
REPORT 3
(1215/12/IM)

TAWA COMMUNITY CENTRE

1. Purpose of Report

This report provides an overview of the Tawa Community Centre development project to members of the Tawa Community Board, and seeks feedback on the project plan.

2. Executive Summary

Wellington City Council has agreed to convert the former Tawa Service Centre into a community centre which provides

- community meeting and activity space
- affordable accommodation for semi-permanent tenants who are primarily community-focussed
- a base for outreach and community development work.

The majority of the building is currently unoccupied; however it is an integral part of the Council's disaster recovery plan. For this reason there will be caveats on every tenant and user of the building that will require them to vacate the building in certain circumstances.

A memorandum of understanding is in place between Council units, which addresses how the building will be used with regards to disaster recovery. In essence the agreement is that:

- in a disaster all tenants and users must vacate immediately as required by the Council;
- no more than twice a year all tenants and users will need to vacate for major pre-planned disaster recovery testing – 3 months notice will be provided;
- other business continuity plan exercises will be undertaken in the building's bookable spaces, which will be booked as per the booking policy (under development);
- for the purposes of testing equipment tenants may be required to vacate for a short period of time, with notice in advance.

It is proposed that the community centre host 3~5 permanent tenants, preferably groups who are based-in or serve the Tawa community. There will be shared meeting space for use by the Tawa Community Board and local community groups. Passive recreation programmes will continue in the adjoining recreation space.

Significant planning has been done, and some work commenced. Work planned includes: finalising a booking policy (Dec 2006); finalising a process and criteria for choosing tenants (Dec 2006); implementing the recommendations from both health & safety and accessibility audits (Jan 2007); updating fittings, fixtures, and chattels (Jan 2007); drawing up a tenancy contract with legal advice (Jan 2007); and promoting the new space to the public (Feb 2007).

Consequent to the closure of the service centre \$31,000 per annum continues to be available for the operations of the Tawa Community Centre, and the Council has budgeted a further \$20,000 per annum. In addition there will be some income generated through rent and room hire charges.

3. Recommendations

It is recommended that the Tawa Community Board:

1. *Receive the information.*
2. *Provide feedback on the Tawa Community Centre project plan.*

4. Background

Building

The building we are now calling the Tawa Community Centre was initially constructed as the Tawa Borough Council Chambers. It has a unique architecture – including a large circular meeting room – and is situated close to the main shopping centre and Mervyn Kemp Library.

Up until early this year the building was a service centre housing Building Consent and Licensing Services staff. The adjacent bank building was converted in early 2006 into a recreation space, operated by Recreation Wellington.

The Tawa Community Board and a few community groups utilise the former Borough Council Chamber but, aside from the recreation space, meeting room, and civil defence area, the building is otherwise unused.

The building is the emergency back-up centre for WCC activities should key buildings become unusable.

Annual Plan

The Tawa Community Facilities Study, undertaken in 2003, identified that a number of community facilities were either lacking or deficient. One of these was a community centre. From this study a new initiative was developed and included by the Council in the Annual 2004/05 Plan.

The Annual Plan stated that “we are going to revamp the Tawa Service Centre to allow it to be better utilised by community groups. This will include space for recreational activities such as yoga or preschool activities and setting aside some space for community organisations to work from. The service centre, beside the Tawa Library in Cambridge Street, is used for community board meetings but is generally under-utilised.

We think that, with a modest refurbishment, the centre would be a great community asset. We will spend \$35,000 during the 2004/05 year and \$5,000 the following year to carry out repairs and make minor alterations. We have also budgeted \$20,000 a year on running costs due to the increased use.”

Community Centre Purpose

The purpose of the Tawa Community Centre will be consistent with the purpose of Community Centres generally, specifically the provision of:

- community meeting and activity space
- affordable accommodation for permanent tenants who are primarily community-focussed
- a base for outreach and community development work.

Disaster Recovery

On 22 June 2004 a memorandum of understanding between Property & Standards, WEMO, Community Services, Recreation Wellington, BCLS, and Knowledge Solutions business units was signed. The MOU clarified the business continuity and disaster recovery requirements for the Tawa Community Centre building.

In this document the business units agreed to the following conditions:

- 1) Testing will be undertaken of the technical disaster recovery capability. This will not impact upon tenants, nor will it require tenants to evacuate the building. A minimum of two weeks notice will be provided by Knowledge Solutions;
- 2) Testing of disaster recovery capability will be undertaken no more than six-monthly. This might require partial evacuation of tenants for up to five days, with three months notice of such a requirement;
- 3) The Council’s business continuity plans will need to be tested, which will involve evacuation of the building for up to five days with three months notice;
- 4) In a disaster should the Civic Administration Building (CAB) or Municipal Office Building (MOB) be out of action for any reason tenants will be required to evacuate the building for an unspecified period, at no notice;
- 5) Where the relocation of tenants is required due to either testing or in the case of a disaster the Council will assist where possible, with the relocation and/or storage of tenant owned and operated equipment.

Subsequent discussions have clarified that in practical terms this means that:

- in a disaster all tenants and users must vacate immediately as required by the Council;
- no more than twice a year all tenants and users will need to vacate for major pre-planned disaster recovery testing – 3 months notice will be provided;
- other business continuity plan exercises will be undertaken in the building’s bookable spaces, which will be booked as per the booking policy (under development);
- for the purposes of testing equipment tenants may be required to vacate for a short period of time, with notice in advance.

5. Discussion

5.1 Issues

Accessibility

An accessibility audit was carried out on the non-Recreation Wellington side of the building in September this year. The resulting report recommended nine remedial actions, with a varied level of priority. The most pressing of these will be addressed prior to tenancy, the others as resources become available.

Booking

City Communities and Recreation Wellington are working together to develop a suitable booking system for the bookable spaces, which will be the recreation space, meeting room, and large open space in the ex-service centre.

Tenants

Two potential permanent tenants have been identified. There is a moderate level of interest in the community, and it is likely that 4~5 suitable tenants will be found to set up in the centre permanently.

Security

The building has a monitored alarm and both key and keypad access. With permanent tenants in situ and Council officer involvement, security during working hours should be covered. However consideration needs to be given to hiring out of the building after hours. This will be addressed as part of the booking system review.

Refurbishment

The building's asset management plan contains funding resources to allow for some interior refurbishment, and other refurbishment (including addressing accessibility issues) will be undertaken in future years as resources become available.

Management

Overall management of the community centre will fall to the City Communities Senior Advisor with portfolio responsibility for the Northern Ward. Discussion is underway with Recreation Wellington with a view to including the adjoining recreation space under the same management umbrella. Funds available will allow allocation of some dedicated staff hours to the Centre.

5.2 Work to date

- Accessibility audit completed, health and safety audit underway
- Consultation underway with existing tenants/users
- Booking policy under development
- Tenancing procedure and criteria established
- Review of security provision for building underway
- Consultation with other relevant Council business units completed

5.3 Way forward

Project Plan

The attached project plan details the work to be undertaken and the timeline for implementation.

Maintenance

The Property unit is responsible for ongoing maintenance of the building. Resources are set aside on an annual basis in the building's asset management plan. Property has given an indication that any necessary maintenance will be carried out on the building prior to tenancy, dependent on availability of funds.

Accessibility

In order of importance, the following work should be undertaken to ensure the building is fully-compliant with accessibility standards:

- 1) the provision of one accessible car-parking space at the front of the building
- 2) kerb ramping to enable access from car to pavement
- 3) exterior paving – eased surfaces to reduce trip hazards
- 4) work on improving access to doorways off Cambridge Street and at rear of building
- 5) interior door hardware – 'hooked' door handles
- 6) interior floor surface finishes (carpeting)
- 7) remedy accessible toilet provision
- 8) removal or lowering of reception counter
- 9) improvement of kitchen area – lowering of bench and hot water urn

6. Conclusion

The Tawa Community Centre project will continue, with an expected opening date in late January 2006.

Issues surrounding usage of the centre for the purposes of disaster recovery for Council have been resolved, with limited inconvenience expected for tenants.

A booking system for the centre will be developed, and this will be how all users (including Council) reserve bookable space within the building.

Limited refurbishment of the centre is planned and will address issues of health & safety and accessibility, as well as aesthetics.

The adjoining recreation space will come under the overall management of the community centre. The budget (including income from rent and bookings) is sufficient to sustain the operation of both. Additional income will be realised through bookings.

Feedback from the Tawa Community Board on the Tawa Community Centre project plan would be appreciated.

Contact Officer: *Jarrold Coburn, Senior Advisor (Northern Ward), City Communities*

Tawa Community Centre Project Plan

J COBURN, City Communities Unit, Wellington City Council

updated Wednesday, 29 November 2006

Background

- formerly a service centre housing BCLS staff - closed early 2006
- adjacent bank building was converted early 2006 into a recreation space operated by Recreation Wellington
- Tawa Community Board meeting room is part of building
- the building, aside from the recreation space, meeting room, and civil defence area is otherwise unused
- the building is the emergency back-up centre for WCC activities should MOB, CAB, or other key buildings become unusable i.e. any tenants and users need to vacate immediately if WCC requires the building for emergency use, and with notice for testing
- there are no capital funds available for major/structural changes – there are limited funds in the current asset management plan for maintenance and minor changes

Purpose

The creation of a local community base for Tawa groups and residents which provides

- community meeting and activity space with high usage and foot traffic
- affordable accommodation for permanent tenants who are primarily community-focussed
- a base for outreach and community development work.

Tenancy Process

1. Determine the overall layout of the space, including:
 - bookable space to be used for activities
 - space to be use by WCC e.g. ward base for Council staff, SPARC push play co-ordinator, meeting space to enhance Council/Tawa community engagement (e.g. Councillors, Community Board members)
 - space available for tenants.
2. Determine approach to rent/cost covering for tenants and users
3. The process for attracting expressions of interest in the new community space should include:
 - public notices
 - direct communication with local organisations
 - a published outline of the selection criteria
 - creation of a short-list of desired tenants (from those who applied)
 - meeting with each short-listed tenant (to fully understand needs and wants)
 - new tenants move into space in a staggered progression

Tenancy Criteria

- Not-for-profit organisations that provide service to Tawa residents (inc community and government organisations)
- Able to pay rent/cover costs
- Provide a good fit with other tenants
- Preference is given to Tawa-based organisations

Examples of Possible Uses That Fit Criteria

- Community Policing base
- Parent's Centre
- SPARC
- Indian Cultural Society

Operation of the Centre

The ex-service centre in Tawa and the adjacent building have been dedicated by the Council for use as a community facility, with usage to compliment the facilities status as emergency business continuity premises for the Council. The facility will incorporate meeting/activity rooms and premises for a number of community organisations, and will remain the base for the Tawa Community Board. Recreation Wellington has developed the adjacent building into a community activity space. The whole facility will be incorporated into the Tawa Community Centre under one management structure.

A *suggested* management model is that

- Council directly manage the centre using existing resources
- A Tawa Community Centre Advisory Group is established to advise the Council on the operations of the Centre. The Advisory Group to be drawn from centre tenants, centre users, and other groups in the local community, reflecting the diversity of the community.

Direct management and operations by the Council of the new centre will provide the Council with the ability to direct operations, programmes and uses of the centre. It will also enable us to maintain direct responsibility for and control over this expensive facility, including its equipment.

Consequent to the closure of the service centre \$31,000 per annum continues to be available for the operations of the Tawa Community Centre, and the Council has budgeted a further \$20,000 per annum. Ongoing operational costs (including staffing) will also be offset by income derived from rent and room bookings.

Actions

<i>Desired Outcome</i>	<i>Action</i>
The building complies with health and safety requirements	Health and safety audit undertaken and implemented
Existing tenants are not inconvenienced	Consult with existing tenants
Building is suitable for tenanting	Fittings, fixtures, and chattels are updated
A booking system is established for common spaces	Booking policy developed
The building has an acceptable standard of accessibility	Recommendations from accessibility audit implemented
Contracts with tenants comply with special WCC requirements	Contract drawn up with legal advice
Suitable tenants are placed in building	Recruitment and interview process
The public understand the new use of the space	Promote the new space to the public
Facility complies with WCC standards	Consult with other relevant Council business units

Timeline

Start	Time	Action	KPI
25 Sep	4 weeks	Undertake health and safety audit of premises	A review of health and safety in the Centre is undertaken
25 Sep	ongoing	Consult with existing tenants	Tawa Community Board, WCC Knowledge Solutions, Ross Bly (Electoral Officer), Wellington Emergency Management Office, Recreation Wellington, and Tawa Civil Defence all have face-to-face meetings with City Communities officers and are appraised of the situation on a regular basis
9 Oct	4 weeks	Consult with other relevant Council business units	Appropriate business units sign off on planned actions
27 Nov	2 weeks	Develop booking policy	Bookings for public spaces are made with a minimum of fuss, and communicated to the appropriate individuals in a timely fashion
20 Nov	3 weeks	Develop recruitment and interview process for tenants	The correct number of suitable tenants are found
3 Jan	4 weeks	Implement recommendations from health and safety audit	All health and safety audit recommendations are implemented to the required standard
3 Jan	4 weeks	Update fittings, fixtures, and chattels	The interior of the building is attractive, presentable, clean, and habitable and meet the needs of tenants
3 Jan	4 weeks	Implement recommendations from accessibility audit	Ross Livingstone reviews and approves accessibility
3 Jan	4 weeks	Contract drawn up with legal advice	Tenants and WCC are satisfied with contract – no legal issues arise in the event of WCC needing space in emergency or for training
6 Feb	6 months	Promote the new space to the public	Public awareness of the Tawa Community Space increases within six months of opening

Responsibilities

Responsible	Action	Deadline
Jarrold Coburn	Consult with existing tenants	ongoing
Jarrold Coburn	Undertake health and safety audit of premises	23 Oct 2006
Jarrold Coburn/ Lynda Rigler	Consult with other relevant Council business units	6 Nov 2006
Jarrold Coburn/ Lynda Rigler	Develop booking policy	12 Dec 2006
Jarrold Coburn/ Nick Toonen	Recruitment and interview process developed	12 Dec 2006
Jarrold Coburn	Implement recommendations from health and safety audit	31 Jan 2006
Jarrold Coburn/ Jane Holloway-Jones	Update fittings, fixtures, and chattels	31 Jan 2006
Jarrold Coburn/ Ross Livingstone	Implement recommendations from accessibility audit	31 Jan 2006
Jarrold Coburn/ Jane Holloway-Jones	Contract drawn up with legal advice	31 Jan 2006
Jarrold Coburn	Promote the new space to the public	6 August 2007

Requirements

Action	Requirements
Health and safety audit undertaken and implemented	Undertake health and safety audit
	Create a safe working environment, based on recommendations of H&S audit
Consult with existing tenants	Consult with Tawa Community Board
	Consult with KSS
	Consult with WEMO
	Consult with Recreation Wellington
Fittings, fixtures, and chattels are updated	Liaise with Property to determine what is in Asset Management Plan
	Identify and prioritise work to be undertaken
	Connections for IT and phones
	Keys for facility reviewed
	Water tank installation
Booking policy developed	Undertake work as per priorities
	Identify current users and current booking policy
	Identify ideal outcomes for booking system
	Discuss potential booking system with Contact Centre
	Develop ideal booking system in conjunction with Recreation Wellington
Recommendations from accessibility audit implemented	Undertake accessibility audit
	Identify priority work highlighted by the audit
	undertake high-priority work
	undertake low-priority work as part of ongoing operations
Contract drawn up with legal advice	Discuss business continuity planning requirements with KSS and WEMO
	Review contracts with existing tenants
	Develop new contract with legal input
	Sign existing tenants to new contract
Tenant selection	Develop policy and process for populating facility
	Clarify tenancy for SPARC coordinator
	Identify suitable potential tenants
	Meet with potential tenants
	Sign new tenants to contract
Promote the new space to the public	Produce marketing and communications brief
	Implement marketing and promotions plan
Consult with other relevant Council business units	Clarify maintenance for facility
	Clarify management of overall facility
	Disaster preparedness requirements
	Clarify rubbish removal
	Clarify lawn/garden upkeep
	Ensure asset management plan in place
	Inform parking wardens of arrangement with Community Policing
	Inform parking wardens of who will be using WCC parks
	Inform parking wardens of arrangement with tenants
	Alarm access reviewed
	Review of access to building (possibly card access)

Actions

Requirement	Status
Undertake health and safety audit	Complete
Consult with WEMO	Complete
Liaise with Property to determine what is in Asset Management Plan	Complete
Identify and prioritise work to be undertaken	Complete
Keys for facility reviewed	Complete
Undertake accessibility audit	Complete
Identify priority work highlighted by the audit	Complete
Clarify tenancy for SPARC coordinator	Complete
Clarify maintenance for facility	Complete
Disaster preparedness requirements	Complete
Ensure asset management plan in place	Complete
Consult with Recreation Wellington	Complete
Consult with Knowledge Solutions regarding phones, etc.	Complete
Clarify lawn/garden upkeep	Complete
Inform parking wardens of arrangement with Community Policing	Complete
Discuss business continuity planning requirements with KSS and WEMO	Complete
Inform parking wardens of who will be using WCC parks	Complete
Alarm access reviewed	Complete
Review of access to building (possibly card access)	Complete
Water tank installation	WEMO to implement
Consult with Tawa Community Board	Underway
Clarify management of overall facility	Underway
Develop policy and process for populating facility	Underway
Create a safe working environment, based on recommendations of H&S audit	Underway - limited budget available
Identify suitable potential tenants	Underway – some tenants identified
Meet with potential tenants	Underway – some meetings held
Clarify rubbish removal	Underway – working with CityOps
Inform parking wardens of arrangement with tenants	Underway – working with Parking
undertake high-priority work	Underway – working with Property to schedule work plan
Identify ideal outcomes for booking system	Underway – working with Rec Wlg
Identify current users and current booking policy	Underway – working with Rec Wlg
Develop ideal booking system in conjunction with Recreation Wellington	Underway – working with Rec Wlg
Review contracts with existing tenants	Underway – working with Rec Wlg
Connections for IT and phones	not started
Undertake work as per priorities	not started
Discuss potential booking system with Contact Centre	not started
undertake low-priority work as part of ongoing operations	not started
Develop new contract with legal input	not started
Sign existing tenants to new contract	not started
Sign new tenants to contract	not started
Produce marketing and communications brief	not started
Implement marketing and promotions plan	not started

Expected Financial Performance

Income

CURRENT ALLOCATION	51,000
RENTAL/BOOKING INCOME	20,000
TOTAL INCOME	71,000

Expenditure (Operational)

Services	28,822
Staffing	30,000
Administration	4,742
Marketing	4,000
Other	3,436
TOTAL EXPENDITURE (OPERATIONAL)	71,000