Support



29%

Percentage of flood relief funds spent on food support



1,011

Whānau contacting Visionwest with kai as immediate need



7,381

Individuals receiving food support



67

Food vouchers distributed



56

Whānau visiting the Pop-Up Pantry

\$12,000

Food value provided to St Leonards CDC and Hub West

\$14,000

Food value provided to Piha and Karekare

Replacement of Household Goods



84

Whānau helped
with replacement
household items



\$219,766.⁹³

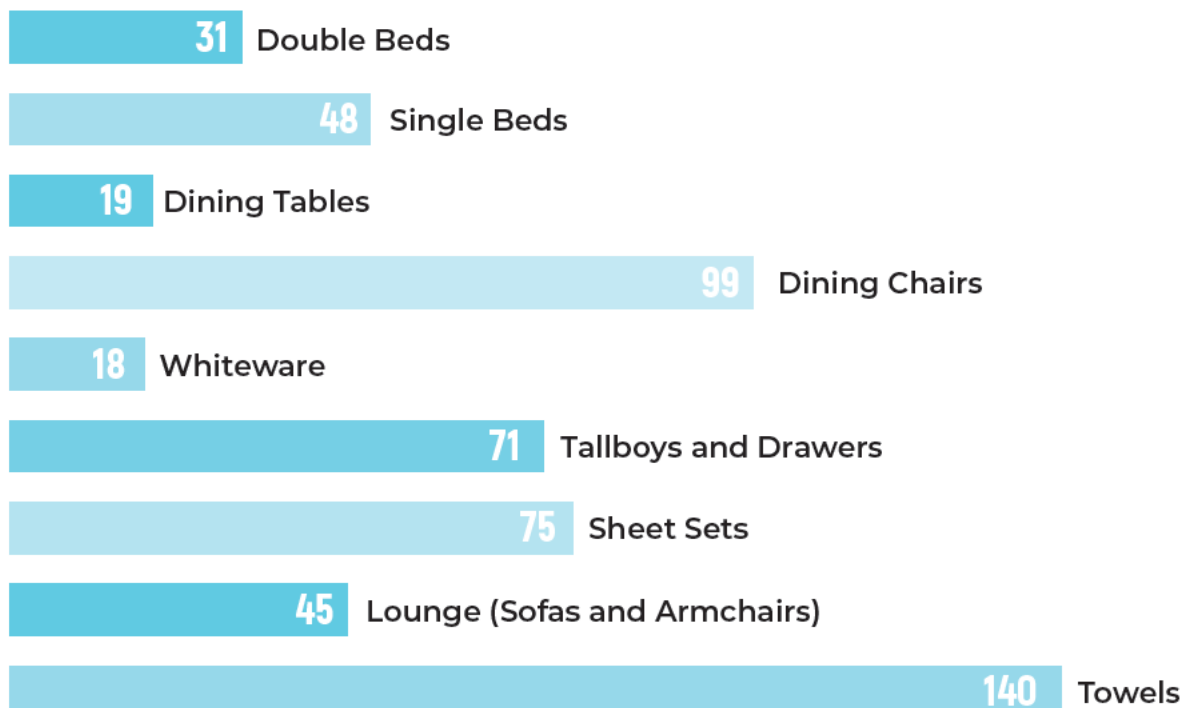
Value of items
supplied to whānau



\$2,616

Average spend
on each whānau

Most commonly requested items supplied to whānau:



Financial Mentoring Support



9*

**Whānau enrolled
as Money Mentors
clients**

**This is the number of whānau enrolled as Money Mentors clients who will receive multiple sessions of financial mentoring. It does not include the many people who had issues relating to their personal finances, e.g., dealing with insurance companies etc., that were responded to by our Community Connector teams.*

Mental Health



133

**Wellbeing Centre
Counselling sessions.**



38

**Mātanga Oranga
sessions**



7

**Group sessions –
Mātanga Oranga**



5

Schools visited

These statistics are from February to May 2023.

Our counselling centres expect to receive new referrals for some time as people become more aware of their need for personal support in this area.

92%

**Money raised for
flood relief spent
as of 23 June 2023**



8%

**Money raised for flood
relief remaining to be
spent as of 23 June 2023**

A photograph of a cluttered room, likely a storage area or a room in need of cleaning. The floor is covered with various items, including several cardboard boxes of different sizes, some of which are open. A blue plastic laundry basket is filled with clothes, including a red and black patterned garment and a green patterned garment. A black bag is also visible among the clutter. The lighting is dim, and the overall scene suggests a state of disarray or a space being prepared for a new purpose.

Thanks and *Whānau Stories*

PART FIVE

Thanks to Our Supporters

It takes a community to help a community – Visionwest wishes to acknowledge those agencies, organisations and businesses who were so generous in their support of our flood relief efforts. This includes (in alphabetical order):

Auckland City Mission	Little Kowhai Charitable Trust
Auckland Emergency Management AEM	MG Motor Group
Baptist Churches of New Zealand	Ministry of Social Development (MSD)
Bunnings	New Zealand Food Network
Central Church	New Zealand Red Cross
Civil Defence	Rank Group Limited
Clare Foundation	Simplicity Charitable Trust
Eastern Districts Country Music Club	SkyCity Entertainment Group
Elsie Steele Trust	St James Anglican Church
Fair Food	Steadfast NZ Foundation
Fonterra	Tegel
Foodstuffs North Island	The Gift Trust
Foundation North	Torpedo 7
Genesis Energy	Wall Fabrics
Gull New Zealand Ltd	West Auckland Together
Home Foundation	Wilberforce Foundation
Kaiārahi Trust	Z Energy Ltd

Thank you also to the many individuals and businesses who contributed money, time, and goods and services – your generosity made a difference at a time when our community needed it most.

Conclusion

A distinctive feature of Visionwest's response to the weather events that devastated parts of Tāmaki Makaurau is the speed with which we were able to react to the needs of those affected. The ability to mobilise so quickly lies in the simple reality that responding to the needs of people who are vulnerable or experiencing difficult times is what we do every day.

While it is true, we had to pivot some of our services to appropriate service delivery mechanisms, and the presence of a crisis meant there was a greater urgency to much of the work we were engaged in, our focus continued to be on walking alongside those who are facing tough times.

What differed from day-to-day service delivery was the total loss that so many had experienced and that, while many of those most seriously impacted were already struggling financially, a natural event like the flooding is not discriminatory when it comes to who it touches. This meant for many of those affected, the courage to ask for support and the process of accessing support agencies and organisations was completely new.

This report outlines, in detail, Visionwest's response to the support needs we encountered. In concluding this report, we need to acknowledge that one organisation cannot do everything. It was a privilege to work alongside so many other agencies, community groups and businesses who rose to the challenge of this crisis and responded with diligence and commitment.

It does indeed take a community to help a community.





For six years Sophia* and her whānau, including Sophia's elderly mother, lived happily and without incident in the same Auckland rental property – the Auckland Anniversary weekend floods changed everything. Flood waters engulfed the bottom level of their two-storied home, including their bedrooms, damaging all household items, and rendering the downstairs uninhabitable.

Sophia took her whānau to Hub West and spoke with the Auckland Emergency Management team. They were able to offer emergency housing in South Auckland, but only for two or three days. Sophia decided moving her whānau so far for such a short time would be too stressful for them all. Besides, her children were due to start back at school and the disruption would be too great; she was eager to get them back in a normal routine after the frightening experience they had all been through.

This left Sophia with only one option. She moved the family into the upstairs lounge of their flooded home. Tarpaulins and other materials were laid on the lower-level floors to help mask the overwhelming stench of damp rising and Sophia began to think about how to get their lives back on track.

Then the report came that a Cyclone Gabrielle was on its way.

Fearing another flood, Sophia contacted her landlady to arrange sandbags. When the landlady arrived, instead of sandbags, she had a yellow sticker and a 90-day notice to vacate the property.

Sophia and her children were devastated. Added to the incredible stress they were already facing having lost so much, they now had to find new accommodation.

Sophia met with a Visionwest Community Connector who was able to answer her immediate support needs and helped her work through the various options to find housing but, with so many others looking for housing, it was not going to be easy.

The whānau's story has a happy ending, however. Sophia found a five-bedroom home which is perfect for the family's needs. It's closer to her work and the children's schools, and has a better space for her mother to live in.

Visionwest was able to supply replacement furniture and bedding for Sophia and her family and Sophia has been to our Mātanga Oranga trauma counselling service for support.



Stories:

Rex's Flood Story

It's late evening on 27 January. It's been raining heavily for almost five hours and Rex's* entire street is under water. It's to the roof lines of many houses. Cars are fully submerged. The power and volume of water is frightening.

Rex and his children are relaxing at home when the floodwaters hit. In less than 20 minutes the water has risen to the top of the internal door frames. Being inside the house is frightening because the pressure of the water makes doors difficult to open and escape from but the whānau eventually make it out. Standing up the road a way and staring back at his flooded home, Rex is grateful they were able to get away from the flood waters and that his children were strong enough to swim to safety.

Two days after escaping, Rex returned to assess the damage and retrieve whatever he could, but there was nothing worth salvaging. He stayed in the wreckage of his home for just a short while before being forced to leave. The stench was toxic, and his skin reacted to the water and silt. Rubbish, sewage, and mud had swept through his and all the neighbouring

houses and properties. A day later Rex's home was red stickered.

Rex and his children made their way to emergency accommodation at Hub West (run by MPHS Community Trust with food, bedding and other practical and wellbeing support provided by Visionwest).

A week later, Rex was doing his very best to keep routine and get his children back to attending school. That wasn't easy because he first needed to find clothes and other essential items for his children. He was also very concerned for his children and still openly speaks about how distressing the experience was for all of them.

Finding replacement accommodation was not easy for Rex. He was offered emergency housing but turned it down because, having lived in emergency housing previously, he was aware that his stay there would be very short-lived before his whānau was displaced once again. In the meantime, Rex remained at Hub West because he felt safe and somewhat settled. Through it all, he tried to stay as positive as possible, but the underlying stress remains obvious.



When the flooding hit, Naia* had only minutes to escape. The water was close to benchtop level in her kitchen when she fled.

Outside everything was floating. Her car was water-filled and undrivable. She waded through the floodwater and made it to dry ground. Someone gave her a ride to a Civil Defence Centre where she was provided with emergency housing but that was only for a week. She then went to a community hub. That's where she met Debbie, Kaiarāhi Team Leader, Visionwest Community Connectors.

Debbie helped Naia register for emergency housing but, even if a place is found for her, there's no guarantee of how long it will be available. Naia has car insurance but, when contact was made with the insurance company, they gave no indication of when an assessor could view the car or when a payout would happen.

In the meantime, Naia returned to the house. All the internal floors had been lifted by the flooding, all power outlets were underwater, and all her belongings damaged beyond repair. The situation left Naia anxious and in shock at the realisation that her life had changed so quickly. In one evening, she lost her accommodation, all her possessions including her car, and was left with no idea about when her life would return to normal. What she did have was Visionwest helping and supporting her as she navigated the relief system and began to piece her life back together.

A couple of months on, Naia is in a far better place both physically and within herself. She and her cat are settled in new accommodation that is safe and warm and most her practical needs have been met.



Stories of people who received a MG loan vehicle:

Nick and Corinne's Story

Nick and Corinne have two children – a one-year old and a three-year old. They were all asleep when a mudslide hit and their Karekare house collapsed around them. Nick and Corinne were able to climb out of the wreckage and into silent darkness where their initial reaction was one of panic. They feared the worst for their children. Then they heard crying. They were able to locate their children and pull them from the debris.

The storm continued to rage around them as the family walked in pitch black to find a house and ask for help. Injured, bleeding, and in need of medical attention, they were trapped in Karekare for four days. During this time, they stayed with a nearby family who they had previously never met. Two days after the house's collapse, a member of the neighbouring family went to Nick and Corinne's in an attempt to find Wolf, their beloved pet dog. He was found and the family was reunited.

After four days, having lost everything and still requiring medical attention, the family was helicoptered out of Karekare. They went to stay with a family member in Glenfield but the situation was far from ideal and retraumatising for them. What's more, Nick and Corinne were both due to return to their jobs in Henderson with the children returning to day-care in Hobsonville. They found themselves in a situation where they had no savings and a mortgage, rates, and the usual household bills to pay. Paying for a rental property on top of their other expenses was impossible. They had a borrowed car, but only for the short term.

Like many of those who experienced the worst of the catastrophic Auckland weather events, the family's mental health has suffered. The children are not sleeping; the eldest is traumatised and hides under the bed. Nick admits to waking constantly throughout the night with nightmares as he relives the event that almost took their lives. Exhaustion is taking a toll.

Nick and Corinne recently returned to the site of their destroyed house with an insurance assessor and were emotionally overwhelmed when confronted by the devastation and what little is left of their home.

There came a time when Nick and Corinne made a drastic but necessary decision. They chose to leave the place they were staying due to increasing trauma for their family. Borrowing a tiny old car, they packed all they had into it and drove off with nowhere to go, knowing they may be sleeping in the car if no emergency housing could be found.

Amazingly, a local West Auckland resident who they had never met heard of their situation and offered them a safe place to stay while they recovered and got back on their feet. It is only one bedroom and not really large enough for their family, but it is safe, free, and dry; and it is a place where the family can finally start healing.

The use of a vehicle supplied through Visionwest by MG Motor Group means Nick and Corinne have been able to return to work, their children have been able to go to day care, and they have been able to start to heal together as a family through attending trauma counselling appointments at Visionwest.

Debra's Story

Debra was returning home from visiting her elderly and unwell mother when she was caught in the flood. The deluge caused her car brakes to fail but she managed to make it home using only the car's handbrake. Later examination by a mechanic revealed that water damage to the electronics and mechanics meant the car was irreparable and written-off. That car was her only transport.

Debra lives Titirangi. The survivor of a brain tumour – after which she had to learn to walk again – Debra has ongoing medical needs. Now, without transport and living an hour's walk from the closest shops, she was forced to cancel her medical appointments; Ubers and taxis would not come out to her address because of road damage caused by the flooding.

Debra has a couple of important family responsibilities. Her son has fulltime custody of his two young children and Debra supports him by often looking after her grandsons. She is also the main support for her mother who has just returned home from a stint in hospital. While hospitalised, Debra's mother had a severe reaction to her medication and had to be resuscitated. Nearly losing her mother and now not being able to visit her has been incredibly stressful for Debra. This stress is heightened by the difficulty of contact – there is no cell phone reception in her area.

During the flood and cyclone, Debra was without power and water. Fortunately, a neighbour helped out by providing water and charging her phone using solar power. The house Debra rents is noncompliant and has major cracks causing leaks, however, the landlord who lives beside her is not interested in fixing it. He has talked about wanting to bulldoze the property, but Debra desperately

wants to stay because she fears finding a new home in the current housing crisis would prove impossible. The landlord increased her rent, which she complied with out of fear of becoming one of the increasing number of homeless in Auckland. She is worried about winter coming and having a safe dry home.

The week she found out she had a brain tumour, Debra's husband of 11 years left her. Since then, she has experienced major anxiety and is still left with many medical issues. On top of all this, she was a witness to a hit and run which killed a young man close to the Glen Eden shops and knew the elderly man who was punched by a woman in Glen Eden and later died. She lost her father to Covid in Australia and was unable to attend his funeral because her medical condition prevented her from flying. Her one main family support, a brother, is leaving later this year to live in China, his wife's homeland.

Her home in the bush has been a sanctuary in this time as the noise and busyness of crowded suburbs increases her anxiety and stress.

Debra's car was insured but she has been told that it may be weeks away from settlement because of the current volume of cars being assessed. She will be tasked with finding a car, something that she would find difficult at the best of times. Having no transport and after all she has endured makes it doubly tough.

Visionwest, thanks to the generosity of MG Motor Group, were able to give Debra six-months free use of a vehicle. This means she's been able to return her life to at least partial normality. She's also been referred to counselling with Visionwest's Wellbeing Centre. Without transport that would be almost impossible to get to. With transport, she will be able to attend counselling and medical appointments and feel in touch with the outside world again.

Thank you to Whānau.

We are grateful to whānau for sharing their stories. Stories within this report are used with permission. In some cases, whānau asked that their names be changed.



As part of our ongoing support for whānau who have children still feeling the emotional affects of the flooding, Visionwest has organised a number of family events aimed at creating some normalcy and family fun. These have included indoor climbing, ten pin bowling and farm visits.

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Read the latest Visionwest impact reports:

visionwest.org.nz/impact-reports

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