



Hayson Knell

Our ref: 3744

9 April 2025

Rotorua Lakes Council
Civic Centre
1061 Haupapa Street
Rotorua 3046

c/- Shanan Miles

By email: shanan@milesco.nz

Dear Shanan

Tikanga Aroro Charitable Trust – Establish a reintegration housing activity on a rural site – LU24-010243

In response to the S92 Request for Information letter titled Request for Further Information for Resource Consent Applications dated 13 December 2024, I provide the following response.

Social Effects and Assessment

10. *A Social Impact Assessment prepared by a suitably qualified and experienced person in the fields of social research and/or the assessment of social effects.*

Response:

Pūwhakamua Reintegration Facility – Landscape and Visual Effects Summary

Overview

A Social Impact Assessment (SIA) was prepared by Just Add Lime for the proposed Pūwhakamua reintegration facility. The SIA aims to identify and assess potential social impacts on the Waikite Valley community. It evaluates tangible and intangible, direct and indirect, and cumulative social impacts, both perceived and actual. The assessment identifies who is affected, to what scale, and how negative impacts can be mitigated. A 3km radius was chosen to represent the closest neighbours to the site, with a wider community Social Area of Impact (SAI) identified based on proximity and engagement feedback.

Engagement

Sixteen interviews were conducted with potentially affected parties, including residents, Police, and Fire and Emergency New Zealand (FENZ).

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Social Impact Assessment

The SIA identified several key impacts, primarily focusing on the reduced sense of safety and security, social isolation, and financial impacts. These impacts are most significant for people living within the 3km radius of the proposed facility.

Key Impacts and Recommendations

Reduced Sense of Safety and Security: The primary concern is the reduced sense of safety and security among residents, leading to anxiety and stress.

- **Recommendation:** Implement clear, open communication from the Trust to address uncertainties and build trust. This includes providing detailed information about the facility's operations, security measures, and the people involved.

Increased Social Isolation and Reduced Community Cohesion: The perceived risk associated with the facility may lead to increased social isolation and reduced community cohesion.

- **Recommendation:** Establish a Community Liaison Group (CLG) with representatives from the Trust, Police, and community. This group can monitor and address concerns, facilitate communication, and build positive relationships.

Reduced Use and Enjoyment of Properties and Rural Environment: Residents may experience a reduced sense of place and enjoyment of their properties due to the physical presence of the facility and increased security measures.

- **Recommendation:** Engage with direct neighbours early to address their concerns and involve them in planning and decision-making processes. This includes feedback on screening and planting plans and operational plans.

Changes to Lifestyle Due to Behaviour Modifications: Residents may change their lifestyle and daily routines to reduce perceived risks, such as reducing outdoor activities and increasing security measures.

- **Recommendation:** Provide ongoing support and reassurance to residents through regular updates and engagement activities. Highlight the positive aspects of the facility and its contributions to the community.

Positive Community Impacts

The SIA also identified potential positive impacts for the Waikite Valley community, including increased community cohesion and resilience through engagement with the facility and contributions from the facility to community resilience.

Increased Community Cohesion and Resilience: The establishment of a Community Liaison Group (CLG) can foster increased community cohesion and resilience. The facility's resources, such as a large capacity kitchen, central ware, defibrillator, water, and power,



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can be beneficial in emergencies.

- **Recommendation:** Actively involve the facility in community resilience planning and emergency preparedness. Encourage mutual exchange of goods and services between the facility and the community.

Community Benefits from Facility Contributions: The facility can contribute to the community through mutual exchange, such as sharing food and general helping out. The program has a history of assisting with community activities like tree plantings and furniture moving.

- **Recommendation:** Formalise and expand the facility's contributions to the community. Develop a structured program for community engagement and support, ensuring that the facility's resources are utilised effectively for the benefit of the community.

Summary of Adverse Effects

The SIA identifies low impacts for all persons outside the 3km radius, and low to high for persons within the 3km radius. High impacts relate to social impacts on health and wellbeing, and community. In terms of an assessment of adverse environmental effects under section 95E of the RMA, in my opinion low impacts equate to less than minor effects and medium to high impacts equate to minor or greater effects. On the basis that the social impact effects that are minor or greater are specific to identified persons within the 3km radius, and wider environmental effects are less than minor, public notification under s95A is not required.

Proposed Consent Conditions

Based on the key recommendations of the SIA the Applicant proposes the following conditions of consent:

1. Community Liaison Group

- a) Prior to the commencement of operation, the Consent Holder shall establish and maintain a Community Liaison Group (CLG) comprising representatives from the Trust, local residents, New Zealand Police, and Fire and Emergency New Zealand (FENZ).
- b) The CLG shall meet at least quarterly for the first two years of operation and bi-annually thereafter, unless otherwise agreed by the group, to:
 - Monitor and discuss actual and perceived impacts from the facility
 - Share updates on facility operations
 - Address community concerns and provide feedback

2. Communication Plan

- a) The Consent Holder shall prepare and implement a Communication Plan prior to the commencement of operation. The Plan shall include:
 - Regular updates to the community on operations, security procedures,



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and any incidents of concern

- Contact details for a nominated Community Liaison Officer
 - Protocols for responding to queries or complaints within five working days
- b) The Communication Plan shall be submitted to Council for certification at least 10 working days prior to operation and shall be reviewed annually in consultation with the CLG.

Earthworks

11. *Please amend BSK drawing 'Cut and Fill', job reference 25594, Sheet 2 to show the proposed heights and depths of the cut and fill contours.*

Response:

Sheet 2 has been updated to show all proposed cut and fill depths.

12. *Please confirm and provide details of the proposed treatments at the outer edges of the proposed earthworks, including whether retaining walls are proposed and the slopes of any batters.*

Response:

Batters are proposed at outer edges of earthworks, refer to updated BSK drawings. No retaining walls are proposed or required.

13. *Please provide the following to-scale dimensioned cross section drawings that show existing and proposed ground levels and proposed treatment at the edges of the earth-worked area (i.e. batter slope and/or retaining walls):*
- (i) *West-East for the Site's Puaiti Road boundary at the following points:*
 - *At the proposed vehicle crossing and accessway – this is to include where the proposed vehicle crossing meets the Puaiti Road carriageway.*
 - *At the point bisecting the ware building.*
 - *At the southern extent of the proposed earthworks.*
 - (ii) *North-South for the Site's northern boundary adjoining number 471 Puaiti Road at the following points:*
 - *At the Puaiti Road boundary.*
 - *At the eastern extent of the proposed earthworks.*
 - *Two intermediate points.*
 - (iii) *North-South along the southern extent of the area of the proposed earthworks for following points:*
 - *At the Puaiti Road boundary.*
 - *At the eastern extent of the proposed earthworks.*
 - *Two intermediate points.*

Response:

- (i)
 - Cross-section D, sheet 4 of BSK drawings



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- Cross-section E, sheet 4 of BSK drawings
 - Cross-section F, sheet 4 of BSK drawings
- (ii)
- Cross-section G, sheet 5 of BSK drawings
 - Cross-section H, sheet 5 of BSK drawings
 - Cross-sections A, B & C, sheet 3 of BSK drawings
- (iii)
- Cross-section G, sheet 5 of BSK drawings (cross-section covers full extent of earthworks)
 - Cross-section H, sheet 5 of BSK drawings (cross-section covers full extent of earthworks)
 - Cross-sections A, B & C, sheet 3 of BSK drawings (cross-section covers full extent of earthworks)

Landscape and Visual Effects

Building Drawings

14. *Dimensioned floor plans and elevation drawings of the Participant's Cabin's; the Manager's and Supervisor's Cabins; and the Ablution Block buildings.*

Response:

Details shown on sheets 6, 7, 8, 9, 10.

15. *Information that details the proposed materials; colour scheme; and reflectance values for the exterior treatment of the proposed buildings.*

Response:

All of the Participant's cabins, Manager's and Supervisor's cabins, ablution and laundry buildings and new main building are to have selected vertical grooved shadow clad or similar exterior cladding painted in a dark grey and black paint finish. Reflectance value of 10-14.

All of the building roofing is to be longrun colorsteel, colour ebony black, reflectance value 10-14.

Aluminium joinery to be black, reflectance value 10-14.

16. *The following additional to-scale and dimensioned cross sections:*
- (i) *Full north-south cross sections through Cabins 1 and 2 from the Site's northern boundary to south of the proposed earthworks area that shows:*



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- *The actual building envelope of that cabin.*
- *The proposed finished floor height of the cabin.*
- *The proposed cut and fill batters adjacent the site's northern boundary and southern extent of the earthworks area.*
- (ii) *Full north-south and east-west cross sections through the highest point of the central ware building taken from the Site's northern boundary to south of the proposed earthworks area, and from the Site's Puaiti Road boundary to east of the proposed earthworks area. These cross sections are to show:*
 - *The actual building envelope of the proposed buildings.*
 - *The proposed finished floor height of the buildings.*
 - *The proposed cut and fill batters adjoining the areas to be earth worked.*
 - *Existing and proposed ground levels.*
 - *The maximum height of the ware building relative to the current existing ground levels.*

Response:

- (i) Details shown on section S3 (Sheet 3). Also refer to BSK Engineers Drawings.
 - Details shown on sheet 8.
 - Details shown on sheet 8.
 - Refer to section S3 (Sheet 3). Also refer to BSK engineers drawings.
- (ii) Details shown on sheet 3.
 - Details shown on sheets 4, 6, 7, 8, 9, 10.
 - Details shown on sheets 3, 6, 7, 8, 9, 10.
 - Details shown on sheet 3, also refer to BSK Engineers plans.
 - Levels shown on sheet 3.
 - Refer to sheet 3, section S2.

Proposed Lighting

17. *Please provide the following information on the proposed external security lighting:*
- (i) *What type of lighting is proposed.*
 - (ii) *Where will this lighting be located.*
 - (iii) *Proposed hours of operation for this lighting.*

Response:

There will be no external security lighting for this proposed development. There will be normal residential type lighting as there would be in a typical residential/light commercial setting.

- (i) As advised in question 21 there will be directional down lighting to all of the exterior entry walls to the participants cabins managers cabin, supervisor's cabins, ablution block, laundry blocks and the main building. The purpose of the lighting is to provide an adequately lit area for accessibility and safety.
- (ii) This lighting will be located at all accessible entry and exit doors to all of the buildings.
- (iii) The lighting will not have fixed hours of operation and will be activated only when necessary for the safe accessibility of the participants.



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18. *Please confirm that there will not be any other type of outdoor lighting/light sources available during dark hours - considering this development will be totally reliant on providing their own lighting within their site for wayfinding as there will be no light spill available from street lighting etc. Has the applicant considered whether additional lighting may be required for health and safety and wayfinding, in particular the lighting of paths connecting to buildings (the amenity blocks, communal facility, staff quarters)? Is the applicant certain no lighting will be required for the carpark area in the future to assist Residents / visitors / staff / emergency vehicles etc.?*

Response:

I confirm that there will be no other type of outdoor or security lighting during the hours of darkness. The type and location of accessible pathways has not been determined at this stage. There will be pathways from all of the cabins to and from the main building. I have considered the necessary requirement to include additional pathway lighting. This lighting will be minimal illumination to provide for safe travel on these walkways. The proposed car parking area is positioned away from Puaiti Road. It is reasonable to include some lighting to the carpark to assist with any visitors, Managers, Supervisors, and emergency vehicles if required.

19. *Will each cabin have outdoor lighting and if so, how will this be controlled (movement activated sensor or controlled by an on/off switch)?*

Response:

To each of the participant cabins, Manager's cabin and Supervisor's cabins there will be directional down lighting to the exterior elevation where the entry doors are located. These will be activated by an off/on switch. The ablution, laundry and main building will have activated sensor lighting which will also be controlled by an on/off switch.

20. *Will the ablution blocks have lighting (either internal or external) on permanently at night?*

Response:

The exterior lighting to the ablution and laundry blocks are detailed in question 19. There will be normal lighting to the internal layout of these buildings. There will be no permanently activated lighting to these buildings.

21. *Directional down lighting would normally be recommended in a rural setting when a more intense built environment is proposed, is there a possibility for this to be incorporated into the proposal?*



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Response:

As you have recommended, all of the lighting will be directional down lighting. In keeping with the residential / light commercial design.

Proposed Landscaping

22. *Please confirm the proposed minimum height of the Pittosporum tenuifolium (kohuhu) hedge to be planted along the Site's northern boundary (common with number 471 Puaiti Road).*

Response:

See Sheet 01 (Landscape Visual Assessment - Attachment 2)

23. *Please confirm the proposed heights and sizes of the plants at time of planting.*

Response:

See Sheet 01 (Landscape Visual Assessment - Attachment 2)

Visibility Analysis

24. *Please provide a more detailed analysis of the proposal's landscape and visual effects that:*
- (i) Clearly describes the potential viewing audiences of the proposed development, including how that viewing audience has been determined and any topographical (or other) features limit visibility of the Site.*
 - (ii) Clearly describes the landscape and visual amenity values and sensitivity of the identified viewing audience.*
 - (iii) Clearly describes the landscape and visual effects of the proposal on the identified viewing audiences (including any interim effects that may occur while planting matures), including a detailed description of all of the proposed mitigation measures that are relied upon/required and the effectiveness of those measures.*

Response:

Landscape and Visual Effects Summary

Key Findings – Landscape and Visual Effects

A Landscape and Visual Effects Assessment (LVA) was prepared by Narrative Landscape Ltd (Josh Hunt, Registered NZILA Landscape Architect) for the Pūwhakamua Reintegration Housing project. Attachments are provided alongside the LVA with site-specific modelling, visualisations and photomontages.

Overall Conclusion

The proposal will result in effects ranging from Very Low to Moderate, with the only Moderate effects being temporary and localised to the adjacent Lot 2 driveway. Once



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mitigation planting is established, all effects are assessed as Low or Very Low.

Changes

The following summarises the design and proposal changes made as a result of the LVA for the proposal. These changes were made collaboratively between the landscape architect, project engineer, and architect to address the concerns raised through Council's RFI and to minimise landscape and visual effects.

Design and Layout Changes Informed by the LVA

1. Increased Setbacks from Boundaries

For the northern boundary, units have been set back an additional 5 meters (from 18m to 23m) to allow for softer landform blending and enhanced boundary planting. Along the western boundary (roadside), units have been set back an additional 4.7 meters (from 11m to 15.7m) to enable roadside bunding and a greater extent of planting for screening from the roadside.

2. Shift in Building Location

The main Whare (communal building) has been shifted southeast to increase separation from the roadside and improve integration with the landscape.

3. Landform and Earthworks Modifications

A crossfall of 1:200 has been introduced across the site platform to reduce overall cut volume, promote natural drainage toward the eastern gully, and reduce platform edge height, particularly for staff/manager units. Earthworks have been extended beyond the building footprint (east and south) to soften the transition with the surrounding land and support more effective planting and screening with a 1:3 batter slope.

4. Reduced Stormwater Easement

The stormwater easement has been reduced from 6 meters to 2.5 meters, allowing greater flexibility in layout and planting.

5. Revised Planting Strategy

The original narrow hedging approach has been replaced with a more naturalistic and effective mix of low, medium, and high planting zones. Approximately 3,900m² of native buffer planting has been included to enhance ecological value and screening. Larger specimen trees, such as Kowhai, have been incorporated into the design, which has been redesigned to wrap around the development and respond to new landform contours.

6. Visual Integration Measures

The continued use of recessive building colours (dark tones) is recommended to further reduce visual prominence.

Landscape Effects

- **Wider Context (beyond 1km): Very Low** – Rural character, landform and ecological patterns are retained.
- **Site Context (within 1km): Low** – Proposal integrates with existing land use and rural productivity unaffected.



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- **Adjacent Property (Lot 2): Low-Moderate** – Awareness of activity acknowledged, but mitigated through setbacks, planting, and landform contouring.

Visual Effects

- **Public Views (wider area): Very Low** – Intervening landform screens views from Te Kopia Rd and surrounding viewpoints.
- **Nearby Road Views (Puaiti Rd): Low-Moderate**, reducing to **Low** – Mitigated through bunding and planting.
- **Private Views:**
 - Most properties: **Very Low**
 - Adjacent Lot 2 (from driveway): **Moderate** (temporary) reducing to **Low** (with planting)
 - No direct line of sight from likely future dwelling location on Lot 2.

Mitigation Measures

- Increased setbacks from boundaries.
- Earth mounding and soft contouring to reduce visual dominance.
- Over 3,900m² of native planting (fast-growing species).
- Recessive colour palette for buildings.
- Retention of open pasture and rural character outlook from neighbouring property.

Summary

With implementation of the revised site design and planting strategy, residual landscape and visual effects are considered to be no more than minor. The proposal aligns with the Rotorua Lakes District Plan's objectives for rural character and amenity and reflects best-practice landscape integration.

Please do not hesitate to contact me to discuss any queries you have regarding the above.

Kind regards

Yours sincerely
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