

# Urban Development

## At a glance

**OUR AIM** A compact, vibrant and attractive city.

**LEGAL REQUIREMENTS** Local Government Act 2002 – support social, environmental, economic and cultural well-being now and into the future.

Regulatory responsibilities relating to building, historic places, and land use.

**OUTCOMES** More liveable. More sustainable. Better connected. More prosperous. More compact. Safer. Stronger sense of place.

### CHALLENGES

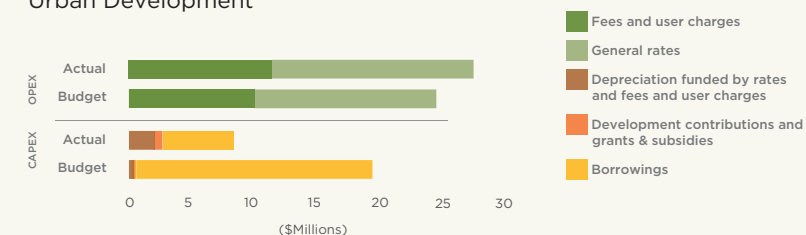
- Meet changing demands such as smaller households and more inner city living.
- Support more sustainable land use and transport options to accommodate the growing population, pressure on land, and environmental concerns.
- Improve quality of urban design.
- Manage consent processes to ensure safety and sustainability without hindering economic development.

### STRATEGIC APPROACH

- Maintain the city's 'compactness' and unique character.
- Focus development where benefits are greatest – in key centres with strong infrastructure and transport links along a 'growth spine' extending from Johnsonville through the city centre to Newtown and Kilbirnie.
- Allow intensive development in some areas while protecting others.
- Improved integration of land use and transport.
- Improving the quality of urban design, and public open spaces.

See 'progress against strategic priorities' for the key initiatives we are taking to meet these goals.

**COST** 2009/10 Expenditure and funding (actual and budget) for Urban Development



## IN THIS SECTION

- 6.1 Urban planning and policy
- 6.2 Building control and facilitation
- 6.3 Development control and facilitation
- 6.4 Earthquake risk mitigation
- 6.5 Public spaces development

We aim for a compact, vibrant and attractive city.

## State of the city

### Most Wellingtonians see the city as a great place to live, work and play.

At least 90% of residents regard the city as a great place to live and play, while 75% regard it as a great place to work. Residents have become a little less positive in the last three years – especially about the city as a place of work – which probably reflects the global economic downturn. These nevertheless are very positive results.

Also reflecting the economic downturn, building activity in the city has declined in recent years. The value of commercial building consents dropped to \$307.9m during the year, from \$328.8m two years previously, while the value of residential consents dropped more significantly to \$210.8m, down from \$263.2m two years previously.

The value of commercial consents has been supported by public sector construction work including Council projects. During the year we completed several public space projects (see 6.5 Public Space Development, page 123).

### Residents are proud of the way the city looks and feels – and their views are shared by other New Zealanders.

Nearly all residents (86%) are proud of the way the city looks and feels, and the vast majority (82%) of New Zealanders see the city as an attractive destination.

Most Wellington residents (91%) see heritage items as contributing to the character of the city, and 80% see heritage items as contributing to the character of their local community. These results are consistent with previous years.

### While most residents are happy with the state of the built environment, we do face challenges.

The city's population is growing steadily, and residents' housing tastes are also changing – with a trend towards smaller households and inner city living. In coming years we will have to accommodate more homes without compromising the unique urban character that makes Wellington so special.

We also face challenges to improve the quality of urban design, better reflect our status as a capital city, and use urban design to encourage more sustainable land use and transport options, as well as supporting healthier lifestyles and stronger communities.

### Our overall approach is to focus growth in key transport and employment centres.

These centres are located along a 'growth spine' and include Johnsonville, the central city, Newtown and Kilbirnie.

This approach will focus population growth in areas where the benefits are greatest and harm least, protect the city's 'compactness' and unique character, and support more sustainable and efficient land use and transport. It is supported by the District Plan and various other policies aimed at strengthening existing town centres and keeping development within existing city limits.

Our urban development work also includes controlling building and land use to ensure safety and sustainability, and to minimise or manage negative effects; constructing high quality public spaces – such as Waitangi Park and the waterfront – where people can get together for recreation and enjoyment; and supporting conservation and upgrading heritage buildings and character areas.

While this strategy focuses on urban development, it is closely aligned with our transport strategy and supports other Council strategies for economic development, and social and cultural well-being.

## Celebrating our capital city status

Being the capital city gives us a special role in New Zealand's identity.

Parliament first sat in Wellington in 1862, and the city officially became New Zealand's capital in 1865. But, for more than 20 years before that, Auckland was New Zealand's capital, and before that the capital was a small Northland settlement known as Russell, 7km from the current Russell township.

When a decision was made in the 1860s to find a more central location, closer to southern goldfields, Wellington was only selected after many other cities had been considered – including Nelson, Blenheim and Wanganui.

Almost 150 years on, it's impossible to imagine New Zealand's capital city being anywhere else. We are home to the Beehive and Parliament Buildings, Government House, the Reserve Bank and Treasury, the Supreme Court, and institutions such as the National Library and Te Papa.

Our status as the capital city places us at the heart of New Zealand's democracy, as well as our relationships with the rest of the world. It means, too, that we have a special role to play in celebrating national identity and character.

In September 2009, we entered into a long-term partnership with central government to recognise our capital city status – to give iconic national institutions a higher profile in the city.

Through the 'Our Extraordinary Democracy' project, the Council and central government will work together on a range of building and urban design initiatives, many focused on attracting visitors to the 'Capital Centre' – the area around Parliament, which is also home to the National Library, Archives New Zealand, the Supreme Court and other key state agencies.

The plans also include completion of the National Memorial Park on Buckle Street, development of Taranaki Street as a processional route, and upgrades of Government House and the National Library.

It is intended that the project will be completed by 2015, in time to celebrate the 150th anniversary of Wellington's capital city status.

## Progress against strategic priorities

Our 2009-19 long-term plan identified the following strategic priorities for the period to 2012.

**Keep the inner city retail and entertainment areas buoyant while improving public transport connections in the city centre.**

The Council made a decision to open Manners Mall to buses and develop a new public space in lower Cuba Street in order to improve public transport and pedestrian links through the central city. Work began in May 2010. See 6.5 Public Spaces Development for more detail.

**Strengthen Wellington's capital city status by adding a processional route – a native tree-lined street – along Taranaki Street to the new National Memorial Park that is planned around the Cenotaph in Mount Cook.**

The design phase is scheduled for 2010/11. The planned development of the National Memorial Park in Buckle Street – which is being led by the Ministry of Culture and Heritage – has been pushed back from 2010 to 2015.

**Prepare the Adelaide Road and Kilbirnie Town Centre for urban intensification and improved transport links in line with our strategy of focusing development along a 'growth spine'.**

Work began on the implementation of the Adelaide Road Framework, which will revitalise the area and improve transport connections. A draft plan was developed for redevelopment of the Kilbirnie town centre.

## Outcomes

Our 2009-19 long-term identified the following outcomes (i.e. plan aspirations) for the city's urban development:

- **MORE LIVEABLE/MORE SUSTAINABLE:** Wellington will be a great place to live, offering a variety of places to live, work and play in a high quality urban environment. The city's buildings and urban design will use land and other resources efficiently and sustainably.
- **BETTER CONNECTED:** Wellington will be accessible, pedestrian-friendly and offer quality transport choices on a highly interconnected public transport and street system.
- **MORE PROSPEROUS:** Urban design will contribute to economic development through good transport linkages and a flexible approach to land use planning. The Council contributes through its support for centres and appropriately managing the location of activities.
- **MORE COMPACT:** We develop policies and plans that encourage a city with a contained urban form and more intensive development focused on the city centre, key suburban centres and major transport corridors.
- **SAFER:** Wellington will be a safe city.
- **HAVE A STRONGER 'SENSE OF PLACE':** Wellington will be a memorable, beautiful city, celebrating its capital city status, distinctive landforms and landmarks, its heritage, and its high quality buildings and spaces.

# 6.1 URBAN PLANNING AND POLICY

Our overall aim is to develop policies and plans to encourage high-quality urban development, ensuring we focus growth in a way that makes the city more sustainable, while also preserving its character.

Through this activity we manage the District Plan and other policies that guide urban development.

The District Plan is required under the Resource Management Act 1991. It sets out rules for land use and development within the city – for example, types and sizes of buildings allowed in different areas of the city, and protections for heritage and open space areas. Anything not permitted by the District Plan requires a resource consent, which will be for either a land-use consent or a subdivision consent.

Our urban planning work is guided by our ‘growth spine’ strategy, through which we aim to support development in key transport and employment ‘hubs’, which are located along a ‘growth spine’ between Johnsonville, the central city, Newtown and Kilbirnie. This will focus population growth in areas where the benefits are greatest and harm least, protect the city’s unique character, and support more sustainable land use and transport.

Other key policies include the Centres Policy, which aims to maintain and strengthen existing town and suburban centres; Wellington – Our Sense of Place, which guides our work to ensure the city’s unique character is maintained; the Built Heritage Policy; and the Northern Growth Management Framework, which guides development in the northern suburbs where much of the city’s growth is expected to take place in coming years.

## KEY PROJECTS

During the year:

- Implementation of the Adelaide Road Framework got under way, but was behind schedule due to a detailed redesign. The work that got under way included public space and streetscape improvements on Drummond Street, and completion of plans for road corridor and streetscape improvements which will complete the ‘missing link’ in the southern suburbs bus priority route. Planned improvements to John Street were delayed to 2011/12 to coincide with the Adelaide Road corridor improvements. The framework aims to revitalise the area and encourage more intensive development in the Adelaide Road area as part of its ‘growth spine’ strategy. District Plan changes needed to support the Framework’s vision and objectives were incorporated into proposed changes relating to suburban centres.
- We consulted on changes to District Plan provisions covering residential areas and suburban centres. These changes cover most of the built-up area of the city except the CBD, and support our ‘growth spine’ strategy and provide for more intensive residential development in some areas such as Kilbirnie and Johnsonville, introduction of new design guides to improve building quality especially in character areas, and introduction of controls on ‘big box’ retail developments outside of existing town centres.
- We also consulted on proposed District Plan changes covering cellphone towers, earthworks, and some waterfront buildings and heritage areas. Altogether, eleven District Plan changes were made operative and two more made partially operative.
- The Council and the Government launched The Capital City Initiative – a project to recognise Wellington’s status as New Zealand’s capital, with a range of building and urban design initiatives, many focused on attracting visitors to the ‘Capital Centre’ – the area around Parliament. See the case study on page 111 for more.
- We consulted residents on a draft Kilbirnie Town Centre Revitalisation Plan, and the Council adopted a town centre plan for Newlands. Scoping work began for a framework to guide development of the Miramar Peninsula.
- We carried out initial consultation on Wellington 2040, a strategic plan focused on setting out the city’s competitive advantages for the next 30 years. This work will continue in 2010/11 with the development of a Spatial Structure Plan (a blueprint) to guide future decisions on the design and form of buildings, public spaces and public infrastructure in the central city.

## OUTCOMES

This activity contributes to the following outcomes: more liveable; more sustainable; better connected; more prosperous.

To assess how ‘liveable’ the city is, we ask residents about their views of the city. The vast majority regard Wellington as a great place to live (94%), work (75%) and play (90%), though there has been a small decline in all of these results over the last three years.

To assess how sustainable the city is in terms of land use, we use Census figures to determine population densities in the city centre and other areas along the ‘growth spine’. The most recent figures show the population of the central city growing by 46% between 2001 and 2006, the population of ‘growth spine’ centres growing by 22%, and the population of suburban centres growing by 35%.

To assess how ‘connected’ and ‘prosperous’ the city is, we monitor trends in building consent values. For both residential and commercial building work, consent values have declined in the last three years. In 2009/10, building consents were issued for \$307.9 million worth of commercial building work (down from \$318.7m in 2008/09 and \$328.8m the previous year) and \$210.8m worth of residential building work (down from \$314.3m in 2008/09 and \$263.2m the previous year).

## WHAT IT COST

	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
<b>OPERATING EXPENDITURE (\$000)</b>				
<b>6.1.1 Urban Planning and Policy Development<sup>1</sup></b>				
Expenditure	2,271	2,692	421	2,359
Revenue	(33)	(12)	21	(51)
Net Expenditure	2,238	2,680	442	2,308
<b>CAPITAL EXPENDITURE (\$000)</b>				
<b>6.1.1 Urban Planning and Policy Development<sup>2</sup></b>				
Expenditure	197	455	258	384
Unspent portion of budget to be carried forward	N/A	1,534	-	N/A

<sup>1</sup> Urban Planning and Policy operating expenditure is under budget due to savings in personnel and printing costs.

<sup>2</sup> The Adelaide Road project was delayed to allow for detailed redesign work. There has also been no capital expenditure during 2009/10 on the gateway sculpture following the decision not to pursue the design Hook of Maui and Receding Waters. The Wellington Sculpture Trust is currently considering alternative gateway sculpture designs (see 4.4 arts partnerships for explanation).

Funding note: This activity is funded from general rates.

District Plan changes aim to improve building design and quality while allowing more intensive development in some town centres.



## 6.2 BUILDING CONTROL AND FACILITATION

We have a statutory responsibility under the Building Act to control building developments. This includes ensuring buildings are safe and sanitary and do not threaten environmental quality or public health.

Our work under this activity includes issuing and monitoring building consents, and providing guidance to make sure buildings meet the standards required.

We offer reductions in consent fees for homes that use sustainable building features such as solar or heat pump water heating or wood pellet stoves with 'wetbacks'.

### KEY PROJECTS

During the year:

- The Council agreed in principle to participate in the Government's Financial Assistance Package for Leaky Buildings and work with them and affected territorial authorities on the detail of the package to enable a final decision on our participation to be made in 2010/11. The package aims to help people get their leaky homes fixed faster, and centres on the Government and local authorities each contributing 25% of agreed repair costs and affected homeowners funding the remaining 50% backed by a government loan guarantee.
- We introduced online applications for Land Information Memorandums in November 2009, and have seen a 33% increase in the number of LIMs issued. The result is likely in part due to the introduction of the online system as well as greater awareness of leaky buildings.

We also worked with other territorial authorities in the Wellington region to review the feasibility of a regional building control service to reduce costs and enhance service delivery. Work on this project is dependent on the outcome of a Government review of the Building Act, to be completed during 2010/11.

During the year, 2,784 consents were issued. This compares with 3,006 consents in 2008/09. The recent economic slowdown, along with some regulatory changes, had been expected to reduce the number of consents being granted.

### OUTCOMES

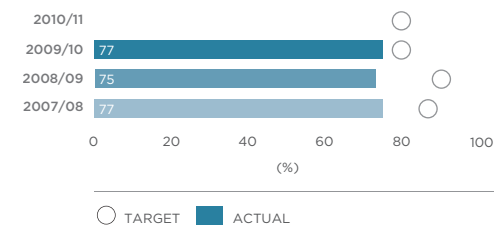
This activity contributes to the following outcome: safer (Wellington will be a safe city).

For indicators of building safety, see 6.4 Earthquake Risk Mitigation and 6.5 Public Spaces Development. For indicators of city safety in general, see 5.4 Public Health and Safety.

### HOW WE PERFORMED

We encourage high-quality urban development that focuses growth in a way that makes the city more sustainable, while preserving its character. We know we're succeeding when Wellingtonians continue to agree that the city is developing in a way that considers its unique urban character and natural environment.

#### Residents (%) who feel the city is developing in a way that takes into account its unique urban character and natural environment



Source: WCC Residents' Satisfaction Survey 2010.

#### Urban heritage and character protection – work schedule (Note: Plan changes, notified and with Council decision in place by the end of 2010)

1. *New controls to better protect the special character in the 'inner residential areas' and the 'residential coastal edge'.*

These proposals were incorporated into District Plan change 72 (see right).

2. *New controls to better protect heritage buildings in Thorndon and selected older commercial areas.*

Residents were consulted about options to protect the Thorndon heritage area. The consultation period was extended at the request of Thorndon residents. Options were presented to the Council's Strategy and Policy Committee for consideration in August 2010.

Public submissions were sought on proposed District Plan Change 75 – relating to suburban centre heritage areas in Aro Valley, Newtown, Thorndon, Hataitai and Berhampore.

Source: WCC City Planning.

#### District Plan proposed changes – work schedule (Note: Plan changes, notified and with Council decision in place by the end of 2010)

1. *Revised Residential Areas and Suburban Centres chapters*

Public submissions were sought on proposed changes to District Plan provisions for residential areas (change 72) and suburban centres (change 73). A total of 381 submissions were received on change 72 and 150 on change 73. Hearings on both plan changes were completed in June 2010 and decisions are due in September 2010.

2. *Management of telecommunications facilities*

District Plan change 74, relating to management of telecommunication facilities including cellphone towers, was adopted and publicly notified in May 2010.

3. *Wellington Waterfront policies and rules.*

Variation 11 (Wellington Waterfront) was adopted and publicly notified in November 2009. This change set height and size requirements for new buildings in the North Kumutoto area of the waterfront.

4. *Earthworks controls*

District Plan Change 70, relating to earthworks, was adopted and publicly notified in June 2010. The Earthworks Plan change is going to the Council for approval to become operative in August.

Source: WCC City Planning.

#### District Plan changes – appeals that are mediated (settled) before reaching the Environment Court

There is no target for this performance measure – we use this information for monitoring only.

Sixteen District Plan appeals were resolved (either settled or withdrawn) before going to full Environment Court hearings. Another 12 went to the Court. In 10 of those, the Court ruled in the Council's favour, while two decisions went against the Council.

Source: WCC City Planning.

#### Growth Spine Framework implementation – milestones

Target: complete a planning framework for the Kilbirnie Town Centre. Result: Consultation was completed on Draft Kilbirnie Town Centre Revitalisation Plan. After consideration of the 132 submissions received, a final plan was developed. This will be considered by the Council's Strategy and Policy Committee during August 2010.

Target: report back on the need for further 'areas of change'. Result: This report was delayed until after the 2010 local body elections.

Source: WCC City Planning.

**WHAT IT COST**

OPERATING EXPENDITURE (\$000)	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
<b>6.2.1 Building Control and Facilitation<sup>1</sup></b>				
Expenditure	10,685	11,358	673	11,487
Revenue	(6,334)	(6,691)	(357)	(6,210)
Net Expenditure	4,351	4,667	316	5,277

<sup>1</sup> Operating revenue is under budget due to the slower than anticipated recovery of the building market for large developments. Operating expenditure is under budget due to lower than anticipated professional costs for building consents and reduced organisational overhead costs.

Funding note: This activity is mainly funded through user fees with the remainder from general rates.

**HOW WE PERFORMED**

We regulate building activity to ensure it complies with the Building Act, Council bylaws and other legal requirements.

**Building consents (%) issued within 20 working days**

Result: 92% of building consents were issued within 20 working days (target: 100%).

The slight drop in timeliness was due to an increased number of building consent applications during November and December (our peak period).

Source: WCC Building Consents and Licensing.

**Code Compliance Certificates (%) issued within 20 working days**

Result: 99% of code compliance certificates were issued within 20 working days of receipt (target: 100%).

Source: WCC Building Consents and Licensing.

**Land Information Memorandums (LIMs) (%) issued within 10 working days**

Result: 100% of LIMs were issued within 10 working days (target: 100%).

Source: WCC Building Consents and Licensing.

**Complaints (%) – urgent (initial investigation within 24 hours) and non-urgent (initial investigation within 3 days)**

Results: 100% of urgent issues or complaints were responded to within 24 hours (target: 95%); 100% of non-urgent issues or complaints were responded to within 3 working days (target: 80%).

Source: WCC Building Consents and Licensing.

**Building Consent Authority (BCA) accreditation retention**

Result: The Council's status as a building consent authority was re-confirmed on 9 November 2009 (the target was to retain this status).

Source: WCC Building Consents and Licensing.

**Customers (%) who rate building control services as good or very good**

Results: 54% of building consent customers rate the service as good or very good (target: 80%); 72% of building inspection customers rate the service as good or very good (target: 80%).

Source: CTMA Customer Experience Survey 2009.

# 6.3 DEVELOPMENT CONTROL AND FACILITATION

Through this activity, we control land development in line with the provisions of the Resource Management Act 1991 and our District Plan.

This work includes assessing resource consent applications, granting consents, and monitoring compliance. A resource consent is required for any activity that is not permitted under the District Plan.

The consent process depends on the environmental impacts and who is affected. If the effects are not minor, the consent may be publicly notified, allowing other residents to have a say before a hearing is held to determine whether to grant the consent.

This work is required by statute, and is necessary to ensure that land is developed in ways that are safe, sustainable, and consistent with our urban planning goals such as protecting heritage, and ensuring that the city retains its 'compact' character (see 6.1 Urban Planning and Policy).

**KEY PROJECTS**

Amendments to the Resource Management Act came into force on 1 October 2009, and aimed to streamline the resource consent decision-making process. This has resulted in improvements in processing times for resource consents (see 'how we performed').

During the year, we issued 924 resource consents. This compared with 1,127 consents in 2008/09 and 948 the previous year.

**OUTCOMES**

This activity contributes to the following outcome: more compact. Under this outcome, we aim to maintain Wellington's 'compact' urban form and focus development in the city centre and other key town centres.

We encourage this 'compactness' through the District Plan and urban planning policies, which keep development within existing city limits and encourage development around key transport and employment 'hubs' (see 6.1 Urban Planning and Policy).

We measure progress towards this outcome by keeping a record of the proportion of houses within 100 metres of a public transport stop. The proportion of homes within 100 metres of a bus stop has remained steady at 48% over the last three years.

**WHAT IT COST**

OPERATING EXPENDITURE (\$000)	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
<b>6.3.1 Development Control and Facilitation<sup>1</sup></b>				
Expenditure	5,417	6,148	731	5,405
Revenue	(2,508)	(2,946)	(438)	(2,941)
Net Expenditure	2,909	3,202	293	2,464

<sup>1</sup> Net expenditure is under budget due to the processing of fewer large/complex consents in a weak development market, lower professional fees, and reduced organisational overhead costs.

## 6.4 EARTHQUAKE RISK MITIGATION

We aim to protect the safety of Wellington's residents by working to mitigate the potential impact of an earthquake.

Wellington is built on an active faultline, which makes it prone to earthquakes. Under this activity, we work to mitigate the potential impact of earthquakes by assessing buildings for earthquake risk and working with owners to ensure that buildings are strengthened to required standards. This work is guided by our Earthquake-prone Buildings Policy.

We also support research into earthquake risk.

### KEY PROJECTS

- Following a review, a new Earthquake-prone Buildings Policy was introduced on 1 July 2009. The review aimed to ensure that at-risk buildings are identified and that owners have sufficient time to plan and undertake the strengthening work. Meetings were held to update building owners, designers and others on the new policy.
- The policy means that strengthening work will be required on several Council buildings. Strengthening of the Chest Hospital and City Gallery were completed during the year, and strengthening of the Embassy Theatre got under way. Investigation and design work has got under way for strengthening of the Town Hall and Municipal Office Building. Other buildings that require strengthening include the Opera House, Thistle Hall, and the Old Stand at the Basin Reserve.
- We continued to contribute funding to *Wellington: It's Our Fault*, a seven-year, \$3.6 million project aimed at better understanding the region's vulnerability to large earthquakes. The project began in 2006 and is led by GNS Science. It is assessing the likelihood and potential impacts of a large earthquake in the city.

### OUTCOMES

This activity contributes to the following outcome: safer (Wellington will be a safe city). We assess progress towards this outcome by monitoring the number of earthquake-prone buildings that have been strengthened.

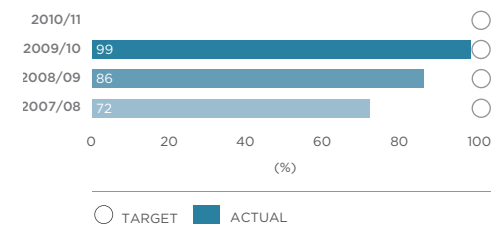
Under our Earthquake-prone Buildings Policy, owners have 10 to 20 years after receiving a notice to strengthen or demolish buildings. The process of notifying owners to strengthen buildings began in 2006/07. Strengthening of buildings involves design and construction work, and can be expected to take time.

By the end of 2009/10, 2,130 buildings had been assessed. Of those buildings identified as earthquake prone, strengthening work was known to have been completed for four.

### HOW WE PERFORMED

We aim to ensure any development is of high quality, and complies with the District Plan and resource consent conditions. Our success is demonstrated by high rates of customer satisfaction with the service we provide and our timely issue of contents and certificates.

#### Resource consents (non notified) issued within statutory timeframes (20 working days)



Note: Under the Resource Management Act 1991, non-notified resource consent applications must be processed within 20 working days of receipt.

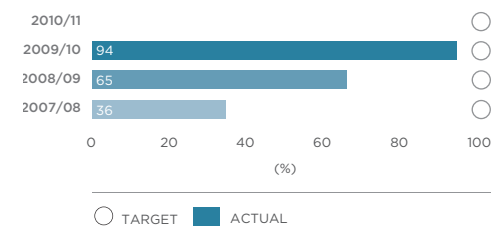
Source: WCC Development Planning and Compliance.

#### Resource consents (%) that are monitored within 3 months of project commencement

Result: 75% of resource consents were monitored within 3 months of project commencement (target: 90%).

Source: WCC Development Planning and Compliance.

#### Subdivision certificates (%) - Section 223 certificates issued within 10 working days



This measure relates to certificates for survey plans issued under section 223 of the Resource Management Act 1991.

Source: WCC Development Planning and Compliance.

#### Subdivision certificates (%) - Section 224 certificates issued within 20 working days

Result: 98% of subdivision certificates issued under section 224 of the Resource Management Act 1991 were issued within 20 working days (target: 100%).

Source: WCC Development Planning and Compliance.

#### Noise control (excessive noise) complaints (%) investigated within 1 hour

Result: 97% of noise control complaints were investigated within 1 hour (target: 90%).

Source: WCC Development Planning and Compliance.

#### Environmental complaints (%) investigated within 48 hours

Result: 96% of environmental complaints were investigated within 48 hours (target: 95%).

Source: WCC Development Planning and Compliance.

#### Customers (%) who rate development control services as good or very good

Result: 74% of customers rated development control services as good or very good (target: 80%).

Source: WCC Development Control Services Customer Satisfaction Survey 2010.

**WHAT IT COST**

OPERATING EXPENDITURE (\$000)	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
<b>6.4.1 Earthquake Risk Mitigation</b>				
Expenditure	563	641	78	502
Revenue	-	-	-	-
Net Expenditure	563	641	78	502
CAPITAL EXPENDITURE (\$000)	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
<b>6.4.1 Earthquake Risk Mitigation<sup>1</sup></b>				
Expenditure	1,949	2,014	65	-
Unspent portion of budget to be carried forward	N/A	1,089	-	N/A

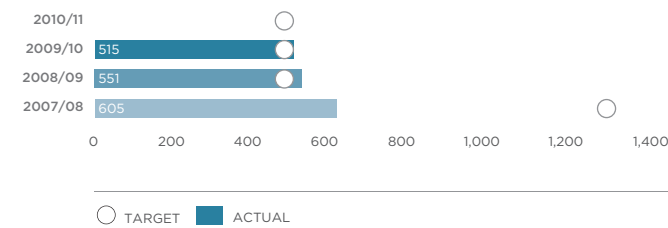
<sup>1</sup> Capital expenditure is under budget due to the timing of earthquake strengthening works due to be completed during 2009/10. Projects are now scheduled to be completed in 2010/11.

Funding note: This activity is funded by general rates.

**HOW WE PERFORMED**

To protect the safety of Wellingtonians, we work to mitigate the potential impact of earthquakes. Progress is measured through the number of earthquake prone building assessments we've undertaken, and by working with owners to ensure buildings are strengthened to required standards.

**Potentially earthquake-prone buildings assessed (initial assessment)**



Source: WCC Building Consents and Licensing Services.

**Earthquake-prone building notifications (%) that are issued without successful challenge**

Result: 100% - 131 notifications were issued and none were challenged (target: 95%).

Source: WCC Building Consents and Licensing Services.

# 6.5 PUBLIC SPACES DEVELOPMENT

Attractive, well-designed parks and public spaces contribute to people's enjoyment of the city.

This activity includes:

- **Waterfront development** - We fund and oversee work to develop and enhance the waterfront.
- **Public space and centre development** - We fund work to develop and upgrade street environments, urban parks, and other public areas in the city and suburbs.
- **Heritage development** - We work with owners and provide grants to support the upgrade of heritage buildings.

Public spaces provide places for people to get together, provide venues for recreation and entertainment events, support shops and cafes, make the city more attractive, and encourage civic pride.

Heritage buildings contribute to the city's distinct identity and enhance its sense of place. Encouraging the upgrade of heritage buildings may also contribute to public safety.

Under this activity, we operate an 'anti-graffiti flying squad' which responds to complaints and removes graffiti from public places.

Waterfront development is managed by a Council-controlled organisation, Wellington Waterfront Ltd, in line with the Council's waterfront development policy, the Wellington Waterfront Framework.

**KEY PROJECTS**

**Public spaces**

- The Council made a decision in December 2009, following public consultation, to open Manners Mall to buses and to develop new public space in lower Cuba Street. An Environment Court challenge was unsuccessful and work began in May 2010 (for further detail, see 7.1 Transport Planning and Policy). Our long-term plan had provided funding for Manners Street improvements during 2009/10; this work will now be completed during 2010/11.
- Upgrades of Khandallah Village, the Evans Bay Patent Slip, and Cobblestone Park were completed, as was the Nancy Wake Memorial Heritage Pylon in Oriental Bay.
- Design concepts for an upgrade of Midland Park were completed. Construction is to be completed by December 2010 in time for the Rugby World Cup.
- The planned development of a National Memorial Park in Buckle Street - which is being led by the Ministry of Culture and Heritage - has been pushed back from 2010 to 2015. We have contributed \$2m to this \$11m project.

**Waterfront**

- Final designs were completed for the wharewaka (canoe house) at Taranaki Wharf. Construction got under way and will be completed during 2010/11. Our long-term plan had forecast that construction would be completed in 2009/10.
- Public input was sought on future development of the waterfront under our 2010/11 Waterfront Development Plan. The plan included: further consideration of temporary uses for the 'transition site' between Te Papa and Waitangi Park; redevelopment of Frank Kitts Park, including the establishment of a Chinese Garden; and a new public artwork at Kumutoto.
- A competition was held to find ideas for revitalising the Queen's Wharf 'Outer T'. This was the first step towards developing a master plan for revitalising the area.
- The Wellington Waterfront Framework won a Wellington Architecture Award at the 2009 New Zealand Institute of Architects' Local Architecture Awards.
- Pile repairs were carried out at the southern end of the Queen's Wharf Outer 'T' and under Taranaki Street Wharf.

**Heritage**

- We started work on updating the District Plan heritage list, and updating information provided to the public about protection of heritage buildings. We will continue this work during 2010/11.





## OUTCOMES

This activity contributes to the following outcomes: stronger sense of place; safer.

Under the 'sense of place' outcome, we aim to make Wellington a memorable, beautiful city that celebrates its capital city status, distinctive landforms, heritage, and high quality buildings and spaces. Nearly all residents (86%) are proud of the way the city looks and feels, and the vast majority (82%) of New Zealanders see the city as an attractive destination. Most (91%) see heritage items as contributing to the character of the city and 80% see heritage items as contributing to the character of their local community. These results are broadly in line with previous years.

This activity contributes to safety by providing safe, well-lit public spaces that encourage people to get together. In our 2010 Residents' Satisfaction Survey, 57% of residents expressed concern about poorly lit public areas (an increase from previous years); 48% expressed concern about graffiti (a decrease from previous years); 41% expressed concern about poorly maintained or dangerous public spaces and 36% expressed concern about vandalism. In recent years, we have put effort into improving lighting in public places. Our anti-graffiti 'flying squad' aims to rapidly remove graffiti from public places.

## WHAT IT COST

OPERATING EXPENDITURE (\$000)	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
<b>6.5.1 Waterfront Development<sup>1</sup></b>				
Expenditure	8,096	2,075	(6,021)	12,511
Revenue	(3,233)	-	3,233	(2,634)
Net Expenditure	4,863	2,075	(2,788)	9,877
<b>6.5.2 Public Space and Centre Development<sup>2</sup></b>				
Expenditure	1,241	1,157	(84)	1,106
Revenue	(444)	-	444	(22)
Net Expenditure	797	1,157	360	1,084
<b>6.5.3 Built Heritage Development</b>				
Expenditure	553	668	115	589
Revenue	-	-	-	-
Net Expenditure	553	668	115	589
<b>CAPITAL EXPENDITURE (\$000)</b>	<b>ACTUAL 2010</b>	<b>BUDGET 2010</b>	<b>VARIANCE 2010</b>	<b>ACTUAL 2009</b>
<b>6.5.1 Waterfront Development<sup>3</sup></b>				
Expenditure	4,400	5,536	1,136	500
Unspent portion of budget to be carried forward	N/A	2,911	-	N/A
<b>6.5.2 Public Space and Centre Development<sup>4</sup></b>				
Expenditure	1,915	4,186	2,271	1,423
Unspent portion of budget to be carried forward	N/A	1,220	-	N/A
<b>6.5.3 Built Heritage Development</b>				
Expenditure	-	-	-	106

<sup>1</sup> The Waterfront Development net expenditure variance primarily relates to unbudgeted movements in the revaluation of investment properties and waterfront development planning costs within the Wellington Waterfront Project.

<sup>2</sup> Public Space and Centre Development operating revenue is over budget due to the recognition of unbudgeted vested asset income.

<sup>3</sup> Due to changes in the economic environment, the waterfront development programme is now being delivered over a longer timeframe than previously budgeted for.

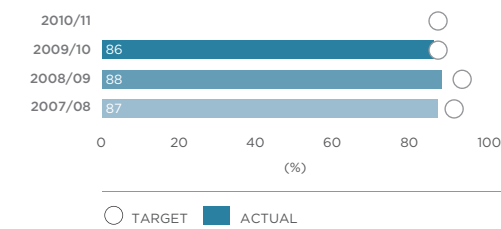
<sup>4</sup> The Manners Mall bus priority project and lower Cuba Street public space development were delayed due to legal proceedings. The redevelopment of Memorial Park is reliant upon central government funding which has been deferred.

Funding note: This activity is funded through general rates.

## HOW WE PERFORMED

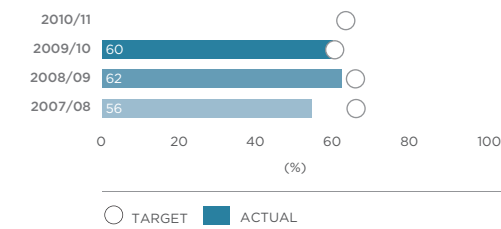
To maintain Wellingtonians' sense of pride in the look and feel of the city, we fund work to upgrade street environments and other public spaces, and support restoration of heritage buildings and assets that contribute to the unique character of the city. We know we're successful when residents continue to agree the central city is lively and attractive and that heritage items are appropriately valued and protected.

### Residents' (%) agreement that the city centre is lively and attractive



Source: WCC Residents' Satisfaction Survey 2010.

### Residents' (%) agreement that their local suburban centre is lively and attractive



Source: WCC Residents' Satisfaction Survey 2010

### Residents (%) who agree heritage items are appropriately valued and protected in central city and suburban areas

Results: 75% of residents agree that heritage items are appropriately valued and protected in the central city (target: 90%); 67% of residents agree that heritage items are appropriately valued and protected in suburban areas (target: 75%). This was a new measure for 2009/10.

Through this activity, we work with building owners and provide grants to support upgrades of heritage buildings. We also preserve heritage through the District Plan, which protects listed heritage items and provides guidance on building design.

Source: WCC Residents' Satisfaction Survey 2010.

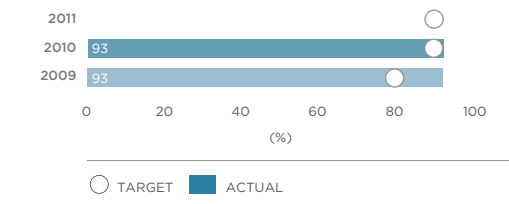
### Public space and centres development projects - scheduled work programme

Result: four of the six scheduled projects were completed, along with one unscheduled project (target: 100% of scheduled projects). The scheduled projects that were completed were Khandallah Village, the Patent Slip, Cobblestone Park, and multiple small items (including works on Lambton Quay). The other two scheduled projects were Manners Mall (delayed by public transport consultation and Environment Court action) and Memorial Park (delayed to 2015 by the Government).

The unscheduled project was the the Nancy Wake Memorial Heritage Pylon.

Source: WCC City Planning.

### Residents' (%) rating of their waterfront experience as good or very good



Source: WCC Residents' Satisfaction Survey (May) 2010.

### District Plan listed items that are removed or demolished

No items were removed or demolished (target: no items).

Source: WCC Urban Design and Heritage.

### Heritage buildings (adaptive re-use) - heritage buildings that are granted resource consents for additions or alterations

Resource consents were granted for additions or alterations to more than 40 listed heritage buildings. There is no target for this performance measure.

Source: WCC Urban Design and Heritage.