

SUBMISSION ON CONSENTS: LU24-010186 – LU24-010192

18 August 2024

Rotorua Lakes Council
Rotorua 3010



Tēnā koutou

SUBMISSION ON CONSENTS: LU24-010186 – LU24-010192

We wish to speak to our submission.

I write in **opposition** to the Publicly Notified Resource Consent Applications: LU24-010186 – LU24-010192.

We operate a nationally regarded tourism business, that is critical to Rotorua's economic success, reputation, and social and cultural wellbeing, and future.

Our experience is of constant issues with the nearby residents of the emergency housing located in Meade Street, Sala Street and Fenton Street, nearby to our business, and the homes of many of our kaimahi.

Due to objectionable and disruptive activities in our carpark, operating environs and streets nearby, our kaimahi and manuhiri are often unsafe, on arrival and departure from work, and due to incidents throughout the day.

This results in impacts on the following areas of significance to the District Plan, and local amenity and visitor perception:

- Cultural and heritage protection.
- Impacts on Mana Whenua.
- Residential Amenity and Community Wellbeing.
- Ability of our tourism sector to thrive and contribute fully to our local, regional and national economy.

We note the following:

- Our tourist are confused regarding accommodation, and gain a perception that they are unsafe to visit our area of town, and Rotorua as a whole. We observe that they depart earlier than they would otherwise do, and do not stay overnight.



17 Tryon Street, PO Box 6148, Whakarewarewa, Rotorua, New Zealand
P: 64 7 349 3463 E: info@whakarewarewa.com www.whakarewarewa.com

- We regularly have incidents that require Police support, mental Health support, Drug Safety support due to threatening and intimidating actions by nearby residents, property damage and theft.
- Our carpark has become a site illegal activity, including drug use, toileting solids, drug dealing, and prostitution. The unsanitary and biologically unsafe refuse that is left behind frequently is a danger to our villagers, staff and visitors.
- This is further impacted by Rotorua Lakes Council inactivity around the state of the public toilets located outside our main Admission and food service building. Our staff have regularly been confronted by drug use and inappropriate or threatening behavior in this area.
- I see our business as a flagship for cultural experience in Aotearoa, and the disruption caused by nearby residents affects us at a personal, cultural and perception levels. Visitors cannot always distinguish that these are not 'our people' who are behaving in these ways.
- Our geothermal environment is a taonga, and we are famous for our manaakitanga and welcoming experiences. However, it is a regret that these properties are no longer available for tourism visitors to stay in nearby, and experience this environment and positive relationships with locals.
- We invest significant and constant resource into building positive relationships with the security and management teams in these accommodations, but the residents do not socially or respectfully integrate into our community. At many times they have had to be removed from our Rāhui area, which is restricted for safety and cultural values by either guided access or whakapapa.
- This coming season we are expecting to have an even more successful year ahead. Where will our manuhiri stay and be hosted? Our business is unable to grow and host evening events due to this disruption, and on many many days we have had to manage these negative impacts.

Nāku noa nā



Dr Tanya Robinson

Manahatū General Manager

Whakarewarewa – The Living Māori Village



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P: 64 7 349 3463 **E:** info@whakarewarewa.com **www.whakarewarewa.com**