Storm Recovery and Resilience Consultation

WRITTEN FEEDBACK

Volume 9

Date published: **Wednesday, 06 September 2023**

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Storm Recovery and Resilience Consultation #9

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

Local Board: Waitematā

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

Serious flooding stopped and hindered all travel tree damage from fallen trees endangered lives, bringing power lines down, effected stock and fencing, meaning stock were not secure, as flood waters rose over the height of fences, and stock swam out to safety and out of the security of their paddocks. Animals needed rescuing and the flood waters were too deep in places to access them. Peoples houses were flooded and left them without 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?**

Community spirit and help, pulling together to help each other.

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

If a plan was conceived to deal with the flood waters, and the fact the kumeu river is only going to flood more often the more housing is allowed in and around kumeu, riverhead and Taupaki, Waimauku etc.

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

Maintenance on water paths to be upheld. Geological reports and areas designated for the overflow of water. Stop allowing buildings to be built on flood plan 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?

Land owners should not be the only people paying for these initiatives. All occupants, people who live in the Auckland area should help to pay. This can be done through a user pays initiative.

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 maintenance on current water paths. Notably pictures showing concrete water drains full of banked up mown grass these should be cleared and removed by a digger so they do not need to be mown by council - I believe that area was Mangere. But there are so many other areas that could be dredged and maintained also.

Storm Recovery and Resilience Consultation #19

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Your feedback

Local Board: Waitematā

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

I live on the seventeenth floor in an apartment complex on Queen Street near the Aotea Centre in the Auckland CBD. I was not affected in any way. I did not notice that my local community (Auckland CBD) was affected either.

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?**

My community was not affected.

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

My community was not affected.

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

What you have outlined in your plan is a good start and it looks like you have covered everything.

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 would assert that these measures need to be done. It will be unfortunate that the rates will have to go up to do it. If there is any other way to do it without increasing rates that would be really good.

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 you have covered everything from what I can see.

Storm Recovery and Resilience Consultation #24

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Your feedback

Local Board: Waitematā

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

Lots of Slips , damaged houses alot of them. Damaged bridges lots of broken roads and pot holes. Still waiting for Repairs at Piha. Everyone in Piha is sick of waiting. We need repairing ASAP.

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 shipping of groceries and products into Piha was great. Just sticking to together to get through. And helping one another. We great spirt at Piha the community stick together ♡

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

We aren't we still having bad weather. But we stick together No you don't recover until we are fixed. And we not fixed.

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

Lots of Sandbags avaliable for everyone. Better drainage along the street. Stronger bridges that can hack the weather situations. Also Stronger housing.

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?

Just get everything fixed so it doesn't happen again. I don't know about rising the rates maybe by donating instead.

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

Fill the pot holes so there's no sink holes appearing. Do the job please. 🤧

Storm Recovery and Resilience Consultation #30

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Your feedback

Local Board: Waitematā

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

Low level water ingress in our residential property

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 covering damage that doesn't require immediate repair

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

Better remediation of tracks and streams in parks

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

Making more space for water and restoration of streams, wetlands 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?

The cost to everyone will be much higher if more is not done in the near 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?

Better clearing of leaves and sediment from gutters and drains. This is clearly lacking in the area we live and locations we often travel to

Storm Recovery and Resilience Consultation #45

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Your feedback

Local Board: Waitematā

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

Everyone in Tamaki Makaurau Auckland was adversely impacted one way or the other by the extreme weather events. The city was bought to a standstill by our failure to fully appreciate climate change and prepare our infrastructure for such events. This is not benefit of hindsight thinking -we should have appreciated the risks.

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?**

When we see proper planning and leadership on these issues . Extreme weather events , transport, housing etc are all interrrelated . A holistic approach is required .

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

A variety of obvious planning issues. More sponge areas, no intensive housing because we haven't got the infrastructure, houses built back from escarpments, tolls or other restrictitions for less cars on the roads,developing water carriage around our harbour . Be ing more creative, not following old models . Why are we encouraging Aucklands growth ???

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 they see Storm Recovery and Resilient as part of an integrated process for a modern city, or just a resolution of one issue divorced from say transport reform ?

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 #59

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Your feedback

Local Board: Waitematā

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

Small amount of water seeped under the house

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?**

Not applicable as very minor damage

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

Restored to previous state and little chance of reoccurrence

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

Understand where they happen and what can put in place to mitigate it happening again

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 to 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?**

Greater LIm information

Storm Recovery and Resilience Consultation #61

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Your feedback

Local Board: Waitematā

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

Localised flooding of houses, land slips nearby

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?**

Nil

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

Nil

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

The roadside catch pits are not big enough to capture the amount of water travelling down the roads during torrential rain

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?

Localised drainage improvements.

Porous road surfaces, large drainage swales in strategic locations to capture excess water that the roadside cesspits can't cope with, the steep roads act as a conveyor belt moving large amounts of water downhill quickly causing damage...need more floodwater mitigation in these areas

Storm Recovery and Resilience Consultation #74

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Your feedback

Cosine Solutions

Local Board: Waitematā

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

We had 3 properties flood, along with multiple neighboring properties at Victoria Park Market

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?**

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

Better stormwater system

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

Better 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?**

Has to be done

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 #87

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Your feedback

Local Board: Waitematā

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

Minimal

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

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?**

Storm Recovery and Resilience Consultation #96

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Your feedback

Local Board: Waitematā

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

Local main road washed away becuase they are not built properly in the first place and now all traffic and trucks are diverted through what was a quiet suburban street ..... the repair work is behind schedule as are all projects in this third world country

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?**

Nothing .... we have to constantly complain about the trucks ignoring the no emtry signs and speeding up and down our roads

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

Fix Glenvar Rd as soon as possible

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

STOP allwoong multiple houses to be built on sections where there was one house .... one house two bathrooms max, lots of grass for soak away of rain. now we have 6 houses = 12 bathrooms / toliets and all the grass is gone.

Its not rocket science to work out that even with having retention tanks, connecting into old exisitng sewer and storm water drains that were not designed for intensified housing is going to cause issues in times of heavy rain and storms and there will be flooding and the sewage will splill onto the beaches that will then have to close .... its all pretty basic common sense stuff that is unfortunately severly lacking with the planners !!!

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 allwoong multiple houses to be built on sections where there was one house

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 allwoong multiple houses to be built on sections where there was one house

#96

Storm Recovery and Resilience Consultation #102

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Your feedback

Local Board: Waitematā

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

we were very lucky and minimal impact

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?**

our own resilience combine with a bit of prepartion (section tidy up , drain tidy up etc)

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

this is not so applicable for us because the impact was monir

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

better weather forecasting

review of all drainage

approprouate maintance of all 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?

1,2 and 9 seem to be imprtant

thye all are but there needs to be some cost cotrol as the city just doesnt have 1.65bn

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

accurate forecasting

allow people to install water tanks on theri proerties thye can then empty them befoire a storm (as i now do 0 and aloow them to fill during the dtrom and slow the runoff

#102

Storm Recovery and Resilience Consultation #119

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Your feedback

Local Board: Waitematā

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

We were flooded, including our home, in the event on Jan27 - largely as a result of stormwater failure at Howe Street and under Freemans Park. It appears also that there is no storm water infrastructure off Auckland Girls Grammar which impacts hugely on the residents below them off Howe Street.

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. Insurance has been withdrawn for flood damage and our body corporate is struggling to get any dialogue happening with Auckland City Council to resolve the issues.

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

Attention from Auckland Council on the infrastructure issue at the bottom of Howe Streets and below Freemans Park. There is also issues with sewerage overflow during storms and this has become a reasonably frequent occurrence before and after the floods.

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

Address massive infrastructure deficits

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?**

Focus on delivering better storm water infrastructure in the city. the problems at Howe Street also impacts traffic flow to the northern motorway

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 #133

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Your feedback

Local Board: Waitematā

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

Not 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?**

No help needed.

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

The Council doesn't have spare money to "help me feel like I have recovered". There is a Cost of Living crisis, made worse by a Rates crisis, remember?

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

The city's name is Auckland.

We can be more prepared by listening to media reports about worsening climate. Otherwise, save our money, to be fiscally optimised.

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 ADDITIONAL RATES.

For any new spending, cut existing wasteful spending. A good example - WTF did it cost to make all those plastic food waste bins, and cost to run that service? We can't even recycle plastics properly, Food waste will naturally rot and is not worth spending all that money on - cancel that service.

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 #162

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Your feedback

Local Board: Waitematā

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

not al all

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?**

business as usual

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

nothing - it is over

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

improved planning decisions going forward

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 is all predicated on climate change delivering more and bigger storms. An elementary analysis of long term climate patterns in Auckland since 1850s show that these scale of storms are unusual and occur, maybe every 20 odd years.

Catering for these peak stormwater flows is an exercise in wasteful spending at a time when Council budgets are stretched as are many 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?

Storm Recovery and Resilience Consultation #168

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Your feedback

Local Board: Waitematā

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

There was a lot of water but I have a forest in my backyard which I have maintained for many years in preparation for just such events like that. The fact that the NZ Government removed tree protections and Auckland has seen and is seeing the loss of its biggest trees which are huge storm water sequesters is contributing massively to the problem of slips in events like early 2023. Once again I hold central Government policies directly responsible and Auckland Council planning for not enforcing the seepage space requirements and overflow stormwater regulations which used to exist. Allowing boundary to boundary development is well known will cause more flooding events. It does not take a rocket scientist! Council planning has not been identified in this study and it is right front and centre of all the problems . It is disappointing that once again Healthy Waters is glossing over the biggest driving issues of the flooding events. I do realise that Council planning and their Chair for many many years Cllr Chris Darby are a creatures supportive of Central Government policies and in the case of Council also Central Government pressure.

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?

Not applicable

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

More green infrastructure. Concrete/grey infrastructure is part of the problem water and it is also very expensive to maintain. Green infrastructure is nature's way and working with nature, which we will need to learn to do, means that we will have less smooth surfaces, less runoff, more seepage and all the other ecosystem services that green infrastructure gives us including air cleaning, carbon sequestration and wellness of the people who live nearby.

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 planning is missing. Why is there no attempt to even look at what is being done now and assess what is going wrong from a planning perspective. I happen to know that water runoff and egress from one property to another is not being properly considered in Building consents. The effect of runoff on a site that is going to allow a boundary to boundary development is not being properly considered and even if it has there are enforcement issues. WHY ARE THESE ISSUES NOT BEING CONSIDERED? Clearly something is going wrong in what is being built 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?

Council Planning and Cllr Chris Darby's Chairmanship of Planning over many many years which has enabled a situation to be created where Auckland Council's building development has modified its building rules and regulations to such an extent that it has led to the current problems. This is not just a 'climate change' issue. This issue is also about the whole government policy of building development in Auckland which Auckland Council is regulating. It is time for Auckland Council to tighten up the water issues in building development and to STOP boundary to boundary development.

Removal of 'vegetation' is another big planning issue This needs to be reviewed by Council urgently . It is poor building development to move onto a site which has been purchased for development and remove all the vegetation especially storm water sequestering ecosystem providing mature trees and mature vegetation. Developers should be REWARDED for not cutting down mature trees and for developing around mature vegetation on sites.

#168

Every large development should have a green area for seepage and wellness for the inhabitants. Biophilic design should be adopted by Auckland Council as an ideal and incentivised. I am happy to come to talk to up-skill Council and Councillors on this.

Storm Recovery and Resilience Consultation #170

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Your feedback

Local Board: Waitematā

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

abut $60K property damage to self

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?**

insurance

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?

watercare keeping 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?

"5: Rural settlements: Responding to three waters needs in storm-affected communities including marae and papakāinga, and supporting community resilience planning."

I am concerned that this will means PRIORTIZING marae and papakainga over other community needs, else why would you highlight it so? I am opposed to irrational priortization of anything just because it is Maori. Treat all people and all interest in a fair and rational way.

Also, I believe "three waters" is yesterday's newspeak.

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.

Proposal

10: Avoid socialiazing bad developments. From this day forth, there should be no social funding to cover flood damage, or consequent owner's damages and costs, for newly build properties - if all flood risks fornew builds are not insurable in the private market, either prohibit such builds or make it abundantly clear that new construction is 100% at the owners risk.

While this might seem to strong for some, surely it's a problem that Making Space for Water does not include a single item with the intent of stopping flood-prone development in the first place. Or, even, discouraging such. MSFW has 9 items! Not one of which even thinks about "there are some places we should not be building."

#170

Storm Recovery and Resilience Consultation #173

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Your feedback

Local Board: Waitematā

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

I suffered some surface flooding on my lawn and a leak in my roof. There are 9 houses 300m from we that were red stickered. our road was damaged and closed for approx 6 weeks. Permanent repair to our water pipes and road are still to be completed. I was unable to get home one day due to floods closing the road and bus services being cancelled. Land slips in the train line closed the train services also.

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. A meeting with AT. Shuttle service provided by AT from the damaged road to the local train station and shops.

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

Of the 9 houses 300m from me, 1 has been demolished recently due to a collapse risk. The other 8 remain unoccupied. I feel sorry for those people and would like to see the situation resolved for them ASAP. I would like to see the water pipes repaired per mantle and the

road fixed permanently. I would like to see the drain outside my property fixed as per my request in the first week of Feb.

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

Better rules around building to ensure the existing infrastructure can handle the extra demands. Better ongoing maintenance to streams and roads. But have been severely neglected in the past and cause a lot of issues.

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?**

Preventative costs are always cheaper than clean-up and recovery costs. I am happy to pay more in my rates IF we see the results!

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 #177

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Your feedback

Local Board: Waitematā

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

Damages to the property, ours and others. Sinkholes, damage to roads

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?**

Our own money

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

If the council would repair the remaining damage to the roads

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

INvest moeny into better ways of preventing flooding - possibly 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?**

As long as no more assets will be sold, it'd be good for work to 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 #194

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

Body corporate committee of the Beach apartment building

Local Board: Waitematā

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

Water was flooded through our garage our lift well and damaged the apartment building on the ground floor. Our storage unit was inundated by water pushed through garage air vents by AT buses which continued to drive through the flooded street in front of our building. All stored goods were written off.

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?**

Our building managers and the insurance company

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

A policy that would close the port and halt all buses as soon as flood water appears. They caused the damage by driving through flooded streets

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

The above policy should be in place and enforced

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?

Poor town planning has created these problems combined with a lack of maintenance that's where the solution lies.

The additional costs should be through rargeted rates to the impacted areas not shared by all rate payers. In the Cbd we have to pay additional rates why should flood mitigation not be the same way?

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

Clair the roads as soon as they flood and stop idiots in cars trucks and buses causing damage to buildings that would otherwise have been not impacted.

Storm Recovery and Resilience Consultation #201

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

Local Board: Waitematā

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

surface flooding and slips / landslides

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, friends, family and my insurance policy

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

Auckland council being available via email or telephone ... access to decision capable individuals rather than 'helpful' no power individuals "My function

is case manager for your property is to receive documentation from you as the work is carried out updating the files and moving towards closing the case." Translation, You want that yellow sticker changed (designation accepted after being told it would expire after 90 days unless second inspection deemed it necessary) we are not coming back out you have to pay for a geotech report. Worth noting House is and was recognised as unaffected !

#201

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

Resilience, flexibility (people, plans and institutions) and better public (and private) infrastructure. The number of costal trees that came down is a reflection of the policies to protect them, little to no opportunity to cut back trees sensibly and cost effectively left these trees and slopes vulnerable. Storm water systems for both public and private consent for only 10 year events must be rethought to at least provide thoughtful overflow.

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?

One a flood plane green / blue area has become saturated it holds less water than concrete, initiatives like this can work but only with regard to consideration of 10 years events and might best be applied alongside significant intensification of / in the surrounding (walkable) areas

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

Forecasting, communications and ensuring that timely / live communication is available during these weather events is key to enabling communities becoming more resilient rather than more and more dependent on some centralised bureaucracy ... this is the better 'mousetrap'.

#201

Storm Recovery and Resilience Consultation #206

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

Local Board: Waitematā

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

I was caught in a flash flood and had to swim out of my car.

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?**

Humour and resilience.

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

If it felt like there was real buy in to climate change efforts at council and state level.

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

Increased drainage. Trees. Parks. Increased public transport and less reliance on single person cars. Genuine tree protection, particularly on coastal cliffs and 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?**

The massive luck in the major Auckland flood is that the tide was out. If that flood had hit at high tide, particularly on a spring tide, damage would have been exponentially higher. We need to prepare for worse.

Storm Recovery and Resilience Consultation #214

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

Local Board: Waitematā

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?**

start planning to disacelerate, slow down the population growing.

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 #251

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

Local Board: Waitematā

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

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?**

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

Council fixing roads and making sure infrastructure is maintained

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

by the council doing its job and not wasting money on cycle lanes, raised crossings, speed limit reductions

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 should not require any additional rates, the proposals are core services expected from a council.

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 #260

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

Local Board: Waitematā

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

Flooding in adjourning properties and yellow stickers on the houses over the road.

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?**

We've had the drains surveyed and cleaned and advised owners (body corporate) of what they need to do to so they feel better prepared for any further extensive rainfall.

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

That scheduled and regular maintenance of the drains and roads were committed to going forward.

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

Have a programme of maintenance works to ensure all drains, creeks and other methods of stormwater egress are cleared and working properly. Leaves, debris, rubbish and poorly designed roads led to a major part of the flooding where I am. Not just insufficient infrastructure, but poor and 'on demand' maintenance programmes for many years. Was recently told of a team of workers used to move around all the creeks, etc. in the 70s ensuring they were kept free of anything that might affect their ability to move water and were kept well dug out. That hasn't been done for years I imagine and certainly not unless it 'has to' be done as a result of flooding. Perhaps a look back historically at what was undertaken in the past to ensure these natural drainage systems were kept in good order might be a useful reminder that too little is now done in that regard comparatively.

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 above. Perhaps maintain what you already have, and stop building more houses and roads without sufficient drainage infrastructure.

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

#260

Storm Recovery and Resilience Consultation #266

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

Local Board: Waitematā

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

Severely. House was 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?**

Insurance. Hard work.

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

Better planning to avoid future events

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

Civil defence that actually is resourced, not just a glossy Facebook page. Better drainage. Coordinated emergency services. Good communication

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 them all asap and more

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

A commitment to actually fox thngs

Storm Recovery and Resilience Consultation #284

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Your feedback

Local Board: Waitematā

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

The street was flooded, and the houses down the street were quite badly affected and few were yellow/red stickered.

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?**

N/A

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

Better and timely communication and support the Council. Plus adequate water management in the areas.

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

Having better civil emergency planning and testing. Conduct simulation exercises in addition to sending text messages via phone or the tsunami siren.

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?

$1.65b is a lot of money. Please find other sources to fund this project - e.g. recycle/sell some of the Council buildings to support the funding than just relying on increasing rates every 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 #435

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

Local Board: Waitematā

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

I wasn't personally affected but many household in our neighbourhood were 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?**

There doesn't seem to be much that has been done at all.

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

Regular communication on when the affected areas were to be fixed/cleaned up.

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

We need a better drainage system. Drains that can handle large deluges like cities in the tropics like Singapore.

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 think that they are skirting around the edges of more comprehensive infrastructure resilience upgrades.

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 to stay out of 3 Waters so that Watercare can retain assets and fund the investment needed through creative and responsible ways.

Storm Recovery and Resilience Consultation #439

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Your feedback

Local Board: Waitematā

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

there was minor flooding in a neighbour's house which we helped clear. The storm water drains were blocked by leaves flooding the road which I cleared

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?

More specific information in communities and calls for volunteers to observe potential blockages to streams / drainage channels. Flooding / landslip events to be recorded on LIM reports.

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 seemed quite reasonable.

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

Ensure that maps showing potential flood areas are very freely available - and issue them to all real estate agents. .

Storm Recovery and Resilience Consultation #489

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Your feedback

Local Board: Waitematā

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

Our roof leaked but, because we live on a hill in an old house in an old suburb, we were not affected as badly as others. Our wider community suffered lots of slips, destroying houses where newer builds had been allowed along cliff tops and at the bottom of cliffs. Garages and homes flooded where newer buildings had been constructed without thought for water runoff. One man lost his life when a cliff collapsed on his house. Shops along The Strand were flooded. The whole area smelled of sewage.

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?**

Everyone pitched in to help people whose homes had been damaged.

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

A fundraising event for those badly affected, with speeches updating everyone who attended on what has taken place locally and been fixed locally. We would also feel less frightened if we knew that future building consents and plan were not approved if they

would worsen water runnoff (ie they need to include water management, permeable concrete mandates etc) and if future buildings were not allowed to be constructed on flood plains, at the base or top of cliffs, or with basements that couldn't be shut off to prevent flooding.

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

Stop approving building in flood plains or areas where water can gather. Mandate permeable concrete. Every park or main street upgrade should include better water management and provide sbetter oak 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?

I support them even though they will require additional 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?

Storm Recovery and Resilience Consultation #494

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Your feedback

Local Board: Waitematā

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

The central area where I am was not directly affected. However, there were indirect negative effects regarding product supplies and people's mobility 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?**

I, personally, did not have any problem.

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

Regardless of the fact that the central area was not that affected, it will be great and revealing seeing all affected residents getting homes and business people restarting their business again.

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

As it is mentioned in the plan provided here, the all initiatives are realistic, needed, and offer great results. It looks all has to be done asap and all initiatives are basically equally important.

I just think whether there will be sufficient finances to support all of that. Making priorities might be 'scary'.

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. All are needed. Also, who knows what might come up...

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

No, I would not add anything. I think the plan is good and with space for adjustments on the go... There is always bad or good that comes up.

Just I have a questio (seeing the flooding and the flood effects on TV) and have heard recently a resident on TV talking about results of recent

flooding from his personal experience (a few days ago or so...) whether the configuration of NZ soil/ground in NZ can sustain the effects of flooding.

There were cases that some patches of land were just washed away with all on it. The landscape in that area just got changed. No return, all gone.

#494

Storm Recovery and Resilience Consultation #500

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Your feedback

Local Board: Waitematā

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

Not 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?**

Cleaning of drains

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

Regular drain cleaning and clear communication

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

Less infill housing. Too much demand on the existing infastructure. These huge apartment and townhouse developments are ridiculous. A 75sqm town house built on 77sqm of land on the north shore. Where is the green coverage to help soak up Rain 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?

I need to know more

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 townhouse developments.

Storm Recovery and Resilience Consultation #525

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Your feedback

Local Board: Waitematā

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

Flooding in Garage, store room 20plus cars and lift well

External waste stormwater problem

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?**

CLEARANCE OF SUMPS.

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

Increased capacity in council stormwater drainage

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

regular CLEARANCE OF PLANE TREE LEAVES FROM ROADS AND FOOTPATHS

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?

Continued risk MUST be eliminated

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

Regular Maintenance required

Storm Recovery and Resilience Consultation #532

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

Local Board: Waitematā

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

The heavy rain overwhelmed a sump pump and the heavy rain overflow flooded my basement.

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?**

A power outage nearly flooded my basement again, fortunately power returned just in time for the pump to clear the water lapping at the door.

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

Absolute continuity of power.

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

Underground power.

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 none of the money is wasted on Mayor Brown's consultancy cronies. The council has all necessary expertise in house.

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 move away from overhead powerlines that are subject to damage by high wi do and falling debris.

Storm Recovery and Resilience Consultation #581

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Your feedback

Local Board: Waitematā

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

We were fortunately 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?**

In our local suburbs, St Heliers and Glendowie we have noticed that many of the storm water drains on our streets are blocked with leaves and other debris. We have heard other similar reports in other parts of Auckland from friends and family.

It seems simple, but surely these drains should be kept clear in order to allow water to flow into the drains freely during heavy downpours.

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?**

See above comment on keeping storm water drains on our streets clear of debris.

Storm Recovery and Resilience Consultation #625

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

Local Board: Waitematā

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

I wasn't affected too much as I was not in Auckland at the time and I live in an apartment on a hill

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 other community members

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

Better storm water network management and reassurance flood risks have been reduced through council/government capital investment and regulatory change

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

Greater focus on “soft” natural storm water interventions i.e blue green infrastructure, rain gardens, swales, detention/retention basins, less development in flood zones, permeable paving, daylighting piped rivers, more planting, more household water tanks, building higher freeboard into buildings and retrofitting household flood defences

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?

Less focus on individual responsibilities and greater focus on collective responsibilities i.e council/government capital investment and regulatory change

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

Better access to and communication of flood risk mapping

Storm Recovery and Resilience Consultation #647

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Your feedback

Local Board: Waitematā

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

We are part of a group of about ten houses near Grey Lynn park that was severely affected by the floods. Lucky for us no water entered our home, but there was some damage to our subfloor and we lost over $50,000 of personal property. Worryingly, the lives of 6 of our neighbours were in danger due to the depth and swiftness of floodwaters. It has caused months of clean up, dealing with insurance, council. The uncertainty has definitely affacted the mental wellbeing of people in our neighbourhood.

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 support of others affected by floods, and other neighbours not affected by floods. Insurance money.

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

Certainty about what the Council plan to do about red-stcikered/severely affacted houses, and how Council plans to strengthen infrastructure/urban design to protect us from future flood events.

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

The research our community has done has shown that Auckland Council has known about the flood risks to our area for years- in the form of various reports by specialist engineers. in fact Nick Vigar told us that Healthy Waters had made proposals to upgrade stormwater design, but these has been turned down in the past due to budget concerns. Essential infrastructure must be prioritised in future Council budgets to ensure the safety of residents. Investing in stormwater infrastructure and urban design to prevent floods is likely to save money in the long run, when you look at the costly cleanup the Council and ratepayers are 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?

Having seen the volume of water flowing out of Grey Lynn Park and over our property, I am not convinced that Overland flow path management is going to make any real difference to flood damage. Large volumes of water create enough force to rip apart wooden fences, and the water finds its own level across the natural contours of the ground. I am in support of Blue-green spaces and upgrading culverts and bridges.

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

This plan seems to focus on floodplains/overland flow paths but is largely silent on the catchments that feed water into these. For example, if you are developing a property in the ridges and slopes that lead to Grey Lynn Park for example, you should have to demonstrate how your development will improve stormwater functioning eg built in retention tanks. So I feel like there needs to be something broader about planning and consenting processes that are used across the city.

#647

Storm Recovery and Resilience Consultation #655

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

Local Board: Waitematā

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

Grey Lynn affected in low areas.

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?**

On my property me working like hell with no help to sort water and mud under house.

In neighbourhood bins provided for "stuff" damaged.

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

Solving the repeat problem of road camber sending water onto my property. Need bigger drain at front of my house. Other neighbours in Arnold St, Grey Lynn, affected by this too. Solve the Grey Lynn park and adjacent street flooding by creating a big enough culvert to carry water away. Or at least to improve this. May not be 100% solvable.

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

Stop talking about solutions and carry them out. Some great ideas proposed by Council. Just do 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?

All valid. Just get on with 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?

Help people plant their own gardens to be as sponge like as possible. Give advice on what plants to put in. Set up volunteer groups to grow these plants. I would happily help with this as would some of my friends. Even grass verges could become low height sponge gardens.

Storm Recovery and Resilience Consultation #660

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

Local Board: Waitematā

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

Fortunately, not at all.

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?

More trees and green spaces. It sounds as if the storm water infrastructure is being upgraded - this needs to happen with urgency.

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 want efficient services we have to contribute.

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 #670

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Your feedback

swanson community institution

Local Board: Waitematā

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

left homeless

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?**

neighbours not government or council

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

flood control channels extremely close look at new builds and its drainage to facilitate the amount of development

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

everyone move because council has no remorse for their actions and amounts of housing being built in small areas where are the normal quarter acre sections

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 pocket the billions and use common 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?

flood control channels

Storm Recovery and Resilience Consultation #687

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Your feedback

Local Board: Waitematā

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

Our house is part of a complex that was built by Auckland Council in the late 1960's and then sold to individuals in the late 1990's early 2000's we flooded up to a depth of 30mm inside the home

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?**

our property manager was instrumental in providing immediate help, neighbours were supportive but little to no help from council or any external parties. If anything we are even more impacted as the insurance company from this year have declined to insure our complex for flooding - this affects over 200 homes in the park. This has added more to the overall stress of dealing with the aftermath of the flood.

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

Council needs to do its job to fix the stormwater issues in Howe st, Western Park and the excessive water run off from Auckland Girls Grammer who have been alllowed to cover vast

areas of space with little provision for dealing with the water run-off. In addition to this Council need to actually do its job and maintain the system. We note that they have not cleared the drains etc in the area for well over a year.

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

Stop allowing intensive development prior to upgrading stormwater, reinstate adequate maintenance plans which have been abandoned for the past 5 years. Listen to locals who have been bringing these issues to council for a number of years and do something about 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?

They are good but the council have a history of coming up with plans after spending lots of money on consultation and then doing nothing, we need action. Yes there is a cost but the more delay the more it will cost. There is little point in putting in brand new expensive infrastructure for new developments and then ignoring all of the existing infrastructure for existing homes which is woefully inadequate. The system simply cannot cope with the hellbent path we are on for infill housing.

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 plan is broad and general (perhaps befitting the start of a plan) however as a directly affected party residing in Freemans Park there is no indication that our issues are intended to be in any way addressed. We have serious doubts about the Council following through, they have not in the past why would we believe them now?

#687

Storm Recovery and Resilience Consultation #712

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Your feedback

Local Board: Waitematā

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

My storage building on the Strand in Parnell was flooded. I lost all my family possessions and historical heirlooms.

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 - still awaiting an insurance payout.

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

Recompense from insurance and council for allowing buildings to be built on flood plains - should be held accountable.

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

Not allow storage buildings to have underground basements in designated flood zone 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 #714

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Your feedback

Local Board: Waitematā

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

No effect

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?**

We suffered no loss so no help was needed

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

Nothing required

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

Follow the initiatives outlined in the storm recovery and resilience consultation document

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 think those most at risk should pay for the upgrade work in their area by way of loading on rates only in the areas affected by thecfloods

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 #723

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Your feedback

Local Board: Waitematā

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

My street, which includes 10 homes was flooded. Water was flowing through the properties which caused damage to units and possessions and has affected our insurance status for any future events.

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?**

Immediately after the storm, the support and help of friends, family and neighbors to tidy up and get back to normalcy was valuable. Our body corporate has proactively sought an engineering assessment around localized stormwater issues. This has resulted in several recommendations for mitigation which is promising and hopeful. For some, Insurance claims have allowed us to rectify damaged property. For others, there is hesitation to fully rectify damages until improvements have been made.

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

Tangible evidence demonstrating the upgrade and ongoing management of stormwater infrastructure to address and mitigate future flooding events. Insurance companies providing cover for flood damage moving forward.

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

The upgrade and ongoing management of stormwater infrastructure and preparing people 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?

Prioritizing the allocation of Council's funding towards addressing flood mitigation over the next 3 to 5 year period should take precedence.

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 #739

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Your feedback

Local Board: Waitematā

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

My house and those of my neighbours were flooded. It was scary. We later found out that Auckland Council's lack of maintenance of stormwater drains was a major contributing factor.

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?**

Our support of each other. Certainly nothing Auckland Council has done.

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

Some real action to ensure this doesn't happen again.

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

Better maintenance and monitoring of stormwater drains. Better drainage requirements for new building. Less hard surface coverage so water has somewhere to go.

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 this is going to work, great. If it's just more talk, without effective action more needs to be done.

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 mean, consult the experts and do what they say. How would the average Aucklander know any better?

Storm Recovery and Resilience Consultation #769

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Your feedback

Local Board: Waitematā

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

we live on top of the hills so ok... but older houses around us dont have good drains so they are saying that we are putting our water onto their places, but we are no. Its made life into a war zone. especially with all the rentals...

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?**

if we could see something being done. Instead of traffic lights and orange cones not doing anything to fix the too many houses on sections now

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

Stop putting 6 houses ...plus on one section.....

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 paying people to do a job which they cant do for big 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?

STOP putting so many houses on land.... then the older houses need more planning done to them re their drains.

Storm Recovery and Resilience Consultation #775

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Your feedback

Local Board: Waitematā

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

Community and work went offline for ech event

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?**

No damage to recover from. Climate anxiety is at high.

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

Preparation for the next ones

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

Accept the inevitability and improve stormwater systems, review new building activity with these risks in mind

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. Largely agreed.

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 #797

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Your feedback

Local Board: Waitematā

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

No 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?**

Don't know

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

Increase permeability

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

Support people to convert concrete and asphalt driveways to permeable. Free dumping of asphalt and concrete, with approval?

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?

incentivise people to increase permeability

Storm Recovery and Resilience Consultation #810

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Your feedback

Local Board: Waitematā

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

Yes

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?**

Everyone has had to do there own clean ups in this area, mainly garages and downstairs rooms, and try and claim on insurance

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

Know there will not be anymore infill housing and pressure on the infrastructure in our area. The plans to put more density in housing and multilevel concrete high rise builds with no permutable areas causing massive water flows to run off and into other people's properties is unacceptable. Historically backyards and green areas have helped keep the water levels managed and allowed them to naturally drain, concrete and mass stress from multiple homes and dense housing in not the way forward.

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

Clear streams, clear leaves from drains pay for solid maintenance workers and programs, and stop infill of more homes. Fix stormwater drains where possible.

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?

Agree to more rates if this is transparent on where the funds are being directed too. Ensure lowhanging fruit done first, ie fix the streams so the run effectively. Then fix the more difficult fixes/ areas over 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?

Stop infill housing. Stop putting pressure on resources. Inner city Auckland - Ponsonby, Freemansbay celebrate the larger sections and older style homes, stop trying to turn a single house into a high rise or multiple house site full of concrete causing run off, and more homes adding pressure to infrastructure.

Storm Recovery and Resilience Consultation #823

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Your feedback

Local Board: Waitematā

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

I live in a high-rise apartment so we were fine, though there was a lot of water on Queen St. However work I was scheduled to do at the Auckland Folk Festival in Kumeu was cancelled because of the flooding in that 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?**

It's been a tough year emotionally for a lot of people, partly because of the inclement weather, but a lot of community aroha has helped alleviate that, particularly for some of the homeless in our inner city neighbourhood.

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

I think our local community pretty much has recovered (Auckland city centre).

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

Sounds like the proposed improvements to storm-water infrastructure and the blue-green park spaces etc are good ideas which should 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?

Not really, except that I see a lot of what appears to be inefficient use of manpower & time in the city. A stretch of road gets dug up to put in new pipes and then covered up again, only to be dug up a couple of months later for electrical conduit, when it'd be so much more efficient and cost effective to do both things in one hit. Seems like there's a serious lack of co-ordination between providers.

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 #869

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Your feedback

Local Board: Waitematā

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

My sister's house was completely flooded in the Auckland Anniversary floods - they had to be rescued in a kayak from the second floor. The house has flooded again since then and they are unable rebuild or live in it which left them homeless.

I live in the same neighbourhood. The local parks are regularly waterlogged in heavy rain, businesses are affected and many other houses also.

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?**

Amazing community support for flood victims - donations of food, clothing, etc. Council skip bins to collect the rubbish from the worse affected houses was good.

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

When houses/businesses don't flood in heavy rain events anymore.

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

You need to create the blue-green networks to provide space for water to go.

Also, uncover the waterways that were paved over and built on - there should never have been houses built there.

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 #878

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Your feedback

Local Board: Waitematā

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

We have a 3 story house by a stream in Grey Lynn . Two levels of our house were flooded . Bottom floor entirely . 2nd floor a foot deep. 3rd floor not flooded.

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?**

Our insurance company has been fantastic - the community helped us too.

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

We need information from the council - advice on what to build or not - on rates reduction - if they cant protect our house from floods then what rate reduction do we get? we want to see action on making the reserve next to us more of a wetland to alleviate heavy rain events .

We only get questions from the council . Like this survey. No answers .

Some discussion but never any hope . Its hugely depressing .

We will never recover from the shock of that day. It changed our lives forever.

We lost our Airbnb income entirely . We have to rethink our future.

We look after the river that flows past us and through our property ... but everyone else in the neighbourhood doesn't do anything to reduce the amount of water runoff that ends up in our back garden. Do we get compensated for carrying everyone else's runoff in the neighbour hood ? No. In fact the opposite. We get punished and our property value reduces. (while the concrete yard houses increase) That's the thanks we get for looking after our river - the neighbourhoods river that they don't care about.

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

Daylighting . Fixing stormwater pipes. Stop plastic grass lawns . Stop concrete everywhere. Planting wetlands in parks. Get rid of grass parks. Plant trees . Look after the environment.

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?

Te only thing that would have saved our house was a larger stormwater pipe at the end of the river that flows past our house . The council has made some improvements but the pipe is no bigger . So not sure what the risks will still be in 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?

Stop people building impervious properties lawns backyards

Storm Recovery and Resilience Consultation #893

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Your feedback

Local Board: Waitematā

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

Not at all

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?**

NA

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

NA

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

Hi,

NZ needs to learn from The Netherlands which is extremely flat and yet houses are constructed only cm's above the canal and drain water levels. The Govt should pay for some of their SW engineers to come out here and advise.

Areas where Auckland can help:

1. Ensure that the capacity of NZTA culverts is OK. My experience is that most are under-sized.

2. Look at constructing concrete channels in streams where water flow is compromised

3. Look at pumping from very low areas (like The Netherlands and New Orleans have to do).

The Strand, Parnell (near where we live) has a huge catchment and the level difference between The Strand and high tide is just too small for gravity pipes. I just can't see how the new pipework being installed in Quay St will be enough

4. In low areas such as Grey Lynn, install large detention "tanks" need to be constructed with pumps to remove the water. The Strand could be helped considerably by constructing large underground tanks on the many unoccupied sites next to Stanley St.

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?

Pls see above

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

#893

Storm Recovery and Resilience Consultation #907

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Your feedback

Local Board: Waitematā

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

Windows in my apartment and building leaked, leaving many tenants with wet carpets. High ground meant we were luckily unaffected from the ground up.

Had mild difficulties getting groceries.

High stress levels.

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?**

Work of community groups, particularly those lead by Chloe Swarbrick.

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

Improvement works so homes don't leak next time

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

Improve 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?

I think it's a worthwhile endeavour despite the cost

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 #992

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

Local Board: Waitematā

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

I live near Spark Arena and the entire area was heavily 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?**

There was no noticeable activity in the area where I live.

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

This area is flat with lots of underground car parks which were flooded and some apartments at the railway station were also flooded and I've seen no activity which would indicate planning for the future.

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

We need better drainage on the roads and drains that are regularly serviced as many are blocked or partially blocked and our car parks around the railway station area are constantly covered in rubbish which simply flows into the drains and blocks them during heavy rainfall. The street cleaners and groundskeepers who look after public areas need to be managed properly as some don't do their job very well, they just sit in their trucks and smoke, drink, sleep and eat and they could be actually clearing up rubbish and managing the grounds properly. The only one who does his job properly in this area is Terry who looks after Quay Park. We need sandbag storage areas where we can access these quickly in the event of down pours which are sudden and come without warning. During the floods security at Spark Arena would not allow people to bring their cars out of the nearby underground car parks and temporarily park them on level ground near Spark Arena and consequently many cars were lost. People need to know where they can put their cars in an emergency where they will be safe and secure and where they can go if their apartments are starting to flood. Crime and antisocial behaviour in this area is at an all-time high so we need more security in this lower CBD area especially during bad weather events where people take advantage of other's misfortune and steal or ransack people's homes, underground carparks and apartments.

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 thought all of these initiatives look very good but the question is can you actually make it happen?! This government and this council have been full of talk but not much seems to get done. When bad weather events hit us there is never enough public transport to get people out of the CBD and my question is what are you 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?

We need more flood control in the CBD as water just spills everywhere because it's flat with practically nowhere for it to go into nearby homes, shops and car parks.

#992

Storm Recovery and Resilience Consultation #997

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Your feedback

Local Board: Waitematā

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

Not greatly at all

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 severely affected

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?**

Full review of existing stormwater infrastructure. Upgrade, maintain, enhance as required

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 #1006

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

Gladstone Apartments

Local Board: Waitematā

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

$300,000 damage

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?**

Self determination

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

More responsive Council - esp regarding defective sw assets

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

Regular maintenance

Upgraded sw assets

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 deferred capital projects eg Parnell sw discharge over Port land

Current routine maintenance schedule is woefully inadequate

Uncompliant sw discharge from water is causing flooding

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 #1018

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Your feedback

Grey Lynn Residents Asscociation

Local Board: Waitematā

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

This submission is by the Grey Lynn Residents Association. Grey Lynn was severely impacted in the January flooding event and many many homes and businesses suffered damage. As council knows, the flooding was especially serious in Grey Lynn Park, Hakanoa-Cockburn, Sackville and in the retail area around Mitre 10 off Richmond Road.

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 have supported each other and there was one very good community meeting. Residents have come to talk at a knowledgeable level about the concept of blue-green corridors and a sponge city and are in agreement with the necessity - and urgency - of that approach.

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

This varies from household to household. At a broader level, engagement with Council thinking on where to next for our area would be appreciated.

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

The Council seems to have a good view of what to do. Practical advice for householders on how to flood-proof your home would be useful on an individual basis.

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 suitable, and 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?

We would be interested to see how Grey Lynn Park could function better as a flood mitigation location.

Storm Recovery and Resilience Consultation #1019

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Your feedback

Local Board: Waitematā

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

Our house was severely impacted (3.5 metres of water in our house) and now unliveable. we lost our family car, most of belongings in the 27 Jan flood. We are still displaced and about to move to our third temp accomodation. A number of our neighbours were also impacted (yellow or red stickered) by the flooding and lack of infrastructure in the area

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?**

Kindness from friends and family. Insurance cover. Discussions and hope that our property may be either bought out or improvements made to the area

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

Our understanding is that the infrastructure improvements in our immediate area are so expensive that our best option is a buy out. We feel this is the only way we will ever feel like we have recovered from the event given the high likelihood of it happening again

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

Consider whether allowing further subdivisions / building consents should be granted in high risk flood 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?**

I am supportive to enable those people to either live safely or financially support those who need buy a out

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 #1107

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Your feedback

Local Board: Waitematā

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

Flooding in the area, elevators out of action in apartment block.

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?

Ensure maintenance of stormwater drains, totally neglected during Covid

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?

Pleas do it right and do not cost cut

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 #1108

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Your feedback

Local Board: Waitematā

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

I was living temporarily in Piha for the summer of 2022/2023.

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

Affected by floods, No damage to my home

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

We moved to a different community (as planned, having been only temporary residents at Piha).

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

Understanding the likelihood of similar events occurring again, and better understanding and communicating events as they unfold.

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

By understanding the science with underpins the vulnerabilities highlighted by past events and developing plans to mitigate impacts of similar or (in a changing climate) more sever weather event in the future, including by helping the community avoid undertaking activities in risk-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?**

"Flood Intelligence" would seem to underpin the science-basis for planning in support of the other 8 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 #1131

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Your feedback

Local Board: Waitematā

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

Personally, not really affected. However, we had family who were effectively stranded and had to stay with us. Son and daughter in law couldn't return to their home in West Auckland as roads were closed. Other daughter in law was offloaded from her flight to Christchurch at the last minute and had to return to stay with us. She just got her in time before most roads were closed.

We had tickets to see Elton John - very very disappointed that got cancelled.

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?**

Good communication from local entities. Auckland Transport gave good updates via the app.

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

N/A

#1131

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

Understanding how quickly a severe event like this can impact. Roads/transport need to be better prepared with contingencies for if roads need to close.

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 #1151

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

Local Board: Waitematā

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

Terribly. St Marys Bay were smashed!!

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?**

Hoping the council would fix everything.... Still waiting

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

Fix all the carnage

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

Clean the bloody drains on a regular basis!! Our road drains are still not getting cleared. And the pot holes in the streets are beyond 3rd world

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 know what they are

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

No idea

Storm Recovery and Resilience Consultation #1153

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Your feedback

Local Board: Waitematā

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

Blocked stormwater grates led to a lot of flooding on the streets.

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?**

supporting and helping each other

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

If the ponds in the Domain weren't there anymore.

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

Do really simple things like keep the stormwater grates clear. Two guys in a truck with some shovels could do this; we don't need expensive high tech "solutions". Also stop housing intensification.

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?

Increased maintenance is the key. Most of the other initiatives are an unnecessary overreaction and the expense cannot be justified.

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 housing intensification. It overloads infrastructure and increases the area of impermeable surfaces.

Storm Recovery and Resilience Consultation #1155

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Your feedback

Local Board: Waitematā

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

We were badly affected. Our stream runs between Ada St and Bassett Rd under Middleton Rd out to Hobson Bay. There were several slips at the top end of the stream and erosion at the bottom. The middle part of the stream where there is established planting did not suffer. The water rose and fell and did not impact the land at this point. Personally we were not affected as our house is higher up. But some neighbours were badly 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?**

We have been helped by a five year connection with the Council, our local board members both from Orakei and Waitemata. They have been extremely helpful, as has Healthy Waters and Watercare. At the time, they came to our help and cleared a large jam at the culvert at the bottom of the stream. Though there is work still to do - things seem to have come to a standstill.

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

More work to help with the work at the culvert - should it be replaced? What can help prevent more erosion of the properties there. How can logjams be prevented? What about the slips further up - what can be done to contain them?

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

By implement the initiatives outlined in the Making Space of Water plan. And by ensuring the citizens are well informed and engaged with all the plans. Parks can be used to contain water. More trees can be planted to increase the canopy and thus the water the soil must observe. Trees must be retained not only in parks and on public land but on private property too. Care must be taken of the canopy. It enriches the city and provides space for birds too. Our lovely city can become an environmental haven if properly managed both by Council and by us all.

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?

Just to ensure that people are kept informed, are knowledgeable and engaged with the processes.

I totally support the initiatives planned by the

Council. Can you add that in? I could not be more supportive of them but take it

so much for granted I didn't say so!

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

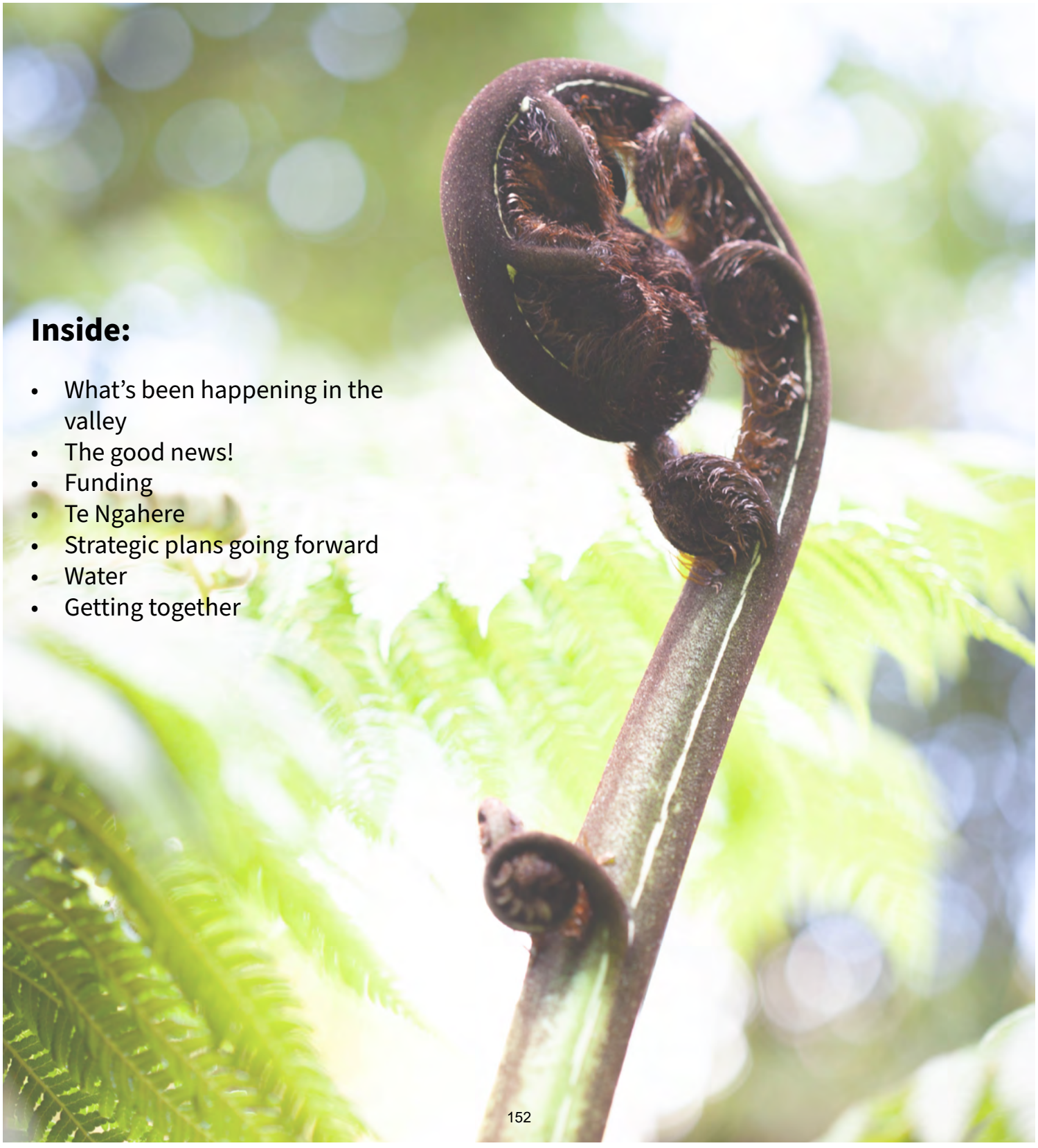
#1155

#1155

From the Deck

Winter 2023

NEWMARKET STREAM RESTORATION PROJECT



Inside:

- What's been happening in the valley
- The good news!
- Funding
- Te Ngahere
- Strategic plans going forward
- Water
- Getting together

What's been happening in the valley

Updates from January, February 2023

The serious damage to our valley came in some obviously vulnerable areas, others unexpected.

Damage occurred during that dreadful deluge on 27th Jan. 2023, prior to Cyclone Gabrielle. There are two major slips which cannot be remediated with planting at present. Refer photos 1 & 2 for the Eastern Slip, photo 3 for the Western slip. Downstream (refer 4, 5, 6) the Middleton Rd culvert was blocked by debris and our stream scoured banks right out on the Ada St side, changing its course and impacting on the Bassett Rd side.

We engaged a Geotech engineer from Soil & Rock who did a walkover assessment with Richard Mairs from Te Ngahere, inspecting the whole area and subsequently advising where it is feasible to plant. If you'd like to see the full Geotech report please contact us.



Photo 1



Photo 2



Photo 3



Photo 4



Photo 5



Photo 6

The good news!

As a result of the weather, our planting for 2023 has been delayed but in late July, just last week, Te Ngahere planted the upper reaches of the project with about half of the larger trees in photo 7. Further planting will take place downstream in the first week of August.

- Puriri
- Titoki
- Kohekohe
- Kahikatea

Here's an argument for our planting and its power: A canopy of trees can catch 40% of the rain, filtering it before it lands on the ground. Consequently, we had no damage where there was well-established planting. Watch this video to see this in action in our valley.



Photo 7

Funding

We continue to be grateful to our Local Board members, Margaret Voyce from Orakei and Alexandra Bonham from Waitemata. Both are keen and knowledgeable supporters of conservation work in the city.

Throughout the storms and desecration to the stream they have been our lifeline to help from the Council, Watercare and Healthy Waters. Without them, finding the right people to approach with the issues we faced would have been much, much more difficult. As well, our local boards have continued to support us with funding for our weed removal, maintenance of planting, pest control, additional planting and the more-necessary-than-ever expertise from Richard Mairs and his team at Te Ngahere. We could not do this without them. We appreciate very much the work our local representatives do for our communities.



Photo 8

Te Ngahere

We have a changing of the guard at Te Ngahere. Richard Mairs who has been our guide and lead for the past several years is leaving. We are very sad to lose him and wish him well in his new position at Auckland Council. He will be succeeded by Matt Sutton who has been our pest control lead. We look forward very much to working with Matt.

Strategic plans going forward

Planting
See 'The good news'.

Weed control
Currently, a small amount of spot spraying and as time goes by, more freeing up of planting will be undertaken. Blue morning glory and others can be dealt with but angel's trumpet and any that help stabilise land will not to be moved at present. Slip sites will grow many weeds but they will not be moved from those sites as they may – no guarantees - stabilise the land.

Privet
Remaining privet in the valley will not be removed at present – except for small specimens that can be pulled out – as the privet left is holding steep banks and stream banks.

Pests
Our previous report, spring 2022, showed a significant reduction in rats in our valley. However, the storms over summer dislodged the bait stations so they were just hanging by their attachments, refer photo 8.

Matt's team began again at the beginning of May 2023 and they have recently completed weighing the baits and bringing them in. This showed there had been an increase in rat numbers as bait consumption was high – 2.65Kgs eaten compared to 1.45Kgs in May2022. The next pest pulse is due to begin in August.

PLUS we caught a possum!!

Water

Clean Water in Hobson A Pipe dream?

To highlight this issue, we have worked with Hapua Thrive to set up a meeting of Epsom's political candidates on Saturday August 5th at 2-3.15pm at Newmarket Playcentre, 2 Hapua St.

eDNA work will be reactivated once there is some clear weather ahead. It has been held up by storms at end of 2022 and subsequently by Gabrielle in 2023.

For anyone who has an interest in the idea of managing Auckland's water, here's an interesting interview from RNZ, Kathryn Ryan, March 10.

Getting together

We expect to have a get-together at some point in the spring but will let you know closer to the time. We'd like it to be a combined social and work occasion but this will depend on our ability to work in the valley which is determined by safety issues, stability of the land and areas that are workable.



Our Team

If you'd like to know more about From the Deck or the Newmarket Stream Restoration, please contact:

Penny Hansen, pjhansen48@gmail.com, 021 585 078
Carole Davies, carolejdavies@gmail.com, 021 848 165
Susan Buckland, pest trap recording, susan.buckland@xtra.co.nz
Tushar Sharma, newsletter/website design and photography, tushar@imagen8.co.nz

Visit us on Facebook @ The Deckers
Website: https://fromthedeck.org
Photographs from the restoration area



Supported By

Auckland Council
Te Kaunihera o Tāmaki Makaurau

Te Ngahere

Conservation Volunteers New Zealand

Waitematā Local Board
Auckland Council

Orākei Local Board
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IMAGEN8
Nurturing a Love for Nature

Storm Recovery and Resilience Consultation #1210

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Your feedback

Local Board: Waitematā

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

I have a property at Muriwai and Herne Bay. Both communities were affected- especially Muriwai.

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 Muriwai people have supported each other.

Responses from Council/Insurance/Government have not given any certainty.

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

At Muriwai- if red stickers home owners need to re locate there must be a way to give them an equally good lifestyle.

In Herne Bay - certainty that Council will act with more urgency tp stop preventable flooding.

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

Act with urgency

1. Fix areas that have been damaged by slips. Create sea walls and use new technology such as steel nets and/earth retaining materials.

2. Maintain existing drains. Drains were not maintained in Muriwai and in Argyle St and this contributed to property damage.

3. Make Auckland a sponge city. More plants like oi oi that can live in and help stabilise land affected by water- take out power poles replace them with trees, use thousands of plants in existing parks- in places like Coxes Bay the tidying up of the park has resulted in slips. Create more water catchment areas that are also filled with water loving plants. Pull forward the plans to separate sewage from waste 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?

Yes find solutions for property owners whose properties have been damaged. They have to live as well as they did before- not be short changed.

Yes to maintenance.

We know about flood pathways now- so yes to making action to prevent water from flooding homes.

Yes- to making Auckland the best and most beautiful sponge city in the world.

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

None of these initiatives should be someone is sitting at a desk writing . The removal of trees and vegetation and " improvement " of stream flow at Coxes Bay is a good example. The banks above the cleared steam slipped- because they were not retained and had no planting on them to retain the slope. They put too many rocks and too few plants where the stream descends from Jervois rd. We need people knowledgeable in plants and retaining to do this work.

Don't mindlessly follow the mantra of more intensification, more bike lanes. The result is more concrete, more sewerage into the harbour.

Employ someone who has actually successfully created a sponge city - Singapore, Sydney, Toronto, New York - be creative- in how we beautify and protect our city.

Storm Recovery and Resilience Consultation #1224

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Your feedback

Local Board: Waitematā

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?**

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?**

Seeing repairs to what has been damaged and infrastructure upgrades take place to reduce risk in future storms.

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

Provide unimpeded routes for floodwaters to go where they won't flood people's houses.

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 projects are really fixing the mistakes of the past (removing houses from places where they should not have been built). Just get on with it before it becomes even more expensive.

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 continues to consent developments in flood prone places. It needs stronger tools to prevent this happening.

Storm Recovery and Resilience Consultation #1230

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Your feedback

Local Board: Waitematā

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

The flat on the ground floor of our home was flooding with a metre of water causing $300,000 worth of damage. The flooding was not a result of our drainage failing but the council's stormwater and sewage pipeline in our street not coping and backwashing the overflow water into three properties in our Street. The stormwater pipes in our street have been affected by the Auckland Council's failure to keep the Plane trees in our street (Herne Bay Road) trimmed and to a reasonable size. The residence in our street made a submission to the council in 2021 to have the trees trimmed back or knobbled because of drainage issues but the council refused to engage in any discussion about the subject. We believe the flooding which occurred over the Anniversary Weekend Auckland weather event is directly related to the fact that the council have neglected the upkeep of the trees and have let them get to such a size that the roots are affecting the stormwater drains. The leaves from these trees cause problems covering culverts. The residence are left to remove leaves on an ongoing basis from our properties to insure grates and drains are not covered by these leaves. Last month the council came and planted extra plane trees in Herne Bay Road. Money that could have been spent on clearing drains not only in our area but in other vulnerable areas.

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?

A good insurance company.

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

The council need to regular clean out stormwater pipes in streets which have old infrastructure. If the council took action to trim or remove the trees in the street which compromise the council's stormwater drains and residence drains the problem would not have occurred.

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

Proactive maintenance of stormwater 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?**

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 #1264

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

Local Board: Waitematā

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

A very close friend plus relatives suffered directly in the 27 January 2023 storm. The friend especially is still locked out of her home.

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?**

Personal Resilience - but no thanks to AC who has abandoned basic maintenance for many years now

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

My friend in Glenfield might never recover though my relatives in Mairangi Bay have a fix after two water events

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

Get back to basics. Maintain the existing infrastructure which AC has abandoned. You can't even keep footpaths operative let alone drains.

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?**

What ever has to be paid - then pay it. Forget ridiculous capital works expenses such as Great North Road so-called upgrading. Invest instead in basic maintenance and sponging the 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?**

I can't emphasize how important it is to intercept water and hold it for slow it for gentle dispersal. We've know this since I was at engineering school in the early 1970's.

Storm Recovery and Resilience Consultation #1267

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Your feedback

Local Board: Waitematā

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

We were lucky with minimal impact.

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?**

N/A

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?**

More swales, rain gardens, green rooves, and less impermeable surfaces. More trees.

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 like the blue green initiative and we need to seriously look at managed retreat, 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?**

Vehicle congestion charging. We must start to identify the upstream causes of climate change. Additionally congestion charging may lessen the need for car parking thereby providing more room for swales and green infrastructure.

Storm Recovery and Resilience Consultation #1329

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Your feedback

Local Board: Waitematā

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

Yes. The cliff in front of my house was slipped down to the ocean by an overweight Pohotokawa that the council would not trim.

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?**

I employed a professional engineer to advise what should be done to prevent more of the reserve from falling into the ocean. They identified 3 simple steps that could mitigate further damage, but Council representatives have been incredibly slow at responding to meeting requests or suggestions.

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

ACTION. Implement the recommendations made by the Soil engineers engaged by Council.

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

Implement the recommendations made by the Soil engineers engaged by Council.

ie Thin the Pohotakawas along the cliffs, put in drainage on council reserves and clear catchpits at least 3 times a year.

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 initiatives are the basics and should be done asap rather than "nice to have expenditure" that does not relate to core council infrastructure.

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, but just get on and do the basics. Do something to show that you are acting otherwise we are justified in thinking that council is wasting my rates money.

Storm Recovery and Resilience Consultation #1336

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Your feedback

Local Board: Waitematā

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

Slip to land

Water entered house

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?**

Working with neighbors

No help from council at all

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

For council to unblock stormwater pipes that they have failed to maintain

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

Maintenance to council pipes and listen to customers when they advise pipes are blocked

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 back to systems whic worked before the super city

Follow other cities and maintain pipe systems and have emergency procedures- duh!

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

Maintenance outlets to western springs as was done before the super city

Storm Recovery and Resilience Consultation #1354

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Your feedback

Local Board: Waitematā

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

unable to go out due to heavy rain and wind

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?**

friends and family

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

more engagement from local councils

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

better 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?**

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 #1371

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

Local Board: Waitematā

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

I read and saw that people were affected but no one near me was

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?**

Reading news, understanding impact

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?**

Have organisations set up to help provide aid or have volunteering systems ready

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 #1377

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Your feedback

Local Board: Waitematā

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?**

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?**

Seems like a good idea to invest now to save in 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?**

Storm Recovery and Resilience Consultation #1385

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

Local Board: Waitematā

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

Our house was flooded on 27 January 1February and 14 February

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 been working with the insurers.

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

An inspection of our property and the unit behind it. Increased maintenance of gutters and sumps in the street, clearing of mud and leaves.

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

Street maintenance 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?

I think they sound quite good.

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 property management / real estate rental management people need to be more informed, guided and meet the maintenance requirements of investment properties especially where owners are reluctant to do work.

#1385



Storm Recovery and Resilience Consultation #1398

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

Local Board: Waitematā

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

Almost completely unaffected directly

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?**

Put effort and resources into climate resilience and preparedness - take climate change seriously and act urgently. Make a life shift - we have the technology!!

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 #1435

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Your feedback

Local Board: Waitematā

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

Surface flooding and damaged local parks and amenities

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?**

A well publicised recovery plan that acknowledges the massive community impact

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

Implement the resilience and recovery measures. Ensure new houses not constructed 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?

Highest priority

Blue/green recreational areas as long as children protected from the waterways

Stream maintenance

Stormwater infrastructure

Housing retreat if 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?

#1435

Storm Recovery and Resilience Consultation #1464

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Your feedback

Local Board: Waitematā

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

Completely affected. Floods everywhere our walk area gone

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?**

Sense of humour and a change of government

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

Sense of humour

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

For goodness sake I live in St Marys Bay. Our drains and gutters have still not been cleaned or cleared. Just had another storm so another large amount of silt coming down our streets. I would like to know what you are doing to rectify this whole situation

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 have just put up our rates. You are collecting and exorbitant amount from our area what with all the appartments being constructed. Get the government 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?

We are one of the oldest suburbs in the city. Nothing has been done for over 10 years - gutters, drains,roads, trees yet you've lifted our rates 10 fold. We have got nothing from this new super city!!

Storm Recovery and Resilience Consultation #1488

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Your feedback

Local Board: Waitematā

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

public transport disruptions, traffic congestion, cancellations of medical appointments, delays in rubbish collection

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 learned to no longer rely on public transport

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

understanding and accepting that public services are unprepared for such events and can't be relied on

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

better traffic management, more up to date and accurate information on distribution to public services, including but not limited to 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?

get the public transport sorted!

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 #1496

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Your feedback

Local Board: Waitematā

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

Some homes flooded in our neighbourhood and street. Disruption to transport and access to businesses

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 back to normal as soon as possible

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

Getting back to normal as soon as possible

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

Allow private companies and citizens to sort this without the unnecessary bureaucratic interference and hand-wringing

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?

Sell the airport shares - we shouldn't be taking on debt / mortgaging ourselves to play the stock market in hope of getting higher dividends than we pay in interest. Sell the shares and build/maintain our infrastructure before increasing rates. Defer other 'nice to have' capital expenditure in favour of this critical spend

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 #1499

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Your feedback

Local Board: Waitematā

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

More potholes were created!

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?**

Chris Hipkins visiting & “looking around”! Very helpful!

(Not!).

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

Council & Auckland Transport spending our money on our communities on projects that HELP us rather than waste it raising pedestrian crossings, installing unnecessary traffic lights at pedestrian crossings, deliberately building bus stops out INTO the road rather than recessing them into the footpaths - & specifically NO MORE BLOODY CYCLEWAYS.

Help us to get around faster - don’t waste our money trying to force us on to Public Transport - that will never work!

#1499

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

By not using tokenism to force us to speak Māori!

Aucklanders are NOT interested in being force fed Māori at every opportunity. AUCKLAND roads must be repaired, drains must be cleaned and cleared (throughout the city) & the people who approved building homes in flood zones should be fired (& named & shamed!).

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! Fix the bloody roads first!

Fire anyone at AT who advocates ridiculous and totally unnecessary “safety precautions”before faster travel times & free flowing roads. Dump the Road to Zero - as the money spent has NOT lowered the DSI statistics!

People will always die on the roads - but NOT in 50 kmph zones & not if they take personal responsibility as a priority!

These are the most important projects.

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 - Auckland Transport must clear all road drains and silt traps every single year - no exceptions

#1499

Storm Recovery and Resilience Consultation #1500

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Your feedback

Local Board: Waitematā

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

Minor impact. Some building leaks but no flooding impact

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?**

Neighbours contacting and supporting neighbours

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

Evidence of remedial works

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?**

Do it sooner rather than later

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 #1511

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Your feedback

Local Board: Waitematā

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

Our house was thankfully okay, but my workplace was impacted and the structural disruption to the roads and services in our area was significant.

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 really... have watched the increasingly extreme weather with dread.

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

Changes to the drainage and road layouts. More streams and parks... less asphalt.

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

Become a “sponge city”. This is only going to happen more frequently. Stop the sprawl of suburbs and initiate a managed retreat from flood plains.

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 like them! Spend more and raise rates to pay for 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?

Urban planning... refresh the unitary plan to encourage the right kind of building and renovation.

Storm Recovery and Resilience Consultation #1520

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Your feedback

Local Board: Waitematā

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

N/A

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?**

N/A

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?**

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 initiatives are great. What I would like to comment on today is around the funding sources and mechanisms to fund these objectives.

The current estimated cost over six years is likely to go up.

Rates are normally allocated to fund daily operating costs for all Council's services, not for building, replacing and/or developing new assets. As part of this plan, the objectives proposed are looking at increasing stormwater maintenance, upgrading culverts and bridges and developing blue-green networks. In saying that, all of this work would most likely require additional fundings.

According to one of the articles that Auckland Council has published this month on LinkedIn on how rates are being spent, I noted that Watercare accounts for the lowest percentage of rates funding available, only 17%. The average percentage of rates to fund services between other Council-Controlled Organisations is approximately 50%.

Possible funding sources for the proposed initiatives:

1. A targeted rate increase for water, wastewater and stormwater is fair and needed. This will allow to:

a. reduce the gap between rates and non-rate sources (currently 17% vs 83%), and ultimately increase the value of water assets;

b. level up the accumulation of rates between all Council-Controlled Organisations to meet equality of spending standards.

2. Working in partnership with the private sector in water infrastructure to leverage capital investments, not relying on rates or the Government to co-fund these initiatives entirely.

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

#1520

Storm Recovery and Resilience Consultation #1533

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Your feedback

Local Board: Waitematā

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

Our stream was flooded. Wood, concrete and tiles washed out of culverts. Blocked culverts caused water to flow around them, saturating the ground and causing a huge poplar to fall.

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?**

We did not need priority help.

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

Not required We are not high priority but should be considered in any plans to reestablish streams in Auckland. Not only would flooding be reduced, but native fauna would return.

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

Release the streams from culverts so they could flow freely along the natural water course.

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 is essential to improve water flow and quality in Auckland Tamaki Makaura.

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 #1536

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Your feedback

Local Board: Waitematā

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

Disruption to roads and slight flooding only in basement garage. My daughter's home was completely cut off by flooding. Many of my close friends have red and yellow stickered home.

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?**

More visible repair work being done and not having to worry every time it rains

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

Better, regular maintenance of creeks and storm water drains. Less infill housing in the suburbs which is completely obliterating backyard lawns so there is nowhere for storm water run- off to go.

Pulling down one home and replacing with 3,4 or more is unsustainable. The increased rate revenue from subdivided properties should go to infrastucture maintenance and development.

Identify floodproof areas and concentrate on apartment developments in these areas only, so our suburbs are not getting destroyed by ugly adhoc high density townhouse developments on narrow suburban streets. We need high density housing but it needs better planning. Storm water management MUST be considered at planning/ building consent stage to a higher degree than at present as the current process is failing.

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 Auckland is the economic centre of NZ central Government should help with funding.

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

#1536

Storm Recovery and Resilience Consultation #1537

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

Local Board: Waitematā

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

Some neighbours were flooded and are still dealing with the financial and emotional costs of the damage. When I walk around the inner suburbs, there is severe damage affecting many homes and open spaces.

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?**

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 to protect the existing micro-green spaces in the central suburbs, because they are both heat sinks and positive storm water management features. So there needs to be proper recognition that planning rules exist to protect against, and manage, environmental risks (e.g. via planted spaces, permeable site coverage requirements, matching development to pipe capacity etc.) as much as they do for other reasons that are getting air time recently, like special character, historic places etc. The proposed intensification-related changes to planning rules will produce severely adverse outcomes for our inner city - many more times more adverse than not having more apartments in the inner suburbs (which actually would be bad for climate change - the overall the carbon footprint will go up due to "reverse commuting" to where the jobs are). Let's spend our efforts and money making the whole city more climate resilient, rather than having a misguided ideological debate about building more and bigger buildings in (contextually small) parts of the city that already can't cope with climate change.

#1537

Storm Recovery and Resilience Consultation #1555

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

Local Board: Waitematā

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

not affected 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?**

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?**

Improve infrastructure. Declare states of emergency sooner.

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 #1587

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Your feedback

Local Board: Waitematā

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

Extensive surface water flooding around my home in Auckland central

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?**

Auckland central was not so severely affected that there was a community-level response.

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

Although remote to my community Auckland has been hit by severe infrastructure damage. Recovery to me is rebuilding of this damaged infrastructure in a manner that is resilient to future extreme weather events. Investment needs to occur to ensure that future storms do not cause death and destruction that has happened in the past (as a bare minimum) and that our railways, cycleways, PT, roads, sewerage, etc. continue to function.

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

Strategic investment in infrastructure that is designed to respond to extreme weather events. Infrastructure tends to be designed to deflect - culverting streams etc., but creates problems when this infrastructure is overwhelmed by increasingly unpredictable event occurrence. We need broader thinking on infrastructure that includes science and the community rather than purely an engineering perspective.

Further, as extreme weather events will continue to occur likely with increasing frequency, we need resilient transport infrastructure that will support community access to healthcare, shopping facilities, and places of work. We cannot rely on the current road network and need robust mass transit alternatives.

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?

Increased maintenance, blue-green networks, and funding and increasing the disaster management capabilities of rural marae are the priority. Auckland has to ensure that the current infrastructure is operating efficiently - this does not mean low cost, this means ensuring that drains aren't blocked so we don't have an increased risk of slips and that rail lines remain open etc. Blue green networks will interact with increased maintenance to absorb flood waters and reduce the pressure on the drainage infrastructure. In rural areas where infrastructure is less, supporting those who are already providing a community-level service and are able to respond to disaster scenarios is entirely sensible - marae across the country regularly provide relief and disaster management centres; if these can be funded / supported in an appropriate manner (not imposing a business model onto a marae for crisis management services) then a very important pathway for future resilience of rural areas.

A lot of damage to stream corridors has occurred in industrial areas where invasive species have been planted, or left to spread unmanaged, and waste from industry blocks the watercourse. Environmental penalties on industry (where businesses have damaged communal resources such as streams and other ecosystems) could help fund the community work.

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

#1587

Storm Recovery and Resilience Consultation #1592

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Your feedback

DROWNING PREVENTION AUCKLAND

Local Board: Waitematā

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?**

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

Auckland Council

Attention: Storm Recovery

stormrecoveryconsultation@aucklandcouncil.govt.nz

21 August 2023

To the Recovery Office and Healthy Waters teams

Thank you for the opportunity to provide our input and expertise to the Storm Recovery and Resilience Consultation.

Drowning Prevention Auckland (DPA) has a mission of preventing drowning through education, research, and advocacy. Through our preventative intervention approach, we provide drowning prevention education initiatives which are responsive and meet the needs of our diverse population in Auckland. We work collaboratively with many groups and provide both leadership and advocacy for the Auckland aquatic sector as well as facilitating and executing delivery across education, community, and workplace groups.

Cyclone Gabrielle, in February 2023, resulted in six drowning fatalities throughout New Zealand, three in Tāmaki Makaurau/Auckland (WSNZ, 2023). Our observation of behaviours during this unprecedented weather event was that we were lucky that this loss of life wasn't higher.

We would like to positively acknowledge this focus from Auckland Council as international events do show that flooding is becoming more prevalent (Sindall et al., 2022), and communities need to be prepared with knowledge about swift water, how to prepare for a storm disaster like this and what could be in a grab bag to assist and increase their chances of survival. These preventive measures are best supported by Council driven safety and resilience measures that reduce the likelihood and prevalence of swift water.

This submission responds to the Storm Recovery and Resilience documents from a drowning prevention perspective, to minimise preventable loss of life through drowning in any further flooding events.

DPA notes the minimal mention of prevention of drowning in the consultative document.

This submission focusses on questions 5 (how Tāmaki Makaurau can be more prepared for events like these in the future), 6 (comments on the nine possible initiatives outlines in Making Spaces for Water) and 7 (other important activities in managing floods).

Community-led flood resilience

We support the intent of ensuring Aucklanders know what to do before, during and after a flood, and are active at managing their risks.

Alongside community flood readiness resources, we request that Council work in conjunction with water safety experts to develop, provide, and promote evidence-based and consistent **flood safety messaging and education initiatives**. Education should include flood risk perceptions, dangers of entering floodwaters for reasons including for recreational activities, to reach a destination, to retrieve property, livestock, or pets; or to rescue someone, and driving through flood water (Petrucci, 2022; Hamilton et al., 2016; Peden & Franklin, 2019). We would also encourage that this education is made available to disaster response organisations such as NZ Police, FENZ, Civil Defence organisations that we observed in floodwaters with no flotation devices.

Development of blue-green networks.

Page 11 of the consultative document refers to one of the reasons of the introduction of blue-green networks to reduce risk to life. Any development that increases waterflow above ground increases drowning risk. In the ten years to 2022, 24 people have drowned in drains and creeks in New Zealand. Children can drown in as little as 40mm of water. If, as stated, the blue-green networks will be introduced in conjunction with open spaces for people with walking tracks and cycleways, we would expect them to be an area where young children could visit and play. Most of the time these networks would remain dry, however during flooding and after rainfall they may become treacherous currents or hold low-lying water. DPA urges Auckland Council to work with our organisation to ensure the increased risks of drowning are mitigated. Strategies could include, but are not limited to, intensive planting, signage, live-time flood signage, local and community education and awareness, and reducing exposure to flood prone areas.

We urge your immediate attention to include these drowning prevention measures when considering storm recovery and resilience to prevent further flood-related drowning fatalities.

Drowning Prevention Auckland is interested in working in partnership with Auckland Council, mana whenua and other stakeholders to achieve a safer Tāmaki Makaurau/Auckland.

Ngā mihi

[redacted]

[redacted]

Chief Executive

[redacted]

Research & Impact Manager

Hamilton, K., Peden, A., Keech, J., & Hagger, M. (2016). Deciding to drive through floodwater: A qualitative analysis through the lived experience.

Peden, A. E., & Franklin, R. C. (2019). Exploring Flood-Related unintentional fatal drowning of children and adolescents aged 0–19 years in Australia. *Safety*, *5*(3), 46.

Petrucci, O. (2022). Factors leading to the occurrence of flood fatalities: a systematic review of research papers published between 2010 and 2020. *Natural hazards and earth system sciences*, *22*(1), 71-83.

Sindall, R., Mecrow, T., Queiroga, A. C., Boyer, C., Koon, W., & Peden, A. E. (2022). Drowning risk and climate change: a state-of-the-art review. *Injury prevention*, *28*(2), 185-191.

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Storm Recovery and Resilience Consultation #1593

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Your feedback

Local Board: Waitematā

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

Many friends in high-rise city apartments were isolated by their building lifts being made inactive by 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?**

Not much help available in the city, and the media focus on sensationalism was unhelpful fearmongering.

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

Confidence that we are better prepared for future extreme weather events because we know they will come.

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

Take action now to ensure the stormwater systems and streams are clear and functioning well so the risks of flooding are reduced/minimised. Ensure future building is planned around flood prevention eg green spaces and protected 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?

Please get on with making space for water.

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

Address the issue of flooding lift wells in highrise apartments.

Storm Recovery and Resilience Consultation #1690

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Your feedback

Local Board: Waitematā

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

Our downstairs flooded quite badly due to poor maintenance and engineering on 2 council cesspits located in front of our property

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?**

No changes have changed for the better, still no answers to cesspits being investigated or what can be done to better the future

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

Having people from council onsite and taking photos of places that have poor design and the poor quality of workmanship from the companies council use to do these jobs. Absolutely shocking companies making big bucks for shit results that in the end don't benefit no body but the company's pockets.

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

Better engineering design and companies with reputable workmanship. Stop wasting our tax money. AT has some crooks that I have seen first hand wasting stupid amount of money with stupid designs and inquiries into areas that don't need upgrading

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?

Unbelievable how council can request more money for upgrades that in the long run doesn't stand up to the task planed for in the near and future. AT needs to be investigated total tools.

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

Need more greenery less concrete, stop putting in unnecessary speed humps in stupid places and better spend that more in places like upgrading better drain infrastructure that can handle the mass amount of intense housing going up everywhere, which is another area of concern these new intense housing infrastructures need investigating as I've come across drain systems that have been approved when they shouldn't have ie engineering designs and studies have insufficient evidence that the drainage system installed isn't enough to coupe with standard usage from house users and run off, which again wouldn't be able to cope with sharp weather changes.

#1690

Storm Recovery and Resilience Consultation #1697

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Your feedback

Local Board: Waitematā

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

Our land subsided due to blocked council street drains and pohutukawas that had net been allowed to be trimmed cantilevering out from the steep bank

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?**

Being able to get out of Auckland

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

Having arborists allowed to trim pohutukawas back to a lèvel where the weight of the branches cantilevering out from a steep cliff could save the tree and bank

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

Allow trimming of trees to recognise where their excess weight could be detrimental to the health of the tree and landscape rather than limiting all trimming to a blanket 10-15%

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?

Reduce beuracracy and consultant spending by $1.65 billion so net effect on rates is nil.

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

Facilitate easy reporting of pooled water and follow up with reporter to address every issue

Storm Recovery and Resilience Consultation #1715

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Your feedback

Local Board: Waitematā

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

Lower ground of our house flooded

Local public paths / walkways impacted

Streets a mess with debris / leaves covering drains (and still are!)

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?**

To be honest, other than our own personal insurance it's hard to see what proactive programme of work is happening to remediate / repair - everything still seems reactive to me - eg only when a sinkhole appeared on college hill does a crew arrive to fix the road and that's more than 6 months after the floods!

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

Start with the basics - get street gutters cleaned of leaves and debris so when it rains rain can flow into drains! Simple.

Debris / slips cleaned up - eg ngapipi road still has rock falls / tree stumps exposed.

Footpaths and walkways fixed up so people can walk / bike / run.

Roads fixed.

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

See above points - get a proactive - basically get a plan together that tidies the place up and gets AKL fully functioning. It's still got a patched up / reactive / unplanned programme of work approach as I look at it.

And don't open up / allow consents for more housing on flood prone areas! Eg Grey Lynn park, northern end.

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 haven't read them and don't know what those initiatives are so can't 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?

Can't really comment.

Storm Recovery and Resilience Consultation #1718

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Your feedback

Local Board: Waitematā

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

The basement of our property was mildly flooded it now seems from overflow from neighbour's with inadequate drainage. Our local area has suffered damage to public infrastructure.

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?**

Insurers were comprehensive and efficient in their processes

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

The repair of public infrastructure and more proactive measures to mitigate risk of damage from future events

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

More proactive risk mitigamts such as clearing storm water drains, road side gutters and footpaths from leaves and debris.

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?

Haven’t read the consultation document

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

No comment haven’t read it

Storm Recovery and Resilience Consultation #1727

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Your feedback

Local Board: Waitematā

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

We were flooded out of our home as were about 10 of our neighbours in Anniversary Weekend. Our houses are in a flood flowpath in Cox's Creek catchment.

Some of the houses along the street in the flowpath were NOT flooded. These properties did not have fences or had wire fences instead of solid wooden fences so we are wondering whether this helped the water to flow through the property rather than bank up.

The houses that flooded like ours tended to be surrounded by solid wooden fences. The middle third of our property filled up like a bathtub. We had a double fence on the downstream side. The water drained away eventually mostly through one on-site drain.

We were able to return to our repaired house after 6 months and to our knowledge we are one of only three that are repaired sufficiently to be fully habitable. Seven months later most of the affected houses are either empty or people are living in houses that need repairs. Some houses are slowly being reinstated. Some people are waiting to hear the results of the council's decisions in this process before deciding what to do. Some are still waiting for their insurer to start repairs.

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 money primarily.

Friends and family put us up initially, that was crucial.

Auckland Emergency Management was very supportive in big things and little things. AEM organised to get the street's wet and damaged stuff picked up and taken away which was really helpful.

We found a place to rent via social media networks and people have been very sympathetic and ready to help.

It was still really stressful and the insurance process took time.

Neighbours who don't have insurance or whose insurance company is slow to respond are living with a lot of stress.

We have got to know our neighbours better and compared stories and helped each other a little.

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

It's great that the council and government are running this process of working out how to make our properties more resilient. We are waiting on the results of this process. We need to know what the future for our house and our street will be. We want to know what category our property is in, what we are allowed to do on our property (can our house stay where it is, where we can build or not build in the future, what fence types should we have, what mitigations do we need to do to reduce or remove the flood risk, etc).

Once we have mitigations in place that the experts judge to be sufficient I will feel 'recovered'. At the moment it's great to be back home but the house is still vulnerable.

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

Implementing the Making Space for Water responses will help a lot.

For properties in flood flowpaths, as time goes by fences will go back up and rubbish and other blockages will build up so properties will need regular reminders and clear direction (with rules to stop neighbour disputes) about how to keep the flowpaths clear.

Community resilience training is definitely worthwhile. We need to know what to do to support ourselves and those immediately around us in an emergency of any type. We never expected to get flooded so it was a huge surprise and people were not prepared.

Anything the council can do to encourage neighbours to get to know each other helps at a time of disaster. It can be harder to do this in a big city like Auckland where people are more anonymous. High solid fences don't help either. We used to talk to one neighbour halfway up the front yard where the six-foot fence turned into a wire fence. Now the wire fence has gone and landlord has put a new six-foot fence all the way up the property between us. No more neighbourly chats.

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 the initiatives.

I only have comments on the Overland flowpath management. I fully support all proposed actions under this initiative.

It can be a delicate matter for a property owner to negotiate to remove privacy fences with neighbours. Some of our neighbours are now reinstating their fences with high wooden structures similar to before. They are leaving thin gaps between the palings but I'm not confident the gaps make the fence sufficiently permeable. Property owners need technical guidance about what fences are appropriate, and the appropriateness of hedges and any other structures, parking of caravans on driveways etc on a flowpath.

We need an objective on-site assessment by an expert for areas that were affected about what has to change and what solutions are appropriate.

I definitely support council putting in place some kind of bylaw about not obstructing a flowpath. It is appropriate for council to have recourse to some kind of bylaw infringement process if owners don't comply. I think council having the power to issue legal infringements is appropriate because a neighbour's actions or inaction downstream could cause restrictions leading to flooding in another person's property.

Property owners will need to take collective responsibility for maintenance of known flowpaths. This is new thinking and the best thing the council can do is set clear direction with technical guidance and support to get our heads around it to enable us all to change our mindset and maintain our properties appropriately.

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

Presumably encouraging and enabling private properties to contribute to making a Sponge City would help. Whatever the best thing for property owners to do is, promote it and provide information on options available.

For example, we want to put in a driveway and concrete seems like the obvious material. We would like information and options on alternative permeable materials. What permeable materials are available, how well do they perform?

Another suggestion: To support community awareness, how about running an annual event called Drain Check Day or Maintenance Week and tell people what to look out for and clean up. Maybe with spot checks.

Photo 1: We had a double wall on the downstream side of our property directly in the flowpath – it held in the water very effectively. We are dismantling our wall but the one behind is a lot more solid! And our neighbours have a hedge behind the fence.



Photos 2 and 3: Examples of wooden fences being reinstated by neighbours nearby with gaps to allow the water to flow through.

In both cases the ‘front’ side of the palings is on the upstream side. So if the water is too much the whole fence would have to break, rather than individual palings giving way.

Are these fences sufficiently permeable to allow the volume of water in a flood event like 27 January 2023 to move along a flowpath?





Storm Recovery and Resilience Consultation #1741

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Your feedback

Local Board: Waitematā

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

My and my neighbours' cliffs gave way. Water has caused subsidence adjacent to my building and black mould is now growing inside the doorways. This is possibly due to underground pipes cracking /breaking.

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?**

Nobody.

Council arrived several weeks after the incident and hung plastic tape everywhere. Ironically, subsequent weather events have destroyed and blown it away. Mother nature doesn't recognise the extreme danger that yellow tape represents! What a joke.

Insurers / EQC have spent the last 7 months passing files around , appointing various "consultants" and have achieved absolutely nothing. I feel as though I have been pushed from pillar to post. They (and to be honest I don't even know who "they"are as so many entities have clipped the ticket so far) refuse to release the one report that has been completed. I suspect that is because they wish to down value the damage and cost of repairs as much as possible. We have been told that the "valuers", whose hands it has been

in since the end of June, will not attend site till end September. In the meantime my home sits in a state of disrepair and is getting worse.

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

Some action from the various bureaucracies charged with sorting the damage out.

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

Stop trying to grren streets and then not maintaining those trees that block drain and gutters.

Quality check what you contractors are doing rather than letting excess concrete block newly built drains.

THink about the design of water collection systems - water flows downwards with gravity. It does not know to take a hard right at the bottom of a street!

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?

Can't be bothered reading another expensive report on the mess this city is in. Ratepayers want action not placation and platitudes.

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

Maintain the roads, stop increasing the land coverage on properties when the infrastructure is not even sufficient to deal with the current population. THis includes not only water, but roading as well.

#1741

Storm Recovery and Resilience Consultation #1752

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Your feedback

Local Board: Waitematā

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

A number of houses were flooded in the local community

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 people organized their own solutions to rectify the flooding problems that they had

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?

I believe that your proposed plan to identify potential flood plains is great and then a buy back that will allow those effected to move on with there lives

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 great plan - the only problem is where the funds come from and will require a significant reduction in the other expenditure by the council and CCO's

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

Routine maintenance of existing stormwater systems is required and perhaps greater planning on the effect of new subdivisions down stream

Storm Recovery and Resilience Consultation #1767

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Your feedback

Local Board: Waitematā

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

I'm a member of the Browns Bay Racquets Club and play squash 3-4 times per week. Our club was flooded during the severe rainstorms on 27th January 2023, and was further damaged in subsequent weather events. Due to this damage the club was closed for tennis for over three months, and for six months on the squash side. This was a huge loss for me personally and for other members.

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 BBRC Executive Committee rallied together with our excellent club manager to work on a plan to get the club operational again as soon as possible. We were also supported by neighbouring squash clubs. Silverdale Club offered us free access to their courts for three months and then on a paid basis, and North Shore Squash Club also provided us with paid court access at off peak hours.

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

While the club is being rebuilt, I won't feel like we have recovered properly until there is a plan in place, and delivered, to ensure the Clubroom and squash courts can't be flooded again, and the flood risk to our tennis courts is mitigated as far as possible.

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

The stream behind the Clubrooms needs to be urgently addressed to reduce the flood risk. This was also recommended after similar severe flooding in the 1980s and unfortunately whatever plan that was made, if any, proved ineffective. Please get on with 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?

It is good to see "stream rehabilitation" and "overland flow path management" on the list. Also the idea of blue green networks is sound but I am disappointed that Browns Bay, and in particular the stream behind our club, is not on the list of 12 identified sites.

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 upgrades in older well established areas of Auckland like Browns Bay.

Storm Recovery and Resilience Consultation #1804

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Your feedback

Local Board: Waitematā

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

Our house was red stickered as were neighbours. The stress has been and continues to be enormous

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?**

I don't feel helped. Emotional Support of family and friends has been the only support felt

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

Certainty and speed with getting our situation sorted. Infrastructure needs to be sorted but the emotional and financial stress on us means we need a fair resolution to a buyout to enable us to live our lives

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

Get the infrastructure fixed. Don’t do any more

Reviews and reports just get on with investing in fixing

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 above I just want actual work started. Specialists have been involved and they and elected councillors should make decisions. Costs will be saved by actingquickly

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. Just want actiontaken

Storm Recovery and Resilience Consultation #1822

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Your feedback

Local Board: Waitematā

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

We had slightly water ingress downstairs. We were right on the edge of a badly flooded vallen and our neighbourhood neede rescuing. Some are still unable to return to their homes.

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?**

Our community has had an active WhatsApp group for mutual support and we were able to physically help around the area. We had help ourselves from family.

Help from council-led community resilience and damage resolution plan is vital to move forward for our neighbours who are stuck.

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

We have recovered ourselves in a physical sense but our community has not. Some will need to be bought out. We all live with anxiety and a plan to make our valley more resilient is vital and will need to be enacted promptly to achieve a sense of community recovery.

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

Making space for water is an excellent concept as is planning and regulating for a spongy city. Regulations will need to be more vigorously enforced and infra structure will need improvement and more up to date 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?

Yes we will need to pay more rates and rates will have to be more equitably applied, undoing the shift which has occurred with rate relief for businesses and rate increases for citizens.

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

Please don't forget the reason all this is necessary. It has been caused by the burning of fossil fuels, therefore reallocating road space away from car use towards active modes would help a lot. Freeing up a lane on the harbour bridge for cyclists and pedestrians is such a move and would send the right signals towards a more resilient future.

#1822

Storm Recovery and Resilience Consultation #1854

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Your feedback

St Marys Bay Association

Local Board: Waitematā

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

This submission is on behalf of St Marys Bay Association. our suburb was significantly affected by the January and february 2023 extreme rainfall events. Details are in the attached submission.

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?**

Community support.

Limited and reluctant insurance support.

Personal clean-up work

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

Please see the attached submission for the answer

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

Yes, but the Council needs to undertake significant design and retrofitting drainage work across 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?

Yes - see the attached submission. For St Marys Bay the initiatives required are: stormwater network separation, reopening emergency outlets to the harbour, fix the blockage in the new tunnel network, provide an overland flowpath plan for St Marys Bay, and stop the public health risk over contaminated water entering private property from the Council combined network.

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 attached submission.

St Marys Bay Association

Notes for Resilience Submission to Auckland Council

31 August 2023

- St Marys Bay relies on a 19th century combined stormwater/sewer infrastructure system. The system is acknowledged as being overloaded and due for replacement. The system relied on a series of emergency overflows into St Marys Bay, Westhaven Marina and Masefield Beach.

- As part of the upgrading of the St Marys Bay infrastructure, a significant tunnel/storage reservoir and discharge system was built between 2019 and 2021 from St Marys Reserve to Pt Erin. This two metre diameter tunnel was made operational in August 2021. This project involved closing off most of the emergency overflow outlets into the harbour.

- Since the tunnel was commissioned, there have been five major rainfall events where the combined system capacity has failed significantly, leading to contaminated stormwater entering private property habitable areas. The overflowing contaminated stormwater was also the principal contributor to the St Marys Bay coastal cliff edge subsidence that occurred on 27 January 2023.

- The noted occasions where capacity overflows have occurred which flooded private property have been – March 2022, 11 December 2022, 27 January 2023, 1 February 2023 and May 2023. On these occasions the combined system has been surcharged because the former emergency outlets have been closed off forcing the pressurized water to escape through any system opening available.

- On each of these occasions, it is observed that the rainfall within the critical hour that created the overflow and capacity exceedance problem was in the vicinity of 35-45mm of rainfall per hour.

- The heavy rainfall on 27 January 2023 overflowed out of private property gully traps, toilet pans, shower base outlets and street cesspits. Manhole covers in the streets were blown off by the surcharged water pressure in Cameron, Seymour, Hackett Streets and St Marys Roads.

- The flow of this water, in particular across the road reserve and through private property, led to significant subsidence of the old coastal cliff face stretching from Jacobs Ladder westward to Shelly Beach Road. Clearly the lack of capacity caused by the removal of the old emergency overflow system into the harbour made a significant contribution to the damage that has occurred within St Marys Bay. That is, the Council's ill-conceived tunnel project was the measurable contributing factor to the property damage from subsidence.

- The St Marys Bay Association has more than 40 recorded incidents of contaminated stormwater flooding private homes with varying levels of adverse effect. The worst recorded

example is the 70 year old resident in Vine Street, whose house was flooded to the extent that she had to swim out of her bedroom to exit her house and escape onto the footpath. Her house is now red sticker condemned.

- The overall impact of these contaminated stormwater flooding events in St Marys Bay is that they created a public health hazard of significant magnitude. The failure of the Council to manage this public health hazard is contrary to the provisions of the Health Act 1956. Urgent action is required by the Council to ensure that this public health risk does not occur again.

- The recommended solution for St Marys Bay is for the combined sewer and stormwater systems to be separated into different pipe infrastructure.

- In association with this work St Marys Bay, requires an overland stormwater flow path plan to be prepared and implemented. It is acknowledged that this will require the purchase and demolition of several properties to achieve a safe, open flow path system that discharges clean stormwater into the harbour in a controlled manner.

- In conclusion it is the request of St Marys Bay Association that the Council takes this matter seriously and begins immediate work to ensure that:

    1. The public health risk from overflowing contaminated stormwater entering private homes and habitable areas does not occur.
    2. To reinstate the stormwater sewage separation project for St Marys Bay and to fund it fully for implementation over the next three years.
    3. To prepare an overland flow path plan for St Marys Bay identifying necessary property purchase. This will require commencing negotiations for the purchase of any required properties.

Notes prepared by : -

[redacted]

For and on behalf of St Marys Bay Association

31 August 2023

Address for service: -

[redacted]

Storm Recovery and Resilience Consultation #1867

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Your feedback

Local Board: Waitematā

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

Some of our neighbours had problems.

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?**

Self-reliance.

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

If the domain returned to normal: no ponds!

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

Regularly clear debris away from the stormwater grates. It was them being blocked that caused most of the problems.

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 any of these. Regular maintenance would have avoided the problems earlier this year. Low tech initiatives like two guys in as truck with shovels keeping the stormwater grates clear would achieve more.

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

Saving money! This is just typical of the council: there are problems because you weren't doing your job and your solution is to spend billions of dollars of our money overreacting.

Storm Recovery and Resilience Consultation #1896

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Your feedback

Local Board: Waitematā

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

Worried and surprised but no actual damage.

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?**

Talking to neighbours.

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

If kids could play on the domain playing fields again.

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

Regular maintenace.

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 expensive, wasteful and unnecessary.

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 intensification in inner suburbs. The current pattern of housing is able to deal with flood much better than intensified development with and increase in hard surfaces.

Storm Recovery and Resilience Consultation #1932

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Your feedback

Local Board: Waitematā

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

I am still waiting for my roof to be prepared.

In my street the house at the end of the road flooded up to the second floor

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?**

Nothing. Every time it rains more black mold appears on my ceiling

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

We need to daylight our local stream so we Make way for the Water. This will happen again.

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

I don't really know . The storm water and catchment issues are too big for residents to so anything.

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 please.

Happy to pay more 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?

If there is more communities can do we need education and help.

Storm Recovery and Resilience Consultation #1960

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Your feedback

Local Board: Waitematā

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

On January 27 water running down from Hakanoa and Cockburn Streets quickly overwhelmed the catchpits outside 40A Cockburn St and began to flood down and fill the depressions we and our neighbours live in. By 5pm it was entering our houses, and around 6:30pm the dike in Grey Lynn Park, designed to hold water in severe weather events, overtopped and flowed down to us with devastating effect. Fences were smashed down, sleepouts and houses lifted and within minutes the water rose on our properties between 1-3 metres - through the ceilings of the lowest houses. One family in our neighbourhood (including two small children) were trapped in their house, unable to swim out against the flow from the park and surrounded by over 3 meters of water. Thankfully their neighbours rescued them in a kayak. In another property, someone had to swim in their underwear to the street.

We scrambled to gather our baby and necessary belongings to flee the rising waters. Both our cars were fully underwater by this point so we were fortunate to receive a car and carseat from one of our neighbours.

We have continued to feel the effects of the flooding throughout 2023. We've moved house four times and we are still in temporary accommodation and in what feels like a limbo state where we don't have certainty about our property and can't move on with a clean break.

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?

Support (condolences, sharing of experiences, financial) from neighbours, family, friends and colleagues.

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

Certainty over our living situation. Being able to officially move on, which means being rid of the property that put us at risk. Actions taken to reduce future risk caused by similar events - by making space for water.

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

No housing in at-risk zones.

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 are in favour of all nine initiatives, especially the Blue-Green Networks initiative. We consider our property to be very high risk given its position in the Dryden Depression near Grey Lynn Park and with Cox's creek being marked as once following the boundary of our property. We believe our house should be assessed as Category 3 and removed to make space for water, specifically Cox's Creek and to mitigate future risk to other properties that are at slightly lower risk than us - by making space for water these properties would have even lower risk.

Through managed retreat of our High Risk property, there is great opportunity to:

- “Blue-Green” Grey Lynn Park through to Hakanoa Reserve, including opportunity to better landscape for the overland flow path and reduce flooding risk to other neighbouring properties

- install a proper culvert or even bridge at the low point of Hakanoa and Cockburn Streets.

- re-expose Cox’s Creek

- create neighbourhood amenity value by connecting the green spaces of Grey Lynn Park through to Hakanoa Reserve and onto Cox's Bay

The Increased Maintenance initiative is also greatly needed to reduce the issues caused by less severe, more frequent flash flooding. There have been many other minor flooding events that caused significant pooling on our street - the drains at the bottom of Cockburn St and Hakanoa Ave frequently and regularly flood from being unable to cope with the volume of water flooding down the hill, likely due to the volume and speed of water, being obstructed internally and often blocked by debris and detritus on top of the drains. These drains would significantly benefit from increased maintenance. We also note that the modeling and reports into the local catchment ten years before the flood all assume drains and pipes are 100% unobstructed - this is highly unlikely to be the case in any area unless there is much more ongoing 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?

#1960

Storm Recovery and Resilience Consultation #1961

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Your feedback

Local Board: Waitematā

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

On January 27 water running down from Hakanoa and Cockburn Streets quickly overwhelmed the catchpits outside 40A Cockburn St and began to flood down and fill the depressions we and our neighbours live in. By 5pm it was entering our houses, and around 6:30pm the dike in Grey Lynn Park, designed to hold water in severe weather events, overtopped and flowed down to us with devastating effect. Fences were smashed down, sleepouts and houses lifted and within minutes the water rose on our properties between 1-3 metres - through the ceilings of the lowest houses. One family in our neighbourhood (including two small children) were trapped in their house, unable to swim out against the flow from the park and surrounded by over 3 meters of water. Thankfully their neighbours rescued them in a kayak. In another property, someone had to swim in their underwear to the street.

We scrambled to gather our baby and necessary belongings to flee the rising waters. Both our cars were fully underwater by this point so we were fortunate to receive a car and carseat from one of our neighbours.

We have continued to feel the effects of the flooding throughout 2023. We've moved house four times and we are still in temporary accommodation and in what feels like a limbo state where we don't have certainty about our property and can't move on with a clean break.

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?

Support (condolences, sharing of experiences, financial) from neighbours, family, friends and colleagues.

Insurance payouts

Honest updates from various providers clarifying what they don't know, what negative outcomes or long delays to expect instead of overly optimistic hopes.

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

Certainty over our living situation. Being able to officially move on, which means being rid of the property that put us at risk. Actions taken to reduce future risk caused by similar events - by making space for water.

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

No housing in at-risk zones.

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 are in favour of all nine initiatives, especially the Blue-Green Networks initiative. We consider our property to be very high risk given its position in the Dryden Depression near Grey Lynn Park and with Cox's creek being marked as once following the boundary of our property. We believe our house should be assessed as Category 3 and removed to make space for water, specifically Cox's Creek and to mitigate future risk to other properties that are at slightly lower risk than us - by making space for water these properties would have even lower risk.

Through managed retreat of our High Risk property, there is great opportunity to:

- “Blue-Green” Grey Lynn Park through to Hakanoa Reserve, including opportunity to better landscape for the overland flow path and reduce flooding risk to other neighbouring properties

- install a proper culvert or even bridge at the low point of Hakanoa and Cockburn Streets.

- re-expose Cox’s Creek

- create neighbourhood amenity value by connecting the green spaces of Grey Lynn Park through to Hakanoa Reserve and onto Cox's Bay

The Increased Maintenance initiative is also greatly needed to reduce the issues caused by less severe, more frequent flash flooding. There have been many other minor flooding events that caused significant pooling on our street - the drains at the bottom of Cockburn St and Hakanoa Ave frequently and regularly flood from being unable to cope with the volume of water flooding down the hill, likely due to the volume and speed of water, being obstructed internally and often blocked by debris and detritus on top of the drains. These drains would significantly benefit from increased maintenance. We also note that the modeling and reports into the local catchment ten years before the flood all assume drains and pipes are 100% unobstructed - this is highly unlikely to be the case in any area unless there is much more ongoing 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?**

#1961









Storm Recovery and Resilience Consultation #1965

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Your feedback

Local Board: Waitematā

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

According to the Auckland Council flood hazard map, there is an overland flow path on our property. However, our property has never been flooded by stormwater until the past year, during which part of our house has been flooded three times (in November 2022, January 2023 and February 2023). During the first such event in November, the rainfall was no heavier than previous rainfall events that did not flood our property, so why did it cause flooding on that occasion? We discovered the cause: public stormwater catchpits uphill from our property were blocked by silt and debris, thus they could not cope with the stormwater volume. The reason why those catchpits were blocked is that in recent times, Auckland Council has significantly reduced its previous schedule of regular street sweeping and catchpit clearance. This negligent approach to stormwater management has cost Auckland dearly in terms of damage and loss.

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 did our best to clear debris from the nearest blocked public catchpits uphill from our property. However, the public cannot maintain public drains as effectively as council

staff/contractors can and should do with professional equipment. That is a Council responsibility.

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

Greater public acknowledgement by Auckland Council regarding its recent failures to adequately maintain Auckland's stormwater systems. The Council should publicly confirm how much less street sweeping and catchpit clearance has been done in recent times, relative to historical norms, and it should guarantee that this type of maintenance shortfall will never happen again.

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

1. Increase regular maintenance of public stormwater assets.

2. Restore adequate tree protection in Auckland: It is well known that appropriate planting and maintenance of trees help to prevent flooding and land subsidence. The loss of urban tree protection in recent years has resulted in a significant loss of mature trees in Auckland. The Council should do more to encourage appropriate re-planting of urban trees.

3. Do more to limit impermeable ground coverage in the built environment and require greater use of stormwater management devices to better offset impermeable ground coverage.

4. Do more to encourage building/landscape design that better manages heavy rainfall. With ongoing climate change, Auckland can expect more extreme rainfall events in the future. This should be taken into account in all relevant regulations and policies.

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?

#1965

Storm Recovery and Resilience Consultation #1979

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Your feedback

Parnell Business Association

Local Board: Waitematā

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

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St

Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

Following the 27th January, several businesses along The Strand called in their own contractors – who validated the concern about the drains, and others even resorted to removing debri and filters from catch-pits themselves, in order to avoid further potential damage from the cyclone. (Waka Kotahi and Auckland Transport did action some remedial work on The Strand prior to the cyclone).

Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

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 six months following the storm have been filled with frustration and nagging.

When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an

area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

Since January we repeatedly asked about catchpit clearing, because from our perspective, certain drains seemed problematic with high water levels, even when there had been no rainfall. Waka Kotahi were responsive, but eventually pointed out that Auckland Council need to conduct a proper inspection of the underground pipes, as they believed they were ‘compromised’.

Auckland Council Healthy Waters finally commissioned a CCTV inspection and flushing of the pipes along a section of The Strand, which was completed in the latter part of June.

Council have reported that there was a build-up of silt in the pipes, and in certain sections they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

It has taken nearly six months to validate our initial observations, but where to now?

Only a section of The Strand has been completed. Some feeder roads (165-132 The Strand, plus Tennis Lane have still not had a pipe inspection since the floods. Late August we were advised that there are ongoing investigations along The Strand, and that the pipes were last cleared in one of the sections in May 2022 (and nothing since January this year)?

There is no clarity to an ongoing schedule, or how the ageing infrastructure is going to be dealt with, but several references from council staff to the fact that there are 'not sufficient funds'.

So all in all the response has been very slow and our businesses have no clarity moving forward.

We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

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

First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the consultation document of the potential timing of the programme.

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

We agree with your four key objectives for managing flood risks (ie reduce existing flood risks, avoid creating new flood risks, raise people's awareness of flood risks and be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and for the basics to be treated with priority. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these

simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints about blocked drains and who is then responsible for unblocking them). In this

regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new entities, the Auckland Council family and Waka Kotahi/NZTA.

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?

INCREASED MAINTENANCE

We support the initiatives. We have been very concerned by media reports that plans were underway at Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as

inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the

network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake ‘smarter’ approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several business premises being flooded.

FLOOD INTELLIGENCE

We support the initiatives. However, much of this information is already available (such as flood plain maps) and has been for years, but their existence and the risks they highlight do not appear to have been translated into more regular focused maintenance (for example, more

frequent street sweeping, leaf fall collection and catchpit cleaning that targets higher risk areas).

COMMUNITY-LED FLOOD RESILIENCE

We support the initiatives.

STREAM REHABILITATION

We support the initiatives.

RURAL SETTLEMENTS

Although this does not affect us directly, we understand the initiatives.

CULVERTS AND BRIDGE UPGRADES

We support the initiative,

BLUE-GREEN NETWORKS

We support the initiative to develop new blue-green spaces in the areas where there are serious flooding risks (though this will require detailed analysis of the risk and design suitability of candidates sites).

OVERLAND FLOW PATH MANAGEMENT

We support the initiatives, but note that you have not included commercial property owners and businesses. The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

HIGH RISK PROPERTIES

We support the initiative.

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland

Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against

future flood damage and are seeking answers from council as to future mitigation.

FUNDING THE IMPROVEMENTS

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of ‘Making Space for Water’ but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as

well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that “businesses are better able to manage additional costs than residential properties” or because “businesses can claim back GST and expense rates against tax.” These reasons do

not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed ‘Making Space for Water’ targeted rate being residential property owners.

We also ask that the ‘$400 million of operating expenditure to improve service levels’ be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

#1979

Storm Recovery
Auckland Council
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SUBMISSION TO THE STORM RECOVERY AND RESILIENCE CONSULTATION

The Parnell Business Association welcomes the opportunity to provide this feedback to the Auckland Council Storm Recovery and Resilience Consultation ('Consultation Document'). Link

Introduction

As your Consultation Document notes, in early 2023, the Tāmaki Makaurau / Auckland region experienced a series of extreme weather events, with record-breaking rainfall, floods, landslides and high winds. Tragically, six people lost their lives. Thousands of people have been affected, and homes, businesses, and communities have suffered long-term impacts. Auckland Council is committed to supporting communities recover and prepare for the future.

To address these events, Auckland Council formed the Recovery Office and created an interim recovery plan.

Auckland Council are now developing the Tāmaki Makaurau Recovery Plan and a series of stormwater improvements called 'Making Space for Water' to focus on the longer-term recovery. Auckland Council is seeking feedback on these plans.

The proposed Tāmaki Makaurau Recovery Plan will outline priorities for region-wide and local recovery activities. This plan is a legal requirement to address the repair, regeneration and resilience of the Auckland region.

The Council's Healthy Waters department is developing a series of stormwater improvements called 'Making Space for Water' as part of recovery efforts. Healthy Waters is planning nine initiatives to reduce flood risks and make big improvements to Auckland's stormwater network. They propose to deliver the initiatives over six years including: infrastructure improvements, such as culvert and bridge upgrades; increased stormwater maintenance; empowering our communities to prepare for and increase resilience to flooding; creating blue-green (waterways and parks) networks to allow stormwater to safely pass through urban areas.

Auckland Council is looking for feedback to help develop the Tāmaki Makaurau Recovery Plan and refine the 'Making Space for Water' initiatives, including how the storms affected businesses; what is important for recovery; how Council can better prepare for future extreme weather events; and opinions on the ideas proposed in 'Making Space for Water'.

Our Detailed Feedback

We include below more detailed feedback on your specific questions.

1. How were you, and your local community, affected by the extreme weather events in early 2023?
And
2. Was your business flooded or damaged during the extreme weather events in early 2023?

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

Following the 27th January, several businesses along The Strand called in their own contractors – who validated the concern about the drains, and others even resorted to removing debri and filters from catch-pits themselves, in order to avoid further potential damage from the cyclone. (Waka Kotahi and Auckland Transport did action some remedial work on The Strand prior to the cyclone).

Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

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

The six months following the storm have been filled with frustration and nagging.

When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

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

We agree with your four key objectives for managing flood risks (ie reduce existing flood risks, avoid creating new flood risks, raise people's awareness of flood risks and be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and **for the basics to be treated with priority**. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new entities, the Auckland Council family and Waka Kotahi/NZTA.

6. There are nine possible initiatives outlined in Making Space for Water (the Consultation Document)

Operations and maintenance	*Increased maintenance*
	Flood intelligence
Neighbourhood solutions	*Community-led flood resilience*
	Stream rehabilitation
	Rural settlements
	Culvert and bridge upgrades
	Blue-green networks
Site specific interventions	*Overland flow path management*
	High risk properties

Auckland Council's initial budget suggests it will cost $1.65 billion to deliver them and will require additional rates from Aucklanders. The Consultation Document asks: "Do you have any comments on the initiatives?

Increased maintenance
This involves keeping the stormwater network ready to handle lower-level flooding events. It involves increased street sweeping and catchpit clearing that can help keep the stormwater network flowing and reduce the risk of localised flooding. It's especially important in urban areas where hard surfaces like roads, footpaths and driveways mean there is nowhere else for the water to go.

We support the initiatives to: (a) undertake more frequent street sweeping, targeting higher risk and heavy leaf-fall areas; (b) more frequent catchpit cleaning (at least three times a year in high risk areas, and twice a year everywhere else; (c) network upgrades, such as building catchpits with bigger inlets; and (d) targeted public overland flow path management and stream clearance.

We have been very concerned by media reports that plans were underway at Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake 'smarter' approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several business premises being flooded.

Flood intelligence
This involves investing in planning and modelling tools to understand flood patterns and assess future risk. Having detailed and robust data will help Auckland Council respond to storm events as they happen and also help provide good advice about flood risk for new developments.

We support the initiatives to: (a) incorporate data from recent storms into flood maps; (b) enhance hotspot monitoring technology, and explore systems for early warning alerts; (c) share information with the public via a Flood Viewer tool to improve flood hazard awareness.

However, much of this information is already available (such as flood plain maps) and has been for years, but their existence and the risks they highlight do not appear to have been translated into more regular focused maintenance (for example, more frequent street sweeping, leaf fall collection and catchpit cleaning that targets higher risk areas).

Community-led flood resilience
This involves ensuring Aucklanders know what to do before, during and after a flood, and are active in managing their own risks. The Consultation Document notes that local knowledge is invaluable for flood management and that empowering communities to become the guardians of their stormwater and waterways can help to tackle potential flood risks before they occur. This needs to happen safely, in conjunction with the Councils operations and in a manner that supports environmental best practices. In addition, when flooding does happen, it is crucial for the public to understand the potential dangers, so that they know what to do to prepare, survive, and to recover.

We support the initiatives to: (a) develop community flood readiness resources, including strategies to manage flood risks at home, and what to do before, during and after a flood; and (b) empower community groups to undertake flood resilience activities, by providing advice, tools and resources (this includes stream and riparian management to restore impacted stream banks).

Stream rehabilitation
This involves rehabilitating critical high-risk streams so that they will be more resilient to floods. The Consultation Document notes that when streams are healthy, they help to move floodwaters safely away from people and property. Weeds, rubbish and erosion can block streams and leave less space for water.

We support the initiatives to: (a) undertake rehabilitation works by council on critical streams, including vegetation management, slope stabilisation. bank battering and stream channel modification to improve the flow dynamics of the stream and reduce erosion; and (b) provide advice to owners with streams on their properties.

Rural settlements
This involves developing flood management solutions for rural communities, marae and papakāinga. The Consultation Document notes that rural settlements have a different flood risk management needs compared to urban areas, especially where rapid growth has changed the flood risk profile for these communities.

Although this does not affect us directly, we understand the initiatives to: (a) identify the specific flood management needs of rural settlements and helping to implement appropriate solutions; (b) build capability of marae as resilient centres and community hubs (this might include physical works to reduce vulnerability to effects of flooding and extreme weather events); (c) provide advice on managing private rural water systems when floods happen, including bores, rainwater tanks and on-site wastewater systems.

Culvert and bridge upgrades
This involves improving the capacity and resilience of critical culverts and bridges. This will allow more water to flow through culverts and under bridges and reduce the risk of blockages from debris floating downstream.

We support the initiative to upgrade the capacity and safety of high-priority culverts and bridges, including expanding the area of inlets and managing downstream effects.

Blue-green networks
This involves creating new open spaces in areas identified as having critical flood risks, feasible stormwater solutions, and wider community benefits. The Consultation Document notes that blue-green networks provide open spaces for water (blue) to flow through the landscape (green) and in heavy storms rainfall collects in these areas reducing risk to people and property. Blu-green networks also provide benefits to their communities (when we make space for water, we also make space for people and nature, with walking tracks, cycleways, trees and wildlife.

We support the initiative to develop new blue-green spaces in the areas where there are serious flooding risks (though this will require detailed analysis of the risk and design suitability of candidates sites).

We also note that the Consultation Document says that this could include stream naturalising, widening and realignment, and replanting of surrounding areas. In some situations it may be possible to look at redeveloping adjacent land with housing built to be protected from flooding. It is expected that this initiative will require the removal of some homes in flood-prone areas and would work in-with the central government process underway that is identifying high-risk 'Category 3' houses.

Overland flow path management
This involves keeping private overland flow path is clear of obstructions. The Consultation Document notes that improving the management of overland flow paths presents the greatest opportunity for flood management in Tāmaki-Makaurau/Auckland. It also notes that overland flow parts need to be kept clear of barriers, like fences, retaining walls, buildings and overgrown vegetation, so that water can move safely through neighbourhoods and that, in most circumstances, it is the responsibility of individual property owners to keep overland flow paths clear, with the actions they take impacting not only their own property but also their neighbours property.

We support the initiatives to: (a) provide information to homeowners, community groups and industry professionals about how to correctly manage an overland flow path on their property, **but note that you have not included commercial property owners and businesses**; (b) provide on site assessment to identify blockages on properties and advise owners of their responsibilities with potential for infringement notices and legal action when necessary; (c) investigate larger scale projects to improve a catchment's overland flow paths, where on-site solutions aren't enough.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

High-risk properties
This involves working with property owners to develop solutions where occupants are exposed to high flood risk. The Consultation Document notes that properties that have been severely affected by flooding are scattered around the region and will need to be dealt with individually. It also notes that in some cases, there may be engineering solutions to mitigate risk from future floods. Where there is no practical or affordable infrastructure solution, the Consultation Document notes that the home may need to be removed and that this process will require careful engagement with property owners and residents, and coordination with central government.

We support the initiatives underway, as part of the Cyclone Recovery process with central government for Auckland Council to identify higher-risk homes and determine appropriate mitigation options. The Consultation Document notes that this work is part of improving flood risk management, and includes: (a) inspection and engagement (site specific visits to identify high-risk properties and practical solutions to mitigate flooding); (b) flood plain management (identifying potential options for land where houses are removed through a property buyout process (this includes connecting into blue-green networks possible redevelopment where land redevelopment makes housing a safe option).

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against future flood damage and are seeking answers from council as to future mitigation.

Funding the improvements

Auckland Council has estimated the total cost of 'Making Space for Water' to be just under $1.6 billion over six years (made up of around $700 million for land acquisition, $500 million of capital investment in improvements to Auckland's networks, and $400 million of operating expenditure to improve service levels). This includes a large proportion for Blue-Green networks which can only go ahead if high-risk properties are removed. To cover the cost of 'Making Space for Water', Auckland Council has the option to introduce a targeted rate. This could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area.

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because "businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

Conclusions

We strongly believe that Auckland Council are partly responsible for the significant damage sustained from the floods on the 27th January, and the reduction in maintenance was ill advised. Some of our businesses flooded several times during 2022, from just 'normal heavy storms', already an indication of the effect of reductions since 2020. The floods of the 27th January **were** unprecedented, but we do not believe the damage would have been as bad, had all the pipes been clear.

We wish to be heard should there be any hearings.

Yours sincerely,

[redacted], General Manager, Parnell Business Association

Storm Recovery and Resilience Consultation #1980

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

Home Ideas Auckland Ltd

Local Board: Waitematā

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

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St

Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

Following the 27th January, several businesses along The Strand called in their own contractors – who validated the concern about the drains, and others even resorted to removing debri and filters from catch-pits themselves, in order to avoid further potential damage from the cyclone. (Waka Kotahi and Auckland Transport did action some remedial work on The Strand prior to the cyclone).

Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

Our business in Parnell was flooded on January 27 with ~350mm of black/brown water and as a result was closed until June when we partially reopened. We expect to be fully open again in late October.

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 six months following the storm have been filled with frustration and nagging. When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

Since January we repeatedly asked about catchpit clearing, because from our perspective, certain drains seemed problematic with high water levels, even when there had been no rainfall. Waka Kotahi were responsive, but eventually pointed out that Auckland Council

need to conduct a proper inspection of the underground pipes, as they believed they were ‘compromised’.

Auckland Council Healthy Waters finally commissioned a CCTV inspection and flushing of the pipes along a section of The Strand, which was completed in the latter part of June. Council have reported that there was a build-up of silt in the pipes, and in certain sections they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

It has taken nearly six months to validate our initial observations, but where to now?

Only a section of The Strand has been completed. Some feeder roads (165-132 The Strand, plus Tennis Lane have still not had a pipe inspection since the floods. Late August we were advised that there are ongoing investigations along The Strand, and that the pipes were last cleared in one of the sections in May 2022 (and nothing since January this year)?

There is no clarity to an ongoing schedule, or how the ageing infrastructure is going to be dealt with, but several references from council staff to the fact that there are ‘not sufficient funds’.

So all in all the response has been very slow and our businesses have no clarity moving forward.

We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

Insurance, Parnell Business Association, staff, customers, suppliers

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

First, we do not feel like we have ‘recovered’ from this year’s extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a ‘cloud’, fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then

perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the

consultation document of the potential timing of the programme.

Knowing that regular maintenance is planned - and done, and what has been done to increase resilience in the network.

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

We agree with your four key objectives for managing flood risks (ie reduce existing

flood risks, avoid creating new flood risks, raise people's awareness of flood risks and

be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and for the basics to be treated with priority. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is

removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints

about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new

entities, the Auckland Council family and Waka Kotahi/NZTA.

Maximise the effectiveness of the existing infrastructure through regular maintenance and clearing. Increasing capacity to cope with water flows whenever projects are planned.

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?

INCREASED MAINTENANCE

We support the initiative. We have been very concerned by media reports that plans were underway at

Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget

savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the

network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake ‘smarter’ approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt

they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several

business premises being flooded.

FLOOD INTELLIGENCE

We support the initiatives. However, much of this information is already available (such as flood plain maps)

and has been for years, but their existence and the risks they highlight do not appear

to have been translated into more regular focused maintenance (for example, more

frequent street sweeping, leaf fall collection and catchpit cleaning that targets

higher risk areas).

COMMUNITY-LED FLOOD RESILIENCE

We support the initiatives.

STREAM REHABILITATION

We support the initiatives.

RURAL SETTLEMENTS

Although this does not affect us directly, we understand the initiatives.

CULVERT AND BRIDGE UPGRADES

We support the initiative.

BLUE-GREEN NETWORKS

We support the initiative.

OVERLAND FLOW PATH MANAGEMENT

We support the initiatives but note that you have not included commercial property owners and businesses.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

HIGH-RISK PROPERTIES

We support the initiative.

These initiatives need to be extended to include any affected business properties.

Operations & Maintenance are the keys that will unlock a less flood-prone future. And stream rehabilitation makes sense in this context.

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 have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to

who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against

future flood damage and are seeking answers from council as to future mitigation.

FUNDING THE IMPROVEMENTS

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as

well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because

"businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

Monitoring and reporting to validate that the planned maintenance has actuall ybeen done, and done to the required level.

#1980

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SUBMISSION TO THE STORM RECOVERY AND RESILIENCE CONSULTATION

The Parnell Business Association welcomes the opportunity to provide this feedback to the Auckland Council Storm Recovery and Resilience Consultation ('Consultation Document'). Link

Introduction

As your Consultation Document notes, in early 2023, the Tāmaki Makaurau / Auckland region experienced a series of extreme weather events, with record-breaking rainfall, floods, landslides and high winds. Tragically, six people lost their lives. Thousands of people have been affected, and homes, businesses, and communities have suffered long-term impacts. Auckland Council is committed to supporting communities recover and prepare for the future.

To address these events, Auckland Council formed the Recovery Office and created an interim recovery plan.

Auckland Council are now developing the Tāmaki Makaurau Recovery Plan and a series of stormwater improvements called 'Making Space for Water' to focus on the longer-term recovery. Auckland Council is seeking feedback on these plans.

The proposed Tāmaki Makaurau Recovery Plan will outline priorities for region-wide and local recovery activities. This plan is a legal requirement to address the repair, regeneration and resilience of the Auckland region.

The Council's Healthy Waters department is developing a series of stormwater improvements called 'Making Space for Water' as part of recovery efforts. Healthy Waters is planning nine initiatives to reduce flood risks and make big improvements to Auckland's stormwater network. They propose to deliver the initiatives over six years including: infrastructure improvements, such as culvert and bridge upgrades; increased stormwater maintenance; empowering our communities to prepare for and increase resilience to flooding; creating blue-green (waterways and parks) networks to allow stormwater to safely pass through urban areas.

Auckland Council is looking for feedback to help develop the Tāmaki Makaurau Recovery Plan and refine the 'Making Space for Water' initiatives, including how the storms affected businesses; what is important for recovery; how Council can better prepare for future extreme weather events; and opinions on the ideas proposed in 'Making Space for Water'.

Our Detailed Feedback

We include below more detailed feedback on your specific questions.

1. How were you, and your local community, affected by the extreme weather events in early 2023?
And
2. Was your business flooded or damaged during the extreme weather events in early 2023?

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

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

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However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and **for the basics to be treated with priority**. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new entities, the Auckland Council family and Waka Kotahi/NZTA.

6. There are nine possible initiatives outlined in Making Space for Water (the Consultation Document)

Operations and maintenance	*Increased maintenance*
	Flood intelligence
Neighbourhood solutions	*Community-led flood resilience*
	Stream rehabilitation
	Rural settlements
	Culvert and bridge upgrades
	Blue-green networks
Site specific interventions	*Overland flow path management*
	High risk properties

Auckland Council's initial budget suggests it will cost $1.65 billion to deliver them and will require additional rates from Aucklanders. The Consultation Document asks: "Do you have any comments on the initiatives?

Increased maintenance
This involves keeping the stormwater network ready to handle lower-level flooding events. It involves increased street sweeping and catchpit clearing that can help keep the stormwater network flowing and reduce the risk of localised flooding. It's especially important in urban areas where hard surfaces like roads, footpaths and driveways mean there is nowhere else for the water to go.

We support the initiatives to: (a) undertake more frequent street sweeping, targeting higher risk and heavy leaf-fall areas; (b) more frequent catchpit cleaning (at least three times a year in high risk areas, and twice a year everywhere else; (c) network upgrades, such as building catchpits with bigger inlets; and (d) targeted public overland flow path management and stream clearance.

We have been very concerned by media reports that plans were underway at Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake 'smarter' approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several business premises being flooded.

Flood intelligence
This involves investing in planning and modelling tools to understand flood patterns and assess future risk. Having detailed and robust data will help Auckland Council respond to storm events as they happen and also help provide good advice about flood risk for new developments.

We support the initiatives to: (a) incorporate data from recent storms into flood maps; (b) enhance hotspot monitoring technology, and explore systems for early warning alerts; (c) share information with the public via a Flood Viewer tool to improve flood hazard awareness.

However, much of this information is already available (such as flood plain maps) and has been for years, but their existence and the risks they highlight do not appear to have been translated into more regular focused maintenance (for example, more frequent street sweeping, leaf fall collection and catchpit cleaning that targets higher risk areas).

Community-led flood resilience
This involves ensuring Aucklanders know what to do before, during and after a flood, and are active in managing their own risks. The Consultation Document notes that local knowledge is invaluable for flood management and that empowering communities to become the guardians of their stormwater and waterways can help to tackle potential flood risks before they occur. This needs to happen safely, in conjunction with the Councils operations and in a manner that supports environmental best practices. In addition, when flooding does happen, it is crucial for the public to understand the potential dangers, so that they know what to do to prepare, survive, and to recover.

We support the initiatives to: (a) develop community flood readiness resources, including strategies to manage flood risks at home, and what to do before, during and after a flood; and (b) empower community groups to undertake flood resilience activities, by providing advice, tools and resources (this includes stream and riparian management to restore impacted stream banks).

Stream rehabilitation
This involves rehabilitating critical high-risk streams so that they will be more resilient to floods. The Consultation Document notes that when streams are healthy, they help to move floodwaters safely away from people and property. Weeds, rubbish and erosion can block streams and leave less space for water.

We support the initiatives to: (a) undertake rehabilitation works by council on critical streams, including vegetation management, slope stabilisation. bank battering and stream channel modification to improve the flow dynamics of the stream and reduce erosion; and (b) provide advice to owners with streams on their properties.

Rural settlements
This involves developing flood management solutions for rural communities, marae and papakāinga. The Consultation Document notes that rural settlements have a different flood risk management needs compared to urban areas, especially where rapid growth has changed the flood risk profile for these communities.

Although this does not affect us directly, we understand the initiatives to: (a) identify the specific flood management needs of rural settlements and helping to implement appropriate solutions; (b) build capability of marae as resilient centres and community hubs (this might include physical works to reduce vulnerability to effects of flooding and extreme weather events); (c) provide advice on managing private rural water systems when floods happen, including bores, rainwater tanks and on-site wastewater systems.

Culvert and bridge upgrades
This involves improving the capacity and resilience of critical culverts and bridges. This will allow more water to flow through culverts and under bridges and reduce the risk of blockages from debris floating downstream.

We support the initiative to upgrade the capacity and safety of high-priority culverts and bridges, including expanding the area of inlets and managing downstream effects.

Blue-green networks
This involves creating new open spaces in areas identified as having critical flood risks, feasible stormwater solutions, and wider community benefits. The Consultation Document notes that blue-green networks provide open spaces for water (blue) to flow through the landscape (green) and in heavy storms rainfall collects in these areas reducing risk to people and property. Blu-green networks also provide benefits to their communities (when we make space for water, we also make space for people and nature, with walking tracks, cycleways, trees and wildlife.

We support the initiative to develop new blue-green spaces in the areas where there are serious flooding risks (though this will require detailed analysis of the risk and design suitability of candidates sites).

We also note that the Consultation Document says that this could include stream naturalising, widening and realignment, and replanting of surrounding areas. In some situations it may be possible to look at redeveloping adjacent land with housing built to be protected from flooding. It is expected that this initiative will require the removal of some homes in flood-prone areas and would work in-with the central government process underway that is identifying high-risk 'Category 3' houses.

Overland flow path management
This involves keeping private overland flow path is clear of obstructions. The Consultation Document notes that improving the management of overland flow paths presents the greatest opportunity for flood management in Tāmaki-Makaurau/Auckland. It also notes that overland flow parts need to be kept clear of barriers, like fences, retaining walls, buildings and overgrown vegetation, so that water can move safely through neighbourhoods and that, in most circumstances, it is the responsibility of individual property owners to keep overland flow paths clear, with the actions they take impacting not only their own property but also their neighbours property.

We support the initiatives to: (a) provide information to homeowners, community groups and industry professionals about how to correctly manage an overland flow path on their property, **but note that you have not included commercial property owners and businesses**; (b) provide on site assessment to identify blockages on properties and advise owners of their responsibilities with potential for infringement notices and legal action when necessary; (c) investigate larger scale projects to improve a catchment's overland flow paths, where on-site solutions aren't enough.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

High-risk properties
This involves working with property owners to develop solutions where occupants are exposed to high flood risk. The Consultation Document notes that properties that have been severely affected by flooding are scattered around the region and will need to be dealt with individually. It also notes that in some cases, there may be engineering solutions to mitigate risk from future floods. Where there is no practical or affordable infrastructure solution, the Consultation Document notes that the home may need to be removed and that this process will require careful engagement with property owners and residents, and coordination with central government.

We support the initiatives underway, as part of the Cyclone Recovery process with central government for Auckland Council to identify higher-risk homes and determine appropriate mitigation options. The Consultation Document notes that this work is part of improving flood risk management, and includes: (a) inspection and engagement (site specific visits to identify high-risk properties and practical solutions to mitigate flooding); (b) flood plain management (identifying potential options for land where houses are removed through a property buyout process (this includes connecting into blue-green networks possible redevelopment where land redevelopment makes housing a safe option).

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against future flood damage and are seeking answers from council as to future mitigation.

Funding the improvements

Auckland Council has estimated the total cost of 'Making Space for Water' to be just under $1.6 billion over six years (made up of around $700 million for land acquisition, $500 million of capital investment in improvements to Auckland's networks, and $400 million of operating expenditure to improve service levels). This includes a large proportion for Blue-Green networks which can only go ahead if high-risk properties are removed. To cover the cost of 'Making Space for Water', Auckland Council has the option to introduce a targeted rate. This could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area.

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because "businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

Conclusions

We strongly believe that Auckland Council are partly responsible for the significant damage sustained from the floods on the 27th January, and the reduction in maintenance was ill advised. Some of our businesses flooded several times during 2022, from just 'normal heavy storms', already an indication of the effect of reductions since 2020. The floods of the 27th January **were** unprecedented, but we do not believe the damage would have been as bad, had all the pipes been clear.

We wish to be heard should there be any hearings.

Yours sincerely,

[redacted], General Manager, Parnell Business Association

Storm Recovery and Resilience Consultation #1981

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

The Bonn Family Trust

Local Board: Waitematā

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

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St

Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

Following the 27th January, several businesses along The Strand called in their own contractors – who validated the concern about the drains, and others even resorted to removing debri and filters from catch-pits themselves, in order to avoid further potential damage from the cyclone. (Waka Kotahi and Auckland Transport did action some remedial work on The Strand prior to the cyclone).

Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

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 six months following the storm have been filled with frustration and nagging. When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

Since January we repeatedly asked about catchpit clearing, because from our perspective, certain drains seemed problematic with high water levels, even when there had been no rainfall. Waka Kotahi were responsive, but eventually pointed out that Auckland Council need to conduct a proper inspection of the underground pipes, as they believed they were ‘compromised’.

Auckland Council Healthy Waters finally commissioned a CCTV inspection and flushing of the pipes along a section of The Strand, which was completed in the latter part of June. Council have reported that there was a build-up of silt in the pipes, and in certain sections

they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

It has taken nearly six months to validate our initial observations, but where to now?

Only a section of The Strand has been completed. Some feeder roads (165-132 The Strand, plus Tennis Lane have still not had a pipe inspection since the floods. Late August we were advised that there are ongoing investigations along The Strand, and that the pipes were last cleared in one of the sections in May 2022 (and nothing since January this year)?

There is no clarity to an ongoing schedule, or how the ageing infrastructure is going to be dealt with, but several references from council staff to the fact that there are 'not sufficient funds'.

So all in all the response has been very slow and our businesses have no clarity moving forward.

We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

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

First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the

consultation document of the potential timing of the programme.

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

We agree with your four key objectives for managing flood risks (ie reduce existing

flood risks, avoid creating new flood risks, raise people's awareness of flood risks and

be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and for the basics to be treated with priority. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is

removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints

about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new

entities, the Auckland Council family and Waka Kotahi/NZTA.

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?

INCREASED MAINTENANCE

We support the initiative. We have been very concerned by media reports that plans were underway at

Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the

network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake ‘smarter’ approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt

they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several

business premises being flooded.

FLOOD INTELLIGENCE

We support the initiatives. However, much of this information is already available (such as flood plain maps)

and has been for years, but their existence and the risks they highlight do not appear

to have been translated into more regular focused maintenance (for example, more

frequent street sweeping, leaf fall collection and catchpit cleaning that targets

higher risk areas).

COMMUNITY-LED FLOOD RESILIENCE

We support the initiatives.

STREAM REHABILITATION

We support the initiatives.

RURAL SETTLEMENTS

Although this does not affect us directly, we understand the initiatives.

CULVERT AND BRIDGE UPGRADES

We support the initiative.

BLUE-GREEN NETWORKS

We support the initiative.

OVERLAND FLOW PATH MANAGEMENT

We support the initiatives but note that you have not included commercial property owners and businesses.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

HIGH-RISK PROPERTIES

We support the initiative.

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to

who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for

some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against

future flood damage and are seeking answers from council as to future mitigation.

FUNDING THE IMPROVEMENTS

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as

well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because

"businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

#1981

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SUBMISSION TO THE STORM RECOVERY AND RESILIENCE CONSULTATION

The Parnell Business Association welcomes the opportunity to provide this feedback to the Auckland Council Storm Recovery and Resilience Consultation ('Consultation Document'). Link

Introduction

As your Consultation Document notes, in early 2023, the Tāmaki Makaurau / Auckland region experienced a series of extreme weather events, with record-breaking rainfall, floods, landslides and high winds. Tragically, six people lost their lives. Thousands of people have been affected, and homes, businesses, and communities have suffered long-term impacts. Auckland Council is committed to supporting communities recover and prepare for the future.

To address these events, Auckland Council formed the Recovery Office and created an interim recovery plan.

Auckland Council are now developing the Tāmaki Makaurau Recovery Plan and a series of stormwater improvements called 'Making Space for Water' to focus on the longer-term recovery. Auckland Council is seeking feedback on these plans.

The proposed Tāmaki Makaurau Recovery Plan will outline priorities for region-wide and local recovery activities. This plan is a legal requirement to address the repair, regeneration and resilience of the Auckland region.

The Council's Healthy Waters department is developing a series of stormwater improvements called 'Making Space for Water' as part of recovery efforts. Healthy Waters is planning nine initiatives to reduce flood risks and make big improvements to Auckland's stormwater network. They propose to deliver the initiatives over six years including: infrastructure improvements, such as culvert and bridge upgrades; increased stormwater maintenance; empowering our communities to prepare for and increase resilience to flooding; creating blue-green (waterways and parks) networks to allow stormwater to safely pass through urban areas.

Auckland Council is looking for feedback to help develop the Tāmaki Makaurau Recovery Plan and refine the 'Making Space for Water' initiatives, including how the storms affected businesses; what is important for recovery; how Council can better prepare for future extreme weather events; and opinions on the ideas proposed in 'Making Space for Water'.

Our Detailed Feedback

We include below more detailed feedback on your specific questions.

1. How were you, and your local community, affected by the extreme weather events in early 2023?
And
2. Was your business flooded or damaged during the extreme weather events in early 2023?

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

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

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When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

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We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

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Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the consultation document of the potential timing of the programme.

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

We agree with your four key objectives for managing flood risks (ie reduce existing flood risks, avoid creating new flood risks, raise people's awareness of flood risks and be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and **for the basics to be treated with priority**. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new entities, the Auckland Council family and Waka Kotahi/NZTA.

6. There are nine possible initiatives outlined in Making Space for Water (the Consultation Document)

Operations and maintenance	*Increased maintenance*
	Flood intelligence
Neighbourhood solutions	*Community-led flood resilience*
	Stream rehabilitation
	Rural settlements
	Culvert and bridge upgrades
	Blue-green networks
Site specific interventions	*Overland flow path management*
	High risk properties

Auckland Council's initial budget suggests it will cost $1.65 billion to deliver them and will require additional rates from Aucklanders. The Consultation Document asks: "Do you have any comments on the initiatives?

Increased maintenance
This involves keeping the stormwater network ready to handle lower-level flooding events. It involves increased street sweeping and catchpit clearing that can help keep the stormwater network flowing and reduce the risk of localised flooding. It's especially important in urban areas where hard surfaces like roads, footpaths and driveways mean there is nowhere else for the water to go.

We support the initiatives to: (a) undertake more frequent street sweeping, targeting higher risk and heavy leaf-fall areas; (b) more frequent catchpit cleaning (at least three times a year in high risk areas, and twice a year everywhere else; (c) network upgrades, such as building catchpits with bigger inlets; and (d) targeted public overland flow path management and stream clearance.

We have been very concerned by media reports that plans were underway at Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake 'smarter' approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several business premises being flooded.

Flood intelligence
This involves investing in planning and modelling tools to understand flood patterns and assess future risk. Having detailed and robust data will help Auckland Council respond to storm events as they happen and also help provide good advice about flood risk for new developments.

We support the initiatives to: (a) incorporate data from recent storms into flood maps; (b) enhance hotspot monitoring technology, and explore systems for early warning alerts; (c) share information with the public via a Flood Viewer tool to improve flood hazard awareness.

However, much of this information is already available (such as flood plain maps) and has been for years, but their existence and the risks they highlight do not appear to have been translated into more regular focused maintenance (for example, more frequent street sweeping, leaf fall collection and catchpit cleaning that targets higher risk areas).

Community-led flood resilience
This involves ensuring Aucklanders know what to do before, during and after a flood, and are active in managing their own risks. The Consultation Document notes that local knowledge is invaluable for flood management and that empowering communities to become the guardians of their stormwater and waterways can help to tackle potential flood risks before they occur. This needs to happen safely, in conjunction with the Councils operations and in a manner that supports environmental best practices. In addition, when flooding does happen, it is crucial for the public to understand the potential dangers, so that they know what to do to prepare, survive, and to recover.

We support the initiatives to: (a) develop community flood readiness resources, including strategies to manage flood risks at home, and what to do before, during and after a flood; and (b) empower community groups to undertake flood resilience activities, by providing advice, tools and resources (this includes stream and riparian management to restore impacted stream banks).

Stream rehabilitation
This involves rehabilitating critical high-risk streams so that they will be more resilient to floods. The Consultation Document notes that when streams are healthy, they help to move floodwaters safely away from people and property. Weeds, rubbish and erosion can block streams and leave less space for water.

We support the initiatives to: (a) undertake rehabilitation works by council on critical streams, including vegetation management, slope stabilisation. bank battering and stream channel modification to improve the flow dynamics of the stream and reduce erosion; and (b) provide advice to owners with streams on their properties.

Rural settlements
This involves developing flood management solutions for rural communities, marae and papakāinga. The Consultation Document notes that rural settlements have a different flood risk management needs compared to urban areas, especially where rapid growth has changed the flood risk profile for these communities.

Although this does not affect us directly, we understand the initiatives to: (a) identify the specific flood management needs of rural settlements and helping to implement appropriate solutions; (b) build capability of marae as resilient centres and community hubs (this might include physical works to reduce vulnerability to effects of flooding and extreme weather events); (c) provide advice on managing private rural water systems when floods happen, including bores, rainwater tanks and on-site wastewater systems.

Culvert and bridge upgrades
This involves improving the capacity and resilience of critical culverts and bridges. This will allow more water to flow through culverts and under bridges and reduce the risk of blockages from debris floating downstream.

We support the initiative to upgrade the capacity and safety of high-priority culverts and bridges, including expanding the area of inlets and managing downstream effects.

Blue-green networks
This involves creating new open spaces in areas identified as having critical flood risks, feasible stormwater solutions, and wider community benefits. The Consultation Document notes that blue-green networks provide open spaces for water (blue) to flow through the landscape (green) and in heavy storms rainfall collects in these areas reducing risk to people and property. Blu-green networks also provide benefits to their communities (when we make space for water, we also make space for people and nature, with walking tracks, cycleways, trees and wildlife.

We support the initiative to develop new blue-green spaces in the areas where there are serious flooding risks (though this will require detailed analysis of the risk and design suitability of candidates sites).

We also note that the Consultation Document says that this could include stream naturalising, widening and realignment, and replanting of surrounding areas. In some situations it may be possible to look at redeveloping adjacent land with housing built to be protected from flooding. It is expected that this initiative will require the removal of some homes in flood-prone areas and would work in-with the central government process underway that is identifying high-risk 'Category 3' houses.

Overland flow path management
This involves keeping private overland flow path is clear of obstructions. The Consultation Document notes that improving the management of overland flow paths presents the greatest opportunity for flood management in Tāmaki-Makaurau/Auckland. It also notes that overland flow parts need to be kept clear of barriers, like fences, retaining walls, buildings and overgrown vegetation, so that water can move safely through neighbourhoods and that, in most circumstances, it is the responsibility of individual property owners to keep overland flow paths clear, with the actions they take impacting not only their own property but also their neighbours property.

We support the initiatives to: (a) provide information to homeowners, community groups and industry professionals about how to correctly manage an overland flow path on their property, **but note that you have not included commercial property owners and businesses**; (b) provide on site assessment to identify blockages on properties and advise owners of their responsibilities with potential for infringement notices and legal action when necessary; (c) investigate larger scale projects to improve a catchment's overland flow paths, where on-site solutions aren't enough.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

High-risk properties
This involves working with property owners to develop solutions where occupants are exposed to high flood risk. The Consultation Document notes that properties that have been severely affected by flooding are scattered around the region and will need to be dealt with individually. It also notes that in some cases, there may be engineering solutions to mitigate risk from future floods. Where there is no practical or affordable infrastructure solution, the Consultation Document notes that the home may need to be removed and that this process will require careful engagement with property owners and residents, and coordination with central government.

We support the initiatives underway, as part of the Cyclone Recovery process with central government for Auckland Council to identify higher-risk homes and determine appropriate mitigation options. The Consultation Document notes that this work is part of improving flood risk management, and includes: (a) inspection and engagement (site specific visits to identify high-risk properties and practical solutions to mitigate flooding); (b) flood plain management (identifying potential options for land where houses are removed through a property buyout process (this includes connecting into blue-green networks possible redevelopment where land redevelopment makes housing a safe option).

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against future flood damage and are seeking answers from council as to future mitigation.

Funding the improvements

Auckland Council has estimated the total cost of 'Making Space for Water' to be just under $1.6 billion over six years (made up of around $700 million for land acquisition, $500 million of capital investment in improvements to Auckland's networks, and $400 million of operating expenditure to improve service levels). This includes a large proportion for Blue-Green networks which can only go ahead if high-risk properties are removed. To cover the cost of 'Making Space for Water', Auckland Council has the option to introduce a targeted rate. This could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area.

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because "businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

Conclusions

We strongly believe that Auckland Council are partly responsible for the significant damage sustained from the floods on the 27th January, and the reduction in maintenance was ill advised. Some of our businesses flooded several times during 2022, from just 'normal heavy storms', already an indication of the effect of reductions since 2020. The floods of the 27th January **were** unprecedented, but we do not believe the damage would have been as bad, had all the pipes been clear.

We wish to be heard should there be any hearings.

Yours sincerely,

[redacted], General Manager, Parnell Business Association

Storm Recovery and Resilience Consultation #1982

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

Local Board: Waitematā

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

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St

Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

Following the 27th January, several businesses along The Strand called in their own contractors – who validated the concern about the drains, and others even resorted to removing debri and filters from catch-pits themselves, in order to avoid further potential damage from the cyclone. (Waka Kotahi and Auckland Transport did action some remedial work on The Strand prior to the cyclone).

Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

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 six months following the storm have been filled with frustration and nagging. When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

Since January we repeatedly asked about catchpit clearing, because from our perspective, certain drains seemed problematic with high water levels, even when there had been no rainfall. Waka Kotahi were responsive, but eventually pointed out that Auckland Council need to conduct a proper inspection of the underground pipes, as they believed they were ‘compromised’.

Auckland Council Healthy Waters finally commissioned a CCTV inspection and flushing of the pipes along a section of The Strand, which was completed in the latter part of June. Council have reported that there was a build-up of silt in the pipes, and in certain sections

they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

It has taken nearly six months to validate our initial observations, but where to now?

Only a section of The Strand has been completed. Some feeder roads (165-132 The Strand, plus Tennis Lane have still not had a pipe inspection since the floods. Late August we were advised that there are ongoing investigations along The Strand, and that the pipes were last cleared in one of the sections in May 2022 (and nothing since January this year)?

There is no clarity to an ongoing schedule, or how the ageing infrastructure is going to be dealt with, but several references from council staff to the fact that there are 'not sufficient funds'.

So all in all the response has been very slow and our businesses have no clarity moving forward.

We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

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

First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the

consultation document of the potential timing of the programme.

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

We agree with your four key objectives for managing flood risks (ie reduce existing

flood risks, avoid creating new flood risks, raise people's awareness of flood risks and

be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and for the basics to be treated with priority. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is

removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints

about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new

entities, the Auckland Council family and Waka Kotahi/NZTA.

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?

INCREASED MAINTENANCE

We support the initiative. We have been very concerned by media reports that plans were underway at

Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the

network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake ‘smarter’ approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt

they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several

business premises being flooded.

FLOOD INTELLIGENCE

We support the initiatives. However, much of this information is already available (such as flood plain maps)

and has been for years, but their existence and the risks they highlight do not appear

to have been translated into more regular focused maintenance (for example, more

frequent street sweeping, leaf fall collection and catchpit cleaning that targets

higher risk areas).

COMMUNITY-LED FLOOD RESILIENCE

We support the initiatives.

STREAM REHABILITATION

We support the initiatives.

RURAL SETTLEMENTS

Although this does not affect us directly, we understand the initiatives.

CULVERT AND BRIDGE UPGRADES

We support the initiative.

BLUE-GREEN NETWORKS

We support the initiative.

OVERLAND FLOW PATH MANAGEMENT

We support the initiatives but note that you have not included commercial property owners and businesses.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

HIGH-RISK PROPERTIES

We support the initiative.

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to

who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

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some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against

future flood damage and are seeking answers from council as to future mitigation.

FUNDING THE IMPROVEMENTS

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as

well as council, not to mention a vital corridor for the Ports of Auckland.

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"businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

#1982

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SUBMISSION TO THE STORM RECOVERY AND RESILIENCE CONSULTATION

The Parnell Business Association welcomes the opportunity to provide this feedback to the Auckland Council Storm Recovery and Resilience Consultation ('Consultation Document'). Link

Introduction

As your Consultation Document notes, in early 2023, the Tāmaki Makaurau / Auckland region experienced a series of extreme weather events, with record-breaking rainfall, floods, landslides and high winds. Tragically, six people lost their lives. Thousands of people have been affected, and homes, businesses, and communities have suffered long-term impacts. Auckland Council is committed to supporting communities recover and prepare for the future.

To address these events, Auckland Council formed the Recovery Office and created an interim recovery plan.

Auckland Council are now developing the Tāmaki Makaurau Recovery Plan and a series of stormwater improvements called 'Making Space for Water' to focus on the longer-term recovery. Auckland Council is seeking feedback on these plans.

The proposed Tāmaki Makaurau Recovery Plan will outline priorities for region-wide and local recovery activities. This plan is a legal requirement to address the repair, regeneration and resilience of the Auckland region.

The Council's Healthy Waters department is developing a series of stormwater improvements called 'Making Space for Water' as part of recovery efforts. Healthy Waters is planning nine initiatives to reduce flood risks and make big improvements to Auckland's stormwater network. They propose to deliver the initiatives over six years including: infrastructure improvements, such as culvert and bridge upgrades; increased stormwater maintenance; empowering our communities to prepare for and increase resilience to flooding; creating blue-green (waterways and parks) networks to allow stormwater to safely pass through urban areas.

Auckland Council is looking for feedback to help develop the Tāmaki Makaurau Recovery Plan and refine the 'Making Space for Water' initiatives, including how the storms affected businesses; what is important for recovery; how Council can better prepare for future extreme weather events; and opinions on the ideas proposed in 'Making Space for Water'.

Our Detailed Feedback

We include below more detailed feedback on your specific questions.

1. How were you, and your local community, affected by the extreme weather events in early 2023?
And
2. Was your business flooded or damaged during the extreme weather events in early 2023?

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

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

We agree with your four key objectives for managing flood risks (ie reduce existing flood risks, avoid creating new flood risks, raise people's awareness of flood risks and be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and **for the basics to be treated with priority**. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new entities, the Auckland Council family and Waka Kotahi/NZTA.

6. There are nine possible initiatives outlined in Making Space for Water (the Consultation Document)

Operations and maintenance	*Increased maintenance*
	Flood intelligence
Neighbourhood solutions	*Community-led flood resilience*
	Stream rehabilitation
	Rural settlements
	Culvert and bridge upgrades
	Blue-green networks
Site specific interventions	*Overland flow path management*
	High risk properties

Auckland Council's initial budget suggests it will cost $1.65 billion to deliver them and will require additional rates from Aucklanders. The Consultation Document asks: "Do you have any comments on the initiatives?

Increased maintenance
This involves keeping the stormwater network ready to handle lower-level flooding events. It involves increased street sweeping and catchpit clearing that can help keep the stormwater network flowing and reduce the risk of localised flooding. It's especially important in urban areas where hard surfaces like roads, footpaths and driveways mean there is nowhere else for the water to go.

We support the initiatives to: (a) undertake more frequent street sweeping, targeting higher risk and heavy leaf-fall areas; (b) more frequent catchpit cleaning (at least three times a year in high risk areas, and twice a year everywhere else; (c) network upgrades, such as building catchpits with bigger inlets; and (d) targeted public overland flow path management and stream clearance.

We have been very concerned by media reports that plans were underway at Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake 'smarter' approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several business premises being flooded.

Flood intelligence
This involves investing in planning and modelling tools to understand flood patterns and assess future risk. Having detailed and robust data will help Auckland Council respond to storm events as they happen and also help provide good advice about flood risk for new developments.

We support the initiatives to: (a) incorporate data from recent storms into flood maps; (b) enhance hotspot monitoring technology, and explore systems for early warning alerts; (c) share information with the public via a Flood Viewer tool to improve flood hazard awareness.

However, much of this information is already available (such as flood plain maps) and has been for years, but their existence and the risks they highlight do not appear to have been translated into more regular focused maintenance (for example, more frequent street sweeping, leaf fall collection and catchpit cleaning that targets higher risk areas).

Community-led flood resilience
This involves ensuring Aucklanders know what to do before, during and after a flood, and are active in managing their own risks. The Consultation Document notes that local knowledge is invaluable for flood management and that empowering communities to become the guardians of their stormwater and waterways can help to tackle potential flood risks before they occur. This needs to happen safely, in conjunction with the Councils operations and in a manner that supports environmental best practices. In addition, when flooding does happen, it is crucial for the public to understand the potential dangers, so that they know what to do to prepare, survive, and to recover.

We support the initiatives to: (a) develop community flood readiness resources, including strategies to manage flood risks at home, and what to do before, during and after a flood; and (b) empower community groups to undertake flood resilience activities, by providing advice, tools and resources (this includes stream and riparian management to restore impacted stream banks).

Stream rehabilitation
This involves rehabilitating critical high-risk streams so that they will be more resilient to floods. The Consultation Document notes that when streams are healthy, they help to move floodwaters safely away from people and property. Weeds, rubbish and erosion can block streams and leave less space for water.

We support the initiatives to: (a) undertake rehabilitation works by council on critical streams, including vegetation management, slope stabilisation. bank battering and stream channel modification to improve the flow dynamics of the stream and reduce erosion; and (b) provide advice to owners with streams on their properties.

Rural settlements
This involves developing flood management solutions for rural communities, marae and papakāinga. The Consultation Document notes that rural settlements have a different flood risk management needs compared to urban areas, especially where rapid growth has changed the flood risk profile for these communities.

Although this does not affect us directly, we understand the initiatives to: (a) identify the specific flood management needs of rural settlements and helping to implement appropriate solutions; (b) build capability of marae as resilient centres and community hubs (this might include physical works to reduce vulnerability to effects of flooding and extreme weather events); (c) provide advice on managing private rural water systems when floods happen, including bores, rainwater tanks and on-site wastewater systems.

Culvert and bridge upgrades
This involves improving the capacity and resilience of critical culverts and bridges. This will allow more water to flow through culverts and under bridges and reduce the risk of blockages from debris floating downstream.

We support the initiative to upgrade the capacity and safety of high-priority culverts and bridges, including expanding the area of inlets and managing downstream effects.

Blue-green networks
This involves creating new open spaces in areas identified as having critical flood risks, feasible stormwater solutions, and wider community benefits. The Consultation Document notes that blue-green networks provide open spaces for water (blue) to flow through the landscape (green) and in heavy storms rainfall collects in these areas reducing risk to people and property. Blu-green networks also provide benefits to their communities (when we make space for water, we also make space for people and nature, with walking tracks, cycleways, trees and wildlife.

We support the initiative to develop new blue-green spaces in the areas where there are serious flooding risks (though this will require detailed analysis of the risk and design suitability of candidates sites).

We also note that the Consultation Document says that this could include stream naturalising, widening and realignment, and replanting of surrounding areas. In some situations it may be possible to look at redeveloping adjacent land with housing built to be protected from flooding. It is expected that this initiative will require the removal of some homes in flood-prone areas and would work in-with the central government process underway that is identifying high-risk 'Category 3' houses.

Overland flow path management
This involves keeping private overland flow path is clear of obstructions. The Consultation Document notes that improving the management of overland flow paths presents the greatest opportunity for flood management in Tāmaki-Makaurau/Auckland. It also notes that overland flow parts need to be kept clear of barriers, like fences, retaining walls, buildings and overgrown vegetation, so that water can move safely through neighbourhoods and that, in most circumstances, it is the responsibility of individual property owners to keep overland flow paths clear, with the actions they take impacting not only their own property but also their neighbours property.

We support the initiatives to: (a) provide information to homeowners, community groups and industry professionals about how to correctly manage an overland flow path on their property, **but note that you have not included commercial property owners and businesses**; (b) provide on site assessment to identify blockages on properties and advise owners of their responsibilities with potential for infringement notices and legal action when necessary; (c) investigate larger scale projects to improve a catchment's overland flow paths, where on-site solutions aren't enough.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

High-risk properties
This involves working with property owners to develop solutions where occupants are exposed to high flood risk. The Consultation Document notes that properties that have been severely affected by flooding are scattered around the region and will need to be dealt with individually. It also notes that in some cases, there may be engineering solutions to mitigate risk from future floods. Where there is no practical or affordable infrastructure solution, the Consultation Document notes that the home may need to be removed and that this process will require careful engagement with property owners and residents, and coordination with central government.

We support the initiatives underway, as part of the Cyclone Recovery process with central government for Auckland Council to identify higher-risk homes and determine appropriate mitigation options. The Consultation Document notes that this work is part of improving flood risk management, and includes: (a) inspection and engagement (site specific visits to identify high-risk properties and practical solutions to mitigate flooding); (b) flood plain management (identifying potential options for land where houses are removed through a property buyout process (this includes connecting into blue-green networks possible redevelopment where land redevelopment makes housing a safe option).

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against future flood damage and are seeking answers from council as to future mitigation.

Funding the improvements

Auckland Council has estimated the total cost of 'Making Space for Water' to be just under $1.6 billion over six years (made up of around $700 million for land acquisition, $500 million of capital investment in improvements to Auckland's networks, and $400 million of operating expenditure to improve service levels). This includes a large proportion for Blue-Green networks which can only go ahead if high-risk properties are removed. To cover the cost of 'Making Space for Water', Auckland Council has the option to introduce a targeted rate. This could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area.

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because "businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

Conclusions

We strongly believe that Auckland Council are partly responsible for the significant damage sustained from the floods on the 27th January, and the reduction in maintenance was ill advised. Some of our businesses flooded several times during 2022, from just 'normal heavy storms', already an indication of the effect of reductions since 2020. The floods of the 27th January **were** unprecedented, but we do not believe the damage would have been as bad, had all the pipes been clear.

We wish to be heard should there be any hearings.

Yours sincerely,

[redacted], General Manager, Parnell Business Association

Storm Recovery and Resilience Consultation #1983

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

Europlan Ltd.

Local Board: Waitematā

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

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St

Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

Following the 27th January, several businesses along The Strand called in their own contractors – who validated the concern about the drains, and others even resorted to removing debri and filters from catch-pits themselves, in order to avoid further potential damage from the cyclone. (Waka Kotahi and Auckland Transport did action some remedial work on The Strand prior to the cyclone).

Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

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 six months following the storm have been filled with frustration and nagging. When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

Since January we repeatedly asked about catchpit clearing, because from our perspective, certain drains seemed problematic with high water levels, even when there had been no rainfall. Waka Kotahi were responsive, but eventually pointed out that Auckland Council need to conduct a proper inspection of the underground pipes, as they believed they were ‘compromised’.

Auckland Council Healthy Waters finally commissioned a CCTV inspection and flushing of the pipes along a section of The Strand, which was completed in the latter part of June. Council have reported that there was a build-up of silt in the pipes, and in certain sections

they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

It has taken nearly six months to validate our initial observations, but where to now?

Only a section of The Strand has been completed. Some feeder roads (165-132 The Strand, plus Tennis Lane have still not had a pipe inspection since the floods. Late August we were advised that there are ongoing investigations along The Strand, and that the pipes were last cleared in one of the sections in May 2022 (and nothing since January this year)?

There is no clarity to an ongoing schedule, or how the ageing infrastructure is going to be dealt with, but several references from council staff to the fact that there are 'not sufficient funds'.

So all in all the response has been very slow and our businesses have no clarity moving forward.

We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

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

First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the

consultation document of the potential timing of the programme.

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

We agree with your four key objectives for managing flood risks (ie reduce existing

flood risks, avoid creating new flood risks, raise people's awareness of flood risks and

be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and for the basics to be treated with priority. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is

removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints

about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new

entities, the Auckland Council family and Waka Kotahi/NZTA.

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?

INCREASED MAINTENANCE

We support the initiative. We have been very concerned by media reports that plans were underway at

Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the

network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake ‘smarter’ approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt

they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several

business premises being flooded.

FLOOD INTELLIGENCE

We support the initiatives. However, much of this information is already available (such as flood plain maps)

and has been for years, but their existence and the risks they highlight do not appear

to have been translated into more regular focused maintenance (for example, more

frequent street sweeping, leaf fall collection and catchpit cleaning that targets

higher risk areas).

COMMUNITY-LED FLOOD RESILIENCE

We support the initiatives.

STREAM REHABILITATION

We support the initiatives.

RURAL SETTLEMENTS

Although this does not affect us directly, we understand the initiatives.

CULVERT AND BRIDGE UPGRADES

We support the initiative.

BLUE-GREEN NETWORKS

We support the initiative.

OVERLAND FLOW PATH MANAGEMENT

We support the initiatives but note that you have not included commercial property owners and businesses.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

HIGH-RISK PROPERTIES

We support the initiative.

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to

who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

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Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for

some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against

future flood damage and are seeking answers from council as to future mitigation.

FUNDING THE IMPROVEMENTS

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as

well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because

"businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

#1983

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SUBMISSION TO THE STORM RECOVERY AND RESILIENCE CONSULTATION

The Parnell Business Association welcomes the opportunity to provide this feedback to the Auckland Council Storm Recovery and Resilience Consultation ('Consultation Document'). Link

Introduction

As your Consultation Document notes, in early 2023, the Tāmaki Makaurau / Auckland region experienced a series of extreme weather events, with record-breaking rainfall, floods, landslides and high winds. Tragically, six people lost their lives. Thousands of people have been affected, and homes, businesses, and communities have suffered long-term impacts. Auckland Council is committed to supporting communities recover and prepare for the future.

To address these events, Auckland Council formed the Recovery Office and created an interim recovery plan.

Auckland Council are now developing the Tāmaki Makaurau Recovery Plan and a series of stormwater improvements called 'Making Space for Water' to focus on the longer-term recovery. Auckland Council is seeking feedback on these plans.

The proposed Tāmaki Makaurau Recovery Plan will outline priorities for region-wide and local recovery activities. This plan is a legal requirement to address the repair, regeneration and resilience of the Auckland region.

The Council's Healthy Waters department is developing a series of stormwater improvements called 'Making Space for Water' as part of recovery efforts. Healthy Waters is planning nine initiatives to reduce flood risks and make big improvements to Auckland's stormwater network. They propose to deliver the initiatives over six years including: infrastructure improvements, such as culvert and bridge upgrades; increased stormwater maintenance; empowering our communities to prepare for and increase resilience to flooding; creating blue-green (waterways and parks) networks to allow stormwater to safely pass through urban areas.

Auckland Council is looking for feedback to help develop the Tāmaki Makaurau Recovery Plan and refine the 'Making Space for Water' initiatives, including how the storms affected businesses; what is important for recovery; how Council can better prepare for future extreme weather events; and opinions on the ideas proposed in 'Making Space for Water'.

Our Detailed Feedback

We include below more detailed feedback on your specific questions.

1. How were you, and your local community, affected by the extreme weather events in early 2023?
And
2. Was your business flooded or damaged during the extreme weather events in early 2023?

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

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

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When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

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Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the consultation document of the potential timing of the programme.

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

We agree with your four key objectives for managing flood risks (ie reduce existing flood risks, avoid creating new flood risks, raise people's awareness of flood risks and be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and **for the basics to be treated with priority**. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new entities, the Auckland Council family and Waka Kotahi/NZTA.

6. There are nine possible initiatives outlined in Making Space for Water (the Consultation Document)

Operations and maintenance	*Increased maintenance*
	Flood intelligence
Neighbourhood solutions	*Community-led flood resilience*
	Stream rehabilitation
	Rural settlements
	Culvert and bridge upgrades
	Blue-green networks
Site specific interventions	*Overland flow path management*
	High risk properties

Auckland Council's initial budget suggests it will cost $1.65 billion to deliver them and will require additional rates from Aucklanders. The Consultation Document asks: "Do you have any comments on the initiatives?

Increased maintenance
This involves keeping the stormwater network ready to handle lower-level flooding events. It involves increased street sweeping and catchpit clearing that can help keep the stormwater network flowing and reduce the risk of localised flooding. It's especially important in urban areas where hard surfaces like roads, footpaths and driveways mean there is nowhere else for the water to go.

We support the initiatives to: (a) undertake more frequent street sweeping, targeting higher risk and heavy leaf-fall areas; (b) more frequent catchpit cleaning (at least three times a year in high risk areas, and twice a year everywhere else; (c) network upgrades, such as building catchpits with bigger inlets; and (d) targeted public overland flow path management and stream clearance.

We have been very concerned by media reports that plans were underway at Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake 'smarter' approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several business premises being flooded.

Flood intelligence
This involves investing in planning and modelling tools to understand flood patterns and assess future risk. Having detailed and robust data will help Auckland Council respond to storm events as they happen and also help provide good advice about flood risk for new developments.

We support the initiatives to: (a) incorporate data from recent storms into flood maps; (b) enhance hotspot monitoring technology, and explore systems for early warning alerts; (c) share information with the public via a Flood Viewer tool to improve flood hazard awareness.

However, much of this information is already available (such as flood plain maps) and has been for years, but their existence and the risks they highlight do not appear to have been translated into more regular focused maintenance (for example, more frequent street sweeping, leaf fall collection and catchpit cleaning that targets higher risk areas).

Community-led flood resilience
This involves ensuring Aucklanders know what to do before, during and after a flood, and are active in managing their own risks. The Consultation Document notes that local knowledge is invaluable for flood management and that empowering communities to become the guardians of their stormwater and waterways can help to tackle potential flood risks before they occur. This needs to happen safely, in conjunction with the Councils operations and in a manner that supports environmental best practices. In addition, when flooding does happen, it is crucial for the public to understand the potential dangers, so that they know what to do to prepare, survive, and to recover.

We support the initiatives to: (a) develop community flood readiness resources, including strategies to manage flood risks at home, and what to do before, during and after a flood; and (b) empower community groups to undertake flood resilience activities, by providing advice, tools and resources (this includes stream and riparian management to restore impacted stream banks).

Stream rehabilitation
This involves rehabilitating critical high-risk streams so that they will be more resilient to floods. The Consultation Document notes that when streams are healthy, they help to move floodwaters safely away from people and property. Weeds, rubbish and erosion can block streams and leave less space for water.

We support the initiatives to: (a) undertake rehabilitation works by council on critical streams, including vegetation management, slope stabilisation. bank battering and stream channel modification to improve the flow dynamics of the stream and reduce erosion; and (b) provide advice to owners with streams on their properties.

Rural settlements
This involves developing flood management solutions for rural communities, marae and papakāinga. The Consultation Document notes that rural settlements have a different flood risk management needs compared to urban areas, especially where rapid growth has changed the flood risk profile for these communities.

Although this does not affect us directly, we understand the initiatives to: (a) identify the specific flood management needs of rural settlements and helping to implement appropriate solutions; (b) build capability of marae as resilient centres and community hubs (this might include physical works to reduce vulnerability to effects of flooding and extreme weather events); (c) provide advice on managing private rural water systems when floods happen, including bores, rainwater tanks and on-site wastewater systems.

Culvert and bridge upgrades
This involves improving the capacity and resilience of critical culverts and bridges. This will allow more water to flow through culverts and under bridges and reduce the risk of blockages from debris floating downstream.

We support the initiative to upgrade the capacity and safety of high-priority culverts and bridges, including expanding the area of inlets and managing downstream effects.

Blue-green networks
This involves creating new open spaces in areas identified as having critical flood risks, feasible stormwater solutions, and wider community benefits. The Consultation Document notes that blue-green networks provide open spaces for water (blue) to flow through the landscape (green) and in heavy storms rainfall collects in these areas reducing risk to people and property. Blu-green networks also provide benefits to their communities (when we make space for water, we also make space for people and nature, with walking tracks, cycleways, trees and wildlife.

We support the initiative to develop new blue-green spaces in the areas where there are serious flooding risks (though this will require detailed analysis of the risk and design suitability of candidates sites).

We also note that the Consultation Document says that this could include stream naturalising, widening and realignment, and replanting of surrounding areas. In some situations it may be possible to look at redeveloping adjacent land with housing built to be protected from flooding. It is expected that this initiative will require the removal of some homes in flood-prone areas and would work in-with the central government process underway that is identifying high-risk 'Category 3' houses.

Overland flow path management
This involves keeping private overland flow path is clear of obstructions. The Consultation Document notes that improving the management of overland flow paths presents the greatest opportunity for flood management in Tāmaki-Makaurau/Auckland. It also notes that overland flow parts need to be kept clear of barriers, like fences, retaining walls, buildings and overgrown vegetation, so that water can move safely through neighbourhoods and that, in most circumstances, it is the responsibility of individual property owners to keep overland flow paths clear, with the actions they take impacting not only their own property but also their neighbours property.

We support the initiatives to: (a) provide information to homeowners, community groups and industry professionals about how to correctly manage an overland flow path on their property, **but note that you have not included commercial property owners and businesses**; (b) provide on site assessment to identify blockages on properties and advise owners of their responsibilities with potential for infringement notices and legal action when necessary; (c) investigate larger scale projects to improve a catchment's overland flow paths, where on-site solutions aren't enough.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

High-risk properties
This involves working with property owners to develop solutions where occupants are exposed to high flood risk. The Consultation Document notes that properties that have been severely affected by flooding are scattered around the region and will need to be dealt with individually. It also notes that in some cases, there may be engineering solutions to mitigate risk from future floods. Where there is no practical or affordable infrastructure solution, the Consultation Document notes that the home may need to be removed and that this process will require careful engagement with property owners and residents, and coordination with central government.

We support the initiatives underway, as part of the Cyclone Recovery process with central government for Auckland Council to identify higher-risk homes and determine appropriate mitigation options. The Consultation Document notes that this work is part of improving flood risk management, and includes: (a) inspection and engagement (site specific visits to identify high-risk properties and practical solutions to mitigate flooding); (b) flood plain management (identifying potential options for land where houses are removed through a property buyout process (this includes connecting into blue-green networks possible redevelopment where land redevelopment makes housing a safe option).

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against future flood damage and are seeking answers from council as to future mitigation.

Funding the improvements

Auckland Council has estimated the total cost of 'Making Space for Water' to be just under $1.6 billion over six years (made up of around $700 million for land acquisition, $500 million of capital investment in improvements to Auckland's networks, and $400 million of operating expenditure to improve service levels). This includes a large proportion for Blue-Green networks which can only go ahead if high-risk properties are removed. To cover the cost of 'Making Space for Water', Auckland Council has the option to introduce a targeted rate. This could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area.

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because "businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

Conclusions

We strongly believe that Auckland Council are partly responsible for the significant damage sustained from the floods on the 27th January, and the reduction in maintenance was ill advised. Some of our businesses flooded several times during 2022, from just 'normal heavy storms', already an indication of the effect of reductions since 2020. The floods of the 27th January **were** unprecedented, but we do not believe the damage would have been as bad, had all the pipes been clear.

We wish to be heard should there be any hearings.

Yours sincerely,

[redacted], General Manager, Parnell Business Association

Storm Recovery and Resilience Consultation #2001

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

Jasmax

Local Board: Waitematā

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

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St

Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

Following the 27th January, several businesses along The Strand called in their own contractors – who validated the concern about the drains, and others even resorted to removing debri and filters from catch-pits themselves, in order to avoid further potential damage from the cyclone. (Waka Kotahi and Auckland Transport did action some remedial work on The Strand prior to the cyclone).

Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

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 six months following the storm have been filled with frustration and nagging. When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

Since January we repeatedly asked about catchpit clearing, because from our perspective, certain drains seemed problematic with high water levels, even when there had been no rainfall. Waka Kotahi were responsive, but eventually pointed out that Auckland Council need to conduct a proper inspection of the underground pipes, as they believed they were ‘compromised’.

Auckland Council Healthy Waters finally commissioned a CCTV inspection and flushing of the pipes along a section of The Strand, which was completed in the latter part of June. Council have reported that there was a build-up of silt in the pipes, and in certain sections

they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

It has taken nearly six months to validate our initial observations, but where to now?

Only a section of The Strand has been completed. Some feeder roads (165-132 The Strand, plus Tennis Lane have still not had a pipe inspection since the floods. Late August we were advised that there are ongoing investigations along The Strand, and that the pipes were last cleared in one of the sections in May 2022 (and nothing since January this year)?

There is no clarity to an ongoing schedule, or how the ageing infrastructure is going to be dealt with, but several references from council staff to the fact that there are 'not sufficient funds'.

So all in all the response has been very slow and our businesses have no clarity moving forward.

We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

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

First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the

consultation document of the potential timing of the programme.

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

We agree with your four key objectives for managing flood risks (ie reduce existing

flood risks, avoid creating new flood risks, raise people's awareness of flood risks and

be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and for the basics to be treated with priority. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is

removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints

about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new

entities, the Auckland Council family and Waka Kotahi/NZTA.

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?

INCREASED MAINTENANCE

We support the initiative. We have been very concerned by media reports that plans were underway at

Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the

network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake ‘smarter’ approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt

they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several

business premises being flooded.

FLOOD INTELLIGENCE

We support the initiatives. However, much of this information is already available (such as flood plain maps)

and has been for years, but their existence and the risks they highlight do not appear

to have been translated into more regular focused maintenance (for example, more

frequent street sweeping, leaf fall collection and catchpit cleaning that targets

higher risk areas).

COMMUNITY-LED FLOOD RESILIENCE

We support the initiatives.

STREAM REHABILITATION

We support the initiatives.

RURAL SETTLEMENTS

Although this does not affect us directly, we understand the initiatives.

CULVERT AND BRIDGE UPGRADES

We support the initiative.

BLUE-GREEN NETWORKS

We support the initiative.

OVERLAND FLOW PATH MANAGEMENT

We support the initiatives but note that you have not included commercial property owners and businesses.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

HIGH-RISK PROPERTIES

We support the initiative.

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to

who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

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some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against

future flood damage and are seeking answers from council as to future mitigation.

FUNDING THE IMPROVEMENTS

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as

well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because

"businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

#2001

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SUBMISSION TO THE STORM RECOVERY AND RESILIENCE CONSULTATION

The Parnell Business Association welcomes the opportunity to provide this feedback to the Auckland Council Storm Recovery and Resilience Consultation ('Consultation Document'). Link

Introduction

As your Consultation Document notes, in early 2023, the Tāmaki Makaurau / Auckland region experienced a series of extreme weather events, with record-breaking rainfall, floods, landslides and high winds. Tragically, six people lost their lives. Thousands of people have been affected, and homes, businesses, and communities have suffered long-term impacts. Auckland Council is committed to supporting communities recover and prepare for the future.

To address these events, Auckland Council formed the Recovery Office and created an interim recovery plan.

Auckland Council are now developing the Tāmaki Makaurau Recovery Plan and a series of stormwater improvements called 'Making Space for Water' to focus on the longer-term recovery. Auckland Council is seeking feedback on these plans.

The proposed Tāmaki Makaurau Recovery Plan will outline priorities for region-wide and local recovery activities. This plan is a legal requirement to address the repair, regeneration and resilience of the Auckland region.

The Council's Healthy Waters department is developing a series of stormwater improvements called 'Making Space for Water' as part of recovery efforts. Healthy Waters is planning nine initiatives to reduce flood risks and make big improvements to Auckland's stormwater network. They propose to deliver the initiatives over six years including: infrastructure improvements, such as culvert and bridge upgrades; increased stormwater maintenance; empowering our communities to prepare for and increase resilience to flooding; creating blue-green (waterways and parks) networks to allow stormwater to safely pass through urban areas.

Auckland Council is looking for feedback to help develop the Tāmaki Makaurau Recovery Plan and refine the 'Making Space for Water' initiatives, including how the storms affected businesses; what is important for recovery; how Council can better prepare for future extreme weather events; and opinions on the ideas proposed in 'Making Space for Water'.

Our Detailed Feedback

We include below more detailed feedback on your specific questions.

1. How were you, and your local community, affected by the extreme weather events in early 2023?
And
2. Was your business flooded or damaged during the extreme weather events in early 2023?

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

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However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and **for the basics to be treated with priority**. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new entities, the Auckland Council family and Waka Kotahi/NZTA.

6. There are nine possible initiatives outlined in Making Space for Water (the Consultation Document)

Operations and maintenance	*Increased maintenance*
	Flood intelligence
Neighbourhood solutions	*Community-led flood resilience*
	Stream rehabilitation
	Rural settlements
	Culvert and bridge upgrades
	Blue-green networks
Site specific interventions	*Overland flow path management*
	High risk properties

Auckland Council's initial budget suggests it will cost $1.65 billion to deliver them and will require additional rates from Aucklanders. The Consultation Document asks: "Do you have any comments on the initiatives?

Increased maintenance
This involves keeping the stormwater network ready to handle lower-level flooding events. It involves increased street sweeping and catchpit clearing that can help keep the stormwater network flowing and reduce the risk of localised flooding. It's especially important in urban areas where hard surfaces like roads, footpaths and driveways mean there is nowhere else for the water to go.

We support the initiatives to: (a) undertake more frequent street sweeping, targeting higher risk and heavy leaf-fall areas; (b) more frequent catchpit cleaning (at least three times a year in high risk areas, and twice a year everywhere else; (c) network upgrades, such as building catchpits with bigger inlets; and (d) targeted public overland flow path management and stream clearance.

We have been very concerned by media reports that plans were underway at Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake 'smarter' approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several business premises being flooded.

Flood intelligence
This involves investing in planning and modelling tools to understand flood patterns and assess future risk. Having detailed and robust data will help Auckland Council respond to storm events as they happen and also help provide good advice about flood risk for new developments.

We support the initiatives to: (a) incorporate data from recent storms into flood maps; (b) enhance hotspot monitoring technology, and explore systems for early warning alerts; (c) share information with the public via a Flood Viewer tool to improve flood hazard awareness.

However, much of this information is already available (such as flood plain maps) and has been for years, but their existence and the risks they highlight do not appear to have been translated into more regular focused maintenance (for example, more frequent street sweeping, leaf fall collection and catchpit cleaning that targets higher risk areas).

Community-led flood resilience
This involves ensuring Aucklanders know what to do before, during and after a flood, and are active in managing their own risks. The Consultation Document notes that local knowledge is invaluable for flood management and that empowering communities to become the guardians of their stormwater and waterways can help to tackle potential flood risks before they occur. This needs to happen safely, in conjunction with the Councils operations and in a manner that supports environmental best practices. In addition, when flooding does happen, it is crucial for the public to understand the potential dangers, so that they know what to do to prepare, survive, and to recover.

We support the initiatives to: (a) develop community flood readiness resources, including strategies to manage flood risks at home, and what to do before, during and after a flood; and (b) empower community groups to undertake flood resilience activities, by providing advice, tools and resources (this includes stream and riparian management to restore impacted stream banks).

Stream rehabilitation
This involves rehabilitating critical high-risk streams so that they will be more resilient to floods. The Consultation Document notes that when streams are healthy, they help to move floodwaters safely away from people and property. Weeds, rubbish and erosion can block streams and leave less space for water.

We support the initiatives to: (a) undertake rehabilitation works by council on critical streams, including vegetation management, slope stabilisation. bank battering and stream channel modification to improve the flow dynamics of the stream and reduce erosion; and (b) provide advice to owners with streams on their properties.

Rural settlements
This involves developing flood management solutions for rural communities, marae and papakāinga. The Consultation Document notes that rural settlements have a different flood risk management needs compared to urban areas, especially where rapid growth has changed the flood risk profile for these communities.

Although this does not affect us directly, we understand the initiatives to: (a) identify the specific flood management needs of rural settlements and helping to implement appropriate solutions; (b) build capability of marae as resilient centres and community hubs (this might include physical works to reduce vulnerability to effects of flooding and extreme weather events); (c) provide advice on managing private rural water systems when floods happen, including bores, rainwater tanks and on-site wastewater systems.

Culvert and bridge upgrades
This involves improving the capacity and resilience of critical culverts and bridges. This will allow more water to flow through culverts and under bridges and reduce the risk of blockages from debris floating downstream.

We support the initiative to upgrade the capacity and safety of high-priority culverts and bridges, including expanding the area of inlets and managing downstream effects.

Blue-green networks
This involves creating new open spaces in areas identified as having critical flood risks, feasible stormwater solutions, and wider community benefits. The Consultation Document notes that blue-green networks provide open spaces for water (blue) to flow through the landscape (green) and in heavy storms rainfall collects in these areas reducing risk to people and property. Blu-green networks also provide benefits to their communities (when we make space for water, we also make space for people and nature, with walking tracks, cycleways, trees and wildlife.

We support the initiative to develop new blue-green spaces in the areas where there are serious flooding risks (though this will require detailed analysis of the risk and design suitability of candidates sites).

We also note that the Consultation Document says that this could include stream naturalising, widening and realignment, and replanting of surrounding areas. In some situations it may be possible to look at redeveloping adjacent land with housing built to be protected from flooding. It is expected that this initiative will require the removal of some homes in flood-prone areas and would work in-with the central government process underway that is identifying high-risk 'Category 3' houses.

Overland flow path management
This involves keeping private overland flow path is clear of obstructions. The Consultation Document notes that improving the management of overland flow paths presents the greatest opportunity for flood management in Tāmaki-Makaurau/Auckland. It also notes that overland flow parts need to be kept clear of barriers, like fences, retaining walls, buildings and overgrown vegetation, so that water can move safely through neighbourhoods and that, in most circumstances, it is the responsibility of individual property owners to keep overland flow paths clear, with the actions they take impacting not only their own property but also their neighbours property.

We support the initiatives to: (a) provide information to homeowners, community groups and industry professionals about how to correctly manage an overland flow path on their property, **but note that you have not included commercial property owners and businesses**; (b) provide on site assessment to identify blockages on properties and advise owners of their responsibilities with potential for infringement notices and legal action when necessary; (c) investigate larger scale projects to improve a catchment's overland flow paths, where on-site solutions aren't enough.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

High-risk properties
This involves working with property owners to develop solutions where occupants are exposed to high flood risk. The Consultation Document notes that properties that have been severely affected by flooding are scattered around the region and will need to be dealt with individually. It also notes that in some cases, there may be engineering solutions to mitigate risk from future floods. Where there is no practical or affordable infrastructure solution, the Consultation Document notes that the home may need to be removed and that this process will require careful engagement with property owners and residents, and coordination with central government.

We support the initiatives underway, as part of the Cyclone Recovery process with central government for Auckland Council to identify higher-risk homes and determine appropriate mitigation options. The Consultation Document notes that this work is part of improving flood risk management, and includes: (a) inspection and engagement (site specific visits to identify high-risk properties and practical solutions to mitigate flooding); (b) flood plain management (identifying potential options for land where houses are removed through a property buyout process (this includes connecting into blue-green networks possible redevelopment where land redevelopment makes housing a safe option).

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against future flood damage and are seeking answers from council as to future mitigation.

Funding the improvements

Auckland Council has estimated the total cost of 'Making Space for Water' to be just under $1.6 billion over six years (made up of around $700 million for land acquisition, $500 million of capital investment in improvements to Auckland's networks, and $400 million of operating expenditure to improve service levels). This includes a large proportion for Blue-Green networks which can only go ahead if high-risk properties are removed. To cover the cost of 'Making Space for Water', Auckland Council has the option to introduce a targeted rate. This could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area.

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because "businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

Conclusions

We strongly believe that Auckland Council are partly responsible for the significant damage sustained from the floods on the 27th January, and the reduction in maintenance was ill advised. Some of our businesses flooded several times during 2022, from just 'normal heavy storms', already an indication of the effect of reductions since 2020. The floods of the 27th January **were** unprecedented, but we do not believe the damage would have been as bad, had all the pipes been clear.

We wish to be heard should there be any hearings.

Yours sincerely,

[redacted] General Manager, Parnell Business Association

Storm Recovery and Resilience Consultation #2002

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

The Fantail House

Local Board: Waitematā

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

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St

Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

Following the 27th January, several businesses along The Strand called in their own contractors – who validated the concern about the drains, and others even resorted to removing debri and filters from catch-pits themselves, in order to avoid further potential damage from the cyclone. (Waka Kotahi and Auckland Transport did action some remedial work on The Strand prior to the cyclone).

Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

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 six months following the storm have been filled with frustration and nagging. When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

Since January we repeatedly asked about catchpit clearing, because from our perspective, certain drains seemed problematic with high water levels, even when there had been no rainfall. Waka Kotahi were responsive, but eventually pointed out that Auckland Council need to conduct a proper inspection of the underground pipes, as they believed they were ‘compromised’.

Auckland Council Healthy Waters finally commissioned a CCTV inspection and flushing of the pipes along a section of The Strand, which was completed in the latter part of June. Council have reported that there was a build-up of silt in the pipes, and in certain sections

they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

It has taken nearly six months to validate our initial observations, but where to now?

Only a section of The Strand has been completed. Some feeder roads (165-132 The Strand, plus Tennis Lane have still not had a pipe inspection since the floods. Late August we were advised that there are ongoing investigations along The Strand, and that the pipes were last cleared in one of the sections in May 2022 (and nothing since January this year)?

There is no clarity to an ongoing schedule, or how the ageing infrastructure is going to be dealt with, but several references from council staff to the fact that there are 'not sufficient funds'.

So all in all the response has been very slow and our businesses have no clarity moving forward.

We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

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

First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the

consultation document of the potential timing of the programme.

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

We agree with your four key objectives for managing flood risks (ie reduce existing

flood risks, avoid creating new flood risks, raise people's awareness of flood risks and

be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and for the basics to be treated with priority. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is

removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints

about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new

entities, the Auckland Council family and Waka Kotahi/NZTA.

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?

INCREASED MAINTENANCE

We support the initiative. We have been very concerned by media reports that plans were underway at

Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the

network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake ‘smarter’ approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt

they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several

business premises being flooded.

FLOOD INTELLIGENCE

We support the initiatives. However, much of this information is already available (such as flood plain maps)

and has been for years, but their existence and the risks they highlight do not appear

to have been translated into more regular focused maintenance (for example, more

frequent street sweeping, leaf fall collection and catchpit cleaning that targets

higher risk areas).

COMMUNITY-LED FLOOD RESILIENCE

We support the initiatives.

STREAM REHABILITATION

We support the initiatives.

RURAL SETTLEMENTS

Although this does not affect us directly, we understand the initiatives.

CULVERT AND BRIDGE UPGRADES

We support the initiative.

BLUE-GREEN NETWORKS

We support the initiative.

OVERLAND FLOW PATH MANAGEMENT

We support the initiatives but note that you have not included commercial property owners and businesses.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

HIGH-RISK PROPERTIES

We support the initiative.

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to

who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

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Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for

some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against

future flood damage and are seeking answers from council as to future mitigation.

FUNDING THE IMPROVEMENTS

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as

well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because

"businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

#2002

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SUBMISSION TO THE STORM RECOVERY AND RESILIENCE CONSULTATION

The Parnell Business Association welcomes the opportunity to provide this feedback to the Auckland Council Storm Recovery and Resilience Consultation ('Consultation Document'). Link

Introduction

As your Consultation Document notes, in early 2023, the Tāmaki Makaurau / Auckland region experienced a series of extreme weather events, with record-breaking rainfall, floods, landslides and high winds. Tragically, six people lost their lives. Thousands of people have been affected, and homes, businesses, and communities have suffered long-term impacts. Auckland Council is committed to supporting communities recover and prepare for the future.

To address these events, Auckland Council formed the Recovery Office and created an interim recovery plan.

Auckland Council are now developing the Tāmaki Makaurau Recovery Plan and a series of stormwater improvements called 'Making Space for Water' to focus on the longer-term recovery. Auckland Council is seeking feedback on these plans.

The proposed Tāmaki Makaurau Recovery Plan will outline priorities for region-wide and local recovery activities. This plan is a legal requirement to address the repair, regeneration and resilience of the Auckland region.

The Council's Healthy Waters department is developing a series of stormwater improvements called 'Making Space for Water' as part of recovery efforts. Healthy Waters is planning nine initiatives to reduce flood risks and make big improvements to Auckland's stormwater network. They propose to deliver the initiatives over six years including: infrastructure improvements, such as culvert and bridge upgrades; increased stormwater maintenance; empowering our communities to prepare for and increase resilience to flooding; creating blue-green (waterways and parks) networks to allow stormwater to safely pass through urban areas.

Auckland Council is looking for feedback to help develop the Tāmaki Makaurau Recovery Plan and refine the 'Making Space for Water' initiatives, including how the storms affected businesses; what is important for recovery; how Council can better prepare for future extreme weather events; and opinions on the ideas proposed in 'Making Space for Water'.

Our Detailed Feedback

We include below more detailed feedback on your specific questions.

1. How were you, and your local community, affected by the extreme weather events in early 2023?
And
2. Was your business flooded or damaged during the extreme weather events in early 2023?

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The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

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First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the consultation document of the potential timing of the programme.

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

We agree with your four key objectives for managing flood risks (ie reduce existing flood risks, avoid creating new flood risks, raise people's awareness of flood risks and be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and **for the basics to be treated with priority**. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new entities, the Auckland Council family and Waka Kotahi/NZTA.

6. There are nine possible initiatives outlined in Making Space for Water (the Consultation Document)

Operations and maintenance	*Increased maintenance*
	Flood intelligence
Neighbourhood solutions	*Community-led flood resilience*
	Stream rehabilitation
	Rural settlements
	Culvert and bridge upgrades
	Blue-green networks
Site specific interventions	*Overland flow path management*
	High risk properties

Auckland Council's initial budget suggests it will cost $1.65 billion to deliver them and will require additional rates from Aucklanders. The Consultation Document asks: "Do you have any comments on the initiatives?

Increased maintenance
This involves keeping the stormwater network ready to handle lower-level flooding events. It involves increased street sweeping and catchpit clearing that can help keep the stormwater network flowing and reduce the risk of localised flooding. It's especially important in urban areas where hard surfaces like roads, footpaths and driveways mean there is nowhere else for the water to go.

We support the initiatives to: (a) undertake more frequent street sweeping, targeting higher risk and heavy leaf-fall areas; (b) more frequent catchpit cleaning (at least three times a year in high risk areas, and twice a year everywhere else; (c) network upgrades, such as building catchpits with bigger inlets; and (d) targeted public overland flow path management and stream clearance.

We have been very concerned by media reports that plans were underway at Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake 'smarter' approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several business premises being flooded.

Flood intelligence
This involves investing in planning and modelling tools to understand flood patterns and assess future risk. Having detailed and robust data will help Auckland Council respond to storm events as they happen and also help provide good advice about flood risk for new developments.

We support the initiatives to: (a) incorporate data from recent storms into flood maps; (b) enhance hotspot monitoring technology, and explore systems for early warning alerts; (c) share information with the public via a Flood Viewer tool to improve flood hazard awareness.

However, much of this information is already available (such as flood plain maps) and has been for years, but their existence and the risks they highlight do not appear to have been translated into more regular focused maintenance (for example, more frequent street sweeping, leaf fall collection and catchpit cleaning that targets higher risk areas).

Community-led flood resilience
This involves ensuring Aucklanders know what to do before, during and after a flood, and are active in managing their own risks. The Consultation Document notes that local knowledge is invaluable for flood management and that empowering communities to become the guardians of their stormwater and waterways can help to tackle potential flood risks before they occur. This needs to happen safely, in conjunction with the Councils operations and in a manner that supports environmental best practices. In addition, when flooding does happen, it is crucial for the public to understand the potential dangers, so that they know what to do to prepare, survive, and to recover.

We support the initiatives to: (a) develop community flood readiness resources, including strategies to manage flood risks at home, and what to do before, during and after a flood; and (b) empower community groups to undertake flood resilience activities, by providing advice, tools and resources (this includes stream and riparian management to restore impacted stream banks).

Stream rehabilitation
This involves rehabilitating critical high-risk streams so that they will be more resilient to floods. The Consultation Document notes that when streams are healthy, they help to move floodwaters safely away from people and property. Weeds, rubbish and erosion can block streams and leave less space for water.

We support the initiatives to: (a) undertake rehabilitation works by council on critical streams, including vegetation management, slope stabilisation. bank battering and stream channel modification to improve the flow dynamics of the stream and reduce erosion; and (b) provide advice to owners with streams on their properties.

Rural settlements
This involves developing flood management solutions for rural communities, marae and papakāinga. The Consultation Document notes that rural settlements have a different flood risk management needs compared to urban areas, especially where rapid growth has changed the flood risk profile for these communities.

Although this does not affect us directly, we understand the initiatives to: (a) identify the specific flood management needs of rural settlements and helping to implement appropriate solutions; (b) build capability of marae as resilient centres and community hubs (this might include physical works to reduce vulnerability to effects of flooding and extreme weather events); (c) provide advice on managing private rural water systems when floods happen, including bores, rainwater tanks and on-site wastewater systems.

Culvert and bridge upgrades
This involves improving the capacity and resilience of critical culverts and bridges. This will allow more water to flow through culverts and under bridges and reduce the risk of blockages from debris floating downstream.

We support the initiative to upgrade the capacity and safety of high-priority culverts and bridges, including expanding the area of inlets and managing downstream effects.

Blue-green networks
This involves creating new open spaces in areas identified as having critical flood risks, feasible stormwater solutions, and wider community benefits. The Consultation Document notes that blue-green networks provide open spaces for water (blue) to flow through the landscape (green) and in heavy storms rainfall collects in these areas reducing risk to people and property. Blu-green networks also provide benefits to their communities (when we make space for water, we also make space for people and nature, with walking tracks, cycleways, trees and wildlife.

We support the initiative to develop new blue-green spaces in the areas where there are serious flooding risks (though this will require detailed analysis of the risk and design suitability of candidates sites).

We also note that the Consultation Document says that this could include stream naturalising, widening and realignment, and replanting of surrounding areas. In some situations it may be possible to look at redeveloping adjacent land with housing built to be protected from flooding. It is expected that this initiative will require the removal of some homes in flood-prone areas and would work in-with the central government process underway that is identifying high-risk 'Category 3' houses.

Overland flow path management
This involves keeping private overland flow path is clear of obstructions. The Consultation Document notes that improving the management of overland flow paths presents the greatest opportunity for flood management in Tāmaki-Makaurau/Auckland. It also notes that overland flow parts need to be kept clear of barriers, like fences, retaining walls, buildings and overgrown vegetation, so that water can move safely through neighbourhoods and that, in most circumstances, it is the responsibility of individual property owners to keep overland flow paths clear, with the actions they take impacting not only their own property but also their neighbours property.

We support the initiatives to: (a) provide information to homeowners, community groups and industry professionals about how to correctly manage an overland flow path on their property, **but note that you have not included commercial property owners and businesses**; (b) provide on site assessment to identify blockages on properties and advise owners of their responsibilities with potential for infringement notices and legal action when necessary; (c) investigate larger scale projects to improve a catchment's overland flow paths, where on-site solutions aren't enough.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

High-risk properties
This involves working with property owners to develop solutions where occupants are exposed to high flood risk. The Consultation Document notes that properties that have been severely affected by flooding are scattered around the region and will need to be dealt with individually. It also notes that in some cases, there may be engineering solutions to mitigate risk from future floods. Where there is no practical or affordable infrastructure solution, the Consultation Document notes that the home may need to be removed and that this process will require careful engagement with property owners and residents, and coordination with central government.

We support the initiatives underway, as part of the Cyclone Recovery process with central government for Auckland Council to identify higher-risk homes and determine appropriate mitigation options. The Consultation Document notes that this work is part of improving flood risk management, and includes: (a) inspection and engagement (site specific visits to identify high-risk properties and practical solutions to mitigate flooding); (b) flood plain management (identifying potential options for land where houses are removed through a property buyout process (this includes connecting into blue-green networks possible redevelopment where land redevelopment makes housing a safe option).

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against future flood damage and are seeking answers from council as to future mitigation.

Funding the improvements

Auckland Council has estimated the total cost of 'Making Space for Water' to be just under $1.6 billion over six years (made up of around $700 million for land acquisition, $500 million of capital investment in improvements to Auckland's networks, and $400 million of operating expenditure to improve service levels). This includes a large proportion for Blue-Green networks which can only go ahead if high-risk properties are removed. To cover the cost of 'Making Space for Water', Auckland Council has the option to introduce a targeted rate. This could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area.

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because "businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

Conclusions

We strongly believe that Auckland Council are partly responsible for the significant damage sustained from the floods on the 27th January, and the reduction in maintenance was ill advised. Some of our businesses flooded several times during 2022, from just 'normal heavy storms', already an indication of the effect of reductions since 2020. The floods of the 27th January **were** unprecedented, but we do not believe the damage would have been as bad, had all the pipes been clear.

We wish to be heard should there be any hearings.

Yours sincerely,

[redacted] General Manager, Parnell Business Association

Storm Recovery and Resilience Consultation #2006

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

Refined Living

Local Board: Waitematā

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

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St

Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

Following the 27th January, several businesses along The Strand called in their own contractors – who validated the concern about the drains, and others even resorted to removing debri and filters from catch-pits themselves, in order to avoid further potential damage from the cyclone. (Waka Kotahi and Auckland Transport did action some remedial work on The Strand prior to the cyclone).

Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

Our store was completely flooded with over a metre of water throughout. We had 100% loss of stock, an insurance claim over 800K, followed by 6 months out of the store while repairs were completed.

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 six months following the storm have been filled with frustration and nagging. When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

Since January we repeatedly asked about catchpit clearing, because from our perspective, certain drains seemed problematic with high water levels, even when there had been no rainfall. Waka Kotahi were responsive, but eventually pointed out that Auckland Council need to conduct a proper inspection of the underground pipes, as they believed they were ‘compromised’.

Auckland Council Healthy Waters finally commissioned a CCTV inspection and flushing of the pipes along a section of The Strand, which was completed in the latter part of June. Council have reported that there was a build-up of silt in the pipes, and in certain sections they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

It has taken nearly six months to validate our initial observations, but where to now?

Only a section of The Strand has been completed. Some feeder roads (165-132 The Strand, plus Tennis Lane have still not had a pipe inspection since the floods. Late August we were advised that there are ongoing investigations along The Strand, and that the pipes were last cleared in one of the sections in May 2022 (and nothing since January this year)?

There is no clarity to an ongoing schedule, or how the ageing infrastructure is going to be dealt with, but several references from council staff to the fact that there are 'not sufficient funds'.

So all in all the response has been very slow and our businesses have no clarity moving forward.

We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

Insurance

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

First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the

consultation document of the potential timing of the programme.

It would be nice to see Auckland Council address the drainage and infrastructure issues. All funding should be put towards this rather than investing in the likes of cycle ways until you have this sorted.

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

We agree with your four key objectives for managing flood risks (ie reduce existing

flood risks, avoid creating new flood risks, raise people's awareness of flood risks and

be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and for the basics to be treated with priority. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is

removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints

about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new

entities, the Auckland Council family and Waka Kotahi/NZTA.

Ensure drains are adequate for these types of events, ensure they are cleaned and clear of muck on a more regular basis and close roads in these events. The extra damage caused buses and trucks travelling on flooded roads during the event was atomical. Waves smashed windows and popped locked doors open which caused further unnecessary 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?

INCREASED MAINTENANCE

We support the initiative. We have been very concerned by media reports that plans were underway at

Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the

network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake ‘smarter’ approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt

they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several

business premises being flooded.

FLOOD INTELLIGENCE

We support the initiatives. However, much of this information is already available (such as flood plain maps)

and has been for years, but their existence and the risks they highlight do not appear

to have been translated into more regular focused maintenance (for example, more

frequent street sweeping, leaf fall collection and catchpit cleaning that targets

higher risk areas).

COMMUNITY-LED FLOOD RESILIENCE

We support the initiatives.

STREAM REHABILITATION

We support the initiatives.

RURAL SETTLEMENTS

Although this does not affect us directly, we understand the initiatives.

CULVERT AND BRIDGE UPGRADES

We support the initiative.

BLUE-GREEN NETWORKS

We support the initiative.

OVERLAND FLOW PATH MANAGEMENT

We support the initiatives but note that you have not included commercial property owners and businesses.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

HIGH-RISK PROPERTIES

We support the initiative.

These initiatives need to be extended to include any affected business properties.

Priority needs to be given to drainage, storm recovery & resilience in Auckland. Other roading initiatives, cycle paths etc should be put on hold until you have dealt with your immediate problems.

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 have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to

who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department.

Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against

future flood damage and are seeking answers from council as to future mitigation.

FUNDING THE IMPROVEMENTS

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as

well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because

"businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

Road closures in the event of floods.

#2006

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SUBMISSION TO THE STORM RECOVERY AND RESILIENCE CONSULTATION

The Parnell Business Association welcomes the opportunity to provide this feedback to the Auckland Council Storm Recovery and Resilience Consultation ('Consultation Document'). Link

Introduction

As your Consultation Document notes, in early 2023, the Tāmaki Makaurau / Auckland region experienced a series of extreme weather events, with record-breaking rainfall, floods, landslides and high winds. Tragically, six people lost their lives. Thousands of people have been affected, and homes, businesses, and communities have suffered long-term impacts. Auckland Council is committed to supporting communities recover and prepare for the future.

To address these events, Auckland Council formed the Recovery Office and created an interim recovery plan.

Auckland Council are now developing the Tāmaki Makaurau Recovery Plan and a series of stormwater improvements called 'Making Space for Water' to focus on the longer-term recovery. Auckland Council is seeking feedback on these plans.

The proposed Tāmaki Makaurau Recovery Plan will outline priorities for region-wide and local recovery activities. This plan is a legal requirement to address the repair, regeneration and resilience of the Auckland region.

The Council's Healthy Waters department is developing a series of stormwater improvements called 'Making Space for Water' as part of recovery efforts. Healthy Waters is planning nine initiatives to reduce flood risks and make big improvements to Auckland's stormwater network. They propose to deliver the initiatives over six years including: infrastructure improvements, such as culvert and bridge upgrades; increased stormwater maintenance; empowering our communities to prepare for and increase resilience to flooding; creating blue-green (waterways and parks) networks to allow stormwater to safely pass through urban areas.

Auckland Council is looking for feedback to help develop the Tāmaki Makaurau Recovery Plan and refine the 'Making Space for Water' initiatives, including how the storms affected businesses; what is important for recovery; how Council can better prepare for future extreme weather events; and opinions on the ideas proposed in 'Making Space for Water'.

Our Detailed Feedback

We include below more detailed feedback on your specific questions.

1. How were you, and your local community, affected by the extreme weather events in early 2023?
And
2. Was your business flooded or damaged during the extreme weather events in early 2023?

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

Following the 27th January, several businesses along The Strand called in their own contractors – who validated the concern about the drains, and others even resorted to removing debri and filters from catch-pits themselves, in order to avoid further potential damage from the cyclone. (Waka Kotahi and Auckland Transport did action some remedial work on The Strand prior to the cyclone).

Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

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

The six months following the storm have been filled with frustration and nagging.

When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

Since January we repeatedly asked about catchpit clearing, because from our perspective, certain drains seemed problematic with high water levels, even when there had been no rainfall. Waka Kotahi were responsive, but eventually pointed out that Auckland Council need to conduct a proper inspection of the underground pipes, as they believed they were 'compromised'.

Auckland Council Healthy Waters finally commissioned a CCTV inspection and flushing of the pipes along a section of The Strand, which was completed in the latter part of June. Council have reported that there was a build-up of silt in the pipes, and in certain sections they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

It has taken nearly six months to validate our initial observations, but where to now?

Only a section of The Strand has been completed. Some feeder roads (165-132 The Strand, plus Tennis Lane have still not had a pipe inspection since the floods. Late August we were advised that there are ongoing investigations along The Strand, and that the pipes were last cleared in one of the sections in May 2022 (and nothing since January this year)?

There is no clarity to an ongoing schedule, or how the ageing infrastructure is going to be dealt with, but several references from council staff to the fact that there are 'not sufficient funds'.

So all in all the response has been very slow and our businesses have no clarity moving forward.

We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

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

First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the consultation document of the potential timing of the programme.

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

We agree with your four key objectives for managing flood risks (ie reduce existing flood risks, avoid creating new flood risks, raise people's awareness of flood risks and be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and **for the basics to be treated with priority**. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new entities, the Auckland Council family and Waka Kotahi/NZTA.

6. There are nine possible initiatives outlined in Making Space for Water (the Consultation Document)

Operations and maintenance	*Increased maintenance*
	Flood intelligence
Neighbourhood solutions	*Community-led flood resilience*
	Stream rehabilitation
	Rural settlements
	Culvert and bridge upgrades
	Blue-green networks
Site specific interventions	*Overland flow path management*
	High risk properties

Auckland Council's initial budget suggests it will cost $1.65 billion to deliver them and will require additional rates from Aucklanders. The Consultation Document asks: "Do you have any comments on the initiatives?

Increased maintenance
This involves keeping the stormwater network ready to handle lower-level flooding events. It involves increased street sweeping and catchpit clearing that can help keep the stormwater network flowing and reduce the risk of localised flooding. It's especially important in urban areas where hard surfaces like roads, footpaths and driveways mean there is nowhere else for the water to go.

We support the initiatives to: (a) undertake more frequent street sweeping, targeting higher risk and heavy leaf-fall areas; (b) more frequent catchpit cleaning (at least three times a year in high risk areas, and twice a year everywhere else; (c) network upgrades, such as building catchpits with bigger inlets; and (d) targeted public overland flow path management and stream clearance.

We have been very concerned by media reports that plans were underway at Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake 'smarter' approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several business premises being flooded.

Flood intelligence
This involves investing in planning and modelling tools to understand flood patterns and assess future risk. Having detailed and robust data will help Auckland Council respond to storm events as they happen and also help provide good advice about flood risk for new developments.

We support the initiatives to: (a) incorporate data from recent storms into flood maps; (b) enhance hotspot monitoring technology, and explore systems for early warning alerts; (c) share information with the public via a Flood Viewer tool to improve flood hazard awareness.

However, much of this information is already available (such as flood plain maps) and has been for years, but their existence and the risks they highlight do not appear to have been translated into more regular focused maintenance (for example, more frequent street sweeping, leaf fall collection and catchpit cleaning that targets higher risk areas).

Community-led flood resilience
This involves ensuring Aucklanders know what to do before, during and after a flood, and are active in managing their own risks. The Consultation Document notes that local knowledge is invaluable for flood management and that empowering communities to become the guardians of their stormwater and waterways can help to tackle potential flood risks before they occur. This needs to happen safely, in conjunction with the Councils operations and in a manner that supports environmental best practices. In addition, when flooding does happen, it is crucial for the public to understand the potential dangers, so that they know what to do to prepare, survive, and to recover.

We support the initiatives to: (a) develop community flood readiness resources, including strategies to manage flood risks at home, and what to do before, during and after a flood; and (b) empower community groups to undertake flood resilience activities, by providing advice, tools and resources (this includes stream and riparian management to restore impacted stream banks).

Stream rehabilitation
This involves rehabilitating critical high-risk streams so that they will be more resilient to floods. The Consultation Document notes that when streams are healthy, they help to move floodwaters safely away from people and property. Weeds, rubbish and erosion can block streams and leave less space for water.

We support the initiatives to: (a) undertake rehabilitation works by council on critical streams, including vegetation management, slope stabilisation. bank battering and stream channel modification to improve the flow dynamics of the stream and reduce erosion; and (b) provide advice to owners with streams on their properties.

Rural settlements
This involves developing flood management solutions for rural communities, marae and papakāinga. The Consultation Document notes that rural settlements have a different flood risk management needs compared to urban areas, especially where rapid growth has changed the flood risk profile for these communities.

Although this does not affect us directly, we understand the initiatives to: (a) identify the specific flood management needs of rural settlements and helping to implement appropriate solutions; (b) build capability of marae as resilient centres and community hubs (this might include physical works to reduce vulnerability to effects of flooding and extreme weather events); (c) provide advice on managing private rural water systems when floods happen, including bores, rainwater tanks and on-site wastewater systems.

Culvert and bridge upgrades
This involves improving the capacity and resilience of critical culverts and bridges. This will allow more water to flow through culverts and under bridges and reduce the risk of blockages from debris floating downstream.

We support the initiative to upgrade the capacity and safety of high-priority culverts and bridges, including expanding the area of inlets and managing downstream effects.

Blue-green networks
This involves creating new open spaces in areas identified as having critical flood risks, feasible stormwater solutions, and wider community benefits. The Consultation Document notes that blue-green networks provide open spaces for water (blue) to flow through the landscape (green) and in heavy storms rainfall collects in these areas reducing risk to people and property. Blu-green networks also provide benefits to their communities (when we make space for water, we also make space for people and nature, with walking tracks, cycleways, trees and wildlife.

We support the initiative to develop new blue-green spaces in the areas where there are serious flooding risks (though this will require detailed analysis of the risk and design suitability of candidates sites).

We also note that the Consultation Document says that this could include stream naturalising, widening and realignment, and replanting of surrounding areas. In some situations it may be possible to look at redeveloping adjacent land with housing built to be protected from flooding. It is expected that this initiative will require the removal of some homes in flood-prone areas and would work in-with the central government process underway that is identifying high-risk 'Category 3' houses.

Overland flow path management
This involves keeping private overland flow path is clear of obstructions. The Consultation Document notes that improving the management of overland flow paths presents the greatest opportunity for flood management in Tāmaki-Makaurau/Auckland. It also notes that overland flow parts need to be kept clear of barriers, like fences, retaining walls, buildings and overgrown vegetation, so that water can move safely through neighbourhoods and that, in most circumstances, it is the responsibility of individual property owners to keep overland flow paths clear, with the actions they take impacting not only their own property but also their neighbours property.

We support the initiatives to: (a) provide information to homeowners, community groups and industry professionals about how to correctly manage an overland flow path on their property, **but note that you have not included commercial property owners and businesses**; (b) provide on site assessment to identify blockages on properties and advise owners of their responsibilities with potential for infringement notices and legal action when necessary; (c) investigate larger scale projects to improve a catchment's overland flow paths, where on-site solutions aren't enough.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

High-risk properties
This involves working with property owners to develop solutions where occupants are exposed to high flood risk. The Consultation Document notes that properties that have been severely affected by flooding are scattered around the region and will need to be dealt with individually. It also notes that in some cases, there may be engineering solutions to mitigate risk from future floods. Where there is no practical or affordable infrastructure solution, the Consultation Document notes that the home may need to be removed and that this process will require careful engagement with property owners and residents, and coordination with central government.

We support the initiatives underway, as part of the Cyclone Recovery process with central government for Auckland Council to identify higher-risk homes and determine appropriate mitigation options. The Consultation Document notes that this work is part of improving flood risk management, and includes: (a) inspection and engagement (site specific visits to identify high-risk properties and practical solutions to mitigate flooding); (b) flood plain management (identifying potential options for land where houses are removed through a property buyout process (this includes connecting into blue-green networks possible redevelopment where land redevelopment makes housing a safe option).

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against future flood damage and are seeking answers from council as to future mitigation.

Funding the improvements

Auckland Council has estimated the total cost of 'Making Space for Water' to be just under $1.6 billion over six years (made up of around $700 million for land acquisition, $500 million of capital investment in improvements to Auckland's networks, and $400 million of operating expenditure to improve service levels). This includes a large proportion for Blue-Green networks which can only go ahead if high-risk properties are removed. To cover the cost of 'Making Space for Water', Auckland Council has the option to introduce a targeted rate. This could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area.

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because "businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

Conclusions

We strongly believe that Auckland Council are partly responsible for the significant damage sustained from the floods on the 27th January, and the reduction in maintenance was ill advised. Some of our businesses flooded several times during 2022, from just 'normal heavy storms', already an indication of the effect of reductions since 2020. The floods of the 27th January **were** unprecedented, but we do not believe the damage would have been as bad, had all the pipes been clear.

We wish to be heard should there be any hearings.

Yours sincerely,

[redacted], General Manager, Parnell Business Association

Storm Recovery and Resilience Consultation #2008

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

Ray White

Local Board: Waitematā

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

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St

Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

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Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

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 six months following the storm have been filled with frustration and nagging. When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

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they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

It has taken nearly six months to validate our initial observations, but where to now?

Only a section of The Strand has been completed. Some feeder roads (165-132 The Strand, plus Tennis Lane have still not had a pipe inspection since the floods. Late August we were advised that there are ongoing investigations along The Strand, and that the pipes were last cleared in one of the sections in May 2022 (and nothing since January this year)?

There is no clarity to an ongoing schedule, or how the ageing infrastructure is going to be dealt with, but several references from council staff to the fact that there are 'not sufficient funds'.

So all in all the response has been very slow and our businesses have no clarity moving forward.

We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

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

First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the

consultation document of the potential timing of the programme.

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We agree with your four key objectives for managing flood risks (ie reduce existing

flood risks, avoid creating new flood risks, raise people's awareness of flood risks and

be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and for the basics to be treated with priority. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is

removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints

about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new

entities, the Auckland Council family and Waka Kotahi/NZTA.

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?

INCREASED MAINTENANCE

We support the initiative. We have been very concerned by media reports that plans were underway at

Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the

network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake ‘smarter’ approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt

they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

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business premises being flooded.

FLOOD INTELLIGENCE

We support the initiatives. However, much of this information is already available (such as flood plain maps)

and has been for years, but their existence and the risks they highlight do not appear

to have been translated into more regular focused maintenance (for example, more

frequent street sweeping, leaf fall collection and catchpit cleaning that targets

higher risk areas).

COMMUNITY-LED FLOOD RESILIENCE

We support the initiatives.

STREAM REHABILITATION

We support the initiatives.

RURAL SETTLEMENTS

Although this does not affect us directly, we understand the initiatives.

CULVERT AND BRIDGE UPGRADES

We support the initiative.

BLUE-GREEN NETWORKS

We support the initiative.

OVERLAND FLOW PATH MANAGEMENT

We support the initiatives but note that you have not included commercial property owners and businesses.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

HIGH-RISK PROPERTIES

We support the initiative.

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to

who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

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Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for

some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against

future flood damage and are seeking answers from council as to future mitigation.

FUNDING THE IMPROVEMENTS

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as

well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because

"businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

#2008

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SUBMISSION TO THE STORM RECOVERY AND RESILIENCE CONSULTATION

The Parnell Business Association welcomes the opportunity to provide this feedback to the Auckland Council Storm Recovery and Resilience Consultation ('Consultation Document'). Link

Introduction

As your Consultation Document notes, in early 2023, the Tāmaki Makaurau / Auckland region experienced a series of extreme weather events, with record-breaking rainfall, floods, landslides and high winds. Tragically, six people lost their lives. Thousands of people have been affected, and homes, businesses, and communities have suffered long-term impacts. Auckland Council is committed to supporting communities recover and prepare for the future.

To address these events, Auckland Council formed the Recovery Office and created an interim recovery plan.

Auckland Council are now developing the Tāmaki Makaurau Recovery Plan and a series of stormwater improvements called 'Making Space for Water' to focus on the longer-term recovery. Auckland Council is seeking feedback on these plans.

The proposed Tāmaki Makaurau Recovery Plan will outline priorities for region-wide and local recovery activities. This plan is a legal requirement to address the repair, regeneration and resilience of the Auckland region.

The Council's Healthy Waters department is developing a series of stormwater improvements called 'Making Space for Water' as part of recovery efforts. Healthy Waters is planning nine initiatives to reduce flood risks and make big improvements to Auckland's stormwater network. They propose to deliver the initiatives over six years including: infrastructure improvements, such as culvert and bridge upgrades; increased stormwater maintenance; empowering our communities to prepare for and increase resilience to flooding; creating blue-green (waterways and parks) networks to allow stormwater to safely pass through urban areas.

Auckland Council is looking for feedback to help develop the Tāmaki Makaurau Recovery Plan and refine the 'Making Space for Water' initiatives, including how the storms affected businesses; what is important for recovery; how Council can better prepare for future extreme weather events; and opinions on the ideas proposed in 'Making Space for Water'.

Our Detailed Feedback

We include below more detailed feedback on your specific questions.

1. How were you, and your local community, affected by the extreme weather events in early 2023?
And
2. Was your business flooded or damaged during the extreme weather events in early 2023?

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

Following the 27th January, several businesses along The Strand called in their own contractors – who validated the concern about the drains, and others even resorted to removing debri and filters from catch-pits themselves, in order to avoid further potential damage from the cyclone. (Waka Kotahi and Auckland Transport did action some remedial work on The Strand prior to the cyclone).

Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

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

The six months following the storm have been filled with frustration and nagging.

When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

Since January we repeatedly asked about catchpit clearing, because from our perspective, certain drains seemed problematic with high water levels, even when there had been no rainfall. Waka Kotahi were responsive, but eventually pointed out that Auckland Council need to conduct a proper inspection of the underground pipes, as they believed they were 'compromised'.

Auckland Council Healthy Waters finally commissioned a CCTV inspection and flushing of the pipes along a section of The Strand, which was completed in the latter part of June. Council have reported that there was a build-up of silt in the pipes, and in certain sections they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

It has taken nearly six months to validate our initial observations, but where to now?

Only a section of The Strand has been completed. Some feeder roads (165-132 The Strand, plus Tennis Lane have still not had a pipe inspection since the floods. Late August we were advised that there are ongoing investigations along The Strand, and that the pipes were last cleared in one of the sections in May 2022 (and nothing since January this year)?

There is no clarity to an ongoing schedule, or how the ageing infrastructure is going to be dealt with, but several references from council staff to the fact that there are 'not sufficient funds'.

So all in all the response has been very slow and our businesses have no clarity moving forward.

We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

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

First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the consultation document of the potential timing of the programme.

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

We agree with your four key objectives for managing flood risks (ie reduce existing flood risks, avoid creating new flood risks, raise people's awareness of flood risks and be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and **for the basics to be treated with priority**. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new entities, the Auckland Council family and Waka Kotahi/NZTA.

6. There are nine possible initiatives outlined in Making Space for Water (the Consultation Document)

Operations and maintenance	*Increased maintenance*
	Flood intelligence
Neighbourhood solutions	*Community-led flood resilience*
	Stream rehabilitation
	Rural settlements
	Culvert and bridge upgrades
	Blue-green networks
Site specific interventions	*Overland flow path management*
	High risk properties

Auckland Council's initial budget suggests it will cost $1.65 billion to deliver them and will require additional rates from Aucklanders. The Consultation Document asks: "Do you have any comments on the initiatives?

Increased maintenance
This involves keeping the stormwater network ready to handle lower-level flooding events. It involves increased street sweeping and catchpit clearing that can help keep the stormwater network flowing and reduce the risk of localised flooding. It's especially important in urban areas where hard surfaces like roads, footpaths and driveways mean there is nowhere else for the water to go.

We support the initiatives to: (a) undertake more frequent street sweeping, targeting higher risk and heavy leaf-fall areas; (b) more frequent catchpit cleaning (at least three times a year in high risk areas, and twice a year everywhere else; (c) network upgrades, such as building catchpits with bigger inlets; and (d) targeted public overland flow path management and stream clearance.

We have been very concerned by media reports that plans were underway at Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake 'smarter' approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several business premises being flooded.

Flood intelligence
This involves investing in planning and modelling tools to understand flood patterns and assess future risk. Having detailed and robust data will help Auckland Council respond to storm events as they happen and also help provide good advice about flood risk for new developments.

We support the initiatives to: (a) incorporate data from recent storms into flood maps; (b) enhance hotspot monitoring technology, and explore systems for early warning alerts; (c) share information with the public via a Flood Viewer tool to improve flood hazard awareness.

However, much of this information is already available (such as flood plain maps) and has been for years, but their existence and the risks they highlight do not appear to have been translated into more regular focused maintenance (for example, more frequent street sweeping, leaf fall collection and catchpit cleaning that targets higher risk areas).

Community-led flood resilience
This involves ensuring Aucklanders know what to do before, during and after a flood, and are active in managing their own risks. The Consultation Document notes that local knowledge is invaluable for flood management and that empowering communities to become the guardians of their stormwater and waterways can help to tackle potential flood risks before they occur. This needs to happen safely, in conjunction with the Councils operations and in a manner that supports environmental best practices. In addition, when flooding does happen, it is crucial for the public to understand the potential dangers, so that they know what to do to prepare, survive, and to recover.

We support the initiatives to: (a) develop community flood readiness resources, including strategies to manage flood risks at home, and what to do before, during and after a flood; and (b) empower community groups to undertake flood resilience activities, by providing advice, tools and resources (this includes stream and riparian management to restore impacted stream banks).

Stream rehabilitation
This involves rehabilitating critical high-risk streams so that they will be more resilient to floods. The Consultation Document notes that when streams are healthy, they help to move floodwaters safely away from people and property. Weeds, rubbish and erosion can block streams and leave less space for water.

We support the initiatives to: (a) undertake rehabilitation works by council on critical streams, including vegetation management, slope stabilisation. bank battering and stream channel modification to improve the flow dynamics of the stream and reduce erosion; and (b) provide advice to owners with streams on their properties.

Rural settlements
This involves developing flood management solutions for rural communities, marae and papakāinga. The Consultation Document notes that rural settlements have a different flood risk management needs compared to urban areas, especially where rapid growth has changed the flood risk profile for these communities.

Although this does not affect us directly, we understand the initiatives to: (a) identify the specific flood management needs of rural settlements and helping to implement appropriate solutions; (b) build capability of marae as resilient centres and community hubs (this might include physical works to reduce vulnerability to effects of flooding and extreme weather events); (c) provide advice on managing private rural water systems when floods happen, including bores, rainwater tanks and on-site wastewater systems.

Culvert and bridge upgrades
This involves improving the capacity and resilience of critical culverts and bridges. This will allow more water to flow through culverts and under bridges and reduce the risk of blockages from debris floating downstream.

We support the initiative to upgrade the capacity and safety of high-priority culverts and bridges, including expanding the area of inlets and managing downstream effects.

Blue-green networks
This involves creating new open spaces in areas identified as having critical flood risks, feasible stormwater solutions, and wider community benefits. The Consultation Document notes that blue-green networks provide open spaces for water (blue) to flow through the landscape (green) and in heavy storms rainfall collects in these areas reducing risk to people and property. Blu-green networks also provide benefits to their communities (when we make space for water, we also make space for people and nature, with walking tracks, cycleways, trees and wildlife.

We support the initiative to develop new blue-green spaces in the areas where there are serious flooding risks (though this will require detailed analysis of the risk and design suitability of candidates sites).

We also note that the Consultation Document says that this could include stream naturalising, widening and realignment, and replanting of surrounding areas. In some situations it may be possible to look at redeveloping adjacent land with housing built to be protected from flooding. It is expected that this initiative will require the removal of some homes in flood-prone areas and would work in-with the central government process underway that is identifying high-risk 'Category 3' houses.

Overland flow path management
This involves keeping private overland flow path is clear of obstructions. The Consultation Document notes that improving the management of overland flow paths presents the greatest opportunity for flood management in Tāmaki-Makaurau/Auckland. It also notes that overland flow parts need to be kept clear of barriers, like fences, retaining walls, buildings and overgrown vegetation, so that water can move safely through neighbourhoods and that, in most circumstances, it is the responsibility of individual property owners to keep overland flow paths clear, with the actions they take impacting not only their own property but also their neighbours property.

We support the initiatives to: (a) provide information to homeowners, community groups and industry professionals about how to correctly manage an overland flow path on their property, **but note that you have not included commercial property owners and businesses**; (b) provide on site assessment to identify blockages on properties and advise owners of their responsibilities with potential for infringement notices and legal action when necessary; (c) investigate larger scale projects to improve a catchment's overland flow paths, where on-site solutions aren't enough.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

High-risk properties
This involves working with property owners to develop solutions where occupants are exposed to high flood risk. The Consultation Document notes that properties that have been severely affected by flooding are scattered around the region and will need to be dealt with individually. It also notes that in some cases, there may be engineering solutions to mitigate risk from future floods. Where there is no practical or affordable infrastructure solution, the Consultation Document notes that the home may need to be removed and that this process will require careful engagement with property owners and residents, and coordination with central government.

We support the initiatives underway, as part of the Cyclone Recovery process with central government for Auckland Council to identify higher-risk homes and determine appropriate mitigation options. The Consultation Document notes that this work is part of improving flood risk management, and includes: (a) inspection and engagement (site specific visits to identify high-risk properties and practical solutions to mitigate flooding); (b) flood plain management (identifying potential options for land where houses are removed through a property buyout process (this includes connecting into blue-green networks possible redevelopment where land redevelopment makes housing a safe option).

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against future flood damage and are seeking answers from council as to future mitigation.

Funding the improvements

Auckland Council has estimated the total cost of 'Making Space for Water' to be just under $1.6 billion over six years (made up of around $700 million for land acquisition, $500 million of capital investment in improvements to Auckland's networks, and $400 million of operating expenditure to improve service levels). This includes a large proportion for Blue-Green networks which can only go ahead if high-risk properties are removed. To cover the cost of 'Making Space for Water', Auckland Council has the option to introduce a targeted rate. This could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area.

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because "businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

Conclusions

We strongly believe that Auckland Council are partly responsible for the significant damage sustained from the floods on the 27th January, and the reduction in maintenance was ill advised. Some of our businesses flooded several times during 2022, from just 'normal heavy storms', already an indication of the effect of reductions since 2020. The floods of the 27th January **were** unprecedented, but we do not believe the damage would have been as bad, had all the pipes been clear.

We wish to be heard should there be any hearings.

Yours sincerely,

[redacted], General Manager, Parnell Business Association

Storm Recovery and Resilience Consultation #2009

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

Orbit Auckland

Local Board: Waitematā

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

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The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St

Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

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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 six months following the storm have been filled with frustration and nagging. When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

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they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

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First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

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flood risks, avoid creating new flood risks, raise people's awareness of flood risks and

be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and for the basics to be treated with priority. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is

removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints

about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new

entities, the Auckland Council family and Waka Kotahi/NZTA.

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?

INCREASED MAINTENANCE

We support the initiative. We have been very concerned by media reports that plans were underway at

Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the

network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake ‘smarter’ approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt

they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

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business premises being flooded.

FLOOD INTELLIGENCE

We support the initiatives. However, much of this information is already available (such as flood plain maps)

and has been for years, but their existence and the risks they highlight do not appear

to have been translated into more regular focused maintenance (for example, more

frequent street sweeping, leaf fall collection and catchpit cleaning that targets

higher risk areas).

COMMUNITY-LED FLOOD RESILIENCE

We support the initiatives.

STREAM REHABILITATION

We support the initiatives.

RURAL SETTLEMENTS

Although this does not affect us directly, we understand the initiatives.

CULVERT AND BRIDGE UPGRADES

We support the initiative.

BLUE-GREEN NETWORKS

We support the initiative.

OVERLAND FLOW PATH MANAGEMENT

We support the initiatives but note that you have not included commercial property owners and businesses.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

HIGH-RISK PROPERTIES

We support the initiative.

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to

who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for

some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against

future flood damage and are seeking answers from council as to future mitigation.

FUNDING THE IMPROVEMENTS

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as

well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because

"businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

#2009

Storm Recovery
Auckland Council
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Auckland 1142

stormrecoveryconsultation@aucklandcouncil.govt.nz

SUBMISSION TO THE STORM RECOVERY AND RESILIENCE CONSULTATION

The Parnell Business Association welcomes the opportunity to provide this feedback to the Auckland Council Storm Recovery and Resilience Consultation ('Consultation Document'). Link

Introduction

As your Consultation Document notes, in early 2023, the Tāmaki Makaurau / Auckland region experienced a series of extreme weather events, with record-breaking rainfall, floods, landslides and high winds. Tragically, six people lost their lives. Thousands of people have been affected, and homes, businesses, and communities have suffered long-term impacts. Auckland Council is committed to supporting communities recover and prepare for the future.

To address these events, Auckland Council formed the Recovery Office and created an interim recovery plan.

Auckland Council are now developing the Tāmaki Makaurau Recovery Plan and a series of stormwater improvements called 'Making Space for Water' to focus on the longer-term recovery. Auckland Council is seeking feedback on these plans.

The proposed Tāmaki Makaurau Recovery Plan will outline priorities for region-wide and local recovery activities. This plan is a legal requirement to address the repair, regeneration and resilience of the Auckland region.

The Council's Healthy Waters department is developing a series of stormwater improvements called 'Making Space for Water' as part of recovery efforts. Healthy Waters is planning nine initiatives to reduce flood risks and make big improvements to Auckland's stormwater network. They propose to deliver the initiatives over six years including: infrastructure improvements, such as culvert and bridge upgrades; increased stormwater maintenance; empowering our communities to prepare for and increase resilience to flooding; creating blue-green (waterways and parks) networks to allow stormwater to safely pass through urban areas.

Auckland Council is looking for feedback to help develop the Tāmaki Makaurau Recovery Plan and refine the 'Making Space for Water' initiatives, including how the storms affected businesses; what is important for recovery; how Council can better prepare for future extreme weather events; and opinions on the ideas proposed in 'Making Space for Water'.

Our Detailed Feedback

We include below more detailed feedback on your specific questions.

1. How were you, and your local community, affected by the extreme weather events in early 2023?
And
2. Was your business flooded or damaged during the extreme weather events in early 2023?

Parnell, particularly businesses along The Strand and St Georges Bay Rd, suffered enormous damage in the floods of 27th January.

The damage has resulted in insurance claims for hundreds of millions of dollars, some businesses had to close for several months or relocate for a time. Some businesses in Parnell have still not returned to trading. Many of these businesses are high-end home décor and home furnishing, a category of which we are very proud of in Parnell, as a destination driver and distinctive feature of our tenant mix. Many of our landowners are anxious about the future value of their properties and certain tenants are considering relocating – pending feedback from their insurers. Indications we have had from some members thus far are increased premiums, increased excesses and flood exclusions. All of this contributes to a huge cost for business.

Sadly, one of the most consistent comments received from the businesses was that their drains had not been cleaned, and several businesses noted alerting council and other agencies during the course of 2022, when several were flooded before. The Strand has a peculiar set of challenges, being owned by Waka Kotahi, with certain services being provided by Auckland Transport. Intersecting roads such as St Georges Bay Rd fall under the responsibility of Council/Auckland Transport, but some feeder roads (165-132 The Strand, plus Tennis Lane), have the unenviable status of being in a kind of no-mans land. All of this made it extremely frustrating trying to get the drains serviced and cleaned before the second rains and then Cyclone Gabrielle.

Very little assistance was received from council following the 27th Jan.

At the top of lower St Georges Bay Rd, the landowners of no 69 and 79, spent a full night cleaning a blocked cesspit/drain in Alberon Reserve, on the night of Cyclone Gabrielle in order to avoid a repeat of substantial flooding in their tenancies that occurred on the 27th January. The steel grate on the cesspit/drain was damaged from the force of the debri that hit it. Of note is the belief that the drain was blocked pre the storm on the 27th January.

Following the 27th January, several businesses along The Strand called in their own contractors – who validated the concern about the drains, and others even resorted to removing debri and filters from catch-pits themselves, in order to avoid further potential damage from the cyclone. (Waka Kotahi and Auckland Transport did action some remedial work on The Strand prior to the cyclone).

Businesses in Tennis Lane and Carlaw Park near the Tennis arena were also badly flooded, and say they contacted council several times, and were given no help whatsoever. Up until today they have been cleaning the drains themselves.

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

The six months following the storm have been filled with frustration and nagging.

When we finally managed to gather the parties in one room (Waka Kohati, Auckland Transport and Auckland Council/Healthy Waters), what emerged was not only the ridiculous silos within which every organisation operates, but that fact that Auckland Council only clean the catchpits once annually. Apparently the schedule was reduced to annually in July 2020. This is hopelessly inadequate, especially for an area that sits in a flood plain and is subject to significant leaf fall from mature trees in the immediate catchment, combined with ageing earthenware pipes.

Since January we repeatedly asked about catchpit clearing, because from our perspective, certain drains seemed problematic with high water levels, even when there had been no rainfall. Waka Kotahi were responsive, but eventually pointed out that Auckland Council need to conduct a proper inspection of the underground pipes, as they believed they were 'compromised'.

Auckland Council Healthy Waters finally commissioned a CCTV inspection and flushing of the pipes along a section of The Strand, which was completed in the latter part of June. Council have reported that there was a build-up of silt in the pipes, and in certain sections they could not complete the CCTV inspection as the pipes were blocked with silt. This has now all been flushed out.

It has taken nearly six months to validate our initial observations, but where to now?

Only a section of The Strand has been completed. Some feeder roads (165-132 The Strand, plus Tennis Lane have still not had a pipe inspection since the floods. Late August we were advised that there are ongoing investigations along The Strand, and that the pipes were last cleared in one of the sections in May 2022 (and nothing since January this year)?

There is no clarity to an ongoing schedule, or how the ageing infrastructure is going to be dealt with, but several references from council staff to the fact that there are 'not sufficient funds'.

So all in all the response has been very slow and our businesses have no clarity moving forward.

We also understand that there is an additional pipe connection currently under construction under the POAL land, which will hopefully create further capacity for stormwater. It is scheduled to be complete in the first quarter of 2024, and although it will only benefit a section of The Strand, it needs to be completed without delays.

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

First, we do not feel like we have 'recovered' from this year's extreme weather events. Some of our businesses that were affected are still not operating again, with others operating under a 'cloud', fearful of when the next extreme weather event will come (exacerbated by climate change).

Although a storm response fund of $20M was added to the 2023/2024 Annual Budget, as can be seen from the Consultation Document $1.65 billion is needed over the next six years. $20M is a drop in the bucket so we are worried little progress will be made this financial year.

Though we appreciate the response now underway through this consultation, we expect another 9 months until the proposed targeted rate can be set (30 June 2024) and then perhaps another year while contracts are let to do the necessary work. This is simply taking far too long, and there is no transparency provided in the consultation document of the potential timing of the programme.

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

We agree with your four key objectives for managing flood risks (ie reduce existing flood risks, avoid creating new flood risks, raise people's awareness of flood risks and be prepared for flood events.)

However, as we will expand on below, Tāmaki Makaurau Auckland needs to prioritise getting the basics right, like street sweeping and street catchpit/sump cleaning, and **for the basics to be treated with priority**. We also want to see the existing stormwater/wastewater pipe network flushed regularly to ensure any silt build up is removed and we want these networks expanded so they operate optimally to their maximum capacity. It is also important to undertake 'smarter' approaches to these simple measures, with better contract management, monitoring and oversight of these basic services.

The cracks between the silos that operate within the Auckland Council family (eg Auckland Council, Auckland Transport or Watercare) and beyond (e.g. with Waka Kotahi/NZTA) for stormwater/wastewater management and emergency response, also need to be urgently fixed (even for such simple things as who takes complaints about blocked drains and who is then responsible for unblocking them). In this regard, we are very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the silos of these new entities, the Auckland Council family and Waka Kotahi/NZTA.

6. There are nine possible initiatives outlined in Making Space for Water (the Consultation Document)

Operations and maintenance	*Increased maintenance*
	Flood intelligence
Neighbourhood solutions	*Community-led flood resilience*
	Stream rehabilitation
	Rural settlements
	Culvert and bridge upgrades
	Blue-green networks
Site specific interventions	*Overland flow path management*
	High risk properties

Auckland Council's initial budget suggests it will cost $1.65 billion to deliver them and will require additional rates from Aucklanders. The Consultation Document asks: "Do you have any comments on the initiatives?

Increased maintenance
This involves keeping the stormwater network ready to handle lower-level flooding events. It involves increased street sweeping and catchpit clearing that can help keep the stormwater network flowing and reduce the risk of localised flooding. It's especially important in urban areas where hard surfaces like roads, footpaths and driveways mean there is nowhere else for the water to go.

We support the initiatives to: (a) undertake more frequent street sweeping, targeting higher risk and heavy leaf-fall areas; (b) more frequent catchpit cleaning (at least three times a year in high risk areas, and twice a year everywhere else; (c) network upgrades, such as building catchpits with bigger inlets; and (d) targeted public overland flow path management and stream clearance.

We have been very concerned by media reports that plans were underway at Auckland Council to cut spending on stormwater repairs and maintenance shortly before the January floods and that this was the second year in a row that the Healthy Waters division had come up with cuts to stormwater maintenance and repairs as part of budget savings. Link Blocked drains and reduced cleaning of stormwater pipes contributed to the extent of the flooding without a doubt.

We understand that the storm response fund includes $7 million for ongoing maintenance, doubling street sump cleaning frequency, identifying more flooding hotspots as well as inspection and compliance. We also want to see the existing pipe network flushed regularly to ensure any silt build up is removed and we want the network expanded. We must ensure these existing stormwater/wastewater networks operate optimally to their maximum capacity.

However, it is also important to undertake 'smarter' approaches to these simple measures. For example, we have seen extra street sweepers sent to supposedly clean streets only for them to come in the afternoon when the carparks are full and for them to never get anywhere near the curb to actually sweep up leaves. No doubt they have been paid, but they have on these occasions been entirely ineffective. Better contract management, monitoring and oversight of these services is also clearly needed.

We support getting these basics right and them treated with priority. This is a fundamental core service that a council should provide, and should not be subject to short-cuts. In addition, there is no reference in the consultation document to the responsibility of council towards public parks they manage. A lack of maintenance of the cesspits and stormwater pipes in Alberon Reserve in Parnell, led to several business premises being flooded.

Flood intelligence
This involves investing in planning and modelling tools to understand flood patterns and assess future risk. Having detailed and robust data will help Auckland Council respond to storm events as they happen and also help provide good advice about flood risk for new developments.

We support the initiatives to: (a) incorporate data from recent storms into flood maps; (b) enhance hotspot monitoring technology, and explore systems for early warning alerts; (c) share information with the public via a Flood Viewer tool to improve flood hazard awareness.

However, much of this information is already available (such as flood plain maps) and has been for years, but their existence and the risks they highlight do not appear to have been translated into more regular focused maintenance (for example, more frequent street sweeping, leaf fall collection and catchpit cleaning that targets higher risk areas).

Community-led flood resilience
This involves ensuring Aucklanders know what to do before, during and after a flood, and are active in managing their own risks. The Consultation Document notes that local knowledge is invaluable for flood management and that empowering communities to become the guardians of their stormwater and waterways can help to tackle potential flood risks before they occur. This needs to happen safely, in conjunction with the Councils operations and in a manner that supports environmental best practices. In addition, when flooding does happen, it is crucial for the public to understand the potential dangers, so that they know what to do to prepare, survive, and to recover.

We support the initiatives to: (a) develop community flood readiness resources, including strategies to manage flood risks at home, and what to do before, during and after a flood; and (b) empower community groups to undertake flood resilience activities, by providing advice, tools and resources (this includes stream and riparian management to restore impacted stream banks).

Stream rehabilitation
This involves rehabilitating critical high-risk streams so that they will be more resilient to floods. The Consultation Document notes that when streams are healthy, they help to move floodwaters safely away from people and property. Weeds, rubbish and erosion can block streams and leave less space for water.

We support the initiatives to: (a) undertake rehabilitation works by council on critical streams, including vegetation management, slope stabilisation. bank battering and stream channel modification to improve the flow dynamics of the stream and reduce erosion; and (b) provide advice to owners with streams on their properties.

Rural settlements
This involves developing flood management solutions for rural communities, marae and papakāinga. The Consultation Document notes that rural settlements have a different flood risk management needs compared to urban areas, especially where rapid growth has changed the flood risk profile for these communities.

Although this does not affect us directly, we understand the initiatives to: (a) identify the specific flood management needs of rural settlements and helping to implement appropriate solutions; (b) build capability of marae as resilient centres and community hubs (this might include physical works to reduce vulnerability to effects of flooding and extreme weather events); (c) provide advice on managing private rural water systems when floods happen, including bores, rainwater tanks and on-site wastewater systems.

Culvert and bridge upgrades
This involves improving the capacity and resilience of critical culverts and bridges. This will allow more water to flow through culverts and under bridges and reduce the risk of blockages from debris floating downstream.

We support the initiative to upgrade the capacity and safety of high-priority culverts and bridges, including expanding the area of inlets and managing downstream effects.

Blue-green networks
This involves creating new open spaces in areas identified as having critical flood risks, feasible stormwater solutions, and wider community benefits. The Consultation Document notes that blue-green networks provide open spaces for water (blue) to flow through the landscape (green) and in heavy storms rainfall collects in these areas reducing risk to people and property. Blu-green networks also provide benefits to their communities (when we make space for water, we also make space for people and nature, with walking tracks, cycleways, trees and wildlife.

We support the initiative to develop new blue-green spaces in the areas where there are serious flooding risks (though this will require detailed analysis of the risk and design suitability of candidates sites).

We also note that the Consultation Document says that this could include stream naturalising, widening and realignment, and replanting of surrounding areas. In some situations it may be possible to look at redeveloping adjacent land with housing built to be protected from flooding. It is expected that this initiative will require the removal of some homes in flood-prone areas and would work in-with the central government process underway that is identifying high-risk 'Category 3' houses.

Overland flow path management
This involves keeping private overland flow path is clear of obstructions. The Consultation Document notes that improving the management of overland flow paths presents the greatest opportunity for flood management in Tāmaki-Makaurau/Auckland. It also notes that overland flow parts need to be kept clear of barriers, like fences, retaining walls, buildings and overgrown vegetation, so that water can move safely through neighbourhoods and that, in most circumstances, it is the responsibility of individual property owners to keep overland flow paths clear, with the actions they take impacting not only their own property but also their neighbours property.

We support the initiatives to: (a) provide information to homeowners, community groups and industry professionals about how to correctly manage an overland flow path on their property, **but note that you have not included commercial property owners and businesses**; (b) provide on site assessment to identify blockages on properties and advise owners of their responsibilities with potential for infringement notices and legal action when necessary; (c) investigate larger scale projects to improve a catchment's overland flow paths, where on-site solutions aren't enough.

The Auckland Council "family" also needs to take responsibility for overland flows on their properties (such as local parks, streets, etc).

High-risk properties
This involves working with property owners to develop solutions where occupants are exposed to high flood risk. The Consultation Document notes that properties that have been severely affected by flooding are scattered around the region and will need to be dealt with individually. It also notes that in some cases, there may be engineering solutions to mitigate risk from future floods. Where there is no practical or affordable infrastructure solution, the Consultation Document notes that the home may need to be removed and that this process will require careful engagement with property owners and residents, and coordination with central government.

We support the initiatives underway, as part of the Cyclone Recovery process with central government for Auckland Council to identify higher-risk homes and determine appropriate mitigation options. The Consultation Document notes that this work is part of improving flood risk management, and includes: (a) inspection and engagement (site specific visits to identify high-risk properties and practical solutions to mitigate flooding); (b) flood plain management (identifying potential options for land where houses are removed through a property buyout process (this includes connecting into blue-green networks possible redevelopment where land redevelopment makes housing a safe option).

These initiatives need to be extended to include any affected business 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?

We have been particularly concerned about the silos that operate within the Auckland Council family that exacerbate the problems of underfunded stormwater/wastewater management and which also makes emergency responses all the more challenging. At times, there does not seem to be a clear answer as to who in the Auckland Council family has responsibility for core services, such as taking complaints about blocked drains and then unblocking them (e.g. Auckland Council, Auckland Transport or Watercare for waste). Aging combined stormwater and wastewater systems exacerbate the problem. To our frustration, some "roads/intersections" in Parnell appear to be the responsibility of Council, while others are the responsibility of Auckland Transport or even Waka Kotahi/NZTA – and then there are some that fall into being a kind of 'no man's land'. Determining clearly who is responsible has to be a priority. Better still there should be one conduit who takes all complaints and sources the correct department. Businesses should not have to navigate ineffective council silos, and many have just given up.

As previously mentioned, we are also very concerned about further silos being created with the Water Services Reform Programme and the responsibilities for important aspects of stormwater management slipping into the cracks between the new entities, Auckland Council, and government agencies such as Waka Kotahi.

Another issue that hasn't been mentioned is whether Council's responsibility for poor management has opened it up to claims from affected property owners? For example, for some businesses hit hard by the storm events, insurance claims are in the hundreds of millions of dollars and many now face steep premium and excess increases. Some also have exclusions now placed on being able to insure against future flood damage and are seeking answers from council as to future mitigation.

Funding the improvements

Auckland Council has estimated the total cost of 'Making Space for Water' to be just under $1.6 billion over six years (made up of around $700 million for land acquisition, $500 million of capital investment in improvements to Auckland's networks, and $400 million of operating expenditure to improve service levels). This includes a large proportion for Blue-Green networks which can only go ahead if high-risk properties are removed. To cover the cost of 'Making Space for Water', Auckland Council has the option to introduce a targeted rate. This could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area.

In principle, we understand that there will need to be an introduction of a targeted rate to cover the cost of 'Making Space for Water' but believe that this should be ring-fenced for this purpose and transparency provided as to schedules and expenditure.

The options of how this is allocated need to be carefully considered. You have noted that this could be allocated across the region in the same way general rates are applied or could be tiered so that people pay more if significant investment is made in their local area. The second option would be very tricky, as well as unfair along a corridor such as The Strand, as the burden needs to be shared by government as well as council, not to mention a vital corridor for the Ports of Auckland.

In addition, as we have stated with regard to the introduction of other targeted rates, fundamentally, we do not accept the view that a business differential should be applied to targeted rates (or general rates) especially for reasons that "businesses are better able to manage additional costs than residential properties" or because "businesses can claim back GST and expense rates against tax." These reasons do not justify the business differential, particularly for small businesses who make up most businesses in Auckland and in light of the main beneficiaries of such a proposed 'Making Space for Water' targeted rate being residential property owners.

We also ask that the '$400 million of operating expenditure to improve service levels' be broken down further, so there is clarity and transparency as how the funding specifically provides required maintenance and benefits to businesses (or business areas).

Conclusions

We strongly believe that Auckland Council are partly responsible for the significant damage sustained from the floods on the 27th January, and the reduction in maintenance was ill advised. Some of our businesses flooded several times during 2022, from just 'normal heavy storms', already an indication of the effect of reductions since 2020. The floods of the 27th January **were** unprecedented, but we do not believe the damage would have been as bad, had all the pipes been clear.

We wish to be heard should there be any hearings.

Yours sincerely,

[redacted], General Manager, Parnell Business Association

Storm Recovery and Resilience Consultation #2015

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

Property Council New Zealand

Local Board: Waitematā

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?**

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 attached

Property Council New Zealand

Submission on

Draft Auckland Council Future Development Strategy

31/07/2023

For more information and further queries, please contact
[redacted]

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Corporate Sponsors

31 July 2023
Auckland Council
Auckland 1142
Email: futuredevelopmentstrategy@aucklandcouncil.govt.nz

Draft Auckland Council Future Development Strategy

1. Summary

1.1 Property Council New Zealand Auckland Committee ("Property Council") welcomes the opportunity to provide feedback on Auckland Council's draft Future Development Strategy. It is critical to have a robust vision for the future of Auckland, that addresses our cities current challenges around housing supply and affordability while also giving the property sector the confidence to make long-term investment decisions.

1.2 Property Council supports a balanced approach to enabling Auckland's future urban growth. While Property Council welcomes aspects of the Future Development Strategy, such as Auckland Council's intent to support greater urban intensification, we are deeply concerned about many other parts of the draft Future Development Strategy, which seeks to reverse Auckland Unitary Plan decision-making through the proposed restrictions and delays to new greenfield development. This erodes confidence in Council's ability to plan long-term.

1.3 Property Council also has broad procedural concerns about the manner in which the Future Development Strategy was developed. We have been disappointed with the quality of consultation and engagement to date. We are further concerned about the draft Future Development Strategies alignment with central government's National Policy Statement on Urban Development ("NPS-UD") as it fails to provide sufficient development capacity due to the flawed methodology in trying to capture this information.

1.4 In our view, there is a clear need to revise the draft Future Development Strategy. We strongly recommend that Auckland Council pause passage of the Future Development Strategy, in order to re-engage with the property sector and develop a revised Future Development Strategy that better meets Auckland's future needs.

1.5 This document provides Property Councils feedback on Auckland Council's draft Future Development Strategy. Comments and recommendations are provided on issues relevant to Property Council's members.

2. Recommendations

2.1 At a high level, we recommend that Auckland Council:

- Pause the draft Future Development Strategy and instead develop a revised approach;

2.2 In broad terms, a revised Future Development Strategy should:

- Include housing affordability as a policy objective;
- Work with the property sector to establish improved and more accurate development capacity and geographic modelling;
- Urgently reconsider their proposed approach to restricting or delaying greenfield development;

- At minimum continue the greenfield development strategy already established in the Auckland Unitary Plan;
- Reconsider the proposed use of infrastructure triggers and adopt a more flexible approach providing to infrastructure for greenfield developments;
- Use the Infrastructure Funding and Financing Act to fund and finance infrastructure to support new development.

3. Introduction

3.1. Property Council is the leading not-for-profit advocate for New Zealand's most significant industry, property. Our organisational purpose is, "Together, shaping cities where communities thrive".

3.2. The property sector shapes New Zealand's social, economic and environmental fabric. Property Council advocates for the creation and retention of a well-designed, functional and sustainable built environment, in order to contribute to the overall prosperity and well-being of New Zealand.

3.3. Property is Auckland's largest industry. Property provides a direct contribution to Auckland's GDP of $12 billion (12 percent) and employment for 71,940 Auckland residents.

3.4. Property Council is the collective voice of the property industry. We connect property professionals and represent the interests of 351 Auckland based member companies across the private, public and charitable sectors.

4. Procedural flaws with the draft Future Development Strategy

Alignment with NPS-UD

4.1. Auckland Council is legally required by the NPS-UD to develop a Future Development Strategy for Auckland. Section 3.13(1) of the NPS-UD states that:

> "(1) The purpose of an FDS is:
>
> a) to promote long-term strategic planning by setting out how a local authority intends to:
>
> (i) achieve well-functioning urban environments in its existing and future urban areas; and
>
> (ii) **provide at least sufficient development capacity**, as required by clauses 3.2 and 3.3, **over the next 30 years to meet expected demand**; and
>
> b) assist the integration of planning decisions under the Act with infrastructure planning and funding decisions."

4.2. Property Council is deeply concerned that the current approach taken by Auckland Council fails to meet the NPS-UD requirement to provide "sufficient development capacity". For example, we are concerned that the development capacity modelling is not based on feasible developments. We are further concerned that the population growth projection of an additional 520,800 people over 30-years potentially undercooks likely population growth, given continued strong net annual migration of 72,300 in the April 2022 to April 2023 year[1]. Pre Covid

[1] https://www.stats.govt.nz/information-releases/international-migration-april-2023/#:~:text=ended%20September%202022-,Annual%20migration,of%2019%2C300%20(%C2%B1%20100).

Stats NZ figures suggest that 61 per cent of migrants choose to settle in Auckland[2]. Assuming this trend continues post Covid, we could easily hit the Future Development Strategies 30-year population in just under 12 years.

Consultation and engagement

4.3. The NPS-UD sets out specific consultation and engagement requirements for Auckland Council to follow when developing the Future Development Strategy. Examples include the requirements under clause 3.15(1) of the NPS-UD, to "use the special consultative procedure in section 83 of the Local Government Act 2002" and the requirement under clause 3.15 (2)(f) to engage with "the development sector (to identify significant future development opportunities and infrastructure requirements)".

4.4. Property Council has been deeply disappointed with the quality of consultation and engagement to date on the Future Development Strategy. We have previously expressed some of our concerns in a letter to Auckland Council's Manager Growth & Spatial Strategy dated 29 March 2023 – see appendix one. Property Council did not receive a response to this letter.

4.5. As part of Auckland Council's engagement with the development community, the draft Future Development Strategy reports two actions; a survey sent to property developers and a presentation of results to Property Council's Auckland Committee members. We do not agree that a presentation of results should be deemed as viable consultation. Neither of these were satisfactory as the proposal saw deep methodology flaws, such as the "one click" technique which required developers to click on a map of Auckland where they were planning on developing. The one click method could be a development of one house or 1,000 houses – thus entering into guessing game territory. Furthermore, as expressed in our previous letter, we are concerned that the sample size and methodology of the developer survey are not representative of the property sector nor accurately reflect where future development will occur.

4.6. Property Council ran a survey of our Auckland membership and found that 93% of our Auckland based members, who have a current resource consent with Auckland Council (or have had one within the last 6 months) were not contacted to take part in the survey. Our own survey had a sample of 74 member responses. Of which 46 members were developing in the next 10 years, there were 9 projects worth $9 million or less, 11 projects worth between $10-49 million, 8 projects worth between $50-99 million, 7 projects worth between $100-499 million and 11 projects worth more than $500 million.

4.7. These developments are across a wide range of typologies, namely Civic, Commercial, Education, Healthcare, Industrial, Residential (private), Residential (social) and Retail. As such, we strongly suggest that Auckland Council has not forecasted a significant amount of planned future development, especially in non-residential sectors.

Development Capacity Modelling

4.8. Property Council is concerned that the draft Future Development Strategy is premised on flawed development capacity modelling. As currently drafted, it states that there are 2,345,500

[2]https://web.archive.org/web/20170906135112/http://www.stats.govt.nz/~/media/Statistics/Browse%20for%20stats/IntTravelAndMigration/HOTPJun17/itm-jun17-tables.xls

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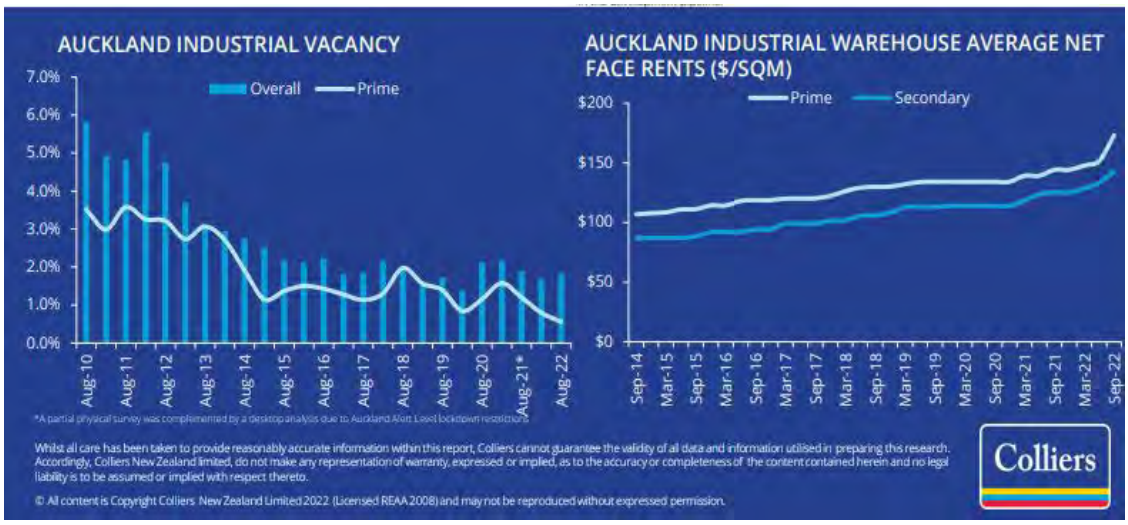
enabled residential dwellings in Auckland and concludes that Auckland has sufficient business and industrial land capacity. In our view, neither of these assumptions are correct.

4.9. Property Council foresees a number of issues with the residential development capacity modelling. To begin with, the 2,345,500 figure in the Future Development Strategy is not based on developments that are feasible or "ready to build". Instead, the residential development capacity modelling is based on "plan enabled" capacity, which is reliant on Plan Change 78. Given that Plan Change 78 is currently non-operative and likely to be subject to significant upcoming revisions, we consider the current modelling to be inaccurate.

4.10. Furthermore, this reliance on plan enabled capacity as opposed to feasible capacity means that in practice, many of the 2,345,500 dwellings referred to in the Future Development Strategy are not economically viable to develop or may not yet have the supporting infrastructure to enable development. Additionally, many sites across Auckland will be on cross-lease, unit title, leasehold land or have other restrictive covenants that will further restrict a developer's ability to intensify.

4.11. Property Council also disagrees with Auckland Council's assumption in the Future Development Strategy that Auckland has "at least sufficient plan-enabled business capacity". In fact, the supply of business and industrial land in Auckland is constrained. This can be seen reflected in the large scale price inflation in industrial rent prices in recent years, and the extremely low vacancy rates for industrial across the Auckland region. Data from Colliers New Zealand, shown in *Table 1* below, highlights that Auckland industrial vacancy rates are notably decreasing and thus with less supply, rents are increasing. Furthermore, Barfoot & Thompson's August 2023 Commercial Insite publication[3] states that "The real upward pressure on rentals has been within the industrial sector. New build industrial rentals are exceeding $200/m2 across the board and vacancy rates remain at all time lows. The simple reality is that Auckland does not have the necessary availability of industrial land. This is unlikely to change".

Table 1: Colliers New Zealand data



4.12. Furthermore, Auckland Council's modelling on plan-enabled business capacity is contingent on a high level of business intensification, that for many business activities may not be practical or

[3] https://view.publitas.com/barfoot-thompson/commercial-insite-august-2023/page/1

economic. For example, the majority of industrial capacity is classified as second storey or above, highlighting a reliance on multi storey industrial developments with high site coverage. For many industrial land users, this may not be practical to do so. Accordingly, Property Council is deeply worried about the inaccuracy of the draft Future Development Strategy methodology that underpins the business and industrial land modelling.

4.13. It is difficult to successfully plan for urban growth over the next 30-years without accurate development capacity modelling. Accordingly, Property Council recommends that Auckland Council should work with the property sector to develop more accurate development capacity modelling for a re-written Future Development Strategy. We note that the property sector successfully collaborated with Auckland Council with development capacity modelling during the 2016 Unitary Plan process, which our members report worked well. Additional changes that negate the decisions made in the Unitary Plan process will increase uncertainty and stifle or halt development in Auckland.

Omission of Housing Affordability as an objective

4.14. Property Council is extremely worried that housing affordability is not a stated policy objective of the draft Future Development Strategy. Recent reports suggest that Auckland is the world's seventh most unaffordable housing market[4], with house prices sitting at 10.8 times the median household income. Increasing the supply of both infill and greenfield development would help alleviate current housing pressures of Auckland residents.

4.15. In our view, not having housing affordability as a policy objective of the Future Development Strategy is a major strategic omission and does not align with the requirement of the NPS-UD to achieve a "well-functioning urban environment" and to provide "sufficient development capacity". It further contradicts Direction 3 of Auckland Council's Auckland Plan, which seeks to shift to a housing system that "ensures secure and affordable homes for all". The Auckland Plan states that "Auckland is experiencing a housing affordability crisis", with one of the key focus areas being to "accelerate quality development at scale that improves housing choices."[5]

4.16. In order to address our deep concern, we strongly recommend that a re-written Future Development Strategy should incorporate housing affordability as a key policy objective. We envisage that there will need to be revisions to the current approach to meeting urban growth, in order to achieve progress on housing affordability. Elements of our preferred approach are outlined in subsequent sections of this submission.

5. Approach to meeting urban growth

5.1. Property Council supports a balanced approach to enabling Auckland's future urban growth and we have long supported cities who look to grow both up and out to meet growth pressures. While Property Council welcomes the intent of Auckland Council to support greater intensification in Auckland, we are deeply worried about the impact of the proposed rollback and delay of greenfield development, as previously planned for in the Auckland Unitary Plan and we are also concerned about the introduction of new infrastructure triggers.

[4]https://www.stuff.co.nz/life-style/homed/real-estate/131564094/new-report-ranks-auckland-seventh-least-affordable-housing-market

[5]https://www.aucklandcouncil.govt.nz/plans-projects-policies-reports-bylaws/our-plans-strategies/auckland-plan/Pages/default.aspx

Urban intensification

5.2. At a principled level, Property Council welcomes Auckland Council's intent to encourage greater urban intensification through the Future Development Strategy. Property Council supports high quality urban intensification, as our members know that it will help Auckland achieve outcomes that meet the city's housing, environmental, social and economic ambitions. However, encouraging urban intensification should not come at the expense of also enabling new greenfield development. Both are required to meet Auckland's current and future population growth as well as housing supply and affordability needs.

5.3. The draft Future Development Strategy references the need for Auckland Council to investigate additional actions to "further enable and incentivise dense, mixed-use development close to optimal centres and rapid transit". This is a proposal that Property Council supports in principle.

5.4. When encouraging urban intensification, it is important that Auckland Council develops a planning and regulatory framework that supports high quality urban design and ensures development feasibility. As discussed in Property Council's submissions on Plan Change 78 and on Plan Change 79, we are worried about Auckland Council implementing overly prescriptive planning regulations that we could see resulting in unintended design outcomes that lower the future quality of Auckland's built environment.

5.5. For example, the proposed new Terraced Housing and Apartment Building zone rules restrict height to a six stories maximum. This height limit could negatively impact development feasibility and along with other rules, will also have unintended consequences on urban design. As a result, Auckland's future skyline within this zone could be one dimensional, and without natural variance. It is important that the rules allow for variation, with greatest height in areas with the greatest accessibility. Greater heights should be encouraged along transport corridors and close to amenities such as Train Stations.

5.6. Another example is the negative impact that Plan Change 79 will have on both development yields and Auckland's natural environment. We opposed the majority of Plan Change 79 provisions, as in our view the proposals will result in loss of amenities through requiring more concrete for onsite loading zones, parking and accessways which will decrease site yields and result in 'wasted space' that could have been used to enhance amenity values such as installing gardens or greenery. There is a clear link between the Future Development Strategy and the aforementioned Plan Changes, as the future planning framework for Auckland will have a major impact on the patterns of development that Auckland experiences.

Greenfield development

5.7. Property Council is deeply concerned about the proposed approach to restricting or delaying greenfield development and introducing infrastructure triggers in the draft Future Development Strategy. In broad terms, we are worried that this will impact housing supply and affordability, as well as further tightening the supply of business and industrial land across Auckland. We have outlined our concerns relating to restricting or delaying greenfield development in more detail below.

Loss of Future Urban Land

5.8. Through the 2016 Auckland Unitary Plan process, Auckland Council had identified around 15,000 hectares of Future Urban Land across Auckland, where greenfield development would

be enabled. At the time, it was estimated that this land could accommodate approximately 137,000 homes and 67,000 jobs. As of March 2023, around 33 per cent of identified future urban land has now been live zoned. We understand that many of the remaining areas of identified future urban land has been purchased with an intent to develop in the future.

5.9. Auckland Council is now proposing in the draft Future Development Strategy to make significant changes to established areas of future urban land, that will roll-back already planned for developments. Auckland Council is seeking to remove four selected areas of future urban land (Hatfields Beach stage 2, parts of Kumeū-Huapai-Riverhead, Takaanini and parts of Drury-Ōpaheke), investigate the potential removal of additional areas of future urban land and to delay the live-zoning of significant amounts of the remaining areas of future urban land.

5.10. The loss of the aforementioned areas of Future Urban Land, along with the significant market uncertainty of the "under investigation" label, and the delay to live-zoning many of the remaining areas of Future Urban Land, will halt or delay a significant number of much needed new developments across Auckland. At a time when Auckland desperately needs to be increasing our housing supply, particularly of affordable housing, and streamlining development, the draft Future Development Strategy may take us backwards.

Natural hazards and climate change

5.11. Auckland Council argues in the draft Future Development Strategy that by restricting or delaying future urban land, that this will remove areas with natural hazard risk from development, reduce transport emissions, reduce infrastructure cost pressure on Council and support a more compact urban form. Property Council does not agree with this characterisation of greenfield development.

5.12. Property Council firmly believes that a more nuanced approach to greenfield development is needed. In our view, Auckland Council has not accounted for the potential for private infrastructure financing to reduce the cost pressure of new infrastructure, nor the ability for engineering, planning and infrastructure solutions to address many of the natural hazard risks that may be present on existing future urban land.

5.13. Well-planned greenfield development, can mitigate climate change and deliver appropriate housing typologies that may not be able to be delivered within the existing built environment. High quality greenfield developments can also help support Auckland's climate adaptation, by redirecting water flow through infrastructure and incorporating best practice in terms of planning for communities with access to transport linkages and housing closer to future amenities and employment opportunities.

5.14. Property Council members that we surveyed were concerned about the impact that the Future Development Strategy could have on their developments. In a multi-choice question, only 16 per cent of member respondents would continue their developments as planned with the Future Development Strategy. Around 58 per cent of member respondents said that they would have to "re-evaluate the feasibility of development projects". Our survey member respondents report that they would have to scale down some of their projects (18 per cent) or scale down all of their projects (9 per cent). Concerningly, 24 per cent of our member respondents report that they would have to halt some of their projects, with 2 per cent being forced to halt all of their projects.

Business land

5.15. The roll-back and delay to future urban land across Auckland will also have a harmful and negative effect on Auckland businesses. Planned developments that are at risk of being cancelled on existing future urban land are not only residential, but there is also a significant amount of business and industrial developments in the pipeline. These developments are critical for the economic future of Auckland and will serve as major employment hubs for Auckland residents.

5.16. Property Council does not agree with the modelling in the draft Future Development Strategy that seeks to portray a sufficient business and industrial land capacity. Without continued access to future urban land, we are at risk of losing planned commercial developments. This will not only reduce future employment opportunities for Auckland residents but will also further create incentives for business (especially more land intensive businesses) to leave the Auckland region for other urban centres with greater availability of developable business and industrial land.

Way forward for greenfield development

5.17. In order to address our concerns, Property Council recommends that Auckland Council urgently reconsider their proposed approach to restricting or delaying greenfield development. We recommend that a revised approach should at minimum continue the greenfield development strategy already established in the Auckland Unitary Plan and incorporate principles around housing affordability into the re-written Future Development Strategy. This should be done in collaboration with the development sector to ensure that a revised approach to greenfield development incorporates transport and infrastructure capacity, and the ability for alternative funding and financing to enable new housing supply.

Infrastructure triggers

5.18. Auckland Council is also proposing to introduce new infrastructure trigger requirements which will restrict the development of the remaining areas of future urban land. In practice, these infrastructure triggers will further delay live zoning of future urban land until Auckland Council determines that they are ready to put in place the required infrastructure to support the new development.

5.19. Property Council is concerned that the proposed approach to infrastructure triggers is overly blunt and will have the practical effect of further delaying significant amounts of new development by sequencing delays. It is vital that Auckland Council sequences the establishment of new infrastructure in a manner that gives confidence to the property sector to invest in Auckland.

5.20. We recommend that Auckland Council reconsiders the proposed use of infrastructure triggers and adopts a more flexible approach to infrastructure for greenfield developments in a re-written Future Development Strategy. In our view, a more flexible approach would entail working with the property sector as well as central government to identify opportunities for private provision of key infrastructure to support development where possible.

5.21. We are also worried that the draft Future Development Strategy is largely silent on how capacity upgrades and new infrastructure to support development will be funded and delivered. For

years, Property Council has encouraged local government to investigate alternative funding and financing mechanisms to help better balance council books.

5.22. Central Government has provided the Infrastructure Funding and Financing Act ("IFF") to fund major infrastructure investments. Property Council supports, in principle, the Special Purpose Vehicle ("SPV") funding model as set out in the IFF Act. SPVs makes the cost of new infrastructure more transparent, improve intergenerational equity by spreading the cost over a sustained time period and also unlock additional investment in much needed infrastructure. We recommend Auckland Council use the IFF to fund and finance infrastructure to support development in order to speed up new development, in a re-written Future Development Strategy.

6. Conclusion

6.1. Property Council welcomes the opportunity to submit on Auckland Council's draft Future Development Strategy. In our view, there is a clear need to revise the draft Future Development Strategy. We strongly recommend that Auckland Council pause the Future Development Strategy, in order to re-engage with the property sector and develop a revised Future Development Strategy that meets Auckland's future needs.

6.2. We believe a more balanced approach to meeting urban growth is needed. While we welcome aspects of the Future Development Strategy, such as Auckland Council's support for encouraging greater urban intensification, we are deeply concerned about proposed restrictions, infrastructure triggers and delays to greenfield development. Property Council also has broad procedural concerns about the manner in which the Future Development Strategy was developed and believes that more accurate data collection is required.

6.3. Property Council members invest, own, and develop property in Auckland. We wish to thank Auckland Council for the opportunity to submit on the draft Future Development Strategy, as this gives our members a chance to have their say in the future of our city. Any further enquires do not hesitate to contact [redacted], Advocacy Advisor, via email [redacted] or cell: 021410787. We wish to be heard in support of our submission.

Yours Sincerely,

[redacted]

Auckland Committee Chair

Property Council New Zealand

Auckland Council
29 March 2023

Re. Future Development Strategy

Dear Auckland Council,

Thank you for attending Property Council's recent Auckland Regional Committee meeting and providing our Committee with an update on the Future Development Strategy workstream. We value our strong working relationship with Auckland Council and appreciate the proactive engagement on this topic.

We would like to highlight our concern regarding the validity of the recent developer survey results. As our verbal comments illustrated, we are concerned that the sample size and methodology of the developer survey are not representative of the property sector nor accurately reflect where future development will occur.

For example, the survey targeted developers who had multiple consents with Auckland Council. We believe this to be flawed. Many developers will establish special purpose vehicles for each development (under different company names) and thus would not have been contacted by the Council to complete the survey.

We are also concerned that the survey asked member to 'click' on a map, where they were planning to develop in the future. This is a concern given one click could represent one house or one click could represent a development of thousands of houses. There is no ability to distinguish between development scale using a one-click system. We believe that the one-click model is flawed, given the size and scale that development can be. Furthermore, it is important to differentiate not only by number of units, but also by value of units to ensure an effective and representative sample of developments across Auckland.

Property Council also notes that the survey asked respondents to place where are they are likely to develop, not where they would like to develop if conditions and zoning permitted. In all likelihood, this will have swayed results to particular parts of the city that currently permit development.

In our view, the survey results are unlikely to be applicable for determining future development patterns across Auckland. We would appreciate that this work programme be extended to a wider range of developers and incorporate individual verbal discussions to better understand the size, scale and location of future developments in Auckland.

Property Council remains interested in the Future Development Strategy workstream, given its long-term role in shaping policies that will influence Auckland's future built environment. We would like to remain involved in engagement on this topic moving forward and look forward to working with your team and the wider Auckland Council group on this matter.

For further information, please do not hesitate to contact Logan Rainey Advocacy Advisor, via email: Logan@propertynz.co.nz or cell: 021410787.

Yours sincerely,

Martin Cooper - Auckland Regional Chair

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Submission on

Draft Auckland Council Making Space for Water

31/08/2023

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Property Council New Zealand

31 August 2023
Auckland Council
Auckland 1142
Email: akhaveyoursay@aucklandcouncil.govt.nz

Draft Auckland Council Making Space for Water

1. Summary

1.1 Property Council New Zealand Auckland Committee ("Property Council") welcomes the opportunity to submit on Auckland Council's draft Making Space for Water proposal, as part of the Storm Recovery and Resilience consultation. Comments and recommendations are provided on issues relevant to Property Council's members.

2. Recommendations

2.1 At a high level, we recommend that Auckland Council:

- Engages with stakeholders, including Property Council, to further develop the proposed initiatives; and
- A second stage of public consultation on Making Space for Water occurs, as indicated in the consultation document.

3. Introduction

3.1. Property Council is the leading not-for-profit advocate for New Zealand's most significant industry, property. Our organisational purpose is, "Together, shaping cities where communities thrive".

3.2. The property sector shapes New Zealand's social, economic and environmental fabric. Property Council advocates for the creation and retention of a well-designed, functional and sustainable built environment, in order to contribute to the overall prosperity and well-being of New Zealand.

3.3. Property is Auckland's largest industry. Property provides a direct contribution to Auckland's GDP of $12 billion (12 percent) and employment for 71,940 Auckland residents.

3.4. Property Council is the collective voice of the property industry. We connect property professionals and represent the interests of 351 Auckland based member companies across the private, public and charitable sectors.

4. General comment on Making Space for Water

4.1. Property Council believes in the importance of local government, central government and the private sector working together to develop solutions that build future resilience into our city and mitigate future flood and natural hazard risk across Auckland. To that end, we welcome Auckland Council's intent with Making Space for Water. We are conscious that the proposed initiatives in the consultation document appear in their early stages of development and are not ready to be implemented. We are aware that subsequent to the consultation document

being released, Auckland Council reached an in-principle decision on a cost sharing agreement with the Crown[1].

4.2. Property Council has already provided a letter offering our assistance with the Making Space for Water program to Auckland Council's General Manager Healthy Waters on 07 June 2023 and we remain available to engage with Auckland Council as this workstream progresses in the future.

4.3. As Auckland Council progresses work in this space, Property Council recommends that detailed engagement with stakeholders including Property Council occurs. Once more sophisticated project plans and costings have been developed, and further details are publicly provided on the Crown funding arrangements, we further recommend that a second stage of public consultation occurs, as indicated by Auckland Council.

5. Flood mitigation approach

Project objectives

5.1. Auckland Council has proposed the following project objectives for Making Space for Water:

I. Reduce existing flood risks;
II. Avoid creating new flood risks;
III. Raise peoples awareness of flood risks; and
IV. Be prepared for flood events.

5.2. It is important for Auckland Council to apply these draft objectives in a flexible and pragmatic manner. For example, given the geographic size and scale of Auckland, there will need to be a level of prioritisation towards Auckland Council's investment in flood mitigation, as it will not be possible to prevent all localised instances of flooding. Allowing for flexibility, will help prevent unintended consequences from occurring.

5.3. We believe that the project objectives should be practically applied in a way that prioritises flood mitigation for areas with key infrastructure (such as motorways, railways or public transport routes). Key infrastructure is critical for the resilience of the region, especially during times of extreme weather events.

5.4. Flexibility is also critical to ensure that we do not turn the tap off on future development. There is also ability for engineering, planning and infrastructure solutions to address many of the natural hazard risks that may be present on a particular site. For example, developers currently undertake flood mitigation on particular sites to reduce adverse effects to the development and/or adjacent site. There is a risk that without flexibility, undue loss of potential new housing supply across Auckland could occur, as a result of otherwise developable sites (with appropriate infrastructure) having development restrictions placed upon them.

Alignment to other Auckland Council workstreams

5.5. In our view, a successful flood and natural hazard mitigation plan for Auckland will require joined up thinking between local government, central government and the private sector. There will need to be strong alignment between Making Space for Water and the ongoing work to

[1] https://ourauckland.aucklandcouncil.govt.nz/news/2023/08/auckland-council-agrees-in-principle-to-cost-sharing-deal-with-government/

revise Plan Change 78, Plan Change 79 and implement the National Policy Statement on Urban Development ("NPS-UD").

5.6. We would also like to see alignment between Making Space for Water and the upcoming Long Term Plan process, as well as with the new infrastructure proposed for the Investment Priority Areas ("IPAs") and funded by development contributions. Property Council also sees the need for greater clarity regarding the role of the future water entity in the Making Space for Water program.

5.7. We note that many of the areas affected by flooding during 2023 extreme weather events happened in areas that had known infrastructure constraints that had not previously been addressed overtime. Collectively, taking a more joined up approach will enable Auckland to address both existing and future flooding risks, while also working to resolve long-standing challenges around housing supply and affordability. approval

5.8. Well-planned developments can help mitigate climate change risks and deliver appropriate housing typologies that meet Auckland's need for affordable housing supply. We note that a lot of newer developments across Auckland, such as the Northcote re-development or Stonefield's development, faired particularly well during the extreme weather events. This is often the result of developments redirecting water flow through infrastructure and incorporating best practice in terms of planning for communities with access to transport linkages and housing closer to future amenities and employment opportunities.

5.9. Given that Auckland Council's proposed Future Development Strategy seeks to restrict new greenfield development, and the lessons from the recent extreme weather events, it is ever more important that Auckland develops a planning framework that enables high-quality intensification in suitable areas. One immediate way that this can be achieved is by enabling greater housing intensification in Metropolitan, Town and Local Centres. Another mechanism is by amending the proposed Terraced Housing and Apartment Building ("THAB") in Plan Change 78 to enable greater height than six stories, where appropriate, and as intended by the NPS-UD.

<u>Proposed initiatives</u>

5.10. Property Council would be interested to understand in greater detail the likely impact on flood risk associated with the proposed Making Space for Water initiatives, and the impact of each initiative on their own. In particular, how these initiatives would leave the city placed for future weather events such as the 'one in one hundred year' flooding that our city experienced earlier this year. The data and modelling underpinning these proposed initiatives would be of interest to us, as we seek to understand the flood mitigation impact of both the package as a whole and each individual initiative, in greater detail.

6. Funding 'Making Space for Water'

6.1. The 'Making Space for Water' consultation document estimated the proposal to cost around $1.65 billion over the next six years, with the intent being to seek central government co-funding and met the remainder of the cost with a new targeted rate. Property Council is conscious that after the release of this consultation document, Auckland Council reached an in-

principle decision on a cost sharing agreement with central government for $2 billion of flood recovery and resilience works[2].

6.2. In principle, Property Council welcomes central government funding for infrastructure and flood mitigation initiatives in Auckland and commends Auckland Council for their work in this space. Given that the consultation document and subsequent funding announcement provides limited information on the costs and project specific details, we support Auckland Council's stated intent to re-consult once more sophisticated project costs and co-funding arrangements details have been developed. We recommend that this occurs as soon as practical.

Proposed use of a targeted rate

6.3. Property Council has long advocated for greater use of alternative funding and financing tools by local authorities, such as targeted rates, Special Purpose Vehicles ("SPVs") as enabled under the Infrastructure Funding and Financing Act or increased asset recycling. In principle, Property Council is comfortable with the option of using a targeted rate to fund Making Space for Water.

6.4. However, our support for a targeted rate is contingent on receiving greater access to more sophisticated project costings and additional public consultation on those figures occurring. We are also open to discussing alternative funding approaches and look forward to providing additional comments on funding in the near future.

6.5. If Auckland Council did adopt a targeted rate approach for funding Making Space for Water, we would favour a tiered approach, as discussed in the consultation document. This would best link the project costs to the geographic beneficiaries of Making Space for Water and better aligns with the user-pay principles we support.

7. Conclusion

7.1. Property Council welcomes the opportunity to submit on Auckland Council's draft Making Space for Water proposal. We support the intent behind Making Space for Water. Property Council recommends that additional engagement and a second stage of public consultation occurs on Making Space for Water.

7.2. Property Council members invest, own, and develop property in Auckland. We wish to thank Auckland Council for the opportunity to submit on the draft Making Space for Water proposal, as this gives our members a chance to have their say in the future of our city. Any further enquires do not hesitate to contact [redacted], Advocacy Advisor, via email: [redacted]

Yours Sincerely,

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[redacted]
Auckland Committee Chair

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Property Council New Zealand

Submission on

Draft Auckland Council Making Space for Water

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31 August 2023
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Draft Auckland Council Making Space for Water

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5.3. We believe that the project objectives should be practically applied in a way that prioritises flood mitigation for areas with key infrastructure (such as motorways, railways or public transport routes). Key infrastructure is critical for the resilience of the region, especially during times of extreme weather events.

5.4. Flexibility is also critical to ensure that we do not turn the tap off on future development. There is also ability for engineering, planning and infrastructure solutions to address many of the natural hazard risks that may be present on a particular site. For example, developers currently undertake flood mitigation on particular sites to reduce adverse effects to the development and/or adjacent site. There is a risk that without flexibility, undue loss of potential new housing supply across Auckland could occur, as a result of otherwise developable sites (with appropriate infrastructure) having development restrictions placed upon them.

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5.6. We would also like to see alignment between Making Space for Water and the upcoming Long Term Plan process, as well as with the new infrastructure proposed for the Investment Priority Areas ("IPAs") and funded by development contributions. Property Council also sees the need for greater clarity regarding the role of the future water entity in the Making Space for Water program.

5.7. We note that many of the areas affected by flooding during 2023 extreme weather events happened in areas that had known infrastructure constraints that had not previously been addressed overtime. Collectively, taking a more joined up approach will enable Auckland to address both existing and future flooding risks, while also working to resolve long-standing challenges around housing supply and affordability. approval

5.8. Well-planned developments can help mitigate climate change risks and deliver appropriate housing typologies that meet Auckland's need for affordable housing supply. We note that a lot of newer developments across Auckland, such as the Northcote re-development or Stonefield's development, faired particularly well during the extreme weather events. This is often the result of developments redirecting water flow through infrastructure and incorporating best practice in terms of planning for communities with access to transport linkages and housing closer to future amenities and employment opportunities.

5.9. Given that Auckland Council's proposed Future Development Strategy seeks to restrict new greenfield development, and the lessons from the recent extreme weather events, it is ever more important that Auckland develops a planning framework that enables high-quality intensification in suitable areas. One immediate way that this can be achieved is by enabling greater housing intensification in Metropolitan, Town and Local Centres. Another mechanism is by amending the proposed Terraced Housing and Apartment Building ("THAB") in Plan Change 78 to enable greater height than six stories, where appropriate, and as intended by the NPS-UD.

<u>Proposed initiatives</u>

5.10. Property Council would be interested to understand in greater detail the likely impact on flood risk associated with the proposed Making Space for Water initiatives, and the impact of each initiative on their own. In particular, how these initiatives would leave the city placed for future weather events such as the 'one in one hundred year' flooding that our city experienced earlier this year. The data and modelling underpinning these proposed initiatives would be of interest to us, as we seek to understand the flood mitigation impact of both the package as a whole and each individual initiative, in greater detail.

6. Funding 'Making Space for Water'

6.1. The 'Making Space for Water' consultation document estimated the proposal to cost around $1.65 billion over the next six years, with the intent being to seek central government co-funding and met the remainder of the cost with a new targeted rate. Property Council is conscious that after the release of this consultation document, Auckland Council reached an in-

principle decision on a cost sharing agreement with central government for $2 billion of flood recovery and resilience works[2].

6.2. In principle, Property Council welcomes central government funding for infrastructure and flood mitigation initiatives in Auckland and commends Auckland Council for their work in this space. Given that the consultation document and subsequent funding announcement provides limited information on the costs and project specific details, we support Auckland Council's stated intent to re-consult once more sophisticated project costs and co-funding arrangements details have been developed. We recommend that this occurs as soon as practical.

Proposed use of a targeted rate

6.3. Property Council has long advocated for greater use of alternative funding and financing tools by local authorities, such as targeted rates, Special Purpose Vehicles ("SPVs") as enabled under the Infrastructure Funding and Financing Act or increased asset recycling. In principle, Property Council is comfortable with the option of using a targeted rate to fund Making Space for Water.

6.4. However, our support for a targeted rate is contingent on receiving greater access to more sophisticated project costings and additional public consultation on those figures occurring. We are also open to discussing alternative funding approaches and look forward to providing additional comments on funding in the near future.

6.5. If Auckland Council did adopt a targeted rate approach for funding Making Space for Water, we would favour a tiered approach, as discussed in the consultation document. This would best link the project costs to the geographic beneficiaries of Making Space for Water and better aligns with the user-pay principles we support.

7. Conclusion

7.1. Property Council welcomes the opportunity to submit on Auckland Council's draft Making Space for Water proposal. We support the intent behind Making Space for Water. Property Council recommends that additional engagement and a second stage of public consultation occurs on Making Space for Water.

7.2. Property Council members invest, own, and develop property in Auckland. We wish to thank Auckland Council for the opportunity to submit on the draft Making Space for Water proposal, as this gives our members a chance to have their say in the future of our city. Any further enquires do not hesitate to contact [redacted], Advocacy Advisor, via email: [redacted].

Yours Sincerely,

[redacted]

[redacted]

Auckland Committee Chair

[2]https://ourauckland.aucklandcouncil.govt.nz/news/2023/08/auckland-council-agrees-in-principle-to-cost-sharing-deal-with-government/

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Storm Recovery and Resilience Consultation #2016

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

Suncorp New Zealand

Local Board: Waitematā

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?**

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 attached

Vero Insurance New Zealand Limited
Asteron Life Limited

Vero Centre
Level 13, 48 Shortland Street
Auckland CBD 1010
Private Bag 92120, Auckland 1142
Telephone: 09 363 2222

31 August 2023

Auckland Council - Storm Recovery
Private Bag 92300
Victoria Street West
Auckland 1142

By email: stormrecoveryconsultation@aucklandcouncil.govt.nz

Making Space for Water – Storm Recovery and Resilience Consultation

Suncorp New Zealand is part of Suncorp Group, a trans-Tasman insurance and financial services company. In New Zealand, Suncorp operates through Vero, which underwrites personal, commercial, corporate, rural and marine insurance through brokers and corporate partners, and AA Insurance (a joint venture between Vero and the New Zealand Automobile Association).

Insurance plays a vital role in the local economy, not just through the payment of claims and support in recovery from loss, but in ensuring the stability of the financial system and mortgage lending. In the 12 months to 30 June, Suncorp New Zealand has supported its customers through payment of $2,491 million in claims, including $468 million for the Auckland Anniversary Floods and Cyclone Gabrielle.

While only a few areas of Auckland are at high risk of repeated flooding, overall flooding is the most common natural hazard risk facing most of Auckland.

Broadly, Suncorp New Zealand supports the proposed initiatives around making Auckland more resilient to flood outlined in the Storm Recovery and Resilience Consultation. Please see our feedback below.

A focus on resilience supports a well-functioning insurance market in Auckland

To provide insurance to customers, Suncorp relies on the support of global reinsurers, who take on a portion of our risk in exchange for reinsurance premiums that we pay to them. The operation of the global reinsurance market allows risk to be spread around the world, meaning New Zealand insurers can rely on money flowing from international markets following a major event like the Auckland floods. Maintaining the trust of reinsurers is essential to the sustainability of insurance in New Zealand.

Reinsurers are interested in New Zealand's efforts to better understand its flood and storm risk. They are also closely monitoring central and local government efforts to take mitigating action against future events.

The successful delivery of storm resilience plans in Auckland and in other parts of New Zealand will support the ability of private insurers to continue to access reinsurance over time, which will in turn support the availability and affordability of insurance cover for Kiwis.

Priority should be given to maximising Auckland's existing water management capacity

While Suncorp New Zealand supports all the initiatives in the Making Space for Water plan, we consider that urgent priority should be given to initiatives that will maximise the capacity of Auckland's existing water management systems.

Auckland's current infrastructure has a limited capacity to deal with water. In our experience of the recent flooding, deferred maintenance such as blocked culverts or streams and obstructed stormwater drains reduced the capacity of the city's infrastructure to cope with flooding. The initial priority of the Making Space for Water programme should be to maximise this capacity by ensuring that the city's water management systems are clear and well-maintained.

See Appendix 1 for two short case studies that show instances where minor alterations to a property or investment in infrastructure mitigated potential flood risk.

Suncorp New Zealand is willing to meet with Auckland Council to discuss how its insights and data around insurance claim patterns in areas of identified high risk and/or existing flood mitigation infrastructure might support future work.

Prevent the problem from worsening

In our view, more weight should be given to preventing the continued development and construction of high-risk properties.

Auckland Council's flood intelligence agenda is also critical. Investment into understanding the geology of Auckland, making these insights front and centre in planning processes to prevent more high-risk development, and ensuring that homeowners can access information about their own risk and any possible mitigation activity they can take to ensure the continued insurability and value of their assets, is needed.

Future-proofing is an important component of resilience planning initiatives

Suncorp commends the Council for placing a focus on resilience planning and maintenance. Investment into the development and maintenance of stormwater capacity can make a significant difference to the outcome of flooding events, and Suncorp supports current and future administrations bedding in commitments to this work.

We commend Council on this programme of work and welcome further discussion with Auckland Council on its flood resilience programme and insights of value that our business could add.

Yours sincerely,

[redacted]

[redacted]
Manager, Government Relations
Suncorp New Zealand

Appendix: Case Studies

West Auckland fencing

In 2021, properties in Kumeu suffered considerable flooding. The total claims costs for these properties exceeded $800,000.

Prior to this event, the fence at the rear of the property was corrugated iron and went all the way to the ground, effectively damming the excess water within the surrounding area. They also had debris in the stormwater drain which slowed the flow of water.

During the event, one of the unit owners removed sections of the fence, which allowed water to drain very quickly to the lower area along its natural flow path. When this fence was reinstated, the owners raised the bottom to allow clearance for the water to run along its natural path and as a result no flooding occurred in either the 2023 Auckland Anniversary Weekend Event or Cyclone Gabrielle.

Plimmerton

Flash flooding in the Karahena area of Plimmerton in late 2020 affected over 60 homes and closed State Highway 1 for several hours. Among the homes, some were flooded for the second or third time in recent years.

Porirua City Council has implemented $17.9m of targeted infrastructure upgrades including a Park Pump Station, steam improvements, and new diversion to mitigate flood risk for 50 households. The Council engaged with insurers via the Insurance Council of New Zealand during the planning stages to ensure realised benefits for residents. The upgrades will largely eliminate flood risk to all homes in the area during a 1 in 30-40 year event. There is residual risk during a 1 in 100-year event for approximately a dozen properties.

Porirua City Council is also encouraging house raising for the most vulnerable homes.

Storm Recovery and Resilience Consultation #2021

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

Drowning Prevention Auckland

Local Board: Waitematā

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?**

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 attached

SAFETY COLLECTIVE
TĀMAKI MAKAURAU | AUCKLAND

30 August 2023

Via e-mail

[redacted],
Chief Executive,
Drowning Prevention Auckland,
[redacted],
Saint Marys Bay
Auckland 1011.

Tēnā koe [redacted]

The Safety Collective Tāmaki Makaurau is a collaboration of strategic regional partners that seeks to reduce unintentional injuries and deaths and their impact on the lives of Aucklanders. We support increased integration of evidence-based water safety and drowning prevention strategies to enhance Auckland Council's efforts to keep Aucklanders safe and thriving.

As a valued partner we acknowledge your recent submission to Auckland Council on the 'Storm Recovery and Resilience Consultation.' We believe Drowning Prevention Auckland and the water sector have a key role to play in supporting Auckland Council's efforts in the Storm Recovery and Resilience response.

The provision and use of evidence-based strategies, policies and practices are crucial to ensure environments provide adequate protection to community members to minimise the risk of drowning at all times, not just during an extreme weather event. In particular we acknowledge the drowning risk to children and children can drown in as little as 40mm of water. This must be a key consideration in planning and ongoing management of grey water areas moving forward.

The following partner organisations endorse your submission: The Accident Compensation Commission (ACC), Safekids Aotearoa, and Hone Hato St Johns.

Ngā mihi nui,

[redacted]

[redacted]
Senior Advisor,
Safety Collective Tāmaki Makaurau.

Auckland Council

Attention: Storm Recovery

stormrecoveryconsultation@aucklandcouncil.govt.nz

21 August 2023

To the Recovery Office and Healthy Waters teams

Thank you for the opportunity to provide our input and expertise to the Storm Recovery and Resilience Consultation.

Drowning Prevention Auckland (DPA) has a mission of preventing drowning through education, research, and advocacy. Through our preventative intervention approach, we provide drowning prevention education initiatives which are responsive and meet the needs of our diverse population in Auckland. We work collaboratively with many groups and provide both leadership and advocacy for the Auckland aquatic sector as well as facilitating and executing delivery across education, community, and workplace groups.

Cyclone Gabrielle, in February 2023, resulted in six drowning fatalities throughout New Zealand, three in Tāmaki Makaurau/Auckland (WSNZ, 2023). Our observation of behaviours during this unprecedented weather event was that we were lucky that this loss of life wasn't higher.

We would like to positively acknowledge this focus from Auckland Council as international events do show that flooding is becoming more prevalent (Sindall et al., 2022), and communities need to be prepared with knowledge about swift water, how to prepare for a storm disaster like this and what could be in a grab bag to assist and increase their chances of survival. These preventive measures are best supported by Council driven safety and resilience measures that reduce the likelihood and prevalence of swift water.

This submission responds to the Storm Recovery and Resilience documents from a drowning prevention perspective, to minimise preventable loss of life through drowning in any further flooding events.

DPA notes the minimal mention of prevention of drowning in the consultative document.

This submission focusses on questions 5 (how Tāmaki Makaurau can be more prepared for events like these in the future), 6 (comments on the nine possible initiatives outlines in Making Spaces for Water) and 7 (other important activities in managing floods).

Community-led flood resilience

We support the intent of ensuring Aucklanders know what to do before, during and after a flood, and are active at managing their risks.

Alongside community flood readiness resources, we request that Council work in conjunction with water safety experts to develop, provide, and promote evidence-based and consistent **flood safety messaging and education initiatives**. Education should include flood risk perceptions, dangers of entering floodwaters for reasons including for recreational activities, to reach a destination, to retrieve property, livestock, or pets; or to rescue someone, and driving through flood water (Petrucci, 2022; Hamilton et al., 2016; Peden & Franklin, 2019). We would also encourage that this education is made available to disaster response organisations such as NZ Police, FENZ, Civil Defence organisations that we observed in floodwaters with no flotation devices.

Development of blue-green networks.

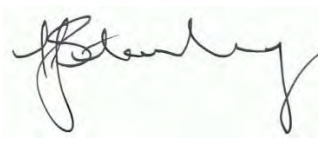
Page 11 of the consultative document refers to one of the reasons of the introduction of blue-green networks to reduce risk to life. Any development that increases waterflow above ground increases drowning risk. In the ten years to 2022, 24 people have drowned in drains and creeks in New Zealand. Children can drown in as little as 40mm of water. If, as stated, the blue-green networks will be introduced in conjunction with open spaces for people with walking tracks and cycleways, we would expect them to be an area where young children could visit and play. Most of the time these networks would remain dry, however during flooding and after rainfall they may become treacherous currents or hold low-lying water. DPA urges Auckland Council to work with our organisation to ensure the increased risks of drowning are mitigated. Strategies could include, but are not limited to, intensive planting, signage, live-time flood signage, local and community education and awareness, and reducing exposure to flood prone areas.

We urge your immediate attention to include these drowning prevention measures when considering storm recovery and resilience to prevent further flood-related drowning fatalities.

Drowning Prevention Auckland is interested in working in partnership with Auckland Council, mana whenua and other stakeholders to achieve a safer Tāmaki Makaurau/Auckland.

Ngā mihi





Nicola Keen-Biggelaar

Chief Executive

Dr Teresa Stanley

Research & Impact Manager

Hamilton, K., Peden, A., Keech, J., & Hagger, M. (2016). Deciding to drive through floodwater: A qualitative analysis through the lived experience.

Peden, A. E., & Franklin, R. C. (2019). Exploring Flood-Related unintentional fatal drowning of children and adolescents aged 0–19 years in Australia. *Safety*, *5*(3), 46.

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Sindall, R., Mecrow, T., Queiroga, A. C., Boyer, C., Koon, W., & Peden, A. E. (2022). Drowning risk and climate change: a state-of-the-art review. *Injury prevention*, *28*(2), 185-191.

Water Safety New Zealand. (2023). *Drowning Insights*. https://www.watersafetynz.org/drowning-insights

Storm Recovery and Resilience Consultation #29

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

Local Board: Whau

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

Not significantly 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?**

Level-headed analysis and reporting, both of events, and of the options for future development.

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

A reminder that the way we have built our community is lacking when it comes to robustness against this sort of event.

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

Invest in the strengthening of infrastructure. But also consider the type of city that we want for the future - e.g. A car-centric society requires more impervious surfaces, which tend to amplify flooding 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 like sensible initiatives, but I wonder if they go far enough. If they are all achieved, and the same sort of flooding event happened, how much more protected would we be?

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 "Long Term" sections seem more "medium term" to me. I would like to have a "Long Term Vision" added which describes the sort of city we want in 50-100 years time, and how these intitiative are a step towards that vision.

Specifically, this "Long Term Vision" would take into account the transition away from fossil fuels and city population forecasts - reducing individual car transport and increasing public transit accordingly.

#29

Storm Recovery and Resilience Consultation #107

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

Local Board: Whau

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

surplus water running down road as drains couldn't cope. Rain infiltration through roof

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?**

n/a

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

improved infrastructure, i.e. better storm drains with increased capacity

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

reduce infill (intensive) housing until sewage and drainage systems are improved and given greater capacity

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?

Rainwater tanks are one way to reduce the amount of rainwater going into stormwater drains, yet the Council seems to have restrictions on installation of these in urban Auckland. I think that the Council needs to address this and perhaps subsidise the installation of such tanks to encourage people to use rainwater wherever possible. A small step, but, in the light of climate change, an important one.

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

Ask Aucklanders to join in teams to clear streams, culverts etc - and make these requests highly visible; many people are unaware how they can help.

Storm Recovery and Resilience Consultation #108

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

Local Board: Whau

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?**

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?**

Stop building more houses in high density areas like Blockhouse bay and new lynn.

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

Give way f or natural streams and open areas. Clean public storm waterways 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?**

Do it in a phased manner so that it is not heavy on taxpayers pockets. The current Spending frenzy Labour Govt has already done enough damage.

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 #126

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

Local Board: Whau

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

My house flooded

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 company

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

upgraded stormwater systems

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

better use of nature based urban design such as more trees for shade, acknowledging where water flows and not relying on engineering based solutions. more funding for climate change mitigation and adaptation. faster policy decisions around things like retreat / defend / abandon areas. get more organied around decision making and how to prioritise what needs to be done, and just accept that some people wont be happy.

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 these

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 listening to developers seeking to profit, start thinking about the long term needs of the Auckland region

Storm Recovery and Resilience Consultation #192

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

Local Board: Whau

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

The roads in my community flooded. My property flooded, I've not yet been able to get anyone to repair my roof which was damaged in the cyclone - they're all too busy with other storm damage. I was very lucky that I didn't need to go to work - I wouldn't have been able to travel.

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?**

I was grateful the damage wasn't worse. And grateful to still have power and water. And grateful that I could take time off work. I know a number of people affected - mostly worse than I was. We supported each other.

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

I am anxious every time there is heavy rain now - I will feel better once the infrastructure has been updated. The 3 waters project makes me even more anxious - I cannot see how people in Wellington will respond to events like this in Auckland.

#192

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

Drains would help. Better comms at the council - it was very obvious to those of us in West Auckland that there would be flooding by 5pm the Friday night. It was astonishing that Council appeared to not notice.

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 one has spare money right now. But prevention is almost always cheaper than repair - unless you've outsourced your coatings to the Labour Party, in which case I beg, with utmost urgency, that you seek a second opinion.

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 #219

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

Local Board: Whau

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

Our back yards were flooded with water flowing in from off the reserve/park that our properties back onto due to inadequate storm water drainage on the reserve/park (which has been an issue for many years now which the council have failed to fix properly after the storm water drain that was there was covered over when the reserve/park went through the "DAYLIGHTING" construction) and the creek rising and over flowing with water as it could not cope with the amount of water flowing through the creek and also down its sides cause the banks of the creek to collapse and be washed away.

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. still waiting for council to act.

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

For council to fix the problem properly so that flooding doesn't keep occurring every time it rains

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

Fix the problems as they arise or brought to councils attention & check when it rains that the fixes put in place are working

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 pay enough now for rates and see very little for what we've paid. No more rates increases !!!!

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


#219

Storm Recovery and Resilience Consultation #247

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

Local Board: Whau

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

WHERE WE ARE IN GREENBAY THE WORST FOR US WAS THE INABILITY OF THE STORM WATER DRAINS TO COPE WITH THE AMOUNT OF WATER . FENCE DAMAGE DUE TO WIND

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 neighbours

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

for us personally and my next door neighbour . The only problem was dealing with insurace company

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

the main one I think is to upgrade the storm water systwm . Which to my mind should have been done years ago also with some houses and other buildings in particular should never have been built in certain locations as this whole weather system has been predicted for 150 to 200 years .

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'm afraid that just raising rates will not work . The average ratepayer has had enough . So much m,oney has been wasted by this council and previous councils on nutty projects like cycle lanes trees for babies , the inordanant amount of road humps and the eye watering amount spent on concultants ect. And the mind boggling amount of extra clerical staff because of council owned businesses like A.T. and the others

There soon will not be any ratepayers left in Auckland as they will have been priced out of the city and as rental property is so dear then it will be back to the 1850's with most living in rat invested slums and the few rich lording it .

Most of the peoblem is logical and can be easily fixed with better management of storm drains and council getting rid of all the businesses it is upholding and hire it;s own staff to do the waterways and maintennce upkeep .

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

#247

Storm Recovery and Resilience Consultation #275

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

Local Board: Whau

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

My own home lost power and water and the street I live in was flooded and residents to over a hundred houses had no access due to storm drains being overwhelmed as well as impassable water collection. I work at an

Intermediate school which has a stream in the grounds, the stream suffered severe damage, with blockages, contaminated household rubbish and fence parts from floods. Then again more danger occurred during the cyclone. Stream banks collapsed under weight of blockages and damage about three months later.

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?**

Water supply by tanker, updates on power outages, Facebook community groups. At school eventual support from Auckland council - damage from stream being removed next week.

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

Follow up at school after clearance and access to funding to replant stream banks to stop further erosion, this also affects many household properties who back on to the stream.

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

Invest more in storm drain systems, have better communication channels and known departments or website with clear ways to communicate issues. Spent a long time being sent from one department to another for school issues.

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?**

Provide community workshops to educate what can each person do on their property to protect against future issues.

Storm Recovery and Resilience Consultation #348

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Your feedback

Local Board: Whau

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

No flooding or slips. Extended family member flooded out of 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?**

Gave $ support to AK City

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

Waterways cleared and upgraded.

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

Have appropriate people in AK run through training seasons like the defence forces.

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 but stage introduction to reduce financial burden.

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 #356

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Your feedback

Local Board: Whau

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

It put me into danger due to substandard rental conditions

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?**

The civil defence payment although this needs to be easier to access as some of the call centre staff were absolutely terrible in their business behaviour

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

More action and less talk

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

Clearly mark out with road marlings and signs where potential flooding can occur

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?**

Again, less talk and more action, this money should not be wasted on salaries for executives to sit around the table and talk about 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 #361

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Your feedback

Local Board: Whau

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

Flooding

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?**

having power and water supply

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

To see our local creek being maintained, native plants being planted to support native fauna.

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

To keep regular check ups and cleaning creaks if/when water flow becomes obstructed, muddy or the creak banks erode.

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?

By promoting reporting local ratepayers reporting the problems, and in fixing them involve (youth, schools, correction, business volunteering) groups in the local area.

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

Water drainage systems to be effective

Storm Recovery and Resilience Consultation #434

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Your feedback

Local Board: Whau

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

Our property at ** portage rd was damaged due to the amount of water being directed past the rear boundary in the what creek being restricted further down

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?**

That's what we are waiting for

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

When a plan to protect our property is started.

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

Clean out the vegetation blocking the creek and widen the creek as more raIn and infill housing will only endanger our property more

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 problem is and has been known about for years. We have contacted you 5 years ago but nothing has been done that stops the problem

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 only 2 options

1. Stop putting more infill housing

2. Clean out and stabilize the banks of the creek behind our properties.

Storm Recovery and Resilience Consultation #486

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Your feedback

Local Board: Whau

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

No significant impact

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?**

Being able to identify who needs help in our local community

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

Accept that flooding and weather related events will happen as design for 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?**

Put the rates up. Do the job and do it properly. Cry Once

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

Household assistance to install stormwater mitigation devices - streamlined compliance for retention/detention systems. Financial assistant to put them in place

Storm Recovery and Resilience Consultation #493

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Your feedback

Local Board: Whau

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

I was minimally affected. However, my community was quite seriously affected, with some people I know losing their houses and possessions.

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?**

Supporting each other.

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

Knowing that there were plans in place for when this happens again, and knowing that the government is taking climate change seriously.

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

Improving water infrastructure, having clearer plans on how to respond to these 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?**

I support the proposed 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?**

There could be more focus on ensuring that infrastructure is planned more thoroughly to ensure that it doesn't become overwhelmed with the growing city population.

Storm Recovery and Resilience Consultation #529

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Your feedback

Local Board: Whau

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

My community was largely una

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 Council response to fixing things.

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

A celebration or street party focused on climate change initiatives to showcase our resilience to the weather events.

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

Being aware of the drainage and ongoing maintenance of clearing said drains. Better construction with rules in place for concreting and areas that should not be covered by concrete or adequate drainage systems in place to mitigate torrential downpours like in Japan.

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 think this is important in making the city a safe place to live with the environment being taken care of.

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

Unsure.

Storm Recovery and Resilience Consultation #550

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Your feedback

Local Board: Whau

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

Local community was quite impacted especially properties in the vicinity of streams. We got away lightly with water entering garage (on a slope). House was intact.

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 much really. Long wait times with Insurance companies does not help community's morale.

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

Quick claims pay out for properties with Insurance and govt buying out properties in flood prone areas. Storm water upgrades too would help along with pushing put high density initiatives to newer suburbs.

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

Learn from past events and keep communities in the loop with developments.

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 #554

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Your feedback

Local Board: Whau

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

We were fortunate to be spared any harm

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 coming together of people who generously gave of their time and resources to help friends, family and strangers in difficulty

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

Knowing that consent would never be granted for any dwelling or other building on a flood plain.. it troubles me that some agencies are planning to build on flood plains.

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

Having natural spaces to allow flood waters to dissipate safely, and beneficially.

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 need to pay extra rates to build resilience, given that we are likely to see more rainfall events, it is better to pay up and protect our whare and whenua from harm.

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 #568

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Your feedback

Local Board: Whau

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

It was very bad, we have never seen such kind a flooding for twenty years. Some streets were full of water interrupting traffic and thus local residents' daily life been extremely 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?**

Auckland Coucncil sent some rubbish-trucks collecting those wastes after the flooding, thank you for good job.

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

It seemed that Street Sweepers came to our streets more often than before, which has really swept away a variety of falling leaves, dead tree-branches as well as street-rubbish.

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

Many areas in Auckland were planned and bre-uilt for more than thirty or forty years ago, it is the time to re-consider/re-plan those public stormwater system; those individual household also need to be checked/re-developed modern facilities to prevent future flooding or other disasters.

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?

Being one of the Aucklanders, I do not think it is a good idea: instead of showing some real constructional outcomes of Making Space for Water, the Council requires additional rates ahead of this project.

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 is believed that more activities will result in additional rates in the near future.

Storm Recovery and Resilience Consultation #571

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Your feedback

Local Board: Whau

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

Came through with relatively little damage

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?**

Knowing I got of lightly. Just some damage in the garden

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

Am now paying for significant new storm water drainage to be installed at my rental property where they had significant surface flooding but just avoided coming into the house

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

Act now

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 totally support all of these initiatives. Do wonder if taking 6 years to implement will be too slow. And if plans are extensive enough. Many billions more damage may be done in this time frame.

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 have to get real about where we inhabit land - which probably calls for much more dramatic strategic withdrawal.

Stop cutting down mature trees (starting with our volcanic cones) which soak up significant proportions of rain. Extend the urban tree forest into flood prone areas.

Storm Recovery and Resilience Consultation #599

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Your feedback

Local Board: Whau

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

Schools closed, transport affected. Some roads closed but did not really affect us.

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?**

Clear information and proactive decisions from our school was helpful.

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

Would like to see closure for people with red stickered houses. It all seems to be up in the air and is taking far too long, it's unfair on the homeowners and the community.

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

A proper Emergency Management System. Action taken on all sides, including media management. Pre- extreme weather event warnings. Multi agency: Fire crews, Civil Defence, first responders on standby. The Fire department would have been inundated with calls for assistance during the first deluge, that's when state of Emergency protocols should have been activated.

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?

Not impressed with 1, 2 or 3. 4 should be part of maintenance. 6 & 7 seem more pragmatic but would've been great of they were started 20 years ago instead of expensive consultants and high paid councilors.

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 not use volunteer resources to do stream rehabilitation and community led flood resilience? There seems to be a lot of people out of work and losing hope that just need a sense of purpose to get them back on track. Please do not increase the rates again, we can barely survive as it is!

#599

Storm Recovery and Resilience Consultation #623

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Your feedback

Local Board: Whau

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

Our house was millimetres away from getting flooded with the water draining from the adjacent property. Had the rain continued for 2 more minutes with the same intensity, the flood water would have entered our garage and lounge.

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?**

Awareness created around setting up sand bags and bunds has helped us get through subsequent down pours. We also got an additional drain put in to prevent the water from the adjacent property to get collected in our property

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

With the recent surge in new developments, they do provide a rain water detention tank, but this acts only as a buffer, and will be effective only if the storm water drainage system drains away the water effectively.

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

Improved storm water drainage 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?

Good initiatives. There should be more of the Blue green networks

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

Thought to flood prone areas while granting resource consents for new developments

Storm Recovery and Resilience Consultation #624

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Your feedback

Local Board: Whau

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

Property underwater

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. Cursing Mayor Brown

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

Fix and upgrade the council owned retaining walls that border my property

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

Fire the mayor and implement an emergency alert system (or actually use the current one rather than lying about 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?

Natural soakage areas, such as parks would be good. Don’t combine/mix sewage and storm water

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 out the clogged streams and rivers of trash

Storm Recovery and Resilience Consultation #627

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Your feedback

Local Board: Whau

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

Flooded section. Trees down. No power, water, internet or cellphone coverage. Road blocked by slips both ways out

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?**

Supporting each other

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

Repaired roads and infrastructure.

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

Updated structures eg water, waste water, electricity (underground)

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 are high enough. It's time the council was more accountable for how they spend them

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 in fill housing

Storm Recovery and Resilience Consultation #657

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Your feedback

Local Board: Whau

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

Slips some minor some major resulting in road closures and major repairs.

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 contact with neighbours.

Our local community board members speaking publicly about what needs to happen; being advocates for the community

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

Roads and infrastructure repaired.

Evidence that local civil defence (AEM) is up to the job.

There is no app for us to get immediate reports on events.

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

As above, an app for immediate information and to access 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?

Just get it done. Act. Deliver.

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

Link into an AEM and civil defence app.

Storm Recovery and Resilience Consultation #673

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Your feedback

Local Board: Whau

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 floods

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?

Allow local boards to guide and lead their communities, and provide resources to assist them to do so.

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 the initiatives - this is exactly the kind of programme Auckland needs to increase our climate resilience.

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 #734

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Your feedback

Local Board: Whau

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

All our street had 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?**

By fixing it ourselves

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?

Be kinder to your ratepayers

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 will go up to pay for everything that was not maintained by Government agencies

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 #777

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Your feedback

Local Board: Whau

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

27/1/23 Garage (separate from the house) floor flooded with rain water pouring down the drive from the footpath and from the side of the garage. Gully trap began overflowing (its done it frequently before). Mainly stormwater and not sewage this time. Lodged a call to Watercare. Gully trap roaring by end of the day.

28/1/23 Neighbour across the road saw sewer manhole cover blow off

29/1/23 Watercare visited and had a look. Sprinkled some disinfectant around.

!/2/23 Spoke with our neighbour who got a plummer in to discuss installing a reverse flow valve on the sewer line. Gully trap overflowed again at 6.53am

21/3/23 got Waitakere tree services to remove Chinese lace tree from beside our garage. It's roots block the garage drain

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?**

No council help or interaction. Neighbours have been very good.

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

I would feel happier if there was a council plan to prevent these events happening again

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

Storm water and sewage in our area is not coping with increased pressure from new housing and lack of maintenance on sewer lines

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 liked the reference to increased maintenance. Stop increasing housing without first improving the infarstructure

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 #819

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Your feedback

Local Board: Whau

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

I was stuck at work in Parnell and couldn't get home

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 mostly

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

Not have to worry about the damage happening again

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

Make sure infrastructure is in place to keep up with population growth and less available land that would deal with run off

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?

Concerns about where the money will come from especially at the moment with so many people struggling to make ends meet

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 know

Storm Recovery and Resilience Consultation #826

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Your feedback

Local Board: Whau

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

The lower dip in our section was flooded by water coming from the neighbour's property slightly uphill. Our vegetable garden was washed out and the wooden boundary fence was broken by escaping 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?**

Working on our own to replace the garden and reinforce our side of the boundary fence.

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

No more extreme weather events!

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

Keep the street curbside drains unblocked.

The council to clear the logs and flood debris from the creek in the Blockhouse Bay Recreational Reserve.

Have lower density housing with fewer concrete surfaces so that heavy rain water can infiltrate resulting in less overland flow.

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?

Start this work this year.

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 #840

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Your feedback

Local Board: Whau

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

Street overflooded, several houses submerged

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

Affected by floods, No damage to my home

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

sand bags

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

Please clean and maintain the storming water mainholes regularly.

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

Marking No Parking above mainholes, it was the excuse not to clean those holes.

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 rates is doubled and even tripled during recent 10 years, some of the council services are disappeared.

Making Non Parking above mainholes does not cost too much, clean those holes regularly is the basic service.

BTW, city council's Central Interceptor project says : "A super-sized tunnel that will reduce wastewater overflows into central Auckland waterways"

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

Please clean and maintain the storming water mainholes regularly.

AND Marking No Parking above mainholes.

#840

Storm Recovery and Resilience Consultation #845

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Your feedback

Local Board: Whau

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

basement 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?**

Pump, pump, pump

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

an improved business climate

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

Build a network of culverts.

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?**

Build a network of culverts.

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

Build a network of culverts.

Storm Recovery and Resilience Consultation #901

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Your feedback

Local Board: Whau

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

My husband is a volunteer firefighter, so he spent many, many hours out supporting those in need across the Auckland area. I was at home with my children. We were very fortunate to escape relatively unscathed. There was damage to local roads, surface flooding in the local area and at my children's schools.

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?**

We checked in with those around us, offering assistance to sandbag etc. We recognise some things will take a while to mend eg roads needing resurfacing due to ground movement underneath etc.

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

When I no longer feel anxiety each time it rains. I guess this will come with increased methods to minimise the damage incurred through heavy rain fall.

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

As well as the intervention required from professionals, make use of the community. Money is tight, so increasing rates to cover this cost is another kick in the guts, especially when we are already responsible for paying for minimising risk on our own property. Organise days where the community can come in and make a difference. Educate home owners to minimise risk to their own properties, and the local area - adopt a drain/roadside gutter to ensure it is free of debris etc. Where there is a genuine need, people come together. Make use of 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?**

Again, use community involvement where possible to minimise over-all cost and cost to tax 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?**

Storm Recovery and Resilience Consultation #942

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Your feedback

Local Board: Whau

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

I have an over land flow path and a stormwater drain that is often at capacity. This affects the houses down stream of my property. I have had a scruffy dome installed to allow better catchment on my section. I also made it a requirement for my neighbour to have a scruffy dome and swale before they connected to the stormwater on my section. The council then allowed another section to connect with out the swale or scruffy dome, this has a negative affect on my section and to the already overloaded stormwater under my section. My neighbours drive is broken adding more run off on to my section. The lack of control of water flow between section is a issue. I have tried hard to protect my property and the council is still making the issue worse by allowing more people to connect to a overloaded stormwater drain.

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 this is an issue know to council and they do nothing but add to the problem.

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

Putting in a bigger storm water pipe or installing a retention tank.

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

Clean the road side gutters more often. The council should go back to asking how housing intensification is impacting neighbourhoods. We live here and know what's going on and your making our lives hell.

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'm more than happy to have a council stormwater retention tank installed on my section at a cost to the council.

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

Council should be able to make home owner repair broken drains and driveways that affect water catchment.

Storm Recovery and Resilience Consultation #947

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Your feedback

Local Board: Whau

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 floods, Affected by slips or landslides

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?**

Repair the damage to the property, retaining wall and fence.

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 #961

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Your feedback

Local Board: Whau

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

Fortunately my home and family were largely unaffected by the events

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?

Improved public communication strategy. Provide clear messaging. Ensure residents of most affected areas know when they should go home, stay home, or evacuate, and where they should evacuate to.

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 in support of the initiatives proposed. Particularly the Blue-Green initiatives. I hope that the Blue-Green initiatives are given the highest priority as I believe these will have the biggest impact in improving the livability and resilience of our 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?

Storm Recovery and Resilience Consultation #1079

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Your feedback

Local Board: Whau

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

Flooding in the local roads and surrounding properties

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?**

Helping fix houses

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

More action from central government

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

Tell people about flooding and not building in flood plains

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?

politicians should make the right decisions to fund 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?

funding to make roads more resilient, and fixing roads

Storm Recovery and Resilience Consultation #1085

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Your feedback

Local Board: Whau

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

Mild flooding on our property and severe roading closures around our 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?**

Our friend circle offered those affected beds/showers/etc and fostered pets if needed.

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

Certainty regarding next steps and improved infrastructure. Knowledge that consenting/LIM process will improve so people don't develop on flood prone areas.

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

Update LIM flood areas to forecast for climate change extreme 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?**

It's too bad that we have to do this retrospectively but it seems 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?**

Storm Recovery and Resilience Consultation #1119

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Your feedback

Local Board: Whau

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?

Planning for larger scale/less frequent events because they are happening more often as in, increasing the capacity of stormwater systems, and open spaces to be able to handle the level of rainfall.

Increasing pervious surfaces will also be useful for events like this (more space)

An approach could be increasing rain drains in areas prone to flooding

Daylighting rivers/streams - restoring these ecological areas will increase an area's capacity to handle heavy rain events.

Quality maintenance of stormwater infrastructure (ensuring drains are wide/big enough for the rainfall and possible obstructions)

Less development in coastal areas will ensure people do not become isolated due to flooding or landslips - in coastal areas having buffer zones

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?

There needs to be an initiative about looking after people who do get affected in terms of recovery and resources, having quality and enough support for people.

Storm Recovery and Resilience Consultation #1128

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Your feedback

Local Board: Whau

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

My yard was flooded and we had a large waterfall feature coming over the back of our property creating a river. We also had a large branch fall on our house and put a hole in our roof

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?**

During the flood we built a baracade to stop the water flowing under our house and we have since had the offending tree cut down as it was deemed unsafe my an arborist

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

I'm not sure. When it rains it always feels like we are wondering if our place is going to flood again or if the storm water drain that runs under our house is going to burst because it's so full

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

Stop allowing more and more houses to rely on one storm water drain. There has been consent to build 7 houses up the hill and we are at the bottom of the hill.. what will happen when the grass is covered with concrete and the trees are removed..

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 #1141

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Your feedback

Local Board: Whau

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

Friends lost houses, trees, cars, land, access to houses, etc

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?**

WORK to clear and replace drains etc. Clear leaves more often, remove damaged trees

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

IF YOU CLEARED DRAINS MORE OFTEN

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

KEEP UP MAINTENANCE OF DRAINS AND WATER COURSES. This is not rocket science. The council has dropped the ball on this. Capital projects are good but MAINTENANCE IS ESSENTIAL.

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?

WILL YOU MAINTAIN them after they are built. Have you learned from the flooding to PAY COUNCIL STAFF TO MAINTAIN infrastructure.

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 Contractors for Maintenance. Maintenance needs long term knowledge and flexibility. By the time a contract is let the damage has been done. Council needs STAFF who have long years of knowledge.

Storm Recovery and Resilience Consultation #1148

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Your feedback

Local Board: Whau

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

Very little. A refuge was designated in our suburb.

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 bask in ignorance.

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

Nothing required here.

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

Stop allowing irrational siting and design of housing estates.

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 developers should pay through larger levies. It's not about culverts and bridges. We should stop siting housing estates upriver from pinchpoints and shallows. Housing developers, like many other businesses, can only make money by passing costs to others downstream, metaphorically and physically. We are not dealing with natural events. They are man-made. Some developers even rework their land to comply within the boundaries of their development knowing that these features will pass water to hitherto dry suburbs...and the council let them get away with 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?

Most housing estates and even the popular "sausage-blocks" on individual sites seem to be chosen from a catalogue. They are not really "designed" and certainly have no relationship to the sites on which they are built. The best "activity" to manage water is to engage designers, architects and landscape architects rather than letting the least educated, least concerned least qualified (ie, developers) to make all the most important decisions. Design for the land. No more catalogue estates.

Storm Recovery and Resilience Consultation #1158

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Your feedback

Local Board: Whau

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

overland flow path flooded garden area, damaged fencing & external electrical unit

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?**

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?

starting point if AKL council did maintence on existing drains by unblocking them

Frustrating Tried to get Auckland council to clear stormwater drains on roadway that are totally blocked but without success, the water makes it was down to our property which is low lying as it cant disperse down the blocked drains

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?

hard to say without know what they are

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 existing storm water drains on all the roadways to start with


#1158

Storm Recovery and Resilience Consultation #1166

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Your feedback

Local Board: Whau

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

Flooding in the basement/car park area. Flooding in storage locker resulting in loss of some items.

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?**

My family and the management of Metlifecare Pinesong

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

Most of the damage to the building has been replaced, blocked drains pumped out. Knowledge that these drains will be regularly checked and cleared.

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

By implementing some of the changes now.

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?

Regular clearing of waterways to allow flood water to get away more quickly.

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 #1169

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Your feedback

Local Board: Whau

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

Loss of water for 4 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?**

A few repairs by Auckland Transport

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

Better communication from Auckland Council- they have been hopeless

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

Decrease the excessive number of staff at Auckland council and use the money wise on better maintenance, tree trimming and berm mowing- everything is disgraceful

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?

Ridiculous- look at the extraordinary costs and review what you are paying for everything

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 funding for Auckland Transport to provide better storm protection through Roading design

Storm Recovery and Resilience Consultation #1174

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Your feedback

Local Board: Whau

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

I had a lot of water flowing into my backyard and around my house at 5 Faith Bullock Place, which is built on a concrete slab, from water flowing down the drive at 2 Aotea Rd, Glen Eden. I took a shovel and filled sandbags at a landscape supply centre in Rosebank Rd. I could not tie up the bags or lift them into my car, so a kind Westie filling his bags helped me. At home my neighbour lifted the bags out of my car and put them in place for me by my back door.

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?**

Kelston Labour Party members gave huge support to relief efforts at the St Leonards School emergency centre which sheltered flood victims, and the Kelston Community Hub which fed those at St Leonards School. Communities pull together but strong leadership we got from our MP, Carmel Sepuloni, greatly strengthened the effectiveness of community efforts.

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

Auckland Council working with each Local Board to develop a Ward-specific action plan in case of flooding or other emergency.

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

See above, we the citizens need to be informed of the Council's plans for our specific community.

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 vey good. But please no cost cutting by expecting communities to take responsibility unless they are fully resourced by Council for tools, expert advice 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?

As above, developing a plan with each Local Board and publicising the plan to residents in their area.

Storm Recovery and Resilience Consultation #1186

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Your feedback

Local Board: Whau

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

Properties flooded, large volumes of overland flow water across properties, neighbours homes uninhabitable (yellow stickered etc.). Black water from overflowing sewers.

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, friends and family, council involvement in rubbish removal, clearing up streets and some stream channels, clearer communication by most agencies after the flooding events. Patience.

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

More proactive maintenance of the stormwater network especially streams ensuring quick removal of stormwater. An acknowledgement of the effects of public storm water discharge into streams and the effects this has on the private properties that have these streams on their boundaries. A clear plan on how to work with private property owners to keep stormwater streams clear consistently and regularly on both private and public property.

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

Transparency in policy and clarity in objectives. The current consultations with the public. Highly intensive infill housing only with a more robust and fit for future stormwater network. Property buy-outs of highly flood prone areas to create open spaces for the proposed 'blue-green networks. Private and public stream clearance. A clearer and coordinated warning system and management of emergency announcements.

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 info and proposed solutions in the consultation document seem reasonable. Implementation needs to objective (increase resilience) and free from political interference.

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 #1209

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

Local Board: Whau

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

Loss of water supply, local roads damaged and walking tracks damaged. Minor household water ingress.

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?**

Water supply fixed. Some road repairs.

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

Continued road repairs where possible. Reinstatement of walking routes.

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

Keep drains/water courses clear of things that may block culverts etc - in particular shopping trolleys and other large items. Some thought on not so much intensification as "hard" surfaces mean water is not absorbed and all becomes run off.

Identify high risk areas and manage these areas through upgrades or re-evaluate land use.

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?

Additional rates - Sigh.....

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 #1219

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Your feedback

Local Board: Whau

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

extreme water runnoff due to building intensity

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?**

nothing, no help, no one asked, all the help was pushed to where the media pointed it out, except the hawkes bay which was left to the locals.

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

for the planes to stop seeding clouds, and hazing the sun.

remove the intesive housing, as rain runoff affects the inadequte stormwater systems.

Council knows this.

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

AUCKLAND, could have a proactive council, instead of a stupid knee jerk media circus actor,

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?

maybe stop intensive housing, look at how water acts, hydrodynamics means water flows on a surface when it cannot be absorbed.

9 options,,, really, why not develop ONE option that is FEASIBLE, and works...

If the romans could build aquaducts, and the incans build mass irrigation for their maize crops, the nazca plains have an under ground aqueduct,

More plants and grass around homes should have a reduction in rates, as absorbtion areas. etc etc,, more trees,

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

REDUCE the ability to remove all absorbtion areas, stop replacing a quarter acre, with a water runoff area,. that will over load the streams during a NORMAL rainfall.

Storm Recovery and Resilience Consultation #1237

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Your feedback

Local Board: Whau

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

not much but some places were affected what was close to the streams.

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?**

Be careful with new build consents. I feel Akl council have been really lax in giving away approvals for new builds. The new build close to our place resulted in bare land reduced to concrete if this keeps happening then flooding will be a usual scenario 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?**

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 #1254

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Your feedback

Local Board: Whau

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

Roads washed away, footpaths washed away, driveway washed away.

We have ongoing road repairs due to slips and potholes everywhere.

My home was almost inaccessable.

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?**

No help given to me.

Insurance declined to remove a tree which fell down

We are still waiting for the road to be repaired.

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

when the roads, footpaths and drains are cleared and repaired

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

clean out the drains more often so they are not blocked when the rain comes

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 paying council employees to review tenders from private companies.

Set up a ministry of works to deal with this stuff, stop outsourcing and spending all your time neogitating with fulton hogan

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

basic regular maintainence on the roads and drains will prevent flooding.

Allow for more permable surfaces in the design rules to act as a sponge. Concrete everywhere just loads up the drainage network

Storm Recovery and Resilience Consultation #1274

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Your feedback

Local Board: Whau

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

We have a slip on our section. 2 cars were destroyed. Our house was damaged by a slip. Our suburb was massively affected with slips and flooding everywhere

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?**

Nothing has been done. Insurance and eqc are hopelessly slow and it is our prediction that we will will not be adequately taken care of.

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

A quicker payout and getting on with the clean up... we have a constant reminder of the damage everytime we go outside.

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

We can't. Weather can be extreme. It always has been and now is no different.

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?**

Please don't put the rates up to try and control the weather. People are paying too much now for substandard services from the council.

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 #1294

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Your feedback

Local Board: Whau

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

Mainly by road closures. Some property damage by slips by 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?**

Professional attention to the road.

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

No. There is still obvious damage. What is worrying is, what happens next time?

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

I would like to see more volunteer firefighters, who are all things to all emergencies, and better 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?**

Spend the money before, rather than after, the next event.

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 #1296

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Your feedback

Local Board: Whau

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

Minimally

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?**

Personal resilience

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

Don't know

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

Continue the work.

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 good

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 #1319

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Your feedback

Local Board: Whau

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

garage was flooded

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, no help; did work by ourselves

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

improve drainage

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

warnings, improve drainage; checking houses if built as per plan? all passed by council- supposed to be weather proof

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?**

??? check house to house; not all have access to emails

Storm Recovery and Resilience Consultation #1364

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Your feedback

Local Board: Whau

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

Only when driving back from mangawhai to Auckland and the roads were flooded and blocked.

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?**

Carry on as normal

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

That council had cleared drains etc to carry water away quicker.

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

Ensure drains, culverts and waterways can carry excess water 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?

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

Ensure drains are always clear.

Storm Recovery and Resilience Consultation #1366

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Your feedback

Local Board: Whau

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

There was localized flooding in my street that affected cars but no houses were 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?**

N/A

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?

Better maintenance of storm water networks more cleaning of streets/drains and removal/replacement of trees with large leaves that clog drains

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 start paying for mitigation. Not paying our way over many years has caused us to have poorly maintained infrastructure that is not fit for purpose.

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 #1403

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Your feedback

Local Board: Whau

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

Moderate flooding in our 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?**

Supporting each other and helping neighbours that were worse affected

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

A speedy return to normal services as soon as possible would help people the most

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

First of all, we need to put a halt to the intensive in-fill housing in Auckland, since that is simply exacerbating the issue as less and less water is able to get absorbed with higher intensity housing compounding the issue

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?**

Get central government to pay for most of it since they are the ones pushing for more intensive housing. Why should ratepayers bear the brunt of the cost when most of us don't even want the housing intensity that is being dictated by central government?

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 #1436

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Your feedback

Local Board: Whau

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

badly

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?**

resiliance

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

none

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

be prepared so it doesnt 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?

be prepared clean drainage system clear waterways

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 #1449

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Your feedback

Local Board: Whau

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

My fence was damaged and I required help from a neighbour to dissipate flood waters before they entered my home.

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?**

I strengthened the fence and reinforced it to make it harder for flood waters from my neighbour to penetrate the fence. The neighbour is Chinese living in China and will do nothing.

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

I've recovered.

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

When council permits long concrete driveways then it should require that the driveway owner also provides adequate 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 #1458

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Your feedback

Local Board: Whau

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

The neighbours that live on the back of our sections had rivers running down and around their houses. Since the first flood the land has been sopping wet and if this is a more common occurrence could become a big 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?**

Just the weather warnings helped prepare. Property was taking a lot of water.

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

Storm water connections on our property.

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

Set up storm water connections to prevent all roof water flowing down to the back.

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?

Set up storm water connections for our properties to control stormwater.

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 #1501

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Your feedback

Local Board: Whau

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

We experienced widespread flooding through the bottom half of our home, 3 times in fact. Our house is potentially compromised structurally due to the force of the flood waters against the home. We have lost contents too, some of which can't be replaced. We are currently living in the top half of the home but it means we are living in very cramped quarters with mattresses on the floor and pull out beds, living out of boxes etc, it has been very very hard on our mental health and it has really affected our kids in almost every area of life, they are struggling with their health and concentrating at school etc too. the delays in getting answers from Insurance and Council as to where to next is very frustrating as it means we are living in "limbo".

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?**

We have many church friends and family who have helped where they can with things like meals and temporary living while the worst of the damage was being dealt with (the "rip out")

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

Our biggest fear right now is being put into the "too hard" basket with Council. Our creek is blocked and some half baked attempts have been made to clear it but the reality is people have moved on. Every time it rains we have anxiety kick in as we never know if it's going to come through again or not. We want to be able to live in safety and not constantly fearing for our future.

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

Stop allowing developers to build massive developments with very little consideration made to the impact DOWN STREAM. water flows fast when it hits concrete so there needs to be an upgrade of our waterways (stormwater infrastructure) to match the building and development in the local areas. Stop treating the creeks as ecological areas and start treating them as infrastructure, make the creek sides/walls concrete or "daylight" the streams at the very least. Have a REGULAR maintance schedule to clear the waterways of rubbish, plant growth and build up.

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?

Community led flood resilience is a nice idea but the reality is, even though we do our bit outside our property there is very little care taken down stream, especially near the commercial properties. As well, there are concerns that we don't have the proper equipment to deal with the larger trees and vegetation plus the financial and time cost to remove the debris is huge. Our rates are so high, the money we pay should be going to this kind of basic maintenance as opposed so some "fluff and bubble" art project or overpriced sculpture. Surely we could spend less on expensive consultation firms and more on the basics?

Overland flow paths need to be decided on - not from a map by someone in an office but by someone on the ground and in discussions with homeowners who were there during the floods as often things were different in reality to what the "map" says should 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?

Tightening up building consent for building within flood planes and developments feeding into flood zones downhill

#1501

Storm Recovery and Resilience Consultation #1529

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Your feedback

Local Board: Whau

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

Flooded

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?**

It was not easy at all and never seen that much of rain. Govt / council should have done a lot better but looks like not prepared.

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

Council must get onto their job as soon as possible to fix the issues. If we have done the maintenance and upgrades well from last 5 years we wouldn't be in this situation sadly. I am surprised where is all the money collected from dev contributions (~50,000 houses) that is 2 billion and on top of rates and maintenance collected over the years. I can't see any Storm water upgrades done in our area unfotunately.

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

Please do job efficiently and fast so that future events be mitigated. keep upgrading networks if you have given permission to 100 houses in the street you must first upgrade SW network in the street but this is happening!! Also please maintain/clean streams regularly. Even after the floods happened, Gardner ave streams were not cleaned - even after telling you many times.

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?

OK with the approach but just please don't waste time and money as people are affected badly - come up with innovative solutions and fix the issues as soon as possible.

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

Think new - act fast - fix issues so we can use the land better and build more without any issues. Please we need to maintain regularly and upgrade where required for e.g. close to main centres as these areas will have more builds so you should plan to upgrade or divert storm water to reduce flood issues.

Storm Recovery and Resilience Consultation #1572

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Your feedback

Local Board: Whau

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

I wasn't effected, but I volunteered around my community and others, and there was a lot of bad effects.

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?**

knowing that there is help and insurance, although insurance is not very good.

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

better insurance, constant asking if you need anything, and reassurance that the design/ways around extreme weather events have been proven

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

get in touch with the environment regarding ground erosion, waterways, don't build houses near water damage-prone 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?**

Storm Recovery and Resilience Consultation #1624

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Your feedback

Local Board: Whau

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

Mentally prepared, I hunkered down, as I moved to brand new apartment building, I'm the top level, so I watched it all go down, I filmed it, I got large windows.

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?**

Communication to my fellow tenants, I asked is everyone ok, do ya'll need any support of hugs and kind words, I also handed out my phone number to them. Some are frequent texts to me.

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

Well, suffer like this. A storm recovery & resilience consultation makes me feel like I matter.

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

I feel we are not as bad; I been getting the texts/alarms + warnings alert to my phone. Thanx Lord.

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?**

Over 6 years, try to make it even 5 years. I'm fine with 8% can go a little bit even 9.5%. This is serious issue for me, and I think others should be concerned also.

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

Cemetary's. I don't know what, I seen and been to many and some are on steep or slopes, not always flat. Oh hang about, was thinking 'place' just re read 'activities'. My thoughts would be like about the taking serious about the big-time change in the pollutants, weather and greed. And what happens when some don't care and say others will do it for them, like all the stuff y'all mentioned. Even just one person can make a difference. Could make others do their 'Du Diligence'. Collect water overflow in a bigger scale, so to use for other stuff that uses water. k, I have to sign off now, I studied the brochure too much, now my brain drained.

#1624

Storm Recovery and Resilience Consultation #1681

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Your feedback

Local Board: Whau

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

We had very minor flooding to our downstairs bedroom and bathroom. It did not cause any damage.

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 did not seek any external help. We just bought sandbags and ran the dehumidifier.

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

Cheaper food prices

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

Better storm water drainage 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?

A lot seem to be quite vague especially the green/blue areas.

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

No real mention of how people would manage over flow on their properties ie how do you get rid of existing fencing if you need it for a dog but also need to move it due to over flow across properties?

Storm Recovery and Resilience Consultation #1711

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Your feedback

Local Board: Whau

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

Localised flooding of roads and property. Road surfaces were damaged and a lot of gravel & debris covered paths and accumulated in gutters (and on-road cycleways!) which still hasn't been cleared 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?**

We weren't severely affected so no real hardship

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

Cleaning and repair of surfaces on footpaths and cycleways

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

More flood detention capacity; robust, well resourced community-based civil defence facilities in areas with high slip/ flooding hazard

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 opportunity of increasing green space to enable better pedestrian and cycling connectivity through our city communities

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 #1719

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Your feedback

Local Board: Whau

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

Property and basement/ laundry was flooded

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?**

No community help, no help from insurance other than eventually sending someone to strip out damaged room

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

Infrastructure to ensure the risk of flooding is mitigated

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

Better stormwater 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?

The sooner the better

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 #1728

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Your feedback

Local Board: Whau

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

Flooding at my place of employment (Auckland CBD) with no transport to get home (buses cancelled) and personal residence was flooded in part (insurance involved), although was fortunately still habitable. Loss of power through downed trees (circa 4 days), so another insurance claim for spoiled food.

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 and still being able to live in my own home

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

Better communication from council at AT in future events.

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

Better planning around maintenance to keep leaves from stormwater drains, dwelling consenting to acknowledge water courses and provide for better soakage into ground (density too high in a number of places, and too much concrete/non permeable ground), improve alert system for earlier warnings.

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 #1769

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Your feedback

Local Board: Whau

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

We had minor overland black water flows entering downstairs that we hadn't had before

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?**

Temporary stopping black water from entering house and some insurance settlements

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

Insurance company actually assisting quicker, we still have sorted it out

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

Day lighting more sw drain in overland flow areas, removal of houses on either side and riparian planting.

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 haven't seen them so how can I commend as no link provided. Waste of time question

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 per q 6.

Storm Recovery and Resilience Consultation #1865

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Your feedback

Local Board: Whau

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

Our driveway flooded to the thigh and our garage to the mid-calf. Our daughter is terrified when it rains now in case it happens again

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?**

There have been meetings but we haven't attended, to be honest we have felt as though we are by ourselves, the insurance company helped at the start by getting some major things sorted but since we are trying to sort things ourselves.

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

Council keep on top of their drains not pass off responsibility.

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 #1888

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Your feedback

Local Board: Whau

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

high wind, debis, broken tree branches falling on property. flooding but no major damage

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 understand run-off vulnerabilities, make a plan and fix most vulnerable parts road network/key utilities/dense residential/urban areas not areas poorly developed in first 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?

Are Maori most affected by flooding? why are they singled out in the plan?

Weather is unpredictable and its impact is unpredictable, so don't overreact. Focus on most vulnerable areas/issues. Council and partners have the expertise already - we just expect you to do your jobs well - that is all! Get the basics in place for increased resilience and adapting to less predicable/extreme weather (stop using 'climate change' as a slogan!)

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

Suggest focus on most important; almost seems too comprehensive given financial constraints

Storm Recovery and Resilience Consultation #1890

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Your feedback

Local Board: Whau

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

Everyone I know has been affected. Some people I know are still living in damaged homes waiting for tradesmen to get repairs done. Everywhere you go you can see the effects of the weather events. Now when it starts to rain at the back of your mind you are taken back to that time and what you witnessed.

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?**

Talking about your experience .

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

Seeing the council take a more proactive role in keeping our waterways and creeks clear of depris.

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

Check if the infrastructure can manage where new homes are being built and stop chopping our trees down they are so vital to our existence.

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 have read them and it seems a step in the right direction.

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

Keeping trees, don't cut down any more trees. Trees are here for a reason. Let them stand next to one another they offer shelter they are so important to man's survival.

Storm Recovery and Resilience Consultation #1918

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Your feedback

Autosparx Ltd

Local Board: Whau

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

The Avondale stream overflowed (as has been since 2018.) The Local Purpose Esplanade Reserve behind our workshop disappeared into the stream and with the uncontrolled discharge of water coming over our boundary, our fire exit stairs were pulled from the building (our only fire escape route gone). Our neighbour's bridge was completely submerged not allowing them to enter or exit their home. Portage Road between Links Road and Hill Crescent was unpassable by vehicles. Cars that attempted to 'drowned' and had to be pushed out to the side for towing. Multiple manholes along Portage Road and up Links Road lifted and large volumes of water filled the area.

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?**

One large log removed downstream. Otherwise, no external assistance.

Attempting to clear what we can from streams including participating in EcoMatters stream clean initiatives.

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

The Stream between Bolton Street and Olympic Park Culvert widened and deepened to manage the breaking of the banks and flooding that regularly occurs.

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

Increase the stormwater infrastructure BEFORE allowing all new major developments. Put cost onto the new developments in order to repay. Ensure green spaces on developments are larger. Use Shadbolt Park and other parks to take the runoff.

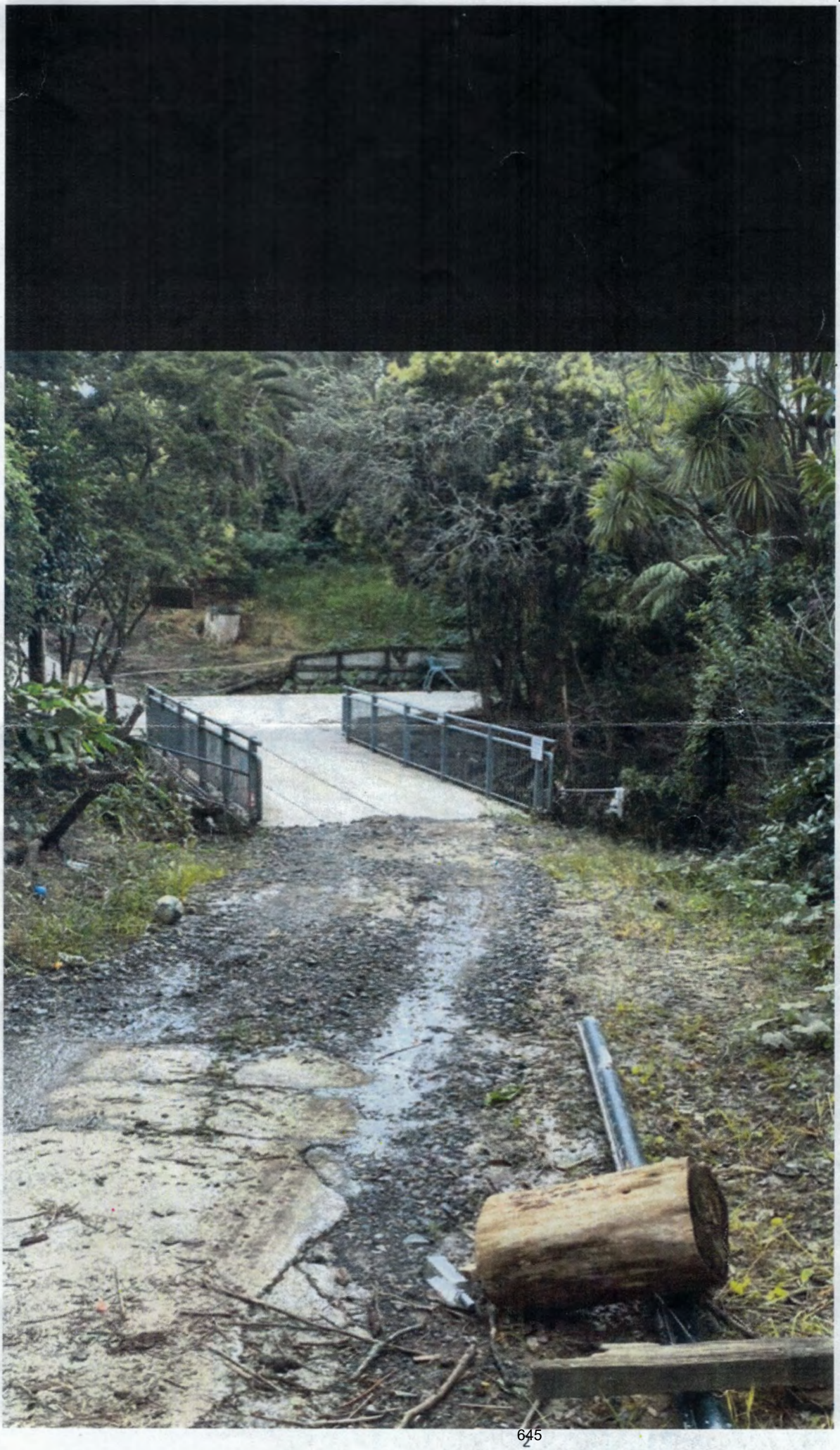
6. There are nine possible initiatives outlines in Making Space for Water (see the Storm Recovery and Resilience consultation document for details). Our initial budget suggests it will cost $1.65 billion to deliver them and will require additional rates from Aucklanders. Do you have any comments on the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

At its very core the problem for the Avondale Stream between Olympic Park and Bolton Street (at least) is the stream is not wide enough nor deep enough to handle the stormwater it is being asked to handle (at sections I can jump from one side to the other). This area of stream MUST be on the critical list for stream rehabilitation. Once streams are 'opened up' then stormwater will flow and flooding will be minimal. Money would not have to be continually spent on buying up damaged homes/repairing infrastructure. If we don't do this, any further works the council performs will be rendered useless when the next storm arrives and work will have to be repeated all over again.

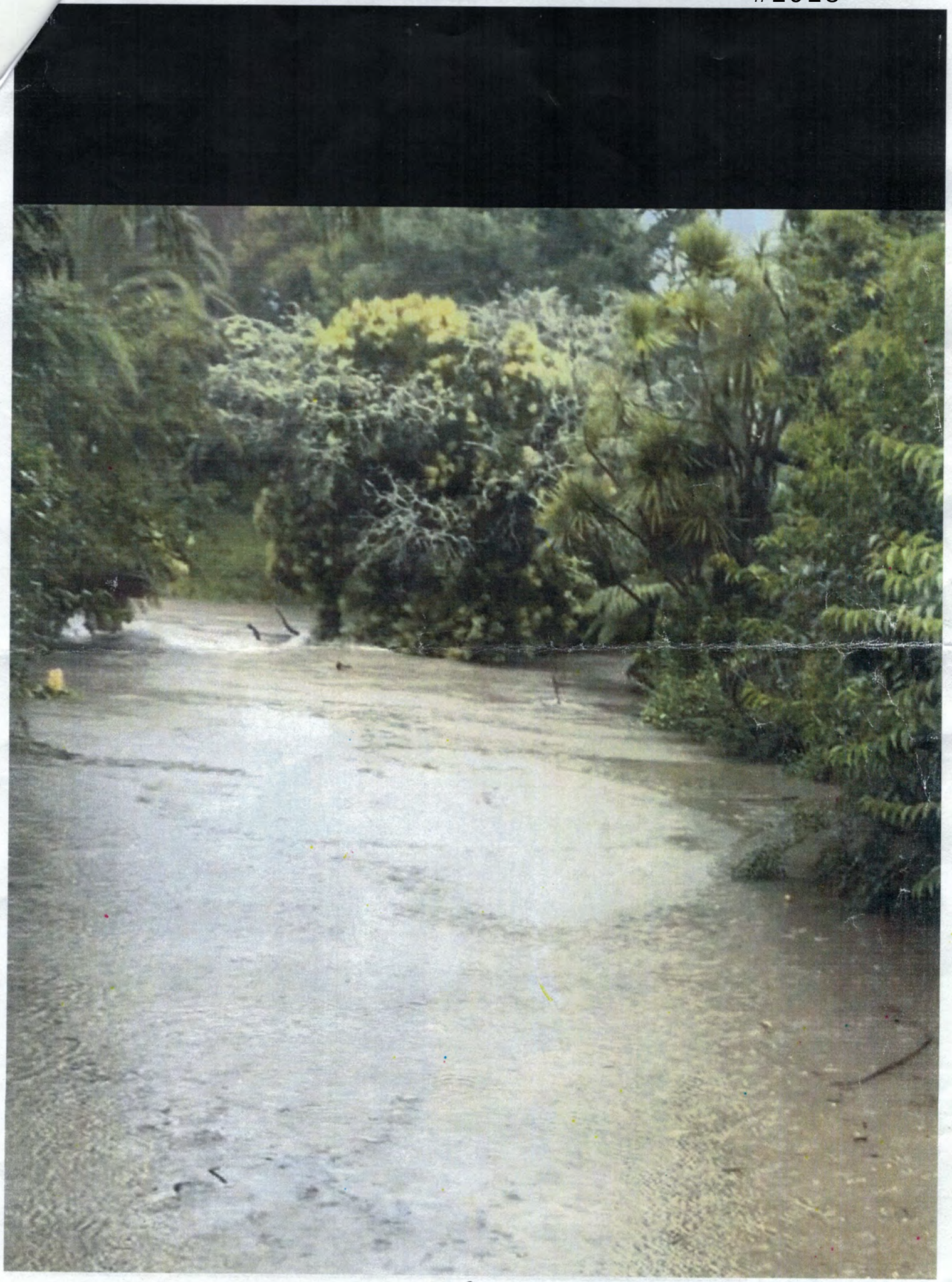
7. Are there any other activities that you think are important to manage flooding that haven’t been included in Making Space for Water?

See above

#1918



#1918



Storm Recovery and Resilience Consultation #1972

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Your feedback

Local Board: Whau

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

Exstream flooding along Dandale Ave, several yellow stickered homes, significant damage to stream vegetation. Significant sewer overflows along sewer main that runs end to end of street. Lives were put at risk as all bridges (exits) were inundated leavings homeowners strander (needed rescuing).

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/Eco matters stream cleanup helped immensely.

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

Undertake stream upgrade.

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

'- Reduce imperious coverings.

- Connect Dandale sewer main to central interceptor feeder pipe.

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?

'* Stream restoration

- Dandale Ave stream (Whay stream) has historically been significantly altered including narrowing and concreting up to 10 bridges.

- Improved overland flow path management including:

Stream restoration widening/Concrete channel removal/ using natural flow buffers like rock, pooling areas, vegetation.

* Confirm that the new central interceptor will reduce discharges (overflow) from No 43 and further downstream adjacent to 13 (connection from Dandale main sewer into new pipe)

* Costs for stream restoration can be offset against possible buy-out costs of 4-6 Dandale Ave homes which are prone to flooding.

* Works could time in with what I propose which is a Whay stream walk/cycleway connecting New Lynn.

Storm Recovery and Resilience Consultation #2026

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Your feedback

Local Board: Whau

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?**

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 attached

STORM RECOVERY and RESILIENCE (2)

[redacted] August/Sept 2023

Although with a Flood Plain intruding, and severe flaws and malfunction in the associated infrastructure, my Glendene property experienced no significant intrusion of water in January 2023. Other quite near by parts of the catchment were seriously affected.

My comments are based largely on 50 years of observation of the catchment centred around the Tirinoana Reserve, Glendene. Being small, and miniscule compared with Kumeu, Ranui and the like, the catchment is not very typical. Nevertheless the accumulated experience is presumably (and discouragingly) representative. It drains a wooded wilderness area so represents well the problems of flotsam.

Flood Plains

1 Misleading Presentation

1.1 The AUP wording sets very severe and often irrational limitations on building within Flood Plains. The effective value penalty to property owners is enormous. As worded in the AUP, limitations are draconian. There is also a considerable degree of absurdity. (For example a 3 storey structure can only intrude 1/3 the ground area of a single storey!). Criticism has been met with the comment that the AUP does not seem to unduly inhibit developers. Presumably there are artful ways of circumventing the draconian literal AUP rules. But just how is from the AUP not apparent to the ordinary citizen or prospective purchaser. Values are often needlessly depressed. The AUP needs to be worded to make options unidentifiable to ordinary persons.

2 Unreasonable Stipulations

2.1 Provided there is freeboard to doorways and any other openings to occupied areas, many Flood Plains could tolerate extensive peripheral building intrusion with the only effect on flooding elsewhere being the insignificant water volume displacement. The literal AUP bans any such development and implies no scope for variation.

3 Flow Path Obstruction

3.1 The AUP limitations on structures and objects in flow paths and flood plains are very severe and specific. But little or no attempt is made to police. It is ridiculous that scores of thousands of dollars are trimmed from property values because of building limitations to avoid flow resriction, yet far greater flow obstruction is frequenly formed by fences, hedges, containers, stacks of materials, junk, piled earth, sheds, boats, caravans, vehicles, dead or just parked, wheelie bins, etc. Many of these materials are mobile and hence pose a greater risk than a building.

4 Certainty Required

4.1 The scope for Council to arbitrarily alter Flood plains is too free. the 2016 Resource Consent for Auckland Stormwater sets no limitations on the right to apply, alter and extend. The Consent sets targets for flooded property. These are easily met simply by expanding designated Flood Plains. The Plains can be expanded at any time without consultation and/or notification of property owners.

4.2 Once initially established there should be a formal requirement to preserve without extension, or compensation paid. Only Council has control opf developments, notably upstream, and must accommodate increased flow.

4.3 Council is proposing to compensate flooded owners where rebuild is imprudent. This despite owners in many cases having accepted obvious risks (ie properties near bluffs, properties in marked flood plains, designated risk areas etc). Yet currently scores of thousands of dollar value can be trimmed from property value by the stroke of a Flood Plain pen, often largely arbitrarily applied, with no recompense.

5 Review

5.1 Some Flood Plains are seriously unrealistic, both under and over sized. Until revised, only after persistent representations, my property in Glendene had a digitally compiled Flood Plain of ludicrous proportions extending to the highest corner of the quite steep section. It implied a flow comparable the Waikato River from a catchment of about one km sqd! After much very time consuming persistence it was eventually re assessed and hugely reduced. Even so, in the Jan 2023 flood, and despite blockage of the intake of the piped stream, and the conduit capacity far smaller than the original design, and with a blocked intake, and major obstruction of the Overland Flow Path, the Flood Plain did not reach the designated limits on my property. Further reduction of the Flood Plain is therefore appropriate. Such reviews should not be dependant on owner initiative.

5.2 Other Flood Plains serving small catchments, could with minor alteration of the contour of public land, be significantly reduced from private land ie Brydon Place, New Windsor. As Council rads and paths and blockable drain inlets generate the problem, Council especially owes property owners the courtesy of risk reduction where simple.

6 Dubious Designs

6.1 Infrastructure design needs to be by persons experienced. New graduates, even if under auspices of a Chartered Engineer, lack. Much contracted design work and execution is or has been defective. Council staff need to take a far more proactive interest in the design, execution and maintenance of structures. Contrators must be constantly checkd. In the Tirimoana catchment the intitial 1960s pipe substitute for a stream was absurdly undersized. The planned 1990s augmentation was hugely downsized as an expediency to counter a simple contingency. The installation, with no permanent on site Clerk of Works, and only occasionally checked by a contracted engineer, was seriously defective. The original conduit was so damaged by the contractor's actions that it was later blocked off, further reducing the already scaled back design total capacity. Absence of a permanet clerk of works and non availability of notes to council meant that evidence of significant complications encountered was not available.

6.3 Design, construction and maintenance of the intake has been similarly flawed throughout. The Flood Plain is in consequence significantly more conservative than the original 1990s design would have warranted. Property owners thus effectively bear a huge value penalty for Council engineering shortcomings and errors.

6.4 A Council attempt to capture a rogue spring in the roadside berm was also dogged by inadequate engineering requiring several elaborate repeat constructions. And cavalier execution

caused avoidable costs to council from repeat damage to water mains. And all with huge inconvenience for adjacent propery owner, who also effectively had to effect repeat berm reestablishment.

6.5 The stormwater sewer intake grille was worefully undersize and routinely blocked. After much persistence it was rebuilt but still with intake small for the local bush reserve flotsam conditions, and with the bars curiously horizontal (making it vulnerable to entry by lengths of timber and tree limbs and placing the conduit at great risk of intractable internal blockage.) It was completely blanketed in the 2023 event and the light structure severely damaged. It must be rebuilt more robust with much increased area and with vertical bars extending to dam rim height.

7 Auckland Transport Contribution

7.1 AT has contributed to the flooding of many properties. Intermediate gutters between berm and footway have been deleted. The extravagant concrete replacement footpaths have been sloped as substitute gutters but regularly reverse sloped to channel road, berm and footway water down private driveways. Road edge gutters have been made very shallow at entrances so these spill road water from large areas down driveways to footpaths and hence via sloped entrances onto private property. AT's water disposal problem has been transferred to private property owners. Apart from direct overland flow, the regular feed of external water repeatedly augments and maintains a high ground water level, generating leaks into sub floor levels. An example is New Windsor Rd, north side, between Brydon Pl and Bollard Ave. Several entrances were (at great expense to ratepayers) re laid. immediately after construction. No 64 is a typical problem still outstanding and subject of current complaint.

7.2 Current shallow replacement roadside gutters are regularly blocked by car wheels forcing water down driveways. Earlier deep gutters were avoided by drivers. Long rows of wheelie bins are also usually placed in the gutter with the same effect.

7.3 It seems Council compromises collection channels to suit modern very low vehicles. A case should be made for the minimum clearance to be accommodated and the fate of low vehicles ignored. Import of will then decrease.

8 Dubious Maintenance

8.1 Much routine contracted inspection and maintenance seems lacking. I suspect any intelligent perceptive person inspecting thoroughly could have forseen the New Lynn township disaster of a few years ago. The routine inspection and maintenance of the Tirimaona Reserve intake is seriously deficient, with material removed from the intake regularly stacked nearby and below dam top level for repeat injestion in another major event. No or token attempt is made to reduce the vast vegetation flotsam in the reserve or to remove to above dam top level large mobile obstacles which accumulate near the intake.

8.2 Regular inspection needs to be made by imaginative perceptive employees lin direct Council employment and looking always for potential hazard. Not by unchecked contract staff doing the very minimum to appear meet their contract.

9 Reality

[redacted]

9.1 For some legal purposes Council is required to regard all conduits as fully operative throughout events; a fanciful notion. Conduit intakes, with or without grilles, invariably become blocked to a greater or lesser extent. Construction, maintenance, and inspection must all be directed at reducing the risk. Daylighting streams assists, although it introduce many problems of danger especially to children, intruder access to properties, rats etc. The problems of blockage continues to arise at roadways. The absurd proliferation of free floating wheelie bins has compounded the hazard. The road must dip to handle inevitable overflow and so contain the Overland Flow path.

[redacted]

[redacted]