

**Before the Independent Hearings Panel  
For Wellington City Council**

**Under** the Resource Management Act 1991

**In the matter** an application for resource consent for an extension to the existing car parking area of the Khandallah New World supermarket at 26 Ganges Road, 3 Dekka Street, 31-33 Nicholson Road, Khandallah

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**Statement of Evidence of David Thomas Boersen on behalf of  
Foodstuffs North Island Limited – Foodstuffs Overview**

**Date: 15 April 2024**

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## 1 INTRODUCTION

1 My full name is David Thomas Boersen. I am the Senior Development Manager – Supply Chain, Wholesale & Infrastructure at Foodstuffs North Island Limited (**Foodstuffs**).

2 I am providing factual and corporate evidence on behalf of the Applicant, Foodstuffs.

## 2 QUALIFICATIONS AND EXPERIENCE

3 I hold a Masters of Science in Geography (Hons) from the University of Auckland.

4 I have been part of the Foodstuffs development team since November 2020. I have been a Senior Development Manager leading development team at Foodstuffs since 2021. I have 13 years' experience as a development manager prior to joining Foodstuffs at Bunnings, Empire Capital Limited, Cooper & Associates.

5 My current role includes managing the property acquisition, consenting, construction and network planning processes for Foodstuffs. As part of my role, I am responsible for planning numerous new stores, including rezoning and master planning, through to detailed site planning around tracking curves, parking demand and site servicing. A lot of our planning starts at store catchment level, understanding the customer journey to and from the site, and how the network will operate to ensure we make it as easy as possible for customers to shop with us.

## 3 SCOPE OF EVIDENCE

6 The general scope of my evidence is an outline of the current challenges with the existing supermarket carpark that result in the need for extension, and the benefits I consider will stem from the carpark extension proposal (**the Proposal**).

- 7 My statement of evidence addresses the following matters:
- 7.1 A description of New World Khandallah.
  - 7.2 The current carparking facilities and associated challenges.
  - 7.3 Description of the Proposal and associated benefits.
  - 7.4 Proposed changes to the development as result of matters raised in the submissions and Council's s.42 report.
  - 7.5 A small number of matters raised by submitters.
  - 7.6 Conclusions.
- 8 I have also read and rely on the evidence of our consultant team on behalf of Foodstuffs.

#### **4 INVOLVEMENT WITH THE APPLICATION**

- 9 I have been involved in the project for some 4 years since first joining Foodstuffs. This has included reviewing our then ownership of properties at 3 Dekka Street and 31 Nicholson Road, and the subsequent purchase of 33 Nicholson Road, the design of the Proposal, and subsequent resource consent process to get us to this hearing.
- 10 I also have a good understanding of the supermarket's operating requirements.

## **5 NEW WORLD KHANDALLAH**

### **5.1 Location**

11 Khandallah is located 4 kilometres northeast of the city centre, on hills overlooking Wellington Harbour. Residential properties are located adjacent to the western and southern site boundaries.

12 At the time the application was made, the properties on the opposite side of Ganges Road and Dekka Street to the north and east were zoned Centre under the Wellington District Plan.<sup>1</sup> They contain commercial activities, with the exception of the Khandallah Presbyterian Church located at 33 Ganges Road and the Khandallah Medical Centre located at 8 Dekka Street. The centre also contains a library and town hall. There is a bus stop located in front of the site on Dekka Street. There are no other supermarkets close by.

13 New World Khandallah is located at 26 Ganges Road, on the southern corner of Ganges Road and Dekka Street. The supermarket is located at the southern end of the site with a north facing shop frontage and loading from the southern end.

### **5.2 Nature of operations**

14 New World Khandallah is a small and busy supermarket operation. It is the only supermarket in the Khandallah area. The next closest stores are:

14.1 Countdown/Woolworths Crofton Downs (6 min. drive, 16 min. cycle, 3.2km);

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<sup>1</sup> This is now zoned Local Centre Zone under the Wellington City 2024 District Plan: Council Decisions Version – see the planning evidence of Ms Evita Key for more information as to District Plan status.

- 14.2 Countdown/Woolworths Johnsonville (7 min. drive, 18 min. cycle, 3.4km);
- 14.3 Countdown/Woolworths Johnsonville Mall (6 min. drive, 13 min. cycle, 3.4km);
- 14.4 New World Newlands (10 min. drive, 26 min. cycle, 5.5km); and
- 14.5 New World Thorndon (10 min. drive, 26 min. cycle, 5.9km).
- 15 Foodstuffs owns the land and buildings through the Foodstuffs subsidiary entity Foodstuffs Properties (Wellington) Limited, and it leases the premises to the Owner/Operator Mr Ian Rivett.
- 16 The existing New World Khandallah supermarket has a gross floor area (**GFA**) of 1,317m<sup>2</sup>. This is made up of 800m<sup>2</sup> of retail trading area, 304m<sup>2</sup> of back of house service and storage areas, a 60m<sup>2</sup> foyer and 153m<sup>2</sup> mezzanine level staff facilities.
- 17 There are 38 car parking spaces and an unenclosed loading bay, both accessed from Ganges Road.
- 18 Foodstuffs owns the neighbouring sites at 3 Dekka Street and 31-33 Nicholson Road, and this Proposal seeks to remove the existing dwellings and replace them with additional car parking spaces to increase customer capacity. Associated car park signage, landscaping, lighting, fencing and other enabling works are also proposed.

### **5.3 Description and capacity**

- 19 The existing car park has a total of 38 car parking spaces.
- 20 This number of car parks on site is frequently unable to accommodate carpark peak demand. The existing carpark does not fit the peak capacity of the customers currently. The store

currently overtrades by our usual retail metrics in terms of sales per carpark (an assessment we use as a measure to confirm we have suitable car parking to meet customer demand). As these are commercially sensitive I will not be presenting evidence on these.

#### **5.4 Challenges**

- 21 Supermarkets are inherently high traffic generating activities by necessity. The vast majority of customers use private motor vehicles to perform shopping trips. This is reflective of the convenience associated with the volume of goods that are purchased by customers during a typical visit. The large 'weekly' or 'household' shop completed by a family household or flat type situation fills multiple bags which are not easy to transport by cycle or by public transport. Our customers still prefer to do their smaller 'top up' shops by vehicle. We are immediately adjacent to the bus stop should people wish to travel by bus, and we already provide four bicycle parks at the front of the store. Should it be required we will also add further cycle parks, but for now we understand that the provided bicycle parking currently meets demand.<sup>2</sup>
- 22 Private motor vehicles remain the predominant transport method for grocery shopping. It is expected that the volume of carparking spaces needed for New World Khandallah will therefore remain high. We respond to customer demand as patterns change – as we have done with this proposal and the inclusion of electric car charging.
- 23 We conduct regular customer surveys, and car parking (or insufficient car parking) is one matter that is regularly raised by

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<sup>2</sup> Evidence of Mr Michael Nixon, at [60] – [61].

our customers. The Owner/Operator also has regularly dealt with complaints from customers who cannot get a carpark.

24 Due to the current New World Khandallah carpark being unable to accommodate carpark demand at peak times, this produces flow-on effects to our customers, where they are having to:

24.1 Circulate around the car park multiple times;

24.2 Exit the site to try and find parking elsewhere on the street, causing congestion on Ganges Road and Dekka Street; or

24.3 Abandon their trip to purchase goods and return at another time (or traveling to another store). This increases the number of trips on the road network.

## **6 THE PROPOSED CARPARK EXTENSION**

### **6.1 Description**

25 66 new parking spaces are proposed at 3 Dekka Street and 31-33 Nicholson Road which will result in a total of 100 supermarket parking spaces. Of the 38 existing car parking spaces, four will be removed to provide for a connecting internal accessway between 26 Ganges Road and 3 Dekka Street.

26 Trolley bays will be interspersed throughout the parking area as indicated on the plans<sup>3</sup> with collection back to the supermarket entrance being carried out by staff.

27 The four existing bicycle parks at the front of the store will be retained.

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<sup>3</sup> Evidence of Ms Caitlin Cook, attached landscape plans, drawing L100.

- 28 Given the limited number of car parks on site currently Foodstuffs cannot add electric vehicle charging parks to the existing carpark due to the knock on effects of precluding non-electric car customers.
- 29 However, given The Proposal's expansion of carpark availability, it includes four of the new car parks marked as 'electric car' – and Foodstuffs will include provision for electric vehicle charging. Foodstuffs is committed to providing car charging where it makes financial sense for the Owner/Operators. The final decision on the installation of car charging will be made in conjunction with the Owner/Operator and Chargenet our charging supplier.
- 30 Nothing in this proposal precludes further cycle racks being included in the future should there be demand.
- 31 In terms of access to and from the site, the following is noted:
- 31.1 Ganges Road - The supermarket's existing two-way vehicular access from Ganges Road and the pedestrian access on the corner will be retained.
- 31.2 Dekka Street - The existing vehicular access of 3 Dekka Street will be widened and upgraded to provide two-way access to the new carpark.
- 31.3 Nicholson Road - The two existing residential vehicular accesses from 31-33 Nicholson Road will be removed and a new central access is proposed to provide two-way access to the new carpark. This access is now proposed to operate as left in/left out only.<sup>4</sup>

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<sup>4</sup> Evidence of Mr Michael Nixon, at [38].



- 32 In terms of circulation, sufficient turning area is available within the carpark to ensure vehicles do not need to reverse exit onto the road carriageways.
- 33 The car parks closer to Nicholson Road are on a gradient due to the topography of the site. These will be the least desirable car parks due to the distance to the store and impact of the gradient.

## **6.2 Benefits**

- 34 The Proposal will support access to the supermarket for those customers that choose or need to drive, enhancing the customer offer. As mentioned above, the vast majority of customers use private motor vehicles to perform shopping trips. This is reflective of the convenience associated with the volume of goods that are purchased by customers during a typical visit. The carpark extension will allow customers to easily find a car park to assist them with their shopping journey.
- 35 Khandallah's population is currently increasing by approximately 1.00% per annum, therefore the Proposal will allow for the future growth of the community, noting again that the store is already significantly under carparked for its size.
- 36 We also expect that a number of shoppers will remain parked in our car park as they complete multi-modal journeys in the wider adjacent Khandallah Village. Whilst not ideal from our perspective, we acknowledge (as do some submitters) this occurs, and will manage this appropriately as we need to if it impacts on our store. We note this occurs due to wider under-supply of car parking elsewhere in the village, not as result of our store.
- 37 To provide a higher level of pedestrian access/safety, following discussions with Council prior to notification, a 1.2m wide pedestrian path has been added to provide a separated access from Nicholson Road through to the supermarket.

38 Due to the site's topography, it was not possible for this path to be accessible by way of ramp only and requires some stairs, however to ensure that the path is pedestrian friendly and easy to navigate, the number of steps and gradient (max 1:12) has been minimised where possible with landing spaces between the runs of stairs. We have also included in the lighting design suitable pedestrian lighting to make these steps easy to navigate.

## **7 PROPOSED CHANGES FOLLOWING SUBMISSIONS**

### **7.1 Drive way changes – Nicholson Road**

39 Based on submitter feedback we have reviewed the design of the Nicholson Road car park entrances.<sup>5</sup>

39.1 We are have proposed limiting the Nicholson Road entrance to be left in and left out only to make the turning movements safer and address the concerns around sight lines that have been raised.

39.2 We have changed the crossing threshold to reinforce the transition from car park, and prioritise the footpath (and pedestrians).

40 We have included additional landscape treatment and reduced the number of car parks to accommodate additional planting to reinforce the street edge treatment. This has reduced the overall number of car parks down to 100 from the originally proposed 102 spaces.

41 We can confirm that there will only be static signs at the car park entrances, there will not be any digital signs that could potentially distract drivers as raised by some submitters.

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<sup>5</sup> Evidence of Mr Michael Nixon, at [37] – [44].

42 If deemed necessary by the Commissioners, we are happy to agree to a condition of consent that provides for the installation of suitable gate or chain to close the entrance to Nicholson Road outside of trading hours.

## **7.2 Lighting plan**

43 In terms of lighting, from the outset we have proposed to comply with the District Plan standards. This level of detail is usually dealt with at building consent stage. However we have now sought and will be providing an additional lighting plan to demonstrate compliance with the District Plan.

## **7.3 CCTV coverage and Security**

44 Khandallah is generally one of the safer areas we operate stores in and comparatively lower number of safety issues. Regardless we will include additional CCTV cameras to cover the Proposal.

45 Should there be problems with anti-social behaviour we will engage necessary security patrols to address if required. This is standard practice for Foodstuffs operators, to ensure a safe environment for customers and staff, when it is required.

46 To date, skateboarding has not been a significant problem to us, however we are mindful this may affect neighbours, and should this become a problem we are willing to work with our neighbours to address.

## **7.4 Construction Management Plan (CMP)**

47 We agree to the condition requiring a construction management plan (including the construction noise and vibration management plan (**CNVMP**) as proposed and discussed in Ms Evita Key's and Mr Miklin Halstead's evidence). We will work with Council in the usual manner to ensure compliance with requirements of the

plan. We are well versed in construction management and ensuring all appropriate conditions are met.

- 48 As per standard industry practice, we would usually complete a CMP once we have both resource consent and building consent, and have appointed a contractor and know how we will complete staging of the works. We would be happy to limit large construction traffic entering the site during the peak AM/PM school traffic periods during term time.

## **8 OTHER MATTERS RAISED IN SUBMISSIONS**

### **8.1 Rubbish Storage**

- 49 We have addressed the rubbish storage and placement in the public domain as soon as it was raised. Rubbish is currently being accommodated within the back of house area. We will review options for this going forward, and should it be required this will be addressed via a separate application.

### **8.2 On Street Parking by Staff**

- 50 Our staff (like the staff from a number of other businesses located within the village), park in the streets in the surrounding local area. To the best of our knowledge our staff comply with the relevant parking rules and are all acting legally. However, we can move some staff into the lower section of car park, subject to customer usage.

## **9 CONDITIONS OF CONSENT**

- 51 I have reviewed the various mitigation measures proposed by the consultant team, and can confirm Foodstuffs' acceptance of these measures should they be required including:

51.1 Mr Halstead's recommendation to include:

- (i) a condition that trolleys be retrieved prior to 10pm to avoid sleep disturbance during night-time hours;
- (ii) a condition from the requirement for a construction noise and vibration management plan; and
- (iii) a condition for the certification of the noise barrier fence.

51.2 Mr Nixon's recommendation to include:

- (i) a condition that requires raised safety platform is constructed at the intersection of the new access and Nicholson Road prior to the use of the new access.

51.3 Ms Key's recommendations to include:

- (i) a condition should be added as to the consent lapse date under section 125 of the RMA.
- (ii) Conditions 1 and 33 should be amended to reference the latest updated engineering and landscaping plans appended to the Ms Cook and Ms Wang's evidence.
- (iii) The re-word of condition 5 to read "~~Work~~ *Earthworks must not commence on site until the ESCP or infrastructure report is certified...*".
- (iv) A condition that heavy construction vehicles do not enter or leave the Nicholson Road access during the school term time between the hours of 8.30am and 9.30am, and 2:45pm to 3:30pm Monday to Friday.

- (v) The inclusion of signage to the Nicholson Road access to notify users that the access operates as left in/left out only.

## 10 CONCLUSIONS

52 To conclude the proposed extension of New World Khandallah's carpark will assist our customers visit and park at our store. The Proposal will allow more customers to park on premises rather than on the Dekka Street, Ganges Road and Nicholson Road, thereby helping to reduce associated congestion surrounding New World Khandallah and also improving access and customer satisfaction. A higher level of pedestrian safety will be ensured due to a 1.2m wide pedestrian path that has been added to provide a separated access from Nicholson Road through to the supermarket.

**Date:** 15 April 2024



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**David Thomas Boersen**