

**BEFORE THE INDEPENDENT HEARINGS COMMISSIONER**

**UNDER** the Resource Management Act 1991

**IN THE MATTER** of seven land use consent applications to use tourist accommodation for contracted emergency housing

**BETWEEN** **TE TŪĀPAPA KURA KĀINGA - MINISTRY OF HOUSING AND URBAN DEVELOPMENT**  
Applicant

**AND** **ROTORUA LAKES COUNCIL**  
Consent Authority

**AND** **SUBMITTERS**

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**STATEMENT OF EVIDENCE OF LORELLE JANE BARRY**  
**Dated 08 / 10 / 2024**

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**TOMPKINS | WAKE**

Solicitor: Theresa Le Bas  
Theresa.LeBas@tompkinswake.co.nz

Counsel: Kahlia Goss  
kahlia.goss@tompkinswake.co.nz

1105 Arawa Street  
PO Box 248  
Rotorua 3040  
New Zealand  
Ph: (07) 347 9466  
Fax: (07) 347 9500  
tompkinswake.com

## **INTRODUCTION**

1. My full name is Lorelle Jane Barry.
2. I have worked as a planner for over 18 years. I have been employed in the role of Team Lead Planning, Consenting at Rotorua Lakes Council ("Council") for approximately four years. Prior to holding this role at Council, I was a Senior Planner at The Property Group Limited, and before that, was employed by Sigma Consultants Limited for 11 years.
3. My role as Team Lead Planning, Consenting involves managing the resource consents team at Council. In this role I also review and approve resource consents, process resource consents and monitor conditions of resource consent to ensure condition compliance. I report to Mr Jason Ward, Council's Manager, Integrated Planning & Development
4. I hold the qualifications of a Master of Arts in History, Bachelor of Arts with Honours in History and Political Science, Bachelor of Law from the University of Waikato and a Postgraduate Diploma in Planning from Massey University. I am an associate member of the NZ Planning Institute.

## **PURPOSE OF THIS EVIDENCE**

5. My evidence focuses on the monitoring of consent conditions associated with the following existing resource consents:
  - (a) RC17647 - Lake Rotorua Hotel, 131 Lake Road;
  - (b) RC17648 - Alpin Motel, 16 Sala Street;
  - (c) RC17650 - Newcastle Motor Lodge, 18 Ward Avenue;
  - (d) RC17661 - Pohutu Lodge Motel, 3 Meade Street;
  - (e) RC17662 - Malones Motel, 321 Fenton Street;
  - (f) RC17673 - Union Victoria Motel, 26/28 Victoria Street;
  - (g) RC17887 - Ascot on Fenton, 247 Fenton / 12 Toko Streets;
  - (h) RC17889 - RotoVegas Motel, 249 Fenton / 14 Toko Streets;
  - (i) RC17890 - Midway Motel, 293 Fenton Street;

- (j) RC17891 - Geneva Motor Lodge, 299 Fenton Street;
  - (k) RC17892 - Ann's Volcanic Motel, 107 Malfroy Road;
  - (l) RC17893 - Apollo Hotel, 7 Tryon Street; and
  - (m) RC18244 - Emerald Spa Motor Inn, 284 Fenton Street.
6. I note that I have also been involved with monitoring the consent conditions of the three now exited contracted emergency housing ("CEH") sites:
- (a) RC17650 - Newcastle, 18 Ward Avenue;
  - (b) RC17892 - Ann's Volcanic, 107 Malfroy Road; and
  - (c) RC17673 - Union Victoria, 26-28 Victoria Street.
7. Because these three sites have now all been exited from CEH I have not turned my mind to these in this evidence.
8. My evidence will provide a summary of the monitoring and compliance inspections carried out to date. I will also comment on the effectiveness or otherwise of these conditions and where relevant provide any suggested changes to the conditions in relation to the seven applications currently before Council.

#### **CODE OF CONDUCT**

9. Although not necessary in respect of council hearings, I can confirm I have read the Expert Witness Code of Conduct set out in the Environment Court's Practice Note 2023. I have complied with the Code of Conduct in preparing this evidence and I agree to comply with it while giving oral evidence before the Independent Hearings Commissioner appointed by Council. Except where I state that I am relying on the evidence of another person, this written evidence is within my area of expertise. I have not omitted to consider material facts known to me that might alter or detract from the opinions expressed in this evidence.

## **SUMMARY**

10. Overall, I conclude that the consent holders' through the consent holder's representative, Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development ("MHUD"), have complied with their conditions of consent. This conclusion is based on both formal and informal inspections of the CEH sites undertaken over the past year.

## **INTRODUCTION**

11. I have been involved with the monitoring and compliance of the existing 10 CEH sites and three exited sites since resource consents were granted by Council in December 2022, but more formally involved with inspections of these sites since August 2023. While Council has a dedicated Community Compliance Team for monitoring and ensuring compliance with resource consents, it is common for the planning consents team to be involved with the monitoring and compliance of a resource consent where the planner has processed the consent or where a planner is has been involved with or is familiar with the consent requirements. In this case, the latter applies.
12. I can also advise that from December 2022 to August 2023, the Community Compliance Team were heavily involved in monitoring these consents and got them into a position whereby they were able to be handed to myself and Mr Ward for monitoring. This included working with the consent holders' and consent holder's representative to ensure conditions were both understood and complied with on an ongoing basis.
13. Therefore, over the past year or more I have completed formal inspections of each site dated 29 August 2023, 20 September 2023, 15 February 2024, 8 August 2024 and 22 August 2024. These inspections were accompanied by other Council Officers. In addition to these inspections, I have also carried out almost daily informal inspections from an off-site amenity perspective i.e. the general look and feel, of the

Fenton Street sites whilst driving and/or walking past these sites. I have also driven past Sala Street (the Alpin), Tryon Street (the Apollo), Meade Street (the Pohutu) and Lake Road (Lake Rotorua Hotel) at least once per week. For details of inspections, I have attached a spreadsheet as **Annexure A**.

14. While the formal inspections were carried out during normal working hours, the informal inspections occurred at various times including early in the morning and during night time hours.
15. The scope of my involvement with the compliance and monitoring of the original 13 consents, has been to monitor compliance with the conditions of consent. I am not involved in responding to any enforcement matters or complaints regarding these sites. Council's Community Compliance Team officers continue to respond to such matters. In this respect, I can report based on the advice of Council's Community Compliance team that since the granting of consents in December 2022, they have not received any complaints regarding the ten existing, or three former, CEH premises.
16. Unless a condition of resource consent is specifically referred to, I purposely group conditions and discuss these across all of the resource consents granted in December 2022. I have not discussed all conditions rather, I have only discussed those I consider to be fundamental to the operation of the sites.

## **INSPECTION OBSERVATIONS**

### **Comments on Conditions 7, 10 – 14, 16 – 17, 19, 20 – 21**

17. Each formal "on-site" inspection has involved checking the written records required to be kept and displayed under Condition 7. Ensuring landscaping, open space areas and boundary fencing is maintained in accordance with Conditions 10-14. For the Alpin, the Apollo and the Pohutu Motel, this has also involved checking that the consent holder displays information regarding the cultural significance of

Whakarewarewa Village and Te Puia as required by Condition 16 specific to these three consents.

18. The inspections have also involved checking to see that motel signage and advertising is not displayed as per Condition 17. Checking and ensuring that household storage is contained within individual units as per Condition 19 and that waste storage is screened from public view as per condition 20. In terms of Condition 21, the streetscape amenity is also inspected. In this respect, I note that where any shopping trolleys were located outside CEH sites these were recorded and both the consent holder and consent holder's representative advised. While shopping trolleys are certainly evident, it was a rare occurrence where a shopping trolley was located on a berm directly adjoining a CEH premise.
19. Consent holders have been receptive to remedying any immediate issues identified through site inspections. For example, during the 15 September 2023 inspection of the Ascot on Fenton, it was observed that vehicles were reversing onto Fenton Street because they were prevented from exiting the site via the thoroughfare to Toko Street. This section of Fenton Street is identified as an Urban Secondary Arterial in the Operative Rotorua District Plan and as such on-site turning is required (and reversing onto Fenton Street is not permitted by the District Plan). This was raised with the consent holder's representative and immediately rectified. Vehicles now enter via Fenton Street and exit the site via Toko Street.
20. It is also noted that at each inspection the CEH provider (Visions of a Helping Hand, Wera Aotearoa Charitable Trust, Emerge Aotearoa) was present on site. In most, but not all cases, security was also present.

#### **Exit Strategy – Condition 5**

21. An exit strategy was submitted for certification by Council in accordance with Condition 5 of the consents, on 14 June 2024. This exit strategy has

not yet been certified. This condition has become an ongoing matter for compliance subject to s124 of the Resource Management Act 1991 (RMA) due to the seven current resource consent applications to authorise CEH within these sites for a further year.

22. In this regard, I agree with Mr Batchelar's assessment at paragraph 29 of his s42A overview report that s124 of the RMA provides the ability for consent holders to continue to lawfully exercise their existing resource consent while applying for a replacement resource consent. In accordance with s124 of the RMA, while the Applicant must continue to adhere to the scope of the consent and all conditions of consent, I agree that it would not be appropriate to enforce a condition that requires the operation to cease when that operation can continue if the consents are granted. I would also add here that it is evident through the monitoring of the current 10 consents that the Applicant continues to adhere to the scope of the consent and conditions.
23. In relation to the three existing consents that are not being replaced – Emerald Spa, Midway Motel and Malones Motel, further details are still required regarding details of any required works to reinstate the buildings as a motel, before certification of the exit strategy can be confirmed. As of the most recent inspection it was observed through discussions with the on-site providers that they had stopped receiving people as of mid-July 2024.

#### **Occupancy – Condition 6**

24. Condition 6 relates to occupancy and provides for maximum numbers of occupants across each CEH premise. It is important to note that the occupancy numbers observed at the time of each formal inspection were all below that which was consented. In several instances actual occupancy was approximately half of what was consented. For reference, one of the larger premises, the Lake Rotorua Hotel, consented for 105 occupants across 93 units contained 78 occupants at the time of the

February 2024 inspection and 58 occupants at the time of the August 2024 inspection. Similarly, one of the smaller premises, the Geneva, consented for 41 occupants across 14 units, housed 17 occupants at the time of the February 2024 inspection and 25 occupants at the time of the August inspection.

25. It is important to note that this occupancy trend was observed at each formal inspection and in most cases, as with those identified above, were all below the maximum occupancy rate imposed in consent conditions. I do note that I do not know whether this means there are vacant units or whether there are fewer people per unit.

#### **Whakarewarewa Village and Te Puia – Conditions 15 – 17**

26. Conditions 15 – 17 of RC17648 (the Alpin), RC17893 (the Apollo) and RC17661 (the Pohutu), as applicable, require measures to inform about the location and cultural significance of Whakarewarewa Village and Te Puia relative to these CEH sites. Regular (six monthly) meetings with representatives is also a condition.
27. The compliance reports for all three CEH sites have responded to these conditions with the more recent compliance reports covering the period from 17 December 2023 to 16 June 2024 identifying the measures undertaken to comply with these conditions, including a summary of meetings and engagement.

#### **Site Management Plans – Conditions 22, 23, 24 or 25**

28. The site management plans required by Conditions 22, 23, 24 or 25, as applicable, are comprehensive. While Council holds copies of the site management plans for each premise, at every inspection the site management plan was available for viewing.
29. There has also been the ability through the consent conditions to amend the site management plans and / or recertify, this has never been



required. Overall, the site management plans have proved an effective tool to ensure the sites are being managed appropriately and with the ability to amend or recertify provide the opportunity to capture any additional issues as they arise.

**Community Liaison Group – Condition 26 or 27**

30. As required by Conditions 26 or 27, as applicable, of the resource consents, RLC, MHUD senior management and a nominated representative from the Community Liaison Group (“CLG”) have met every six months:
- (a) 9 March 2023;
  - (b) 8 June 2023;
  - (c) 7 September 2023;
  - (d) 28 February 2024;
  - (e) 26 June 2024; and
  - (f) 26 September 2024.
31. At the time of writing, minutes of these meetings were available on the MHUD website, except for minutes of the meeting held on 26 September 2024. I do not comment on the effectiveness or otherwise of these meetings, except to say that these meetings have occurred regularly, as per the condition parameters, and as such the condition is considered by Council to be satisfied.

**CONCLUSION**

32. Overall, I can conclude that there has been a high degree of compliance with the existing consent conditions across all of the CEH sites and that the conditions have been reasonably effective to implement. Regular monitoring, coupled with a high degree of consent holder engagement has also ensured ongoing compliance with conditions of consent.

**Lorelle Barry**  
08 / 10 / 2024

**Annexure A – Details of inspections**

## CEH CONDITIONS & OBSERVATIONS

### Site 1 - 16 Sala Street (Alpin Motel)

CONDITIONS					
General	MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)	
<p>1 The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC17648, the response to the request for further information, dated 11 May 2022 and Site Plan entitled "16 Sala Street, Rotorua, Emergency Accommodation", sheet 1 of 1, dated 26/04/2022.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies	
<p>2 The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><u>Requirements</u> "Suitable representative" shall mean a person who: a. is familiar with the conditions and compliance obligations of this resource consent; b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</p> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Lyll is the suitable representative as Chantelle is no longer working in this area (Date advised: 19/12/2023)	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Lyll is the suitable representative	
<b>Contract for the operation of CEH with MHUD</b>					
<p>3 The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 24 and 25.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies	
<b>Consent Expiry</b>					
<p>4 This resource consent shall expire on the earlier date of either:</p> <p>a. Two years from the date of decision; or b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</p> <p><u>Notes:</u> 1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a). 2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies	
<b>Continuation of the CEH Activity on the site</b>					

Cessation of the CEH Activity on the site					
5	No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning & Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Exit strategy provided 14/06/24
Scale and Intensity					
6	A maximum of 120 occupants shall be permitted to reside within the 40 contracted emergency housing units.  Notes: To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Confirmed by MHUD and operator - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Not at full occupancy (currently 71 occupants)
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Not at full occupancy (currently 69 occupants)
Record Keeping and Reporting					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; and c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the Consent Holder to address these incidents or complaints	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023). 7 police callouts / visits to this site
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided by within Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023). 6 police callouts / visits to this site
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided by within Resource Consent Compliance Report (dated 17 December 2023 - 16 June 2024). 27 police callouts / visits to this site
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include: a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances; b. Recent photographs of landscaping, open space and boundary fencing as required by Conditions 10, 11 and 12; c. Details of how compliance is achieved in respect of Condition 21 (Streetscape Amenities), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to improve its effectiveness.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
Landscaping, Open Space and Boundary Fencing					
10	The existing trees and vegetation along all boundaries of the site shall be retained for the duration of the consent.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies

11	The existing shared open space, as shown on the Site Plan (approved under Condition 1 and updated under Condition 13), shall be retained in a condition suitable for recreational use by occupants.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - central shared recreational area with pool used in summer at supervised times only
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
12	All external boundary fencing shall be maintained in the same or similar form to the existing fencing to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
13	The landscaping, planting and boundary fencing required by Conditions 10, 11 and 12 shall be marked on the Site Plan for the site and photographed and supplied to the Rotorua Lakes Council within one month of the commencement of the consent	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
14	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting season.  <u>Note:</u> This condition does not restrict enhancement of landscaping.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Whakarewarewa Village and Te Puia</b>					
15	Within one month of the commencement of this consent the Consent Holder, or suitable representative, shall initiate a meeting(s) with a representative(s) from Whakarewarewa Village and Te Puia. The purpose of the meeting(s) is to enable good information to be shared about the:  a. Implementation of the Site Management Plan (SMP) in mitigating potential adverse effects of CEH; b. The tidiness of the Whakarewarewa Village carpark; and c. Other initiatives, such as education programmes for CEH occupants, that could be implemented to improve the relationship between the operation of CEH and the operation of cultural and tourism operations at Whakarewarewa Village and Te Puia.  The Consent Holder shall offer to meet with representatives from Whakarewarewa Village and Te Puia a minimum of once every six months.  Outcomes from each meeting shall be recorded and provided to Rotorua Lakes Council if requested by the Council.  <u>Note:</u> In the event that representatives from Whakarewarewa Village or Te Puia do not want to participate in meeting with the consent holder this will not be deemed a breach of this condition.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle confirmed that this has been done
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
16	Information about the location and cultural significance of Whakarewarewa Village and Te Puia as well as expectations about respecting these neighbouring sites must be clearly displayed within the main circulation areas of the subject site. CEH occupants must be informed about these expectations as part of the induction process into CEH.  Expectations about respecting neighbouring sites shall be determined at the first meeting between the Consent Holder, or suitable representative, and representative(s) from Whakarewarewa Village and Te Puia.  <u>Note:</u> In the event that representatives from Whakarewarewa Village and Te Puia do not want to participate, expectations shall be determined by a suitable representative from Te Hau ki te Kāinga.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Motel Signage and Advertising</b>					

17	The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's amenities.  <u>Notes:</u> 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "Alpin Motel" can remain on display.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
18	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.  <u>Note:</u> It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	To do - Rotorua NZ to confirm
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Storage</b>					
19	Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
20	Waste storage shall be screened from the road frontage or residential properties.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Streetscape Amenity</b>					
21	The Consent Holder shall undertake, and complete a daily written record of, the following:  a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive streetscape; b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property.  <u>Note:</u> The implementation of this condition is referred to in the Site Management Plan in Condition 25.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	SMP folder - viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies - SMP folder viewed onsite
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies - SMP folder viewed onsite
<b>On-site Management</b>					
22	An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite.
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies - SMP folder viewed onsite
23	No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies

		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
24	A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD. The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by:  a. Operating under the CEH model as described in Te Hau ki te Käinga Strategic Plan; b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site; c. Mitigating effects of CEH use on the immediate neighbourhood; and d. Ensuring appropriate communication, monitoring and reporting, and response to complaints.  <u>Note:</u> To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies - SMP folder viewed onsite
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies - SMP folder viewed onsite
25	The SMP required by Condition 24 must include:  a. Details of the systems and procedures for placing people ('triaging') in the contracted emergency housing using the Nga Pou e-Rima cultural framework including the: i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly; ii. Avoidance of crowding; iii. Placement of families with children having regard to access to appropriate play space; and iv. Management of people whose behaviour may create unacceptable risk to other occupants.  b. Details of on-site manager's responsibility for implementation of the SMP;  c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;  d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;  e. Site management details and methods addressing, at a minimum, the following matters: i. Visitor numbers and visiting hours, and on-site visitor parking; ii. Staffing; iii. On-site and roaming security personnel, credentials, systems and procedures; iv. Location of carparking (including for visitors); v. Location of open space and play space; vi. Meeting /training operation (including hours of use); vii. Use of communal areas and facilities; viii. Details of regular site maintenance, including: a. Daily maintenance of streetscape amenity under Condition 21; b. Maintenance of landscaping and planting; and c. Programmed maintenance of all buildings. f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance; g. The set of 'house rules' that will apply to the site; h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site; i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH;	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies - SMP folder viewed onsite
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies - SMP folder viewed onsite
<b>Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)</b>					
26	Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:  a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.  <u>Notes:</u> 1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period. 2. While Condition 26 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
27	MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - being carried out

	<p>a. The purpose of the CLG is:</p> <p>i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;</p> <p>ii. To promote the flow of information between the MHUD, Te Hau ki te Kāinga and the local community so as to, wherever possible, address any issues that may arise;</p> <p>iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;</p> <p>iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and</p> <p>v. To discuss the exit strategy for CEH.</p> <p>b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki Te Kāinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and iwi. MHUD must also invite:</p> <p>i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);</p> <p>ii. One representative from the tourism industry; and</p> <p>iii. One representative from Restore Rotorua Incorporated.</p> <p>c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet:</p> <p>i. No more than 30 working days after the commencement of the consent; and</p> <p>ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.</p> <p>d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;</p> <p>e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;</p> <p>f. MHUD shall engage an independent chairperson to facilitate CLG meetings;</p> <p>g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and</p> <p>h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).</p> <p><u>Notes:</u></p> <p>1. Condition 27 governs initial membership for the purposes of convening the first meeting of the CLG. On-going membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.</p> <p>In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.</p> <p>2. The purpose of Condition 27 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.</p> <p>3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or specific purposes and on such terms as are agreed.</p>	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Monitoring Fee</b>					
28	The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Review</b>					
29	Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to:	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
30	Additional Offsite compliance checks	Weekly	Jason Ward Lorelle Barry		Visual inspections from the roadside, for the purpose of monitoring amenity conditions. Did not go onsite. Complies unless otherwise stated
		07.08.2023	Jason Ward		9:30pm - as part of a regular night time drive by of CEH security at the Alpin was observed sitting at the rear boundary keeping an eye along that boundary. Security were also present in the office
		14.08.2024	Jason Ward		8:20pm - as part of a regular night time drive by of CEH security at the Alpin was observed sitting at the rear boundary keeping an eye along that boundary. Security were also present in the office



**ADVICE NOTES:**

**Building Act**

1. This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
2. Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

**Waste Management**

3. Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

**Right of Objection**

4. If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

**Monitoring of Conditions**

5. Fulfilment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.
6. Please contact Council's Compliance & Regulatory Team ([RMACCompliance@rotorua.c.nz](mailto:RMACCompliance@rotorua.c.nz)) in relation to the completion and monitoring of the conditions of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of Section 36 of the Resource Management Act 1991.

## CEH CONDITIONS & OBSERVATIONS

### Site 2 - 284-286 Fenton Street (Emerald Spa)

CONDITIONS				
General	MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)
<p>1 The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC18244 and Site Plan entitled "284-286 Fenton Street, Emergency Accommodation", sheet 1 of 1, dated 12/07/2022.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	22.08.2024	Jason Ward Lorelle Barry Neenu Vijayadharan		Complies
<p>2 The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><b>Requirements</b>                      "Suitable representative" shall mean a person who:                      a. is familiar with the conditions and compliance obligations of this resource consent;                      b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and                      c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</p> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Lyall is the suitable representative as Chantelle is no longer working in this area (Date advised: 19/12/2023)
	22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Contract for the operation of CEH with MHUD</b>				
<p>3 The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 22 and 23.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Consent Expiry</b>				
<p>4 This resource consent shall expire on the earlier date of either:                      a. Two years from the date of decision; or                      b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</p> <p><u>Notes:</u>                      1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a).                      2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Cessation of the CEH Activity on the site</b>				

5	No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning & Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Exit strategy provided 14/06/24
<b>Scale and Intensity</b>					
6	A maximum of 93 occupants shall be permitted to reside within the 30 contracted emergency housing units.  <u>Notes:</u> To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Confirmed by MHUD and opertor - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies - Not at full occupancy (currently 42 occupants)
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies - Not at full occupancy (currently 36 occupants) - Visions worker advised no referrals since mid July - no further referrals will be accepted.
<b>Record Keeping and Reporting</b>					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; and c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the Consent Holder to address these incidents or complaints.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023. 1 police callout / visits to this site
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023. 8 police callouts / visits to this site
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies  Police attendance to incidents or complaints as provided by within Resource Consent Compliance Report (dated 17 December 2023 - 16 June 2024. 18 police callouts / visits to this site)
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	TBC
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023. 8 police callouts / visits to this site
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Received 02/08/2024
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include: a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances; b. Recent photographs of landscaping, open space and boundary fencing as required by Condition 13; c. Details of how compliance is achieved in respect of Condition 19 (Streetscape Amenity), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to improve its effectiveness.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Received 02/08/2024
<b>Landscaping, Open Space and Boundary Fencing</b>					
10	The existing gardens, pot plants and planter boxes shall be retained for the duration of the consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
11	A permanent fence or gate shall be installed between the subject site and the adjoining motel to the north within three months of the commencement of this consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - closed gate onsite

		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
12	All external boundary fencing (except in relation to Condition 11 above) shall be maintained in the same or similar form to the existing fencing to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
13	The landscaping, planting and boundary fencing required by Conditions 10, 11 and 12 shall be photographed and marked on the Site Plan for the site and supplied to the Rotorua Lakes Council within one month of the commencement of the consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
14	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting season.  <u>Note:</u> This condition does not restrict enhancement of landscaping.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Motel Signage and Advertising</b>					
15	The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's amenities.  <u>Notes:</u> 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "Emerald Spa" can remain on display.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
16	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.  <u>Note:</u> It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Storage</b>					
17	Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
18	Waste storage shall be screened from the road frontage or residential properties.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies

		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Streetscape Amenity</b>					
19	The Consent Holder shall undertake, and complete a daily written record of, the following:  a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive streetscape; b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property.  <u>Note:</u> The implementation of this condition is referred to in the Site Management Plan in Condition 23.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>On-site Management</b>					
20	An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite.
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
21	No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
22	A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD.  The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by: a. Operating under the CEH model as described in Te Hau ki te Käinga Strategic Plan; b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site; c. Mitigating effects of CEH use on the immediate neighbourhood; and d. Ensuring appropriate communication, monitoring and reporting, and response to complaints.  <u>Note:</u> To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
23	The SMP required by Condition 22 must include:  a. Details of the systems and procedures for placing people ('triaging') in the contracted emergency housing using the Nga Pou-e-Rima cultural framework including the: i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly; ii. Avoidance of crowding; iii. Placement of families with children having regard to access to appropriate play space; and iv. Management of people whose behaviour may create unacceptable risk to other occupants.  b. Details of on-site manager's responsibility for implementation of the SMP;  c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;  d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;  e. Site management details and methods addressing, at a minimum, the following matters: i. Visitor numbers and visiting hours, and on-site visitor parking; ii. Staffing; iii. On-site and roaming security personnel, credentials, systems and procedures; iv. Location of carparking (including for visitors); v. Location of open space and play space; vi. Meeting / training operation (including hours of use);	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies

<p>vii. Use of communal areas and facilities;</p> <p>viii. Details of regular site maintenance, including:</p> <p>a. Daily maintenance of streetscape amenity under Condition 19;</p> <p>b. Maintenance of landscaping and planting; and</p> <p>c. Programmed maintenance of all buildings.</p> <p>f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance;</p> <p>g. The set of 'house rules' that will apply to the site;</p> <p>h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site;</p> <p>i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH;</p> <p>j. The process for dealing with complaints by or about any occupants of the site;</p> <p>k. Methodology for receiving, recording and resolving communication or complaints made via the 0800 number outlined under (i) above.</p>				
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**Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)**

<p>24 Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:</p> <p>a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and</p> <p>b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.</p> <p>Notes:</p> <p>1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period.</p> <p>2. While Condition 24 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.</p>	<p>29.08.2023</p>	<p>Jason Ward Lorelle Barry Denise Morgan-Koia</p>	<p>Chantelle Windlebourne</p>	<p>Complies - Being carried out</p>
	<p>15.02.2024</p>	<p>Jason Ward Lorelle Barry Neenu Vijayadharan</p>	<p>Lyll Wilson</p>	<p>Complies</p>
	<p>22.08.2024</p>	<p>Jason Ward Lorelle Barry Denise Morgan-Koia</p>		<p>Complies</p>
<p>25 MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:</p> <p>a. The purpose of the CLG is:</p> <p>i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;</p> <p>ii. To promote the flow of information between the MHUD, Te Hau ki te Kāinga and the local community so as to, wherever possible, address any issues that may arise;</p> <p>iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;</p> <p>iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and</p> <p>v. To discuss the exit strategy for CEH.</p> <p>b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki te Kāinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and Iwi. MHUD must also invite:</p> <p>i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);</p> <p>ii. One representative from the tourism industry; and</p> <p>iii. One representative from Restore Rotorua Incorporated.</p> <p>c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet:</p> <p>i. No more than 30 working days after the commencement of the consent; and</p> <p>ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.</p> <p>d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;</p> <p>e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;</p> <p>f. MHUD shall engage an independent chairperson to facilitate CLG meetings;</p> <p>g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and</p> <p>h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).</p> <p>Notes:</p> <p>1. Condition 25 governs initial membership for the purposes of convening the first meeting of the CLG. On-going membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.</p> <p>In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.</p> <p>2. The purpose of Condition 25 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.</p> <p>3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or</p>	<p>29.08.2023</p>	<p>Jason Ward Lorelle Barry Denise Morgan-Koia</p>	<p>Chantelle Windlebourne</p>	<p>Complies - Being carried out</p>
	<p>15.02.2024</p>	<p>Jason Ward Lorelle Barry Neenu Vijayadharan</p>	<p>Lyll Wilson</p>	<p>Complies</p>
	<p>22.08.2024</p>	<p>Jason Ward Lorelle Barry Denise Morgan-Koia</p>		<p>Complies</p>

	specific purposes and on such terms as are agreed.				
<b>Monitoring Fee</b>					
26	The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Review</b>					
27	Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to:  i. Site Management; ii. The use of common / shared areas; iii. Parking; and/or iv. Waste Management.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
28	Additional Offsite compliance checks	Weekly	Jason Ward Lorelle Barry		Visual inspections from the roadside, for the purpose of monitoring amenity conditions. Did not go onsite. Complies unless otherwise stated.

**ADVICE NOTES:**

**Building Act**

1. This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
2. Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

**Waste Management**

3. Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

**Right of Objection**

4. If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

**Monitoring of Conditions**

5. Fulfilment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.
6. Please contact Council's Compliance & Regulatory Team ([RMACCompliance@rotorualc.nz](mailto:RMACCompliance@rotorualc.nz)) in relation to the completion and monitoring of the conditions of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of Section 36 of the Resource Management Act 1991.

## CEH CONDITIONS & OBSERVATIONS

### Site 3 - 299 Fenton Street (Geneva Motor Lodge)

CONDITIONS					
General	MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)	
<p>1. The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC17891, the response to the request for further information, dated 11 May 2022 and Site Plan entitled "299 Fenton Street, Rotorua, Emergency Accommodation", sheet 1 of 1, dated 10/05/2022.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<p>2</p> <p>The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><u>Requirements</u> "Suitable representative" shall mean a person who: a. is familiar with the conditions and compliance obligations of this resource consent; b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</p> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Lyall is the suitable representative as Chantelle is no longer working in this area (Date advised: 19/12/2023)	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<b>Contract for the operation of CEH with MHUD</b>					
<p>3</p> <p>The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 21 and 22.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<b>Consent Expiry</b>					
<p>4</p> <p>4. This resource consent shall expire on the earlier date of either: a. Two years from the date of decision; or b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</p> <p><u>Notes:</u> 1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a). 2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	



Cessation of the CEH Activity on the site					
5	No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning & Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Exit strategy provided 14/06/24
Scale and Intensity					
6	A maximum of 41 occupants shall be permitted to reside within the 14 contracted emergency housing units.  <u>Notes:</u> To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Confirmed by MHUD and operator - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Not at full occupancy (currently 17 occupants)
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Not at full occupancy (currently 25 occupants)
Record Keeping and Reporting					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; and c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the Consent Holder to address these incidents or complaints.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023). 6 police callout / visits to this site
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023). Graph is unclear - 5 or 11 police callouts / visits to this site (illegible number on graph)
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided by within Resource Consent Compliance Report (dated 17 December 2023 - 16 June 2024). 13 police callouts / visits to this site)
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include:  a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances; b. Recent photographs of landscaping, open space and boundary fencing as required by Condition 12; c. Details of how compliance is achieved in respect of Condition 18 (Streetscape Amenity), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to improve its effectiveness.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
Landscaping, Open Space and Boundary Fencing					
10	The existing trees and vegetation along all boundaries of the site shall be retained for the duration of the consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies

		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
11	All external boundary fencing shall be maintained in the same or similar form to the existing fencing to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
12	The landscaping, planting and boundary fencing required by Conditions 10 and 11 shall be marked on the Site Plan for the site and photographed and supplied to the Rotorua Lakes Council within one month of the commencement of the consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
13	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting season.  <u>Note:</u> This condition does not restrict enhancement of landscaping.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<b>Motel Signage and Advertising</b>					
14	The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's amenities.  <u>Notes:</u> 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "Geneva Motor Lodge" can remain on display.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
15	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.  <u>Note:</u> It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<b>Storage</b>					
16	Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
17	Waste storage shall be screened from the road frontage or residential properties.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<b>Streetscape Amenity</b>					

18	<p>The consent holder shall undertake, and complete a daily written record of, the following:</p> <p>a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive streetscape;</p> <p>b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and</p> <p>c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property.</p> <p><u>Note:</u> The implementation of this condition is referred to in the Site Management Plan in Condition 22.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>On-site Management</b>					
19	<p>An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite.
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
20	<p>No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
21	<p>A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD.</p> <p>The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by:</p> <p>a. Operating under the CEH model as described in Te Hau ki te Käinga Strategic Plan;</p> <p>b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site;</p> <p>c. Mitigating effects of CEH use on the immediate neighbourhood; and</p> <p>d. Ensuring appropriate communication, monitoring and reporting, and response to complaints.</p> <p><u>Note:</u> To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
22	<p>The SMP required by Condition 21 must include:</p> <p>a. Details of the systems and procedures for placing people ("triaging") in the contracted emergency housing using the Nga Pou-e-Rima cultural framework including the:</p> <p>i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly;</p> <p>ii. Avoidance of crowding;</p> <p>iii. Placement of families with children having regard to access to appropriate play space; and</p> <p>iv. Management of people whose behaviour may create unacceptable risk to other occupants.</p> <p>b. Details of on-site manager's responsibility for implementation of the SMP;</p> <p>c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;</p> <p>d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;</p> <p>e. Site management details and methods addressing, at a minimum, the following matters:</p> <p>i. Visitor numbers and visiting hours, and on-site visitor parking;</p> <p>ii. Staffing;</p> <p>iii. On-site and roaming security personnel, credentials, systems and procedures;</p> <p>iv. Location of carparking (including for visitors);</p> <p>v. Location of open space and play space;</p> <p>vi. Meeting /training operation (including hours of use);</p> <p>vii. Use of communal areas and facilities;</p> <p>viii. Details of regular site maintenance, including:</p> <p>a. Daily maintenance of streetscape amenity under Condition 18;</p> <p>b. Maintenance of landscaping and planting; and</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies

<p>c. Programme of maintaining and painting; and</p> <p>c. Programmed maintenance of all buildings.</p> <p>f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance;</p> <p>g. The set of "house rules" that will apply to the site;</p> <p>h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site;</p> <p>i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH;</p> <p>j. The process for dealing with complaints by or about any occupants of the site;</p> <p>k. Methodology for receiving, recording and resolving communication or complaints made via the 0800 number outlined under (i) above.</p>				
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**Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)**

<p>23 Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:</p> <p>a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and</p> <p>b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.</p> <p><u>Notes:</u></p> <p>1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period.</p> <p>2. While Condition 23 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyllal Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyllal Wilson	Complies
<p>24 MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:</p> <p>a. The purpose of the CLG is:</p> <p>i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;</p> <p>ii. To promote the flow of information between the MHUD, Te Hau ki Te Käinga and the local community so as to, wherever possible, address any issues that may arise;</p> <p>iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;</p> <p>iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and</p> <p>v. To discuss the exit strategy for CEH.</p> <p>b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki Te Käinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and Iwi. MHUD must also invite:</p> <p>i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);</p> <p>ii. One representative from the tourism industry; and</p> <p>iii. One representative from Restore Rotorua Incorporated.</p> <p>c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet:</p> <p>i. No more than 30 working days after the commencement of the consent; and</p> <p>ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.</p> <p>d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;</p> <p>e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;</p> <p>f. MHUD shall engage an independent chairperson to facilitate CLG meetings;</p> <p>g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and</p> <p>h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).</p> <p><u>Notes:</u></p> <p>1. Condition 24 governs initial membership for the purposes of convening the first meeting of the CLG. On-going membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.</p> <p>In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.</p> <p>2. The purpose of Condition 24 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.</p> <p>3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or specific purposes and on such terms as are agreed.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyllal Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyllal Wilson	Complies

Monitoring Fee					
25	The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
Review					
26	Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to:  v. Site Management; vi. The use of common / shared areas; vii. Parking; and/or viii. Waste Management.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
27	Additional Offsite compliance checks	Weekly	Jason Ward Lorelle Barry		Visual inspections from the roadside, for the purpose of monitoring amenity conditions. Did not go onsite. Complies unless otherwise stated

**ADVICE NOTES:**

**Building Act**

1. This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
2. Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

**Waste Management**

3. Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

**Right of Objection**

4. If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

**Monitoring of Conditions**

5. Fulfilment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.
6. Please contact Council's Compliance & Regulatory Team ([RIMACompliance@rotaruac.nz](mailto:RIMACompliance@rotaruac.nz)) in relation to the completion and monitoring of the conditions of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of Section 36 of the Resource Management Act 1991.

## CEH CONDITIONS & OBSERVATIONS

### Site 4 - 321 Fenton Street (Malones Motel)

CONDITIONS					
General	MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)	
<p><b>1</b> The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC17662, the response to the request for further information dated 11 May 2022 and Site Plan entitled "321 Fenton Street, Rotorua, Emergency Accommodation", sheet 1 of 1, dated 5/05/2022.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<p><b>2</b> The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><u>Requirements</u> "Suitable representative" shall mean a person who: a. is familiar with the conditions and compliance obligations of this resource consent; b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</p> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Lyall is the suitable representative as Chantelle is no longer working in this area (Date advised: 19/12/2023)	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<b>Contract for the operation of CEH with MHUD</b>					
<p><b>3</b> The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 24 and 25.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<b>Consent Expiry</b>					
<p><b>4</b> This resource consent shall expire on the earlier date of either: a. Two years from the date of decision; or b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</p> <p><u>Notes:</u> 1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a). 2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<b>Cessation of the CEH Activity on the site</b>					
<p><b>5</b> No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning &amp; Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	

		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Exit strategy provided 14/06/24
<b>Scale and Intensity</b>					
6	A maximum of 42 occupants shall be permitted to reside within the 20 contracted emergency housing units.  Notes: To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Confirmed by MHUD and operator - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Not at full occupancy (currently 18 occupants)
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Not at full occupancy (currently 18 occupants) - reduced from 20 to 10 units No new occupants since 19/07/2024
<b>Record Keeping and Reporting</b>					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; and c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the Consent Holder to address these incidents or complaints	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023). 7 police callouts / visits to this site
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023). 3 police callouts / visits to this site
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided by within Resource Consent Compliance Report (dated 17 December 2023 - 16 June 2024). 4 police callouts / visits to this site
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include:  a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances; b. Recent photographs of landscaping, open space and boundary fencing as required by Condition 14; c. Details of how compliance is achieved in respect of Condition 21 (Streetscape Amenity), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to improve its effectiveness.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
<b>Landscaping, Open Space and Boundary Fencing</b>					
10	The existing trees and vegetation along all boundaries of the subject site and the pot plants in front of each unit shall be retained for the duration of the consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
11	Permanent childproof fencing that is visually permeable shall be installed along the Summer Street frontage to replace the existing corrugated iron fencing within one month of the commencement of this consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - supervised play area on site
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
12	The area between the western edge of the building and the boundary with the Arawa Bowls Club shall be blocked off to restrict casual access by CEH occupants and this barrier shall remain in place for the duration of the consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - fence/barrier in place

		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
13	All external boundary fencing shall be maintained in the same or similar form to the existing fencing (except in relation to the upgraded fencing required by Condition 11 above) to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
14	The landscaping, planting and boundary fencing required by Conditions 10-13 shall be marked on the Site Plan for the site and photographed and supplied to the Rotorua Lakes Council within one month of the commencement of the consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
15	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting season.  Note: This condition does not restrict enhancement of landscaping.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Motel Signage and Advertising</b>					
16	The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's amenities.  <u>Notes:</u> 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "Malones Motel" can remain on display.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
17	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.  <u>Note:</u> It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Storage</b>					
18	Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
19	Waste storage shall be screened from the road frontage or residential properties.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Streetscape Amenity</b>					
20	20. The consent holder shall undertake, and complete a daily written record of, the following:  a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite



	streetscape; b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property. Note: The implementation of this condition is referred to in the Site Management Plan in Condition 24.	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>On-site Management</b>					
21	An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite.
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
22	No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
23	A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD.  The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by: a. Operating under the CEH model as described in Te Hau ki te Kāinga Strategic Plan; b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site; c. Mitigating effects of CEH use on the immediate neighbourhood; and d. Ensuring appropriate communication, monitoring and reporting, and response to complaints.  Note: To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
24	The SMP required by Condition 21 must include:  a. Details of the systems and procedures for placing people ('triaging') in the contracted emergency housing using the Nga Pou-e-Rima cultural framework including the: i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly; ii. Avoidance of crowding; iii. Placement of families with children having regard to access to appropriate play space; and iv. Management of people whose behaviour may create unacceptable risk to other occupants.  b. Details of on-site manager's responsibility for implementation of the SMP;  c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;  d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;  e. Site management details and methods addressing, at a minimum, the following matters: i. Visitor numbers and visiting hours, and on-site visitor parking; ii. Staffing; iii. On-site and roaming security personnel, credentials, systems and procedures; iv. Location of carparking (including for visitors); v. Location of open space and play space; vi. Meeting /training operation (including hours of use); vii. Use of communal areas and facilities; viii. Details of regular site maintenance, including: a. Daily maintenance of streetscape amenity under Condition 18; b. Maintenance of landscaping and planting; and c. Programmed maintenance of all buildings. f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance; g. The set of 'house rules' that will apply to the site; h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site; i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH; j. The process for dealing with complaints by or about any occupants of the site; k. Methodology for receiving, recording and resolving communication or complaints made via the 0800 number outlined under (i) above.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies

Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)					
25	Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
	a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<p><u>Notes:</u></p> <p>1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period.</p> <p>2. While Condition 23 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.</p>					
26	MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
	a. The purpose of the CLG is:	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	<p>i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;</p> <p>ii. To promote the flow of information between the MHUD, Te Hau ki te Kāinga and the local community so as to, wherever possible, address any issues that may arise;</p> <p>iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;</p> <p>iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and</p> <p>v. To discuss the exit strategy for CEH.</p> <p>b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki Te Kāinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and Iwi. MHUD must also invite:</p> <p>i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);</p> <p>ii. One representative from the tourism industry; and</p> <p>iii. One representative from Restore Rotorua Incorporated.</p> <p>c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet:</p> <p>i. No more than 30 working days after the commencement of the consent; and</p> <p>ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.</p> <p>d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;</p> <p>e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;</p> <p>f. MHUD shall engage an independent chairperson to facilitate CLG meetings;</p> <p>g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and</p> <p>h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).</p> <p><u>Notes:</u></p> <p>1. Condition 26 governs initial membership for the purposes of convening the first meeting of the CLG. On-going membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.</p> <p>In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.</p> <p>2. The purpose of Condition 26 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.</p> <p>3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or specific purposes and on such terms as are agreed.</p>	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Monitoring Fee</b>					
27	The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Review</b>					

28	Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to:  v. Site Management; vi. The use of common / shared areas; vii. Parking; and/or viii. Waste Management.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
29	Additional Offsite compliance checks	Weekly	Jason Ward Lorelle Barry		Visual inspections from the roadside, for the purpose of monitoring amenity conditions. Did not go onsite. Complies unless otherwise stated

**ADVICE NOTES:**

**Building Act**

1. This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
2. Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

**Waste Management**

3. Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

**Right of Objection**

4. If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

**Monitoring of Conditions**

5. Fulfilment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.
6. Please contact Council's Compliance & Regulatory Team ([RMACCompliance@rotorualc.nz](mailto:RMACCompliance@rotorualc.nz)) in relation to the completion and monitoring of the conditions of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of Section 36 of the Resource Management Act 1991.

## CEH CONDITIONS & OBSERVATIONS

### Site 5 - 293 Fenton Street (Midway Motel)

CONDITIONS				
General	MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)
<p>1. The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC17890, the response to the request for further information, dated 11 May 2022 and Site Plan entitled "293 Fenton Street, Rotorua, Emergency Accommodation", sheet 1 of 1, dated 11/05/2022.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<p>2. The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><u>Requirements</u> "Suitable representative" shall mean a person who: a. is familiar with the conditions and compliance obligations of this resource consent; b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</p> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Lyall is the suitable representative as Chantelle is no longer working in this area (Date advised: 19/12/2023)
	22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Contract for the operation of CEH with MHUD</b>				
<p>3. The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 21 and 22.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Consent Expiry</b>				
<p>4. This resource consent shall expire on the earlier date of either: a. Two years from the date of decision; or b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</p> <p><u>Notes:</u> 1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a). 2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Cessation of the CEH Activity on the site</b>				
<p>5. No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning &amp; Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies

	matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Exit strategy provided 14/06/24
<b>Scale and Intensity</b>					
6	A maximum of 70 occupants shall be permitted to reside within the 15 contracted emergency housing units.  <u>Notes:</u> To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Confirmed by MHUD and opertor - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Not at full occupancy (currently 27 occupants)
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies - Not at full occupancy (currently 31 occupants)
<b>Record Keeping and Reporting</b>					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; and c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the Consent Holder to address these incidents or complaints.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023). 8 police callouts / visits to this site.
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023). 8 police callouts / visits to this site.
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies  Police attendance to incidents or complaints as provided by within Resource Consent Compliance Report (dated 17 December 2023 - 16 June 2024). 14 police callouts / visits to this site
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Received 02/08/2024
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include:  a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances; b. Recent photographs of landscaping, open space and boundary fencing as required by Condition 12; c. Details of how compliance is achieved in respect of Condition 18 (Streetscape Amenity), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to improve its effectiveness.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Received 02/08/2024
<b>Landscaping, Open Space and Boundary Fencing</b>					
10	The existing trees and vegetation along all boundaries of the site shall be retained for the duration of the consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
11	All external boundary fencing shall be maintained in the same or similar form to the existing fencing to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
12	The landscaping, planting and boundary fencing required by Conditions 10 and 11 shall be marked on the Site Plan for the site and photographed and supplied to the Rotorua Lakes Council within one month of the commencement of the consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies

		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
13	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting season.  <u>Note:</u> This condition does not restrict enhancement of landscaping.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Motel Signage and Advertising</b>					
14	The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's amenities.  <u>Notes:</u> 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "Midway Motel" can remain on display.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
15	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.  <u>Note:</u> It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Storage</b>					
16	16. Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
17	17. Waste storage shall be screened from the road frontage or residential properties.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Streetscape Amenity</b>					
18	The Consent Holder shall undertake, and complete a daily written record of, the following:  a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive streetscape; b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property.  <u>Note:</u> The implementation of this condition is referred to in the Site Management Plan in Condition 22.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder - viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>On-site Management</b>					
19	An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies

		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
20	No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
21	A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD.  The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by: a. Operating under the CEH model as described in Te Hau ki te Kāinga Strategic Plan; b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site; c. Mitigating effects of CEH use on the immediate neighbourhood; and d. Ensuring appropriate communication, monitoring and reporting, and response to complaints. Note: To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
22	The SMP required by Condition 21 must include:  a. Details of the systems and procedures for placing people ('triaging') in the contracted emergency housing using the Nga Pou-e-Rima cultural framework including the: i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly; ii. Avoidance of crowding; iii. Placement of families with children having regard to access to appropriate play space; and iv. Management of people whose behaviour may create unacceptable risk to other occupants.  b. Details of on-site manager's responsibility for implementation of the SMP;  c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;  d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;  e. Site management details and methods addressing, at a minimum, the following matters: i. Visitor numbers and visiting hours, and on-site visitor parking; ii. Staffing; iii. On-site and roaming security personnel, credentials, systems and procedures; iv. Location of carparking (including for visitors); v. Location of open space and play space; vi. Meeting /training operation (including hours of use); vii. Use of communal areas and facilities; viii. Details of regular site maintenance, including: a. Daily maintenance of streetscape amenity under Condition 18; b. Maintenance of landscaping and planting; and c. Programmed maintenance of all buildings. f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance; g. The set of 'house rules' that will apply to the site; h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site; i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH; j. The process for dealing with complaints by or about any occupants of the site; k. Methodology for receiving, recording and resolving communication or complaints made via the 0800 number outlined under (i) above.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)</b>					
23	Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:  a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.  <u>Notes:</u> 1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period. 2. While Condition 23 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies

24	<p>MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:</p> <p>a. The purpose of the CLG is:</p> <p>i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;</p> <p>ii. To promote the flow of information between the MHUD, Te Hau ki te Käinga and the local community so as to, wherever possible, address any issues that may arise;</p> <p>iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;</p> <p>iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and</p> <p>v. To discuss the exit strategy for CEH.</p> <p>b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki Te Käinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and Iwi. MHUD must also invite:</p> <p>i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);</p> <p>ii. One representative from the tourism industry; and</p> <p>iii. One representative from Restore Rotorua Incorporated.</p> <p>c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet:</p> <p>i. No more than 30 working days after the commencement of the consent; and</p> <p>ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.</p> <p>d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;</p> <p>e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;</p> <p>f. MHUD shall engage an independent chairperson to facilitate CLG meetings;</p> <p>g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and</p> <p>h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).</p> <p><u>Notes:</u></p> <p>1. Condition 24 governs initial membership for the purposes of convening the first meeting of the CLG. On-going membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.</p> <p>In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.</p> <p>2. The purpose of Condition 24 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.</p> <p>3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or specific purposes and on such terms as are agreed.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Monitoring Fee</b>					
25	<p>The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.02.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
<b>Review</b>					
26	<p>Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to:</p> <p>v. Site Management;</p> <p>vi. The use of common / shared areas;</p> <p>vii. Parking; and/or</p> <p>viii. Waste Management.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		22.02.2024	Jason Ward Lorelle Barry Denise Morgan-Koia		Complies
27	Additional Offsite compliance checks	Weekly	Jason Ward Lorelle Barry		Visual inspections from the roadside, for the purpose of monitoring amenity conditions. Did not go onsite. Complies unless otherwise stated

ADVICE NOTES:



#### **Building Act**

1. This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
2. Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

#### **Waste Management**

3. Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

#### **Right of Objection**

4. If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it

will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

#### **Monitoring of Conditions**

5. Fulfilment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.
6. Please contact Council's Compliance & Regulatory Team ([RMACCompliance@rotorua.govt.nz](mailto:RMACCompliance@rotorua.govt.nz)) in relation to the completion and monitoring of the conditions of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of Section 36 of the Resource Management Act 1991.

## CEH CONDITIONS & OBSERVATIONS

### Site 6 - 18 Ward Avenue (New Castle)

CONDITIONS						
General						
	MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)		
1	The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC17650, the response to the request for further information, dated 11 May 2022 and Site Plan entitled "18 Ward Avenue, Rotorua, Emergency Accommodation", sheet 1 of 1, dated 5/05/2022.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
2	<p>The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><u>Requirements</u>                      "Suitable representative" shall mean a person who:                      a. is familiar with the conditions and compliance obligations of this resource consent;                      b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and                      c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</p> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative	
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Lyall is the suitable representative as Chantelle is no longer working in this area (Date advised: 19/12/2023)	
<b>Contract for the operation of CEH with MHUD</b>						
3	The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 23 and 24.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
<b>Consent Expiry</b>						
4	<p>This resource consent shall expire on the earlier date of either:                      a. Two years from the date of decision; or                      b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</p> <p><u>Notes:</u>                      1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a).                      2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Contract with MHUD expires 02/10/23	
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	

Continuation of the CEH Activity on the site

Cessation of the CEH Activity on the site					
5	No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning & Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - now vacant - all rooms fully renovated - ready for tourism 01 Oct 2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
Scale and Intensity					
6	A maximum of 47 occupants shall be permitted to reside within the 16 contracted emergency housing units.  <u>Notes:</u> To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - by MHUD and operator - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
Record Keeping and Reporting					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; and c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the Consent Holder to address these incidents or complaints.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023). 7 police callouts / visits to this site
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023). No longer operating as CEH when report was submitted
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include:  a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances;  b. Recent photographs of landscaping, open space and boundary fencing as required by Condition 14;  c. Details of how compliance is achieved in respect of Condition 21 (Streetscape Amenity), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and  d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to improve its effectiveness.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
Landscaping, Open Space and Boundary Fencing					
10	The existing trees and vegetation along all boundaries of the site shall be retained for the duration of the consent.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	The existing shared open space, as shown on the Site Plan (approved under Condition 1 and updated under Condition 14), shall be retained in a condition suitable for recreational use by occupants.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies

11		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
12	A permanent, visually permeable, gate shall be installed across the vehicle access from Ward Avenue.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
13	All external boundary fencing shall be maintained in the same or similar form to the existing fencing to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
14	The landscaping, planting and boundary fencing required by Conditions 10 - 13 shall be marked on the Site Plan for the site and photographed and supplied to the Rotorua Lakes Council within one month of the commencement of the consent.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
15	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting season.  <u>Note:</u> This condition does not restrict enhancement of landscaping.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
<b>Motel Signage and Advertising</b>					
16	The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's amenities.  <u>Notes:</u> 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "New Castle" can remain on display.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
17	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.  <u>Note:</u> It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
<b>Storage</b>					
18	Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies

19	Waste storage shall be screened from the road frontage or residential properties.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
<b>Streetscape Amenity</b>					
20	<p>The Consent Holder shall undertake, and complete a daily written record of, the following:</p> <p>a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive streetscape;</p> <p>b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and</p> <p>c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property.</p> <p><u>Note:</u> The implementation of this condition is referred to in the Site Management Plan in Condition 24.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder - viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
<b>On-site Management</b>					
21	An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite.
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
22	No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
23	<p>A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD.</p> <p>The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by:</p> <p>a. Operating under the CEH model as described in Te Hau ki te Käinga Strategic Plan;</p> <p>b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site;</p> <p>c. Mitigating effects of CEH use on the immediate neighbourhood; and</p> <p>d. Ensuring appropriate communication, monitoring and reporting, and response to complaints.</p> <p><u>Note:</u> To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	<p>The SMP required by Condition 23 must include:</p> <p>a. Details of the systems and procedures for placing people ('triaging') in the contracted emergency housing using the Nga Pou-e-Rima cultural framework including the:</p> <p>i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly;</p> <p>ii. Avoidance of crowding;</p> <p>iii. Placement of families with children having regard to access to appropriate play space; and</p> <p>iv. Management of people whose behaviour may create unacceptable risk to other occupants.</p> <p>b. Details of on-site manager's responsibility for implementation of the SMP;</p> <p>c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;</p> <p>d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies

24	e. Site management details and methods addressing, at a minimum, the following matters:				
	i. Visitor numbers and visiting hours, and on-site visitor parking;				
	ii. Staffing;				
	iii. On-site and roaming security personnel, credentials, systems and procedures;				
	iv. Location of carparking (including for visitors);				
	v. Location of open space and play space;				
	vi. Meeting /training operation (including hours of use);				
	vii. Use of communal areas and facilities;				
	viii. Details of regular site maintenance, including:				
	a. Daily maintenance of streetscape amenity under Condition 20;				
	b. Maintenance of landscaping and planting; and				
	c. Programmed maintenance of all buildings.				
	f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance;				
g. The set of 'house rules' that will apply to the site;					
h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site;					
i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH;					
j. The process for dealing with complaints by or about any occupants of the site;					
k. Methodology for receiving, recording and resolving communication or complaints made via the 0800 number outlined under (i) above.					

**Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)**

25	Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
	a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.				
	Notes:				
	1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period.				
	2. While Condition 25 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.				
	MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
a. The purpose of the CLG is:	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;					
ii. To promote the flow of information between the MHUD, Te Hau ki te Käinga and the local community so as to, wherever possible, address any issues that may arise;					
iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;					
iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and					
v. To discuss the exit strategy for CEH.					
b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki te Käinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and Iwi. MHUD must also invite:					
i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);					
ii. One representative from the tourism industry; and					
iii. One representative from Restore Rotorua Incorporated.					
c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet:					
i. No more than 30 working days after the commencement of the consent; and					
ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.					
d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;					

26	e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;				
	f. MHUD shall engage an independent chairperson to facilitate CLG meetings;				
	g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and				
	h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).				
	<b>Notes:</b>				
	1. Condition 26 governs initial membership for the purposes of convening the first meeting of the CLG. On-going membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.				
	In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.				
	2. The purpose of Condition 26 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.				
	3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or specific purposes and on such terms as are agreed.				

Monitoring Fee					
27	The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies

Review					
28	Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to: v. Site Management; vi. The use of common / shared areas; vii. Parking; and/or viii. Waste Management.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
29	Additional Offsite compliance checks	Weekly	Jason Ward Lorelle Barry		Visual inspections from the roadside, for the purpose of monitoring amenity conditions. Did not go onsite. Complies unless otherwise stated

**ADVICE NOTES:**

**Building Act**

- This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
- Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

**Waste Management**

- Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

**Right of Objection**

- If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

**Monitoring of Conditions**

5. Fulfilment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.

6. Please contact Council's Compliance & Regulatory Team ([RMACCompliance@rotorua.c.nz](mailto:RMACCompliance@rotorua.c.nz)) in relation to the completion and monitoring of the conditions of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of Section 36 of the Resource Management Act 1991.



## CEH CONDITIONS & OBSERVATIONS

### Site 7 - 3 Meade Street (Pohutu Lodge)

CONDITIONS					
General	MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)	
<p>1 The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC17661, the response to the request for further information, dated 11 May 2022 and Site Plan entitled "3 Meade Street, Rotorua, Emergency Accommodation", sheet 1 of 1, dated 6/05/2022.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<p>2 The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><u>Requirements</u> "Suitable representative" shall mean a person who: a. is familiar with the conditions and compliance obligations of this resource consent; b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</p> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Lyall is the suitable representative as Chantelle is no longer working in this area (Date advised: 19/12/2023)	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<b>Contract for the operation of CEH with MHUD</b>					
<p>3 The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 25 and 26.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<b>Consent Expiry</b>					
<p>4 This resource consent shall expire on the earlier date of either:</p> <p>a. Two years from the date of decision; or b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</p> <p><u>Notes:</u> 1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a). 2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	

Continuation of the CEH Activity on the site

Cessation of the CEH Activity on the site					
5	No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning & Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Exit strategy provided 14/06/24
Scale and Intensity					
6	A maximum of 42 occupants shall be permitted to reside within the 14 contracted emergency housing units.  <u>Notes:</u> To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Confirmed by MHUD and operator - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Not at full occupancy (currently 27 occupants)
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Not at full occupancy (currently 35 occupants)
Record Keeping and Reporting					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; and c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the Consent Holder to address these incidents or complaints.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023). 2 police callouts / visits to this site
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023). 1 police callout / visit to this site
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided by within Resource Consent Compliance Report (dated 17 December 2023 - 16 June 2024). 1 police callout / visit to this site
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include:  a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances;  b. Recent photographs of landscaping, open space and boundary fencing as required by Condition 14;  c. Details of how compliance is achieved in respect of Condition 22 (Streetscape Amenity), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and  d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
Landscaping, Open Space and Boundary Fencing					
10	The existing trees and vegetation along all boundaries of the site shall be retained for the duration of the consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies

		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
11	The existing shared open space, as shown on the Site Plan (approved under Condition 1 and updated under Condition 14), shall be retained in a condition suitable for recreational use by occupants.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
12	Outdoor courtyards directly adjacent to Units 2 – 8 shall be individually fenced and maintained to a usable condition for occupants. This includes:  a. Upgrading existing fencing to fully enclose the courtyards for children (for children aged up to 3 years); b. Courtyards to either have a hard landscaped surface (concrete, paving, or asphalt) or a soft landscaped surface (grass). Not gravel or pebbles. c. Keeping the area weed free; and d. Providing outdoor seating.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - closed off fencing/lane
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
13	All external boundary fencing shall be maintained in the same or similar form to the existing fencing to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
14	The landscaping, planting and boundary fencing required by Conditions 10-13 shall be marked on the Site Plan for the site and photographed and supplied to the Rotorua Lakes Council within one month of the commencement of the consent.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
15	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting season.  <u>Note:</u> This condition does not restrict enhancement of landscaping.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Whakarewarewa Village and Te Puia</b>					
16	Within one month of the commencement of this consent the Consent Holder, or suitable representative, shall initiate a meeting(s) with a representative(s) from Whakarewarewa Village and Te Puia.  The purpose of the meeting(s) is to enable good information to be shared about the: a. Implementation of the Site Management Plan (SMP) in mitigating potential adverse effects of CEH; b. The fitness of the Whakarewarewa Village carpark; and c. Other initiatives, such as education programmes for CEH occupants, that could be implemented to improve the relationship between the operation of CEH and the operation of cultural and tourism operations at Whakarewarewa Village and Te Puia. The Consent Holder shall offer to meet with representatives from Whakarewarewa Village and Te Puia a minimum of once every six months. Outcomes from each meeting shall be recorded and provided to Rotorua Lakes Council if requested by the Council.  <u>Note:</u> In the event that representatives from Whakarewarewa Village or Te Puia do not want to participate in meeting with the consent holder this will not be deemed a breach of this condition.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Chantelle confirmed this is being carried out
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		15.02.2025	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
17	Information about the location and cultural significance of Whakarewarewa Village and Te Puia as well as expectations about respecting these neighbouring sites must be clearly displayed within the main circulation areas of the subject site. CEH occupants must be informed about these expectations as part of the induction process into CEH.  Expectations about respecting neighbouring sites shall be determined at the first meeting between the consent holder, or suitable representative, and representative(s) from Whakarewarewa Village and Te Puia.  <u>Note:</u> In the event that representatives from Whakarewarewa Village and Te Puia do not want to participate, expectations shall be determined by suitable representative from Te Puia or Whakarewarewa Village.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - poster visible from multiple areas onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies

Motel Signage and Advertising					
18	The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's amenities.  <u>Notes:</u> 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "Pohutu Lodge" can remain on display.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
19	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.  <u>Note:</u> It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
Storage					
20	Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
21	Waste storage shall be screened from the road frontage or residential properties.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
Streetscape Amenity					
22	The Consent Holder shall undertake, and complete a daily written record of, the following:  a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive streetscape; b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property.  <u>Note:</u> The implementation of this condition is referred to in the Site Management Plan in Condition 26.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder - viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
On-site Management					
23	An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
24	No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies

		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
25	<p>A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD.</p> <p>The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by:</p> <p>a. Operating under the CEH model as described in Te Hau ki te Kāinga Strategic Plan;</p> <p>b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site;</p> <p>c. Mitigating effects of CEH use on the immediate neighbourhood; and</p> <p>d. Ensuring appropriate communication, monitoring and reporting, and response to complaints.</p> <p><u>Note:</u> To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
26	<p>The SMP required by Condition 25 must include:</p> <p>a. Details of the systems and procedures for placing people ('triaging') in the contracted emergency housing using the Nga Pou-e-Rima cultural framework including the:</p> <p>i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly;</p> <p>ii. Avoidance of crowding;</p> <p>iii. Placement of families with children having regard to access to appropriate play space; and</p> <p>iv. Management of people whose behaviour may create unacceptable risk to other occupants.</p> <p>b. Details of on-site manager's responsibility for implementation of the SMP;</p> <p>c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;</p> <p>d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;</p> <p>e. Site management details and methods addressing, at a minimum, the following matters:</p> <p>i. Visitor numbers and visiting hours, and on-site visitor parking;</p> <p>ii. Staffing;</p> <p>iii. On-site and roaming security personnel, credentials, systems and procedures;</p> <p>iv. Location of carparking (including for visitors);</p> <p>v. Location of open space and play space;</p> <p>vi. Meeting /training operation (including hours of use);</p> <p>vii. Use of communal areas and facilities;</p> <p>viii. Details of regular site maintenance, including:</p> <p>a. Daily maintenance of streetscape amenity under Condition 22;</p> <p>b. Maintenance of landscaping and planting; and</p> <p>c. Programmed maintenance of all buildings.</p> <p>f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance;</p> <p>g. The set of 'house rules' that will apply to the site;</p> <p>h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site;</p> <p>i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH;</p> <p>j. The process for dealing with complaints by or about any occupants of the site;</p> <p>k. Methodology for receiving, recording and resolving communication or complaints made via the 0800 number outlined under (i) above.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)</b>					
27	Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out

	<p>a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and</p> <p>b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.</p> <p><u>Notes:</u></p> <p>1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period.</p> <p>2. While Condition 27 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.</p>	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<p>28</p> <p>MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:</p> <p>a. The purpose of the CLG is:</p> <p>i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;</p> <p>ii. To promote the flow of information between the MHUD, Te Hau ki te Kāinga and the local community so as to, wherever possible, address any issues that may arise;</p> <p>iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;</p> <p>iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and</p> <p>v. To discuss the exit strategy for CEH.</p> <p>b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki te Kāinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and Iwi. MHUD must also invite:</p> <p>i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);</p> <p>ii. One representative from the tourism industry; and</p> <p>iii. One representative from Restore Rotorua Incorporated.</p> <p>c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet:</p> <p>i. No more than 30 working days after the commencement of the consent; and</p> <p>ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.</p> <p>d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;</p> <p>e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;</p> <p>f. MHUD shall engage an independent chairperson to facilitate CLG meetings;</p> <p>g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and</p> <p>h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).</p> <p><u>Notes:</u></p> <p>1. Condition 28 governs initial membership for the purposes of convening the first meeting of the CLG. Ongoing membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.</p> <p>In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.</p> <p>2. The purpose of Condition 28 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.</p> <p>3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or specific purposes and on such terms as are agreed.</p>	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
	<b>Monitoring Fee</b>				
29	The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies

Review					
30	Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to:  i. Site Management; ii. The use of common / shared areas; iii. Parking; and/or iv. Waste Management.	29.08.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyalil Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyalil Wilson	Complies
31	Additional Offsite compliance checks	Weekly	Jason Ward Lorelle Barry		Visual inspections from the roadside, for the purpose of monitoring amenity conditions. Did not go onsite. Complies unless otherwise stated

**ADVICE NOTES:**

**Building Act**

1. This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
2. Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

**Waste Management**

3. Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

**Right of Objection**

4. If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

**Monitoring of Conditions**

5. Fulfilment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.
6. Please contact Council's Compliance & Regulatory Team ([RMACCompliance@rotorualc.nz](mailto:RMACCompliance@rotorualc.nz)) in relation to the completion and monitoring of the conditions of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of Section 36 of the Resource Management Act 1991.

**Augier Conditions**

7. Where an applicant gives a clear and unequivocal undertaking and, relying on that undertaking, the local authority grants consent subject to a condition in terms broad enough to embrace the undertaking, the applicant cannot say later that there is no power to require compliance with the undertaking. The consent

## CEH CONDITIONS & OBSERVATIONS

### Site 8 - 131 Lake Road (Lake Rotorua Hotel)

CONDITIONS				
General	MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)
<p>1 The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC17647 and Site Plan entitled "131 Lake Road, Rotorua, Emergency Accommodation", sheet 1 of 1, dated 5/05/2022.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<p>2 The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><u>Requirements</u> "Suitable representative" shall mean a person who: a. is familiar with the conditions and compliance obligations of this resource consent; b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</p> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Lyall is the suitable representative as Chantelle is no longer working in this area (Date advised: 19/12/2023)
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Contract for the operation of CEH with MHUD</b>				
<p>3 The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 24 and 25.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Consent Expiry</b>				
<p>4 This resource consent shall expire on the earlier date of either: a. Two years from the date of decision; or b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</p> <p><u>Notes:</u> 1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a). 2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Cessation of the CEH Activity on the site</b>				



5	No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning & Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Exit strategy provided 14/06/24
<b>Scale and Intensity</b>					
6	A maximum of 105 occupants shall be permitted to reside within the 38 contracted emergency housing units.  <u>Notes:</u> To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Confirmed by MHUD and operator - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Not at full occupancy (currently 78 occupants)
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Not at full occupancy (currently 58 occupants)
<b>Record Keeping and Reporting</b>					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; and c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the Consent Holder to address these incidents or complaints.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies  Police attendance to incidents or complaints as provided within Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023). 2 police callouts / visits to this site
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies  Police attendance to incidents or complaints as provided within Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023). 1 police callout / visit to this site
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies  Police attendance to incidents or complaints as provided by within Resource Consent Compliance Report (dated 17 December 2023 - 16 June 2024). 26 police callouts / visits to this site
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Received 02/08/2024
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include:  a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances;  b. Recent photographs of landscaping, open space and boundary fencing as required by Condition 14;  c. Details of how compliance is achieved in respect of Condition 21 (Streetscape Amenity), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and  d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to improve its effectiveness.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Received 02/08/2024
<b>Landscaping, Open Space and Boundary Fencing</b>					
10	The existing trees and vegetation along all boundaries of the site shall be retained for the duration of the consent.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies

		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
11	The existing shared open space, as shown on the Site Plan (approved under Condition 1 and updated under Condition 15), shall be retained in a condition suitable for recreational use by occupants.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Noted: no permanent demarcation between parking and play area other than a flagged rope
12	A permanent fence or gate shall be installed between Unit 29 and the existing boundary fence within three months of the commencement of this consent.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
13	A safe pedestrian access along the east of Unit 1 and the north of Units 1 to 10 to the rear shared open space (as shown on the Site Layout Plan) shall be established. This shall be achieved through clear demarcation of pedestrian access from vehicle access and parking.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
14	All external boundary fencing shall be maintained in the same or similar form to the existing fencing to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
15	The landscaping, planting and boundary fencing required by Conditions 10-14 shall be marked on the Site Plan for the site and photographed and supplied to the Rotorua Lakes Council within one month of the commencement of the consent.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
16	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting season.  Note: This condition does not restrict enhancement of landscaping.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<b>Motel Signage and Advertising</b>					
17	The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's amenities.  <u>Notes:</u> 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "Lake Rotorua Hotel" can remain on display.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
18	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies

<p><u>Note:</u> It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.</p>	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<b>Storage</b>				
19 Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
20 Waste storage shall be screened from the road frontage or residential properties.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<b>Streetscape Amenity</b>				
21 The Consent Holder shall undertake, and complete a daily written record of, the following: a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive streetscape; b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property.  <u>Note:</u> The implementation of this condition is referred to in the Site Management Plan in Condition 25.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<b>On-site Management</b>				
22 An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
23 No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
24 A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD.  The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by: a. Operating under the CEH model as described in Te Hau ki te Kāinga Strategic Plan; b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site; c. Mitigating effects of CEH use on the immediate neighbourhood; and d. Ensuring appropriate communication, monitoring and reporting, and response to complaints.  <u>Note:</u> To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies

25	<p>The SMP required by Condition 24 must include:</p> <p>a. Details of the systems and procedures for placing people ('triaging') in the contracted emergency housing using the Nga Pou-e-Rima cultural framework including the:</p> <p>i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly;</p> <p>ii. Avoidance of crowding;</p> <p>iii. Placement of families with children having regard to access to appropriate play space; and</p> <p>iv. Management of people whose behaviour may create unacceptable risk to other occupants.</p> <p>b. Details of on-site manager's responsibility for implementation of the SMP;</p> <p>c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;</p> <p>d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;</p> <p>e. Site management details and methods addressing, at a minimum, the following matters:</p> <p>i. Visitor numbers and visiting hours, and on-site visitor parking;</p> <p>ii. Staffing;</p> <p>iii. On-site and roaming security personnel, credentials, systems and procedures;</p> <p>iv. Location of carparking (including for visitors);</p> <p>v. Location of open space and play space;</p> <p>vi. Meeting /training operation (including hours of use);</p> <p>vii. Use of communal areas and facilities;</p> <p>viii. Details of regular site maintenance, including:</p> <p>a. Daily maintenance of streetscape amenity under Condition 21;</p> <p>b. Maintenance of landscaping and planting; and</p> <p>c. Programmed maintenance of all buildings.</p> <p>f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance;</p> <p>g. The set of 'house rules' that will apply to the site;</p> <p>h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site;</p> <p>i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH;</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies

**Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)**

26	<p>Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:</p> <p>a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and</p> <p>b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.</p> <p><u>Notes:</u></p> <p>1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period.</p> <p>2. While Condition 26 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies

27	<p>MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:</p> <p>a. The purpose of the CLG is:</p> <p>i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;</p> <p>ii. To promote the flow of information between the MHUD, Te Hau ki te Kāinga and the local community so as to, wherever possible, address any issues that may arise;</p> <p>iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;</p> <p>iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and</p> <p>v. To discuss the exit strategy for CEH.</p> <p>b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki te Kāinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and Iwi. MHUD must also invite:</p> <p>i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);</p> <p>ii. One representative from the tourism industry; and</p> <p>iii. One representative from Restore Rotorua Incorporated.</p> <p>c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet:</p> <p>i. No more than 30 working days after the commencement of the consent; and</p> <p>ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies

<p>d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;</p> <p>e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;</p> <p>f. MHUD shall engage an independent chairperson to facilitate CLG meetings;</p> <p>g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and</p> <p>h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).</p> <p><b>Notes:</b></p> <p>1. Condition 27 governs initial membership for the purposes of convening the first meeting of the CLG. On-going membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.</p> <p>In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.</p> <p>2. The purpose of Condition 27 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.</p> <p>3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or specific purposes and on such terms as are agreed.</p>				
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Monitoring Fee					
28	The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies

Review					
29	Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to:	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
30	Additional Offsite compliance checks	Weekly	Jason Ward Lorelle Barry		Visual inspections from the roadside, for the purpose of monitoring amenity conditions. Did not go onsite. Complies unless otherwise stated

**ADVICE NOTES:**

**Building Act**

- This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
- Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

**Waste Management**

- Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

**Right of Objection**

- If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

**Monitoring of Conditions**

- Fulfillment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.
- Please contact Council's Compliance & Regulatory Team ([RMACCompliance@rotorualc.nz](mailto:RMACCompliance@rotorualc.nz)) in relation to the completion and monitoring of the conditions of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is

*good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of*  
Section 36 of the Resource Management Act 1991.

[Augier Conditions](#)

## CEH CONDITIONS & OBSERVATIONS

### Site 9 - 247 Fenton Street & 12 Toko Street (Ascot on Fenton)

CONDITIONS					
General	MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)	
<p>1 The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC17887, the response to the request for further information, dated 11 May 2022 and Site Plan entitled "247 Fenton Street and 12 Toko Street, Rotorua, Emergency Accommodation", sheet 1 of 1, dated 27/04/2022.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<p>2 The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><u>Requirements</u> "Suitable representative" shall mean a person who: a. is familiar with the conditions and compliance obligations of this resource consent; b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</p> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Lyall is the suitable representative as Chantelle is no longer working in this area (Date advised: 19/12/2023)	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<b>Contract for the operation of CEH with MHUD</b>					
<p>3 The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 22 and 23.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<b>Consent Expiry</b>					
<p>4 This resource consent shall expire on the earlier date of either: a. Two years from the date of decision; or b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</p> <p><u>Notes:</u> 1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a). 2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<b>Cessation of the CEH Activity on the site</b>					
<p>5 No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning &amp; Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	

	matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Exit strategy provided 14/06/24
<b>Scale and Intensity</b>					
6	A maximum of 43 occupants shall be permitted to reside within the 14 contracted emergency housing units.  <u>Notes:</u> To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Confirmed by MHUD and operator - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies - Not at full occupancy (currently 35 occupants)
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies - Not at full occupancy (currently 32 occupants)
<b>Record Keeping and Reporting</b>					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; and c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the Consent Holder to address these incidents or complaints.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023). 6 police callouts / visits to this site
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023). 1 police callout / visit to this site
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided by within Resource Consent Compliance Report (dated 17 December 2023 - 16 June 2024). 1 police callout / visit to this site
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include:  a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances; b. Recent photographs of landscaping, open space and boundary fencing as required by Condition 13; c. Details of how compliance is achieved in respect of Condition 19 (Streetscape Amenity), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to improve its effectiveness.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
<b>Landscaping, Open Space and Boundary Fencing</b>					
10	The existing trees and vegetation along all boundaries of the site shall be retained for the duration of the consent.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
11	The shared open spaces, as shown on the Site Plan (approved under Condition 1 and updated under Condition 13), shall be retained in a condition suitable for recreational use by occupants.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - onsite turning - check off original consent
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies



12	All external boundary fencing shall be maintained in the same or similar form to the existing fencing to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Re-doing fence next month
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
13	The landscaping, planting and boundary fencing required by Conditions 10 - 12 shall be marked on the Site Plan for the site and photographed and supplied to the Rotorua Lakes Council within one month of the commencement of the consent.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
14	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting season.  Note: This condition does not restrict enhancement of landscaping.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Motel Signage and Advertising</b>					
15	The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's  Notes: 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "Ascot on Fenton" can remain on display.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
16	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.  Note: It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Storage</b>					
17	Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
18	Waste storage shall be screened from the road frontage or residential properties.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Streetscape Amenity</b>					
19	The Consent Holder shall undertake, and complete a daily written record of, the following:  a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite

	streetscape; b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property.	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	<b>Note:</b> The implementation of this condition is referred to in the Site Management Plan in Condition 23.	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>On-site Management</b>					
20	An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite.
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
21	No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
22	A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD.  The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by: a. Operating under the CEH model as described in Te Hau ki te Kāinga Strategic Plan; b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site; c. Mitigating effects of CEH use on the immediate neighbourhood; and d. Ensuring appropriate communication, monitoring and reporting, and response to complaints.  <b>Note:</b> To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
23	The SMP required by Condition 22 must include:  a. Details of the systems and procedures for placing people ('triaging') in the contracted emergency housing using the Nga Pou-e-Rima cultural framework including the: i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly; ii. Avoidance of crowding; iii. Placement of families with children having regard to access to appropriate play space; and iv. Management of people whose behaviour may create unacceptable risk to other occupants.  b. Details of on-site manager's responsibility for implementation of the SMP;  c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;  d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;;  e. Site management details and methods addressing, at a minimum, the following matters: i. Visitor numbers and visiting hours, and on-site visitor parking; ii. Staffing; iii. On-site and roaming security personnel, credentials, systems and procedures; iv. Location of carparking (including for visitors); v. Location of open space and play space; vi. Meeting /training operation (including hours of use); vii. Use of communal areas and facilities; viii. Details of regular site maintenance, including: a. Daily maintenance of streetscape amenity under Condition 19; b. Maintenance of landscaping and planting; and c. Programmed maintenance of all buildings.  f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance;  g. The set of 'house rules' that will apply to the site;  h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site; i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH; l. The process for dealing with complaints by or about occupants of the site.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies

<p>j. The process for dealing with complaints by or about any occupants of the site;</p> <p>k. Methodology for receiving, recording and resolving communication or complaints made via the 0800 number outlined under (i) above.</p>				
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**Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)**

<p>24 Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:</p> <p>a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and</p> <p>b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.</p> <p><u>Notes:</u></p> <p>1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period.</p> <p>2. While Condition 24 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<p>25 MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:</p> <p>a. The purpose of the CLG is:</p> <p>i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;</p> <p>ii. To promote the flow of information between the MHUD, Te Hau ki te Käinga and the local community so as to, wherever possible, address any issues that may arise;</p> <p>iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;</p> <p>iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and</p> <p>v. To discuss the exit strategy for CEH.</p> <p>b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki Te Käinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and Iwi. MHUD must also invite:</p> <p>i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);</p> <p>ii. One representative from the tourism industry; and</p> <p>iii. One representative from Restore Rotorua Incorporated.</p> <p>c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet:</p> <p>i. No more than 30 working days after the commencement of the consent; and</p> <p>ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.</p> <p>d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;</p> <p>e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;</p> <p>f. MHUD shall engage an independent chairperson to facilitate CLG meetings;</p> <p>g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and</p> <p>h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).</p> <p><u>Notes:</u></p> <p>1. Condition 25 governs initial membership for the purposes of convening the first meeting of the CLG. On-going membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.</p> <p>In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.</p> <p>2. The purpose of Condition 25 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.</p> <p>3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or specific purposes and on such terms as are agreed.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies

**Site 9: 247 Fenton Street & 12 Toko Street (Ascot on Fenton)**

<p>26 The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies

		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Review</b>					
27	Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to:  i. Site Management; ii. The use of common / shared areas; iii. Parking, and/or iv. Waste Management.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
28	Additional Offsite compliance checks	Weekly	Jason Ward Lorelle Barry		Visual inspections from the roadside, for the purpose of monitoring amenity conditions. Did not go onsite. Complies unless otherwise stated
29	Additional Offsite compliance checks	10.04.24	Jason Ward		This was a visual inspection from the roadside, did not go onsite. Noted shopping trolley on the berm outside adjoining motel (Pinelands). Note - in accordance with condition 19 the trolley is not directly in front of this site
30	Additional Offsite compliance checks	16.04.24	Jason Ward		This was a visual inspection from the roadside, did not go onsite. Noted shopping trolley on the berm outside adjoining motel (Pinelands) No longer there. Note - in accordance with condition 19 the trolley is not directly in front of this site

**ADVICE NOTES:**

**Building Act**

1. This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
2. Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

**Waste Management**

3. Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

**Right of Objection**

4. If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

**Monitoring of Conditions**

5. Fulfilment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.
6. Please contact Council's Compliance & Regulatory Team ([RMACCompliance@rotorualc.nz](mailto:RMACCompliance@rotorualc.nz)) in relation to the completion and monitoring of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of Section 36 of the Resource Management Act 1991.

## CEH CONDITIONS & OBSERVATIONS

### Site 10 - 249 Fenton Street (RotoVegas Motel)

CONDITIONS				
General	MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)
<p>1 The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC17889, the response to the request for further information, dated 11 May 2022 and Site Plans entitled:</p> <ul style="list-style-type: none"> <li>• "249-251 Fenton Street and 14-16 Toko Street", sheet 1 of 1, dated 11/05/2022; and</li> <li>• "8A, 8B and 10B Toko Street", sheet 1 of 1, dated 14/12/2021.</li> </ul>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<p>2 The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><u>Requirements</u> "Suitable representative" shall mean a person who:</p> <ul style="list-style-type: none"> <li>a. is familiar with the conditions and compliance obligations of this resource consent;</li> <li>b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and</li> <li>c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</li> </ul> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Lyll is the suitable representative as Chantelle is no longer working in this area (Date advised: 19/12/2023)
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Lyll is the suitable representative
<b>Contract for the operation of CEH with MHUD</b>				
<p>3 The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 21 and 22.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<b>Consent Expiry</b>				
<p>4 This resource consent shall expire on the earlier date of either:</p> <ul style="list-style-type: none"> <li>a. Two years from the date of decision; or</li> <li>b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</li> </ul> <p><u>Notes:</u></p> <ul style="list-style-type: none"> <li>1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a).</li> <li>2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</li> </ul>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies

Continuation of the CEH Activity on the site

Cessation of the CEH Activity on the site					
5	No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning & Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Exit strategy provided 14/06/24
Scale and Intensity					
6	A maximum of 80 occupants shall be permitted to reside within the 27 contracted emergency housing units.  <u>Notes:</u> To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Confirmed by MHUD and operator - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies - Not at full occupancy (currently 35 occupants)
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies - Not at full occupancy (currently 50 occupants) - Lyall advised that the units were subject to a fire incident are not longer in use.
Record Keeping and Reporting					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; and c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the Consent Holder to address these incidents or complaints.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023). 5 police callouts / visits to this site.
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023). 5 police callouts / visits to this site
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided by within Resource Consent Compliance Report (dated 17 December 2023 - 16 June 2024). 0 police callouts / visits to this site
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include:  a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances; b. Recent photographs of landscaping, open space and boundary fencing as required by Condition 12; c. Details of how compliance is achieved in respect of Condition 18 (Streetscape Amenity), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to improve its effectiveness.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
Landscaping, Open Space and Boundary Fencing					
10	The existing trees and vegetation along all boundaries of the subject site and the existing planter boxes along the northern boundary of the site shall be retained for the duration of the consent.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
11	All external boundary fencing shall be maintained in the same or similar form to the existing fencing to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies

		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
12	The landscaping, planting and boundary fencing required by Conditions 10 and 11 shall be marked on the Site Plan for the site and photographed and supplied to the Rotorua Lakes Council within one month of the commencement of the consent.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
13	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting  <u>Note:</u> This condition does not restrict enhancement of landscaping.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Motel Signage and Advertising</b>					
14	The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's amenities.  <u>Notes:</u> 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "RotoVegas" can remain on display.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
15	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.  <u>Note:</u> It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Storage</b>					
16	Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
17	Waste storage shall be screened from the road frontage or residential properties.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Streetscape Amenity</b>					
18	The Consent Holder shall undertake, and complete a daily written record of, the following:  a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite

	streetscape; b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property. Note: The implementation of this condition is referred to in the Site Management Plan in Condition 22.	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Shopping trolley located on the front berm of 8b, 10b Toko Street.
<b>On-site Management</b>					
19	An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
20	No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
21	A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD. The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by:  a. Operating under the CEH model as described in Te Hau ki te Käinga Strategic Plan; b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site; c. Mitigating effects of CEH use on the immediate neighbourhood; and d. Ensuring appropriate communication, monitoring and reporting, and response to complaints.  <u>Note:</u> To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
22	The SMP required by Condition 21 must include:  a. Details of the systems and procedures for placing people ('triaging') in the contracted emergency housing using the Nga Pou-e-Rima cultural framework including the: i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly; ii. Avoidance of crowding; iii. Placement of families with children having regard to access to appropriate play space; and iv. Management of people whose behaviour may create unacceptable risk to other occupants. b. Details of on-site manager's responsibility for implementation of the SMP;  c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;  d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;  e. Site management details and methods addressing, at a minimum, the following matters: i. Visitor numbers and visiting hours, and on-site visitor parking; ii. Staffing; iii. On-site and roaming security personnel, credentials, systems and procedures; iv. Location of carparking (including for visitors); v. Location of open space and play space; vi. Meeting /training operation (including hours of use); vii. Use of communal areas and facilities; viii. Details of regular site maintenance, including: a. Daily maintenance of streetscape amenity under Condition 21; b. Maintenance of landscaping and planting; and c. Programmed maintenance of all buildings.  f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance;  g. The set of 'house rules' that will apply to the site;	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies



<p>h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site;</p> <p>i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH;</p> <p>j. The process for dealing with complaints by or about any occupants of the site;</p> <p>k. Methodology for receiving, recording and resolving communication or complaints made via the 0800 number outlined under (i) above.</p>				
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**Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)**

<p>23 Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:</p> <p>a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and</p> <p>b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.</p> <p><u>Notes:</u></p> <p>1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period.</p> <p>2. While Condition 23 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<p>24 MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:</p> <p>a. The purpose of the CLG is:</p> <p>i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;</p> <p>ii. To promote the flow of information between the MHUD, Te Hau ki te Käinga and the local community so as to, wherever possible, address any issues that may arise;</p> <p>iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;</p> <p>iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and</p> <p>v. To discuss the exit strategy for CEH.</p> <p>b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki te Käinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and Iwi. MHUD must also invite:</p> <p>i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);</p> <p>ii. One representative from the tourism industry; and</p> <p>iii. One representative from Restore Rotorua Incorporated.</p> <p>c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet:</p> <p>i. No more than 30 working days after the commencement of the consent; and</p> <p>ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.</p> <p>d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;</p> <p>e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;</p> <p>f. MHUD shall engage an independent chairperson to facilitate CLG meetings;</p> <p>g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and</p> <p>h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).</p> <p><u>Notes:</u></p> <p>1. Condition 24 governs initial membership for the purposes of convening the first meeting of the CLG. On-going membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.</p> <p>In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.</p> <p>2. The purpose of Condition 24 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.</p> <p>3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or specific purposes and on such terms as are agreed.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies

Monitoring Fee					
25	The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
Review					
26	Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to:  i. Site Management; ii. The use of common / shared areas; iii. Parking; and/or iv. Waste Management.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
27	Additional Offsite compliance checks	Weekly	Jason Ward Lorelle Barry		Visual inspections from the roadside, for the purpose of monitoring amenity conditions. Did not go onsite. Complies unless otherwise stated

**ADVICE NOTES:**

**Building Act**

1. This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
2. Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

**Waste Management**

3. Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

**Right of Objection**

4. If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

**Monitoring of Conditions**

5. Fulfilment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.
6. Please contact Council's Compliance & Regulatory Team ([RMACCompliance@rotorualc.nz](mailto:RMACCompliance@rotorualc.nz)) in relation to the completion and monitoring of the conditions of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of Section 36 of the Resource Management Act 1991.

## CEH CONDITIONS & OBSERVATIONS

### Site 11 - 107 Malfroy Road (Ann's Volcanic)

CONDITIONS					
General		MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)
1	<p>The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC17892, the response to the request for further information, dated 11 May 2022 and Site Plan entitled "105-107 Malfroy Road, Rotorua Emergency Accommodation", sheet 1 of 1, dated 5/05/2022.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
2	<p>The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><u>Requirements</u>                      "Suitable representative" shall mean a person who:                      a. is familiar with the conditions and compliance obligations of this resource consent;                      b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and                      c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</p> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Lyall is the suitable representative as Chantelle is no longer working in this area (Date advised: 19/12/2023)
<b>Contract for the operation of CEH with MHUD</b>					
3	<p>The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 21 and 22.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
<b>Consent Expiry</b>					
4	<p>This resource consent shall expire on the earlier date of either:                      a. Two years from the date of decision; or                      b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</p> <p><u>Notes:</u>                      1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a).                      2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Contract with MHUD expires 30/09/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
<b>Operation of the CEH Activity on the site</b>					

Cessation of the CEH Activity on the site					
5	No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning & Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Confirmed now vacant
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
Scale and Intensity					
6	A maximum of 31 occupants shall be permitted to reside within the 10 contracted emergency housing units.  <u>Notes:</u> To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Confirmed by MHUD and operator - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
Record Keeping and Reporting					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; and c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the Consent Holder to address these incidents or complaints.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies  Police attendance to incidents or complaints as provided within Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023). 1 police callout / visit to this site
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies  Police attendance to incidents or complaints as provided within Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023). No longer operating as CEH when report was submitted
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include:  a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances; b. Recent photographs of landscaping, open space and boundary fencing as required by Condition 12; c. Details of how compliance is achieved in respect of Condition 18 (Streetscape Amenity), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to improve its effectiveness.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
Landscaping, Open Space and Boundary Fencing					
10	The existing trees and vegetation along all boundaries of the site and in the private outdoor space for each unit shall be retained for the duration of the consent.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
11	All external boundary fencing shall be maintained in the same or similar form to the existing fencing to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies

12	The landscaping, planting and boundary fencing required by Conditions 10 and 11 shall be marked on the Site Plan for the site and photographed and supplied to the Rotorua Lakes Council within one month of the commencement of the consent.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
13	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting season.  <u>Note:</u> This condition does not restrict enhancement of landscaping.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
<b>Motel Signage and Advertising</b>					
14	The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's amenities.  <u>Notes:</u> 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "Ann's Volcanic" can remain on display.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
15	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.  <u>Note:</u> It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
<b>Storage</b>					
16	Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
17	Waste storage shall be screened from the road frontage or residential properties.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Noted - skip bin on site
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
<b>Streetscape Amenity</b>					
18	The Consent Holder shall undertake, and complete a daily written record of, the following:  a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive streetscape; b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property.  <u>Note:</u> The implementation of this condition is referred to in the Site Management Plan in Condition 22.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies

On-site Management						
19	An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Confirmed - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite.	
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
20	No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
21	<p>A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD.</p> <p>The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by:</p> <p>a. Operating under the CEH model as described in Te Hau ki te Käinga Strategic Plan;  b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site;  c. Mitigating effects of CEH use on the immediate neighbourhood; and  d. Ensuring appropriate communication, monitoring and reporting, and response to complaints.</p> <p><u>Note:</u>  To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite	
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
22	<p>The SMP required by Condition 21 must include:</p> <p>a. Details of the systems and procedures for placing people ('triaging') in the contracted emergency housing using the Nga Pou-e-Rima cultural framework including the:</p> <p>i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly;  ii. Avoidance of crowding;  iii. Placement of families with children having regard to access to appropriate play space; and  iv. Management of people whose behaviour may create unacceptable risk to other occupants.  b. Details of on-site manager's responsibility for implementation of the SMP;</p> <p>c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;</p> <p>d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;</p> <p>e. Site management details and methods addressing, at a minimum, the following matters:</p> <p>i. Visitor numbers and visiting hours, and on-site visitor parking;  ii. Staffing;  iii. On-site and roaming security personnel, credentials, systems and procedures;  iv. Location of carparking (including for visitors);  v. Location of open space and play space;  vi. Meeting /training operation (including hours of use);  vii. Use of communal areas and facilities;  viii. Details of regular site maintenance, including:  a. Daily maintenance of streetscape amenity under Condition 18;  b. Maintenance of landscaping and planting; and  c. Programmed maintenance of all buildings.</p> <p>f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance;</p> <p>g. The set of 'house rules' that will apply to the site;</p> <p>h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site;</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite	
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	

<p>i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH;</p> <p>j. The process for dealing with complaints by or about any occupants of the site;</p> <p>k. Methodology for receiving, recording and resolving communication or complaints made via the 0800 number outlined under (i) above.</p>				

**Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)**

<p>23</p> <p>Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:</p> <p>a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and</p> <p>b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.</p> <p><u>Notes:</u></p> <p>1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period.</p> <p>2. While Condition 23 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies

<p>24</p> <p>MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:</p> <p>a. The purpose of the CLG is:</p> <p>i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;</p> <p>ii. To promote the flow of information between the MHUD, Te Hau ki Te Käinga and the local community so as to, wherever possible, address any issues that may arise;</p> <p>iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;</p> <p>iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and</p> <p>v. To discuss the exit strategy for CEH.</p> <p>b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki Te Käinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and Iwi. MHUD must also invite:</p> <p>i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);</p> <p>ii. One representative from the tourism industry; and</p> <p>iii. One representative from Restore Rotorua Incorporated.</p> <p>c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet:</p> <p>i. No more than 30 working days after the commencement of the consent; and</p> <p>ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.</p> <p>d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;</p> <p>e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;</p> <p>f. MHUD shall engage an independent chairperson to facilitate CLG meetings;</p> <p>g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and</p> <p>h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).</p> <p><u>Notes:</u></p> <p>1. Condition 24 governs initial membership for the purposes of convening the first meeting of the CLG. On-going membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.</p> <p>In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.</p> <p>2. The purpose of Condition 24 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.</p> <p>3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or specific purposes and on such terms as are agreed.</p>	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies

	Specific purposes and on such terms as are agreed:				

**Monitoring Fee**

25	The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies

**Review**

26	Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to:  i. Site Management; ii. The use of common / shared areas; iii. Parking; and/or iv. Waste Management.	20.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
27	Additional Offsite compliance checks	Weekly	Jason Ward Lorelle Barry		Visual inspections from the roadside, for the purpose of monitoring amenity conditions. Did not go onsite. Complies unless otherwise stated

**ADVICE NOTES:**

**Building Act**

- This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
- Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

**Waste Management**

- Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

**Right of Objection**

- If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

**Monitoring of Conditions**

- Fulfillment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.
- Please contact Council's Compliance & Regulatory Team ([RMACompliance@rotorualc.nz](mailto:RMACompliance@rotorualc.nz)) in relation to the completion and monitoring of the conditions of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of Section 36 of the Resource Management Act 1991.



## CEH CONDITIONS & OBSERVATIONS

### Site 12 - 26-28 Victoria Street (Union Victoria)

CONDITIONS					
General	MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)	
<p>1</p> <p>The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC17673, the response to the request for further information, dated 11 May 2022 and Site Plan entitled "26-28 Victoria Street, Rotorua, Emergency Accommodation", sheet 1 of 1, dated 10/05/2022.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
<p>2</p> <p>The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><u>Requirements</u> "Suitable representative" shall mean a person who: a. is familiar with the conditions and compliance obligations of this resource consent; b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</p> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Lyall is the suitable representative as Chantelle is no longer working in this area (Date advised: 19/12/2023)	
<b>Contract for the operation of CEH with MHUD</b>					
<p>3</p> <p>The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 22 and 23.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
<b>Consent Expiry</b>					
<p>4</p> <p>This resource consent shall expire on the earlier date of either: a. Two years from the date of decision; or b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</p> <p><u>Notes:</u> 1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a). 2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Contract with MHUD expires 23/02/2024	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
<b>Cessation of the CEH Activity on the site</b>					

5	No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning & Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
<b>Scale and Intensity</b>					
6	6. A maximum of 56 occupants shall be permitted to reside within the 20 contracted emergency housing units. <u>Notes:</u> To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Confirmed by MHUD and opertor - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
<b>Record Keeping and Reporting</b>					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; and c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the Consent Holder to address these incidents or complaints.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - note: social issues common with 4 & 6 Union Street.  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023). 8 police callout / visits to this site.
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023). 4 police callouts / visits to this site.
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include:  a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances; b. Recent photographs of landscaping, open space and boundary fencing as required by Condition 13; c. Details of how compliance is achieved in respect of Condition 19 (Streetscape Amenity), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to improve its effectiveness.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
<b>Landscaping, Open Space and Boundary Fencing</b>					
10	The existing trees and vegetation along all boundaries of the site and in the private outdoor space for each unit shall be retained for the duration of the consent.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
	A permanent gate or fence shall be installed between Unit 7 and the western boundary fence to restrict access to the geothermal overflow pipe.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies

11		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
12	All external boundary fencing shall be maintained in the same or similar form to the existing fencing to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
13	The landscaping, planting and boundary fencing required by Conditions 10 - 12 shall be marked on the Site Plan for the site and photographed and supplied to the Rotorua Lakes Council within one month of the commencement of the consent.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
14	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting season.  <u>Note:</u> This condition does not restrict enhancement of landscaping.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
<b>Motel Signage and Advertising</b>					
15	15. The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's amenities.  <u>Notes:</u> 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "Union Victoria" can remain on display.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
16	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.  <u>Note:</u> It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
<b>Storage</b>					
17	Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
18	Waste storage shall be screened from the road frontage or residential properties.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies

Streetscape Amenity					
19	<p>The consent holder shall undertake, and complete a daily written record of, the following:</p> <p>a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive streetscape;</p> <p>b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and</p> <p>c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property.</p> <p><u>Note:</u> The implementation of this condition is referred to in the Site Management Plan in Condition 23.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	SMP folder - viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
On-site Management					
20	<p>An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Confirmed - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite.
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
21	<p>No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
22	<p>A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD.</p> <p>The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by:</p> <p>a. Operating under the CEH model as described in Te Hau ki te Käinga Strategic Plan;</p> <p>b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site;</p> <p>c. Mitigating effects of CEH use on the immediate neighbourhood; and</p> <p>d. Ensuring appropriate communication, monitoring and reporting, and response to complaints.</p> <p><u>Note:</u> To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies - SMP folder viewed onsite
	<p>The SMP required by Condition 22 must include:</p> <p>a. Details of the systems and procedures for placing people ('triaging') in the contracted emergency housing using the Nga Pou-e-Rima cultural framework including the:</p> <p>i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly;</p> <p>ii. Avoidance of crowding;</p> <p>iii. Placement of families with children having regard to access to appropriate play space; and</p> <p>iv. Management of people whose behaviour may create unacceptable risk to other occupants.</p> <p>b. Details of on-site manager's responsibility for implementation of the SMP;</p> <p>c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;</p> <p>d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;</p> <p>e. Site management details and methods addressing, at a minimum, the following matters:</p> <p>i. Visitor numbers and visiting hours, and on-site visitor parking;</p> <p>ii. Staffing;</p> <p>iii. On-site and roaming security personnel, credentials, systems and procedures;</p> <p>iv. Location of carparking (including for visitors);</p> <p>v. Location of open space and play space;</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies - SMP folder viewed onsite

23	<ul style="list-style-type: none"> <li>vi. Meeting /training operation (including hours of use);</li> <li>vii. Use of communal areas and facilities;</li> <li>viii. Details of regular site maintenance, including: <ul style="list-style-type: none"> <li>a. Daily maintenance of streetscape amenity under Condition 19;</li> <li>b. Maintenance of landscaping and planting; and</li> <li>c. Programmed maintenance of all buildings.</li> </ul> </li> <li>f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance;</li> <li>g. The set of 'house rules' that will apply to the site;</li> <li>h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site;</li> <li>i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH;</li> <li>j. The process for dealing with complaints by or about any occupants of the site;</li> <li>k. Methodology for receiving, recording and resolving communication or complaints made via the 0800 number outlined under (i) above.</li> </ul>				
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**Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)**

24	<p>Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:</p> <ul style="list-style-type: none"> <li>a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and</li> <li>b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.</li> </ul> <p><u>Notes:</u></p> <ul style="list-style-type: none"> <li>1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period.</li> <li>2. While Condition 24 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.</li> </ul>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies

25	<p>MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:</p> <ul style="list-style-type: none"> <li>a. The purpose of the CLG is: <ul style="list-style-type: none"> <li>i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;</li> <li>ii. To promote the flow of information between the MHUD, Te Hau ki Te Käinga and the local community so as to, wherever possible, address any issues that may arise;</li> <li>iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;</li> <li>iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and</li> <li>v. To discuss the exit strategy for CEH.</li> </ul> </li> <li>b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki Te Käinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and Iwi. MHUD must also invite: <ul style="list-style-type: none"> <li>i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);</li> <li>ii. One representative from the tourism industry; and</li> <li>iii. One representative from Restore Rotorua Incorporated.</li> </ul> </li> <li>c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet: <ul style="list-style-type: none"> <li>i. No more than 30 working days after the commencement of the consent; and</li> <li>ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.</li> </ul> </li> <li>d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;</li> <li>e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;</li> <li>f. MHUD shall engage an independent chairperson to facilitate CLG meetings;</li> <li>g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and</li> <li>h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).</li> </ul> <p><u>Notes:</u></p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies

	<p>1. Condition 25 governs initial membership for the purposes of convening the first meeting of the CLG. On-going membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.</p> <p>In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.</p> <p>2. The purpose of Condition 25 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.</p> <p>3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or specific purposes and on such terms as are agreed.</p>				
26	The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
<b>Review</b>					
27	<p>Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to:</p> <p>i. Site Management; ii. The use of common / shared areas; iii. Parking; and/or iv. Waste Management.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
29	Additional Offsite compliance checks	10.04.24	Jason Ward		This was a visual inspection from the roadside, did not go onsite. 1 sign back advertising trading as motel, no cars present - Visually different from when operating as CEH in terms of intensity. Note - Community Compliance will need to carry out full site inspection

**ADVICE NOTES:**

**Building Act**

1. This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
2. Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

**Waste Management**

3. Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

**Right of Objection**

4. If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

**Monitoring of Conditions**

5. Fulfilment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.
6. Please contact Council's Compliance & Regulatory Team ([RMACCompliance@rotorualc.nz](mailto:RMACCompliance@rotorualc.nz)) in relation to the completion and monitoring of the conditions of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of Section 36 of the Resource Management Act 1991.

## CEH CONDITIONS & OBSERVATIONS

### Site 13 - 7 Tryon Street (Apollo Hotel)

CONDITIONS					
General	MONITORING DATE	OFFICER	PRESENT (MHUD)	NOTES (WHERE RELEVANT)	
<p>1 The activity shall be in general accordance with the information submitted with the Application for Resource Consent RC17648, the response to the request for further information, dated 11 May 2022 and Site Plan entitled "7 Tryon Street, Rotorua, Emergency Accommodation", sheet 1 of 1, dated 26/04/2022.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<p>2 The Consent Holder shall appoint a suitable representative within two weeks following the commencement of this resource consent, who will be the principal contact person for Rotorua Lakes Council in regard to matters relating to this consent. The consent holder shall inform the Rotorua Lakes Council of the representative's name and how they can be contacted.</p> <p>Should that person change during the term of this resource consent, the consent holder shall inform the Rotorua Lakes Council as soon as practicable, and within no more than five working days.</p> <p>The representative shall meet with Rotorua Lakes Council within two weeks following the commencement of this resource consent to confirm their understanding of the consent conditions and compliance obligations.</p> <p><u>Requirements</u>                      "Suitable representative" shall mean a person who:                      a. is familiar with the conditions and compliance obligations of this resource consent;                      b. has the necessary authority and ability to take action to respond to any resource consent compliance matters; and                      c. is available on a daily basis to respond to Rotorua Lakes Council's staff queries about the operation of Contracted Emergency Housing (CEH) on the subject site.</p> <p>The representative can be the same person across all or some of the 13 CEH sites consented on 16 December 2022.</p> <p>The Ministry of Housing and Urban Development (MHUD) is required to confirm in writing that the "suitable representative" fully understands all of the consent conditions, the compliance obligations of the consent and satisfies the "Requirements" above. MHUD's written confirmation of the "suitable representative" shall be provided to Rotorua Lakes Council within two weeks following the commencement of this resource consent.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Chantelle is the suitable representative	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Lyall is the suitable representative as Chantelle is no longer working in this area	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Lyall is the suitable representative	
<b>Contract for the operation of CEH with MHUD</b>					
<p>3 The site must be subject to a contract for the operation of CEH with MHUD at all times. This shall include MHUD providing written confirmation to Rotorua Lakes Council of the Site Management Plan (SMP) required by Conditions 25 and 26.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<b>Consent Expiry</b>					
<p>4 This resource consent shall expire on the earlier date of either:                      a. Two years from the date of decision; or                      b. The date of cancellation of MHUD's contract for CEH applying to the site under Condition 3.</p> <p>Notes:                      1. Condition 4(b) does not prevent MHUD from renewing its contract with the motel operator within the overall two-year timeframe that is provided for under Condition 4(a).                      2. Where the consent expires, use of the site may return to tourist accommodation that operated prior to use as CEH, or another use that complies with the provisions of the District Plan.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies	
	15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies	
	08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies	
<b>Cessation of the CEH Activity on the site</b>					

5	No later than 6 months prior to the consent expiry under Condition 4(a), the consent holder shall submit to the Manager, Planning & Development Solutions, Rotorua Lakes Council, or their delegate, for certification, an exit programme to end the use of the site and buildings for CEH within the timeframe granted under this consent. The exit programme shall detail matters such as - the plans to have the residents relocated from the site at the expiry of the consent, when the CEH will not be accepting further residents, and details of any required works to reinstate the buildings as a motel.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Exit strategy provided 14/06/24
<b>Scale and Intensity</b>					
6	A maximum of 98 occupants shall be permitted to reside within the 39 contracted emergency housing units.  <u>Notes:</u> To avoid doubt, this resource consent does not: 1. Restrict the length of stay for residents in the contracted emergency housing units (see Advice Note 1 referring to Building Act requirements); or 2. Limit the number of people residing in the Manager's Accommodation.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Confirmed by MHUD and operator - not at full occupancy
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies - Not at full occupancy (currently 67 occupants)
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Not at full occupancy (currently 60 occupants)
<b>Record Keeping and Reporting</b>					
7	A written (including electronic) record shall be maintained at all times that states: a. The total occupancy numbers across the whole site; b. The number of people within each unit; c. The details of any complaints received and any incidents where security staff intervention has been required, and responses undertaken by the consent holder to address these incidents or complaints; and d. Details of any complaints in relation to CEH occupants' behaviour in the Whakarewarewa Village public carpark area and responses undertaken by the Consent Holder.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 16 December 2022 - 16 June 2023). 11 police callout / visits to this site
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided within the Resource Consent Compliance Report (dated 17 June 2023 - 16 December 2023). 8 police callouts / visits to this site
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies  Police attendance to incidents or complaints as provided by within Resource Consent Compliance Report (dated 17 December 2023 - 16 June 2024). 3 police callouts / visits to this site
8	The information listed in Condition 7 shall be reported to Rotorua Lakes Council's Monitoring and Compliance Officer at six monthly intervals from the date of commencement of the consent. The information will be provided in a form that does not identify individuals.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
9	The Consent Holder shall provide a Compliance Report to Rotorua Lakes Council's Monitoring and Compliance Officer 6 months after the commencement of the consent, and every 6 months thereafter, outlining compliance with the consent conditions over the preceding 6 months. At a minimum the Compliance Report shall include: a. An assessment of the Consent Holder's compliance with the conditions and any recommendations to address any identified non-compliances; b. Recent photographs of landscaping, open space and boundary fencing as required by Condition 13; c. Details of how compliance is achieved in respect of Condition 22 (Streetscape Amenity), including any maintenance undertaken in the preceding 12 months and processes for keeping street berms tidy; and d. An assessment of the effectiveness of the SMP and any recommended amendments to the SMP to improve its effectiveness.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Received 01/08/2023
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Received 02/08/2024
<b>Landscaping, Open Space and Boundary Fencing</b>					
10	The existing trees and vegetation along all boundaries of the site shall be retained for the duration of the consent.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
11	The existing shared open space, as shown on the Site Plan (approved under Condition 1 and updated under Condition 13), shall be retained in a condition suitable for recreational use by occupants.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - a supervised gated green area is onsite for children to play
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Outdoor pool is no longer in use



		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
12	All external boundary fencing shall be maintained in the same or similar form to the existing fencing to provide privacy and security for contracted emergency housing occupants and adjoining neighbours.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
13	The landscaping and boundary fencing required by Conditions 10 - 12 shall be marked on the Site Plan for the site and photographed and supplied to the Rotorua Lakes Council within one month of the commencement of the consent.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
14	The landscaping outlined in Condition 10 shall be maintained in good condition and kept weed free. If any of the landscaping dies and/or becomes diseased, the dead and/or diseased plants shall be replaced in the same or similar location within the next planting season (generally between May and October) by a same or similar species of plants with a plant size capable of reaching the same height within the following planting season.  <u>Note:</u> This condition does not restrict enhancement of landscaping.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
15	The existing shared open space in the internal courtyard of the site (shown on the Site Plan as "shared open space") shall be retained for the duration of the consent.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
Whakarewarewa Village and Te Puia					
16	Within one month of the commencement of this consent the Consent Holder, or suitable representative, shall initiate a meeting(s) with a representative(s) from Whakarewarewa Village and Te Puia.  The purpose of the meeting(s) is to enable good information to be shared about the: a. Implementation of the Site Management Plan (SMP) in mitigating potential adverse effects of CEH; b. The tidiness of the Whakarewarewa Village carpark; and c. Other initiatives, such as education programmes for CEH occupants, that could be implemented to improve the relationship between the operation of CEH and the operation of cultural and tourism operations at Whakarewarewa Village and Te Puia. The Consent Holder shall offer to meet with representatives from Whakarewarewa Village and Te Puia a minimum of once every six months. Outcomes from each meeting shall be recorded and provided to Rotorua Lakes Council if requested by the Council.  <u>Note:</u> In the event that representatives from Whakarewarewa Village or Te Puia do not want to participate in meeting with the consent holder this will not be deemed a breach of this condition.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Chantelle confirmed that this has been done
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
17	Information about the location and cultural significance of Whakarewarewa Village and Te Puia as well as expectations about respecting these neighbouring sites must be clearly displayed within the main circulation areas of the subject site. CEH occupants must be informed about these expectations as part of the induction process into CEH.  Expectations about respecting neighbouring sites shall be determined at the first meeting between the consent holder, or suitable representative, and representative(s) from Whakarewarewa Village and Te Puia.  <u>Note:</u> In the event that representatives from Whakarewarewa Village and Te Puia do not want to participate, expectations shall be determined by a suitable representative from Te Hau ki te Käinga.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Posters visible from multiple areas onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
Motel Signage and Advertising					

18	The Consent Holder shall remove, or cover where removal is not practicable, all motel signage for the duration of the consent. This includes any vacancy/no vacancy signage and signs advertising the motel's  <u>Notes:</u> 1. To avoid doubt, reinstatement of motel signage may occur after consent expiry. 2. The purpose of requiring signage to be removed is to avoid tourists pulling into the site or phoning to see if there is vacancy. As such, signage advertising the phone number, number of rooms, or the amenities onsite should be removed, but the name of the motel e.g. "Apollo Hotel" can remain on display.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Visible signage inside site (reception area)
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
19	The Consent Holder shall, as far as is practicable, remove all online advertising and websites that promote tourist accommodation and other services at the site for the duration of the consent.  <u>Note:</u> It is acknowledged that the nature of the internet is such that it may not be possible to remove advertising from all third-party websites.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Storage</b>					
20	Any storage of household effects of contracted emergency housing occupants shall be provided inside existing buildings on the site.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
21	Waste storage shall be screened from the road frontage or residential properties.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>Streetscape Amenity</b>					
22	The Consent Holder shall undertake, and complete a daily written record of, the following:  a. Daily tidying of the subject site and immediately adjacent street berm to ensure the site contributes to an attractive streetscape; b. Daily removal of rubbish and graffiti from the subject site and street berms in front of the subject site; and c. Daily removal of shopping trolleys from public view from the subject site and street berms in front of the property.  <u>Note:</u> The implementation of this condition is referred to in the Site Management Plan in Condition 26.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
<b>On-site Management</b>					
23	An on-site staffing presence shall be maintained on the site at all times for the duration of the consent. The on-site staff shall be made aware of and understand the resource consent and its conditions and the compliance obligations.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Confirmed - Chantelle and onsite manager demonstrate a good understanding of their obligations under the resource consent and had all relevant documentation available onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies
24	No dogs shall be kept on site by CEH occupants other than disability assist dogs under the Dog Control Act 1996.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyall Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyall Wilson	Complies

25	<p>A Site Management Plan (SMP), confirmed by MHUD under condition 3, shall be submitted to the Rotorua Lakes Council's Compliance Monitoring Officer for certification within one month following the commencement of consent. The certification is only in relation to ensuring the SMP has the written confirmation of MHUD.</p> <p>The purpose of the SMP shall be to ensure that resource consents and conditions are implemented by:</p> <p>a. Operating under the CEH model as described in Te Hau ki te Kāinga Strategic Plan;</p> <p>b. Ensuring the wellbeing of CEH occupants through appropriate placement of occupants; based on the CEH site;</p> <p>c. Mitigating effects of CEH use on the immediate neighbourhood; and</p> <p>d. Ensuring appropriate communication, monitoring and reporting, and response to complaints.</p> <p><u>Note:</u> To avoid doubt, the SMP may be amended from time to time, and provided for re-certification by RLC following any subsequent written confirmation by MHUD.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
26	<p>The SMP required by Condition 25 must include:</p> <p>a. Details of the systems and procedures for placing people ('triaging') in the contracted emergency housing using the Nga Pou-e-Rima cultural framework including the:</p> <p>i. Confirmation of placements primarily for families with children, young people / rangatahi, people with disabilities and elderly;</p> <p>ii. Avoidance of crowding;</p> <p>iii. Placement of families with children having regard to access to appropriate play space; and</p> <p>iv. Management of people whose behaviour may create unacceptable risk to other occupants.</p> <p>b. Details of on-site manager's responsibility for implementation of the SMP;</p> <p>c. Details of the job title and name of the current person fulfilling the appointed suitable representative role required by Condition 2;</p> <p>d. Details of the on-site support services to be provided, including the number of staff, location for training and office work within the site and hours of operation;</p> <p>e. Site management details and methods addressing, at a minimum, the following matters:</p> <p>i. Visitor numbers and visiting hours, and on-site visitor parking;</p> <p>ii. Staffing;</p> <p>iii. On-site and roaming security personnel, credentials, systems and procedures;</p> <p>iv. Details of roaming security to undertake daily scheduled visits to the Whakarewarewa Village carpark and Penny Haka gallery;</p> <p>v. Location of carparking (including for visitors);</p> <p>vi. Location of open space and play space;</p> <p>vii. Meeting /training operation (including hours of use);</p> <p>viii. Use of communal areas and facilities;</p> <p>ix. Details of regular site maintenance, including:</p> <p>a. Daily maintenance of streetscape amenity under Condition 21;</p> <p>b. Maintenance of landscaping and planting; and</p> <p>c. Programmed maintenance of all buildings.</p> <p>f. Effective noise management measures to avoid, remedy or mitigate potential noise nuisance;</p> <p>g. The set of 'house rules' that will apply to the site;</p> <p>h. Directory provided to neighbours with contact information on who to call if issues arise from the operation of CEH on the subject site;</p> <p>i. Details of a 24/7 0800 number for both the community and onsite occupants to communicate or make complaints about CEH;</p> <p>j. The process for dealing with complaints by or about any occupants of the site;</p> <p>k. Methodology for receiving, recording and resolving communication or complaints made via the 0800 number outlined under (l) above.</p> <p><u>Note:</u> Daily scheduled visits by roaming security to Whakarewarewa Village carpark and Penny Haka Gallery are for the purposes of managing and reporting any anti-social behaviour by CEH occupants. As required by Condition 7, a record will be kept of any reported incidents and this record shall be provided to Rotorua Lakes Council if requested by the Council.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - SMP folder viewed onsite
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<b>Whakarewarewa Village Carpark</b>					
27	<p>The Consent Holder shall undertake daily tidying of the Whakarewarewa Village public carpark area, including removing rubbish and shopping trolleys from the carpark area.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies. Confirmed by Chantelle and operator that this is being carried out
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies

		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<b>Rotorua Lakes Council Meetings and Community Liaison Group (Augier Conditions)</b>					
28	<p>Rotorua Lakes Council, MHUD senior management and/or senior advisors and a nominated representative from the CLG shall meet at least every six months during the period of the resource consent to discuss the following matters:</p> <p>a. The operation of contracted emergency housing on the site (and within the context of other contracted emergency housing); and</p> <p>b. Whether, in light of the demand for contracted emergency housing on the subject site and other sites, there is the ability for the CEH contract to be cancelled.</p> <p><u>Notes:</u></p> <p>1. It is acknowledged that a wide range of matters are likely to be relevant as to whether contracts for emergency housing should be terminated ahead of the two-year period.</p> <p>2. While Condition 24 (above) is limited to CEH, this does not prevent a broader discussion about emergency housing generally.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
29	<p>MHUD shall establish and facilitate the continued operation of a Community Liaison Group (CLG) for the duration of this consent in accordance with the following requirements:</p> <p>a. The purpose of the CLG is:</p> <p>i. To promote effective engagement on an on-going and regular basis about matters associated with CEH;</p> <p>ii. To promote the flow of information between the MHUD, Te Hau ki te Kāinga and the local community so as to, wherever possible, address any issues that may arise;</p> <p>iii. To discuss the results of monitoring CEH and any matters that may arise as a result of the monitoring;</p> <p>iv. To discuss any feedback on effectiveness of Site Management Plans and conditions; and</p> <p>v. To discuss the exit strategy for CEH.</p> <p>b. The CLG shall be comprised of one representative from each of MHUD, Te Hau ki Te Kāinga, representative(s) from the motel operators / consent holders, Rotorua Lakes Council and iwi. MHUD must also invite:</p> <p>i. Three representatives from the community (where possible these representatives should be from different geographical clusters of CEH);</p> <p>ii. One representative from the tourism industry; and</p> <p>iii. One representative from Restore Rotorua Incorporated.</p> <p>c. MHUD shall ensure that members of the CLG are provided with the opportunity and facilities to meet:</p> <p>i. No more than 30 working days after the commencement of the consent; and</p> <p>ii. No-less frequently than every six months, unless all members of the CLG agree there is no need for a meeting.</p> <p>d. The time, date and venue of proposed meetings shall be notified to members of the CLG (by email) at least 10 working days in advance of the meeting;</p> <p>e. Minutes of the CLG meetings shall be kept by MHUD and be made publicly available;</p> <p>f. MHUD shall engage an independent chairperson to facilitate CLG meetings;</p> <p>g. MHUD shall meet the reasonable administrative costs of facilitating the CLG meetings (e.g. meeting invitations; meeting venue; preparation of meeting minutes) and chairing duties; and</p> <p>h. MHUD shall, in consultation with the CLG, develop a preferred method for communicating with the surrounding residents and hosting key documents (for example, a website, or other document hosting portal).</p> <p><u>Notes:</u></p> <p>1. Condition 29 governs initial membership for the purposes of convening the first meeting of the CLG. On-going membership requirements will be determined by the CLG including who is best placed to lead the CLG. The CLG shall be a single entity common to all CEH consents.</p> <p>In the event that it is not possible to establish a CLG or convene meetings through lack of interest or participation from the local community, then such failure to do so will not be deemed a breach of these conditions. Should the local community wish to re-establish meetings after a period of inactivity, then the conditions above shall continue to apply.</p> <p>2. The purpose of Condition 29 may be achieved through other means such as a modified Rotorua Housing Taskforce or other Rotorua emergency housing liaison group.</p> <p>3. For the avoidance of doubt, the CLG may, by agreement add a representative(s) to its membership for either general or specific purposes and on such terms as are agreed.</p>	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies - Being carried out
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<b>Monitoring Fee</b>					
30	The Consent Holder must pay the Rotorua Lakes Council an initial consent compliance monitoring charge, plus any further monitoring charge or charges to recover the actual and reasonable costs incurred to ensure compliance with the conditions attached to these consents. That fee, or those fees to be set by Council according to its normal practice.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies

		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
<b>Review</b>					
31	Pursuant to section 128 of the Resource Management Act 1991, Rotorua Lakes Council may, 12 and 18 months after this consent is given effect, serve notice on the Consent Holder to review any or all of the conditions of this consent with regard to the effectiveness of the conditions of this consent in avoiding, remedying or mitigating adverse effects on the environment that may arise from the exercise of this consent and, if necessary, to avoid, remedy or mitigate such effects by way of further or amended conditions. In particular, adverse effects may relate to:  i. Site Management; ii. The use of common / shared areas; iii. Parking; and/or iv. Waste Management.	15.09.2023	Jason Ward Lorelle Barry Denise Morgan-Koia	Chantelle Windlebourne	Complies
		15.02.2024	Jason Ward Lorelle Barry Neenu Vijayadharan	Lyll Wilson	Complies
		08.08.2024	Jason Ward Lorelle Barry Denise Morgan-Koia	Lyll Wilson	Complies
32	Additional Offsite compliance checks	Weekly	Jason Ward Lorelle Barry		Visual inspections from the roadside, for the purpose of monitoring amenity conditions. Did not go onsite. Complies unless otherwise stated

**ADVICE NOTES:**

**Building Act**

1. This is not a Building Consent. The Building Act 2004 contains provisions relating to the construction, alteration, and demolition of buildings. The Act requires building consents to be obtained where relevant, and for all such work to comply with the building code.
2. Under the Building Act (Section 114), a building owner must give written notice to the territorial authority if they plan to change the use of a building. The consent holder should seek an independent report from a suitably qualified person addressing the potential change of use of the building as described in the Building Act and Building (Specified Systems, Change the Use, and Earthquake-prone Buildings) Regulations 2005, and provide written notice to Council as appropriate.

**Waste Management**

3. Waste management is addressed under the Council's Solid Waste Bylaw 2016. The bylaw has a general requirement for a waste management and minimisation plan to be prepared for multi-unit developments: 'Collection from Multi Unit Developments' (See Subpart 6 – Clause 20).

**Right of Objection**

4. If you are dissatisfied with any aspect of the decision, you have a right of objection to Council under section 357A of the Resource Management Act 1991. Please advise Council in writing stating the reasons for the objection and the preferred outcome within 15 working days of receiving this decision. If no objection is received it will be assumed that the applicant accepts this decision. In addition, there is a right of appeal to the Environment Court under section 120 of the Resource Management Act 1991.

**Monitoring of Conditions**

5. Fulfilment of the conditions of this consent within the timeframe specified in the consent is necessary to carry out the proposal for which this consent relates. Your progress towards satisfying the conditions of consent will be monitored by Council's Monitoring and Compliance Officer.
6. Please contact Council's Compliance & Regulatory Team ([RMACCompliance@rotorualc.nz](mailto:RMACCompliance@rotorualc.nz)) in relation to the completion and monitoring of the conditions of this consent. The consent holder will be charged for the administration, monitoring and supervision of this resource consent. Notwithstanding the above, where there is good and reasonable cause for unprogrammed monitoring and additional site inspections, the costs of that will be a charge on the consent holder. Such costs are recovered on an actual and reasonable basis as defined in the General Conditions and Notes of the Fees and Charges Schedule as approved by the Council in terms of Section 36 of the Resource Management Act 1991.