



# Stocktake of Existing Consultation on Urban Intensification in Auckland

Final Report

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A technical document produced on behalf of the Auckland Regional Growth Forum, as an input into the review of the Regional Growth Strategy.

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# Executive Summary

The Auckland Regional Growth Strategy (RGS) is currently under review. The review is focused on improving implementation and provides an opportunity for Auckland councils to find new and improved ways of achieving the Strategy's vision, principles and outcomes.

As part of this review process a stocktake of the consultation undertaken by Auckland councils since 2001 (limiting the material to 5 years old) has been undertaken to help gain an understanding of the community response to urban intensification. This report provides:

- ❑ A summary of the issues raised during the consultation carried out by Auckland councils since the adoption of the Regional Growth Strategy.
- ❑ A picture of how a compact city approach has impacted on Aucklanders' lifestyles and quality of life.
- ❑ Observations about future consultation on urban growth and intensification.

The consultation processes considered in this report have all been non-statutory and most have occurred during the development of structure plans, centre plans, community plans. Statutory processes such as Long Term Community Plans have also been considered in this report.

Councils have used an extensive range of methods for gaining input from all aspects of their community. Some of the methods used include public awareness surveys, focus groups, stakeholder or public workshops, charrettes, newsletters and feedback forms. For some of these processes, extensive effort was put into generating a response from groups of people that would not necessarily get involved in planning issues.

The information used for this report has mainly come from each councils' own summary of comments rather than the raw data itself. This summary is limited in that it provides a snapshot of comments made by the community rather than a precise account of comments from each process. It is also limited in that most of the comments made have been on area specific issues and therefore these issues cannot be compared across the Auckland region.

External research/surveys of residents and non-residents of medium density developments have also been referred to directly in this report to enable a comparison to be made with that of the rest of the community.

The review of the consultation undertaken has highlighted that there is a range of opinion from the community on urban intensification. There is, however, a general acceptance and understanding that urban intensification is occurring in the Auckland region as a way to manage population growth. There is also very little total opposition to intensification occurring in the inner city areas where the community is more concerned about getting the design, location and mix of activities right.

The community on the rural/urban fringe seems more focussed on protecting existing rural character and therefore is more likely to resist change. It is in this area that further consultation would be advantageous.

For the urban communities comments were more about ensuring that the developments met the needs of the community in both the present and future. The quality of the building and surrounding areas was perceived to be important to avoid the possibility of 'slum' areas forming in the future.

Most communities believe that the quality and quantity of open spaces are important factors to get right when developing or redeveloping an area. A need for more community spaces for social interaction, in particular for youth, was a reoccurring theme for many communities. The pedestrian connections with public areas and between developments are highly important, as well as the maintenance and enhancement of views from the town centre and public areas. Compatibility of activities and ensuring high quality design is essential for the success of a mixed use development. Integration of new developments with existing uses and designs is also regarded as important as well as creating a focal point, areas for social interaction, vistas and pedestrian connections with adjacent public open space.

The review of the consultation processes has highlighted that there is a diversity of opinion amongst the community with regard to intensification. Processes and ways to build on the knowledge (long term education) of the RGS and its purpose and vision need to be developed. It would also be useful to gather a greater understanding of what constitutes good urban design in the community's view. Additionally, given that the community has shown an interest in heritage issues and improving the quality of the urban environment, councils need to be smarter about tying these improvements with increases in density. The community needs to see the direct benefit of increased density and change.

Finally, councils need to harness the energy and interest of the community who can 'lobby' on behalf of improved urban environments. Also strengthening communities through mixed use and intensification in key areas will help provide a positive example that other communities will take notice of.

# 1. Purpose and Background

## 1.1 Purpose

Intensification and redevelopment of residential and business areas as promoted in the Auckland Regional Growth Strategy (RGS) is about creating successful high-density and mixed use communities in selected locations. As part of the RGS review, it was seen as important to gather a picture of how the people of the Auckland region have responded to intensification so far.

This consultation stocktake forms one part of the review of the Regional Growth Strategy and specifically provides the following:

- A summary of the issues raised during the consultation carried out by Auckland councils since the adoption of the Regional Growth Strategy.
- A picture of how a compact city approach has impacted on Aucklanders' lifestyles and quality of life.
- Observations about future consultation on urban growth and intensification.

For the purpose of this report:

- Intensification refers to an increase in density over the current density of a given area. It refers to residential sites as well as general incremental infill and re-development.
- Consultation refers to a process that a council has undertaken with regard to intensification with which the community has contributed to council decision-making.

## 1.2 Background

The Regional Growth Strategy sets out a framework for managing the growth of the Auckland region by the containment of the urban area and the development of compact, higher intensity, mixed use areas in selected locations. Town centres and transport corridors are the preferred areas identified in the RGS for mixed use developments.

The RGS is currently undergoing a work programme of review that is based on an "updating and refreshing" the information in the Strategy. This includes reviewing the successes and challenges of implementation of the RGS since its' release in 1999. The review process will be completed by June 2007 and at that stage a

decision will be made by the Regional Growth Forum (RGF) over the extent of public consultation needed on the issues raised in the review.

The Auckland community has witnessed a great deal of change since 1999 and although the principles of the Growth Strategy are largely supported, there has been some community resistance to changes in local areas. As part of the RGS review work programme, it was therefore regarded important to do a stocktake of the consultation undertaken by the councils in the Auckland region on community responses to intensification.

### 1.3 Limitations of this Stocktake

Consultation is usually carried out by councils on proposed significant changes that may affect the community. The prospect of change often sparks a negative reaction, especially when specific proposals are made in a local area. As outlined below, much of the consultation gathered has been on area specific issues. **These responses should therefore be taken in context of which they were made and not extrapolated out as a regional response.**

This summary provides a snapshot of the comments made by the community that participated in consultation exercises since 2001, rather than a precise account of comments from each process. It is important to acknowledge that the consultation undertaken by councils prior to 2001 was important for setting the scene for growth management issues in Auckland. However, in order to gauge how the community is reacting to intensification now that medium to higher density developments have become established in some communities, this report has not included those earlier consultation processes.

It should be noted that the stocktake is limited in that:

- ❑ The consultation information has largely been based on feedback from area specific projects. This has meant that comments are very localised and are in response to specific prompts or questions on issues. Where possible, the comments are referenced to the reports and processes listed in Appendix One.
- ❑ Only qualitative information is presented i.e. the range of comments made.
- ❑ It does not compare issues across the region, due to the localised nature of many of the projects consulted on.
- ❑ It is dependant on the type and level of consultation undertaken by the councils from 2001. For most councils this consultation has been carried out whilst developing non-statutory frameworks for redevelopments of an area or town centre. For others, it has been through research, public surveys or through community outcome processes.

It is not the intention of this report to compare councils in how they have undertaken consultation but to gain an understanding of the range of comments the community is saying in relation to intensification. In all cases the council's final summary of submissions/comments has been used in this report rather than raw data reports. External research/surveys of residents and non-residents of medium density developments have also been included and referred to directly to enable a comparison to be made with that of the rest of the community.

## **1.4 Scope of the Consultation Assessed**

Appendix 1 outlines the consultation processes that have been covered in this report. All of the council consultation processes considered in this report are non-statutory and cover the Auckland region except for Papakura and Franklin District, as there has been either no relevant non-statutory consultation done or the consultation has not been written in a form that can be used.

The majority of the consultation processes undertaken by the district/city councils have been during the development of town centre or area concept plans. An extensive range of consultation methods have been used to obtain community input into the developments of these plans. The methods used included focus groups, surveys, workshops, open planning days and feedback forms. The numbers of respondents in each process varied considerably as well as the time allocated for consultation. Most councils used their website to provide information and enable feedback.

Research, commissioned by councils, as well as external research has also been included when it is specifically on intensification in the Auckland region. Of interest, there was one project that was initiated by a local community group to help form the basis of a submission into the Long Term Council Community Planning process as well as provide information for a future structure plan.

## 2. Summary of Issues Raised

### 2.1 Introduction

The following is a summary of the range of comments that the community has made during the consultation undertaken by the councils since 2001. The comments have been grouped under a range of headings that are expressed as issues of interest or concern with regard to growth or change in their area. These issues are often linked and overlap, but have been separated out for ease of reading.

### 2.2 Regional Growth Strategy/Planning Processes

Knowledge of and support for the Regional Growth Strategy and its purpose has increased steadily over the period 2003 -2006 in the region, (A1). There is a strong belief amongst some residents that good forward coordinated planning is imperative to managing the effects of population growth, (A2i).

Responses in one community indicated that people generally understand that growth cannot be stopped and that urban sprawl should be managed properly to protect the environment and to enhance the lifestyles of the residents, (E5).

There are concerns regarding urban sprawl, its associated traffic problems and where it's going to end. However, there are also concerns regarding more apartments, living closer to your neighbours and the lack of space. The ¼ acre section dream still lives on "my ideal is a house with a big backyard", (A2i).

There is a belief that the bigger the region gets the harder it will be to have a shared vision. Some already think that the region lacks sharing a common goal "judging by all the in-fighting" and some believe that there is a lack of council control over developments, that is, apartments are too close together, (A2i).

In one community it was expressed that urban planning strategies need to consider Pacific Island and Maori ideologies when it comes to the design of public spaces, (D1). This was also reflected in a recent hui on Maori and Urban Environment, where a key theme emerged that Maori culture is not being reflected in the urban/built environment resulting in a loss of identity and sense of place for Maori in urban areas, (H9)

Sometimes concept plans (or their drafts) contain very little detail. Respondents appreciate the opportunity to comment on a range of design detail rather than a few factors, (C1, D1).

There is a strong preference for more community say in major residential developments with social and other impacts. Residents want to be involved in the planning process, (A1,B2, B3). Also it is important for the community to understand the integration of earlier consultation and project work within the current process.

## 2.3 Open Space/Recreation

The quality and quantity of open space and the type of landscape are regarded as important factors to be considered in the development of an area. Linking of green areas and making access available to the wider community are also important. Free access to and along the waters edge was one of the most frequent comments regarding a development proposal adjacent to the water, (B1)

Some people consider it should be mandatory to include more green space near large housing developments, (A2i). Taller buildings were seen to destroy the quality of existing open space and reserves in terms of reduced sunlight, access and views. As well as diminish the perceived 'openness' of a town centre, (C1).

For one process, most people were of the view that more intensive style housing, possibly terraced style, overlooking a re-modelled and landscaped public park was not acceptable and particularly if it is high-rise development, (D4). However, one suggestion was that any apartment locating on a portion of a park is necessary to have significant passive surveillance of the park, (D3).

Opposition to the provision of community parks was mainly due to concern about the loss of car-parking spaces and that the area could become a security problem if adequate lighting and visibility was not maintained, (D2).

A strong theme came out in a lot of the processes that there is a need for more community spaces for youth to be able to 'play sport or hang out'. Young people want facilities or projects so they have things to do, particularly in parks e.g. basketball hoops, (D1, E4, B6, E2, E3).

There is a concern that with more people or higher densities there may not be enough open space, (B2, B3). However, research found that those living in apartments were more satisfied with the provision, quality and suitability of all park types in the Auckland City compared to those not living in apartments, (B7). Recreational facilities need to be larger, affordable and accessible, (B5). Safe places for children to play should also be considered more carefully as part of higher density environments, (B2).

## 2.4 Intensity of Development

When proposed development occurs in close proximity to valued environments/open space e.g. the waterfront, there can be strong opposition to the quantity and quality of residential development. Height restrictions are regarded as necessary (B1, C1) as well as minimizing the amount of residential/commercial mix. Commercial uses can be more preferable adjacent to the valued environment to enable a more public use, (C1).

Traditional or existing uses are generally supported to continue e.g. marine industry on the waterfront (this may also reflect that generally submissions are given by those directly affected), (B1).

Allowing higher building heights and densities in existing town centres is generally acceptable as it is regarded as protecting the value of existing residential areas outside of the town centre, protecting the environment by minimizing urban sprawl, providing a modern centre, providing increased housing choice and supporting further business growth and employment opportunities. However there are concerns regarding the potential for limited daylight and ventilation in apartments and wind tunnelling/shadow effects, particularly, high-rise apartments adjacent to reserve frontages and beachfronts, (C1, E4).

However for one area, a number of comments received were mostly in opposition to the concept of growth and alternative forms of residential development such as apartments, terraced housing and mixed use. Concerns were expressed about the future quality of these housing forms suggesting that they could end up being slums. Some comments suggested a population cap over the timeframe of the Concept Plan. There were a few comments that were in support of more choice in housing forms. Some concerns were expressed about the impacts of buildings more than one storey in height with some comments requesting a limit to two storeys or less, (D4, D5).

There appears to be less acceptance for high-rise buildings (7, 10 15 storey or greater) amongst the older age group (60+) and for females, (C2).

As the mix of people and ages in a community is important, housing developments should recognise different cultural needs e.g. extended families and needs of all ages, particularly young families and the elderly. Therefore provision for a variety of types and sizes of household should be made, (B2, B6, D1). In one process it was regarded that a mixture of housing stock be used rather than focusing on just apartment housing in the town centre. One suggestion was that there is no more intensive housing but an integration of housing for low, medium and high income earners, (D3).

People want housing that is affordable, accessible and close to community amenities, (E1). A range of densities, typologies and building forms should be encouraged. Council should work with the private sector to establish economic feasibility/market for mixed use developments within the town centre, (D1). Another process suggested that developments should grow organically and take the community with it each step of the way. Apartments should face inwards to a shared space. Cars should be kept out and parked within street boundaries or under apartments, (D1).

In a localised survey asking about the satisfaction levels with regard to housing, the disapproval of high density housing/infill housing stands out as the most frequent reason given for dissatisfaction, (F2).

## **2.5 Public Access**

Some people believe there is potential for new buildings to provide a greater level of pedestrian shelter (awnings) and therefore creating a more 'walkable' town centre. This will in turn help increase the levels of foot traffic that is needed to capture customers in retail areas, (C1).

Improving the linkages between the town centre and adjacent bush and reserves was regarded as important, (E3). In the case where the town centre is adjacent to the coast, developing stronger pedestrian connections between the main street and the beach reserve was regarded as important, (E4).

## **2.6 Urban Design**

There is a high level of support for design controls over the external building appearance, size and orientation of apartments, provision of natural light and ventilation, public and private open space and landscaping, car-parking, pedestrian and public areas. These types of controls are regarded as important for helping to shape the form and detail of future development for both residential and business. It is also regarded as important that these controls are enforced, (C1, D3).

Housing needs to be well maintained, attractive, safe and secure, with sufficient open space for outdoor living. Sunlight, daylight and privacy are important so for one community it was regarded that most of the residential area should be limited to two storeys, (B2). In particular, safety, security and noise control levels need to be well thought out, (D1).

Communities (including the Maori community) should have the opportunity to reflect in the design images/icons relative to them (i.e. streetscape, landscape, etc). In

order to develop these principles, people need to be involved in community design workshops, (D1).

The design standards for new higher density residential developments, including minimum sizes, are of a concern to the community, as well as the lack of respect for streetscapes, the character and scale of buildings and the lack of coherent urban design. Design guidelines are needed to protect identified character areas, (B3).

People want good urban design that meets the current and future needs of the community and is culturally appropriate. This includes ensuring houses are built to a high quality standard and that the design of housing developments enhances community cohesion and safety. Apartments and terraced houses also must be of high quality to avoid slums areas forming in the future and it is important to connect the neighbourhoods to the town centre, (E1, B5, E4).

The main reasons given in one community process for opposing a town square concept was the concern that the square would become a wind tunnel or a location of antisocial behaviour. There was concern that there would be more graffiti and be used as a skateboard area. However, those people in support saw the need to make an area more accessible and to give the town centre a focus point, (D2).

## **2.7 Integration of a Mix of Uses**

Councils that have introduced the mixed use concepts have received a variety of support and opposition. Those that supported the mixed use concept wanted to ensure that there was adequate parking and that a high quality design was produced. It was also regarded as important to ensure that the residential developments were well integrated into the town centre. There was support for having people living within the town centre, to provide passive surveillance and deter antisocial behaviour, (D2).

Increasing the residential numbers was seen as supporting/revitalising the local shops and services. Encouraging well designed housing in a mixed use environment could be good for compatible businesses and provide more jobs and homes, (B2, B5). However there needs to be employment and services to sustain the extra people living in mixed-use development, (B5).

For some communities there is strong support for enabling mixed use development in specific areas within the town centre, (E4, B6). Encouraging private development of shops and cafes to face the public beachfront area was also regarded as important, (E4). It was also suggested in another process that there could be integration of the rail station with residential development to provide for passive surveillance, (D3).

Some concern was raised about the type of tenants who may live in the buildings, particularly if the developments were of poor quality and design. The other reasons for opposing mixed use developments was that it was not a style that necessarily fitted within an existing town centre and that it was believed that it could not be successful. There was also concern about the impact on car-parking and traffic congestion, and that residential activities would restrict the commercial premises' ability to operate or expand and the possibility of poor quality design, (D2).

There is also concern about the interfaces and interactions between different activities, particularly residential and business, and ensuring that they are compatible, (B3, E1).

Living and working in the same area should be encouraged to help ease traffic problems, reduce pollution and to create a greater sense of community "work, shop and play in one area". New satellite suburbs could be created to provide for this e.g. Albany "now has a sports facility, business parks, homes, shops and a university" (A2i).

There should be incentives to start businesses in other areas so as to not overload Auckland, (A2i).

## **2.8 Business and Employment**

One community wanted a wider range of shops in the town centre and in return this was seen as providing opportunities for local businesses to supply the people living and working in the area. Linking apprenticeship-training providers to local employers and exploring opportunities for more local employment was a common request in local area planning processes, (B5, E2).

There was concern in one area relating to the poor quality retail choice in the town centre and the need to improve this. Also, there was mention of the competition from nearby centres making it difficult for the survival of the town centre, (D5).

## **2.9 Physical Infrastructure**

The investment into upgrading infrastructure prior to development is regarded as important as the community believe that the current funding and provision of infrastructure is not keeping up with current population growth, (C1, E5).

One community was concerned about how the drainage and stormwater will cope with new development. (B5) Ensuring that there are adequate community facilities is also a common request, particularly in or near the town centre, (E2, B6)

Minimising private motor transport and focusing on public transport is generally supported. However there is a consistent proportion of the community that believe more roads will make it easier to get around. High quality pedestrian/cycle ways linking areas are important. Transport structures such as bridges are to be of high quality design and can provide access for all people, (B1).

Some people had concerns that tall building developments would exacerbate the existing shortage of car parking spaces and traffic congestion in a town centre. (C1) There is also concern about the increased traffic from high density residential developments as well as parking problems in these areas. However there is support for more residential development around transport nodes. (B3).

## 2.10 Social Issues

There is a concern that poorer residents could get pushed out by growth and the good mix of people and culture (particularly people with a long term connection with the area) could be lost. Social issues need to be addressed before more growth can be accommodated, (B2). The perception that redevelopment may make housing less affordable was expressed in one community process, (B6).

From a regional focus group discussion, some residents of the region have been unimpressed with low cost housing and the problems this is creating. They believe that there is a lack of planning, no green spaces incorporated, poorly designed, cheap materials used and developments already look run down, (A2i).

Encouraging the diverse cultural community was regarded as important as well as enabling understanding and achieving integration of the cultures, (E2). For one community it was important that there were opportunities and places (swimming pool, cafes, events, festivals) for the different ethnic groups to mix so that they can understand each other better. Sport, music and sharing food is regarded as a good way to create community interaction, (B5).

A study assessing the social implications of housing intensification found the quality of the environment provided is the main issue associated with intensive housing developments, rather than specific social issues, (H1). The research suggested that social problems are likely to be minimised if intensive housing is (H1):

- Well designed (internal and external spaces).
- Well located (accessible to services and activities).
- Meets the needs of a diverse range of households (income and demographics).

## 2.11 Environmental Quality and Amenity

When the regional community have been asked to rate how concerned or unconcerned they are about urban sprawl and the effects of infill and intensification there has been a steady increase in the percentage of respondents that are concerned or very concerned. The environmental issue of most concern to them, however, is consistently traffic congestion and water pollution, (A1).

Solutions to managing growth that have been suggested included more stringent design controls, more green space near large housing developments, new infrastructure and encouraging the use of alternative power sources, (A2i).

There is general support for retaining ecological open space areas. It was regarded that medium to high density development directly adjacent to these areas could have adverse effects on the values of these areas. It was also suggested that intensification creates opportunities to investigate and plan for ecological linkages to native vegetation and to provide buffers adjacent to these areas, (D4).

The community supports residential areas close to parks and retaining and enhancing historic or character residential areas, (B3). Providing better access to views as well as taking advantages of the view was also regarded as important, (E3).

People want the impacts of existing and future development on the environment to be minimised. Suggested ways of achieving this was by ensuring developers and contractors adhere to guidelines, development funding policies to encourage more personal responsibility for environmental impacts and encourage environmentally friendly subdivision design, (E1). Managing urban sprawl, particularly from coastal areas, and fixing the problems of infill, coastal developments and intensive housing is also a priority for some people, (E5).

There was a general feeling for one community that more could be done in the way of general maintenance of the town centre. In particular, litter, graffiti removal and cleanliness, (D5).

The width and location of proposed greenbelts, waterway corridors, gateways/roundabouts was a concern for a rural/urban fringe community, (C3).

## 2.12 Rural/Urban Fringe

In the rural/urban fringes the communities are expressing concern about proposed population targets. For one community a clear message was given that the Medium Residential Zone in the District Plan will not give the development outcomes that are conducive to retaining the rural character of the surrounding areas. There is concern about large-scale residential development. The issue of extending existing

countryside living areas vs not extending them (and the potential for reverse sensitivity) is also an issue for this community, (C3).

In a community initiated visioning process the need for future development to be sympathetic to the rural environment and retain the country village character was expressed as important. There was a fear that higher densities would create a "suburban look" and housing that was tightly packed in. Opinion was divided over whether there should be a town centre, (H8).

## 2.13 Intensive Housing

There have been a number of research projects mostly commissioned by councils that have surveyed the residents of intensive developments. From the regional surveys, there has been a steady increase in the number of people anticipating that they may live in a terrace house or apartment in the future, (A1). The percentage of inner city workers or visitors surveyed as to whether they would like to live in an inner city apartment remains roughly half and are mostly under 25 years of age. This has been fairly consistent from 1989 to 2005, (B4).

### 2.13.1 Apartment Living in the Inner City and its Periphery

People living in inner city apartments most commonly like the location and convenience, large windows for views and light, amenities/common space of the building and the sense of security and safety. However the dislikes were in relation to lack of space (storage and living), ventilation, rubbish and recycling and poor design affecting safety and visual appeal, (H2).

A resident survey in the Eden Terrace development liked the central location, affordability, safety and security and proximity to employment as their main reason for living in that location. The potential for a sense of community rated as the least important factor. (H6). Shopping and public transport were the main facilities used. Schools, cultural and community facilities and commercial services were the least used. The car is also the main mode of transport, but a greater percentage walk (to work or for shopping) compared to residents in medium terraced housing such as Botany, (H6).

Convenience and central location was by far the most positive aspect for those residents. This was also the main reason for the decision to live there. The negative aspects for living in this area included noise and traffic, (H6).

The age group for respondents from the Eden Terrace development was between 25-34 years, with the majority a two person family. There were fewer children living in the Eden Terrace surveyed area compared to Botany Downs area, (H5 and H6).

Results from a more general inner city residential survey showed that being close to study/work and entertainment were the main reasons for living in their location. The majority of them studied and either walked or jogged to their work or place of study. Noise from surrounding buildings was their main dislike. The majority rented their apartment and some felt that there was no sense of community in the inner city, (H7).

Research for Auckland City, on the use and satisfaction of open space, recreation and community facilities showed that apartment dwellers were more satisfied with the provision and quality of open spaces, recreational centres/sports facilities and community facilities than non-apartment dwellers. Overall non-apartment dwellers are more likely than apartment dwellers to undertake physical or non-physical activities, (B7).

### 2.13.2 Medium Density Housing

It is indicative in the Botany Downs survey that residents believe that their housing developments have achieved a diversity of people, safety and security, a quality public space and a useful mix of residential, retail and commercial activities, (H5).

Proximity to shops and facilities, low maintenance and the safety and security of the development were the main reasons for people choosing to live in their medium density housing developments in both Botany Downs and Ambrico Place, (H5, F1)

For Botany Downs, the age group in the developments was between 25-34 years, with the majority a two person family. The following was noted about their medium density housing experience:

- ❑ Being convenient, central and in close proximity to shops, services, work and transport routes was the most common positive aspect and the main reason for living there.
- ❑ The facilities used in the vicinity of the residential area were mainly shopping and social services.
- ❑ Public transport, commercial services were hardly used. Possible reasons for this are that the public transport links to and into the city are inadequate and the car was the main mode of transport. The only reasons to cycle or walk cited by the respondents would be to go shopping or for recreational purposes, (H5).

- ❑ The negative aspects were varied and included crowded/lack of outdoor public space, lack of facilities, poor building quality, traffic, lack of privacy and traffic noise, (H5).

The Ambrico residents responded along the following lines:

- ❑ The majority felt that the inside of their units were private and felt reasonably safe.
- ❑ Having sunny indoor and outdoor spaces was very important to them and noise levels inside and outside was satisfactory. Most of the respondents used the local park.
- ❑ The convenient location was the best thing about living in the developments and the use of public transport has increased since moving to the developments.
- ❑ The young people liked being close to friends and the park the best as well as being able to walk to activities/places.
- ❑ However, the most frequent dislike about medium density housing in general was neighbours/noise and lack of space/privacy, (F1).

### 2.13.3 Mixed Use Developments

From a survey of mixed use developments, it was found that the advantages of these types of developments were regarded as easy access and walking distance to shops and facilities, reduced use of the car, security with more people around and the relationships with business and building a village atmosphere. The disadvantages were regarded as increased traffic, parking problems, noise and smell from businesses, lower property values and untidy businesses and apartments poorly maintained, (A3).

### 2.13.4 Health Impacts of Intensive Living

In a health impact study (H3) comparing residents of medium to high density apartments to residents in single unit dwellings the following factors were found:

- ❑ Traffic, neighbours and construction works were the main sources of noise for both types of residents and slightly more high-medium density residents were bothered by noise than the single dwelling residents.
- ❑ A higher percentage of single dwelling residents suffer from condensation and mould/mildew growth in their homes and use un-vented gas heaters, however roughly both types of residents believe that their homes are sunny.

- ❑ A higher percentage of high-medium density residents felt their indoor living space was cramped.
- ❑ The outdoor living space for high-medium density residents tends to be used mostly for fresh air rather than other activities, as it is perceived to be cramped.
- ❑ Residents from both housing densities visit local parks on a weekly basis.

## 2.14 Consultation Highlights and Conclusions

### 2.14.1 Consultation Highlights

During the development of the RGS in the period 1997-1998 it was established that the compact city was rated the most favoured form for accommodating future growth. However, the need to improve physical and social infrastructure and environmental standards to support this form was also expressed. Protecting environmental qualities such as the coast, parks and open space from the adverse effects of urban growth was regarded as most important. Improving public transport was seen as paramount for the success of accommodating future growth.

Regarding growth, a lot of respondents were concerned about violence, crime and loss of urban amenity and community life from infill housing. Many believed that Auckland's growth was out of control.

From the consultation the councils have undertaken with their communities, since 1999, there appears to be a general understanding and acceptance that growth in the form of intensification is happening. There has been very little "total" resistance to intensification. The concern is more about getting right the quality of the development and the mix of activities.

It is clear that the public have been informed of the regional direction for intensification. However as most of the consultation undertaken is generally regarding specific development areas the discussion tends to be focused on how people want their town centres and neighbourhoods developed.

The key consultation highlights are summarised below:

- ❑ Most communities believe that the quality and quantity of open spaces are important factors to get right when developing or redeveloping an area. A need for more community spaces for social interaction, in particular for youth, was a reoccurring theme for many communities.
- ❑ The pedestrian connections with public areas and between developments are highly important, as well as the maintenance and enhancement of views from the town centre and public areas.

- ❑ Compatibility of activities and ensuring high quality design is essential for the success of a mixed use development. Integration of new developments with existing uses and designs is also regarded as important as well as creating a focal point, areas for social interaction, vistas and pedestrian connections with adjacent public open space.
- ❑ Building height can form the basis for discussion particularly if presented as the main variable in development options. Communities on the outer fringes of the urban area are more likely to resist the more intensive developments as the proposed changes to their urban areas are perceived to be more significant than inner city areas. Protecting the character of the rural/small town is important for their identity.
- ❑ For the urban communities the quality of the building and surrounding areas was perceived to be important to avoid the possibility of 'slum' areas forming in the future. High quality design of buildings and public spaces is regarded as paramount to ensure that the developments do not deteriorate over time.
- ❑ The community also expressed a need for a mix of housing types for different cultures, ages and incomes.
- ❑ There is little evidence to suggest that people are choosing to live in intensive developments to be closer to their place of work. People are still very much dependent on the use of their car as the main mode of transport.

### 2.14.2 Conclusions

The review of the consultation undertaken has highlighted that there is a range of opinion from the community on urban intensification. As would be expected given the diversity of the Auckland population and the number of different areas and projects consulted on it is also clear that community responses are often contradictory – e.g. communities do not want a sprawling city, but they don't necessarily want density changes in their area.

There is limited evidence that communities or individuals that participate in consultation processes think about the long term future – i.e. they are more interested in the needs of people today. In addition, Community responses can be misleading if there is a difference in understanding on terminology. This creates a major challenge for councils in finding ways to represent the future community decision making processes.

# 3. Methods of Consultation

## 3.1 Introduction

This chapter records the range of processes and techniques that councils are currently using to gather consultation information from the community on issues such as growth, intensification and urban design. Observations are also made about the effectiveness of these processes. The chapter concludes with some key questions for the Regional Growth Strategy Review process.

## 3.2 Timing of Consultation

The type of consultation undertaken by the councils in the Auckland region is varied depending on resources and the timing of areas/centres for re-development. Some councils have undertaken consultation during the development of plan changes to introduce density changes and therefore the consultation has been part of the statutory process. For other councils the consultation has occurred during the development of concept plans, centre plans or revitalization plans. These plans provide the framework for future plan changes.

Concept plans visually provide ideas or act as a guide as to how an area could be redeveloped over time. The plans provide options for development/redevelopment and land use changes to support future growth and provide a framework for public and private investment. They usually do not represent exact development proposals. Concept plans usually provide detailed design ideas, and in most cases will require resource consent before the projects can be implemented either through public investment (e.g. main street/town centre and park upgrades) or through private investment (e.g. residential and commercial buildings).

Re-vitalisation plans show broad concepts of how an area might redevelop over time in a way that best supports the retention of local character. The plan illustrates options for development and land use changes to support future growth and provide a framework for Council and private investment. Like the Concept Plan, it is a non-statutory document.

## 3.3 Methods Used

### 3.3.1 Public Awareness Surveys

Public awareness surveys can be effective if repeated on a regular basis to gauge changes in the level of understanding and to assess effectiveness of specific communication strategies. Depending on the methodology, however, the level of response can be low and the results could contain a bias as the people who have responded usually have an existing interest or understanding of the survey topic. Conducting the surveys over a longer time period enables a greater response rate and minimises the influences of advertisement campaigns or topical events.

One process used a telephone survey of local residents to determine shopping habits, community involvement, perceptions about schools, parks and reserves, safety, transport and attitudes to growth and intensive development. This survey was one input into an extensive consultation process, (B5).

### 3.3.2 Focus Groups

Focus groups can be used at different stages during the consultation process. One council process involved the community from the start with the appointment of a "community focus group". This group of approximately 40 individuals represented a broad cross section of the community including property owners, business operators and managers, special interest groups, and local citizens. This group assisted the planning team to identify key issues, develop a vision and a strategy. The group also acted as a sounding board for the projects team's ideas and help raise public awareness of the project. The results from a public questionnaire showed strong support for the work of the focus group, (E4).

In another process the consultation started with holding four focus groups with local people to determine what they valued in their community, what they liked and what they wanted as the future. The findings of this were then tested at two "drop-in days" – a stall on the town centre's main street, (B5).

### 3.3.3 Stakeholder Workshops

These can range from small one-off meetings to larger meetings held over the consultation period. Stakeholder workshops often included iwi and some councils held separate meetings or hui. For one process over 20 meetings were held locally with existing groups and organisations in the area or with groups that had been brought together for the purposes of consultation. The format for the meetings included a presentation of the project, the outcomes being sought followed by three

key questions being asked of the participants. This enabled responses to be collated across a variety of consultation methods, (E2).

### 3.3.4 Charrette

A charrette is an intensive, collaborative planning process that enables a range of issues to be discussed and explored. It is a consultative process that happens over a period of days and should include a range of disciplines and feedback loops. Various councils are using this process as part of the consultation for a particular study area. The Glen Innes Charrette was a three-day hui workshopping various topics and attended by 1500 people, (B6).

### 3.3.5 Technical Design Workshops

These types of workshops are used to investigate and develop creative ideas and design solutions to address the issues and concerns raised during consultation. The ideas can then be tested at 'open planning days' giving the community the opportunity to comment and to vote on which ideas and solutions they supported, (B6).

### 3.3.6 Feedback Forms

Feedback forms or questionnaires can contain both open-ended (qualitative) and closed (quantitative) questions. Often the forms are based on providing concept/development options. An advantage of this type of consultation is that it can enable the responses to be collated and analysed more easily. However usually the responses come from the older age group and can disadvantage non-English speaking people if the questionnaire is only in English.

### 3.3.7 Public Displays

Visual displays are an important method for raising community awareness and interest in a project. Most of the consultation processes assessed in this report used information displays in public areas such as the local library and shopping malls/streets. It can be difficult to assess the effectiveness of this type of consultation, particularly if it is a passive display.

One process enabled interaction by providing post-it notes for people to record directly their suggestions onto the information board, (E2). Another process used a response sheet to accompany the display. However the number of responses received was low, (E5).

### 3.3.8 Public Information Sessions/Public workshops

These types of workshops can take many forms. One process successfully held a community BBQ one weekday evening to bring the community together, raise the profile of the project and to record likes, dislikes and future changes onto a large blank sheet of paper, (E2).

A community planning forum was held for another process which was a one-day event that involved guest speakers, interactive displays (using post-it notes), workshops, entertainment and a youth debate. For the children a “planning for real” exercise took place where the children brainstormed all the things they might need in a city, drew pictures of them and then placed them on a big planning map of the city. There was also a future housing mural where they could paint their future house, (E5).

### 3.3.9 Newsletters

Newsletters are used to educate and inform the public about the relevant planning and growth issues for the areas with the aim of raising awareness and stimulating debate.

For one process five newsletters were distributed over the period of the project to inform the public of the various stages to obtain feedback via a form. The newsletters were distributed citywide to every household and business and all schools and community groups, (E5).

Another process distributed an informative brochure to every household in the relevant planning area. The brochure was translated into the three most common languages in the area (Maori, Samoan, Hindi) to provide clear information to a wider audience, (D2).

### 3.3.10 Additional Methods

There was a range of interesting approaches that different councils had taken to try to engage input from groups of people that would not necessarily get involved in these types of planning issues.

- ❑ One process developed an Asian and Indian community network to act as a consultation group, (B5).
- ❑ An artist in residence worked with parents and children at a local kindergarten to develop a visual diary of thoughts and visions for the local Pacific community, (B5).

- ❑ Two “open deck” nights featuring music and video interviews were held to help gain an insight into the needs and wants of the local youth community, (B5).
- ❑ Presentation made to the disability advisory group, (B5).
- ❑ Staff worked with two classes from the local primary school and college to gather ideas about issues in the area from a child’s perspective, (B5).
- ❑ One process held a youth forum where 500 primary school students from 4 local schools were involved in constructing their future “city” for the area using recycled materials and boxes, (B6).
- ❑ Providing project information sheets in other languages is essential for reaching the whole community, (E2).
- ❑ Café Cards were used in one process as a way to reach the middle to younger age group who may not have much time to write a more detailed form of feedback, attend a workshop or read a newsletter. Café cards had four designs – the built and natural environment, housing choice, city life and recreation. Each card had a series of questions, including some that asked people to rank issues in order of importance, specific to the topic. The cards were distributed to cafes, schools, libraries, shops, theatres and community centres, but were not free-post. There was a greater response rate from females – under 18 and between 40-54, (E5).

### 3.3.11 Support Mechanisms

The level of media coverage both from council initiated and community response is important in raising the profile and therefore more likely to get a high level of response. The actions of independent organisations can also help raise the profile and often obtain additional submissions/feedback, (B1).

For one process a group of community representatives formed a development group to work alongside the council and Housing New Zealand. This group helped the council identify the most appropriate ways for consulting the community and provided a contact point for the public, (E2).

A community initiated visioning exercise initiated by the local resident and ratepayers association helped enable a community response to be collated to form the submission to the LTCCP process as well as form a basis for future structure planning, (H8).

Release of additional support information can also help with an increased understanding of certain elements of a plan, e.g. a draft set of design guidelines for intensive housing projects on business zoned land had been developed as part of the

concept plan package, in response to community concerns about residential intensification around the town centres, (D2).

### 3.3.12 Reporting Methods

Some councils produce a separate consultation report, that is available to the public, listing the consultation methods used throughout the project, the number of responses and type of comments made. These reports can also include comments on the effectiveness of the methods, (E2, E5). Other councils list a summary of community comments in their final concept plan as part of the reasoning behind the concept.

The council's website is used by some councils for the public to download consultation reports, questionnaires, newsletters and any feedback received on the project. The level of information available on the website varied amongst councils. One process established a new homepage for the project, which included basic background information on the project and related strategies including the RGS and the sector agreement, (E5).

## 3.4 Future Consultation

It is clear that most councils are using an extensive range of methods to gain community input into planning for intensification. In particular, a lot of effort is being made to get the wider community involved.

Most of the processes e.g. structure plans/frameworks/centre plans, gave a clear account of the regional framework for accommodating the population growth in the Auckland region at the beginning of the documents. The documents also provided the link between the regional strategy and the council's own growth strategy (if one existed). Explanation of these linkages enables the public to gain a good understanding of the planning framework and processes.

Consultation on concept visions is a good way of shaping the development based on submissions received/feedback from stakeholders to minimise failure to gain support after development. However the concept stage needs to provide enough detail for the public to understand and provide comments on.

Sometimes the visions or concepts can be too restrictive or do not provide enough information and even if a number of scenarios are given, this can fail to gain acceptance as it has pre-empted a certain level of response and does not encourage a discussion of a wider range of issues. Development concepts for new areas undergoing intensification need to provide a range of design information to allow the community to understand how the area could look rather than focus on a single

parameter e.g. building height, as this can narrow the focus of the community response.

In areas where there has been more resistance to intensification and where councils have not undertaken many non-statutory planning processes such as structure planning or preparing centre plans it is likely that community knowledge regarding intensification may not be high. It is in these areas that it might be advantageous for the Auckland Regional Growth Forum to undertake additional consultation to explain the reasons for growth and what the RGS direction for accommodating such growth is.

### 3.4.1 Key Issues for the Regional Growth Strategy Review

The Local Government Act provisions have been strengthened to reinforce the importance of public consultation in the policy development area. Currently, there are similar but different consultation processes under the Resource Management Act and under the Local Government Act. Given these requirements and the additional need for planning processes to operate with efficiency and expediency, it will be important for councils to find new and better ways consider:

- ❑ How can appropriate, timely and relevant consultation be ensured whilst also ensuring a good built environment outcome?
- ❑ At what stage is it best to consult and what stage is it enough?
- ❑ Might it be best to focus consultation at the policy and plan development level rather than at the resource consent stage?
- ❑ What options are there for speeding up the plan development process and making it more responsive to changing community and environmental considerations?
- ❑ What methods can be used to encourage the community to consider more and plan for the longer term?
- ❑ How can councils ensure that the community fully understand the consequences in the long term of certain options?

## 4. Conclusion

The stocktake of consultation undertaken by the councils in the Auckland region and the research on apartment dwellers has highlighted a number of issues for consideration during the review of the Regional Growth Strategy.

Firstly, that the consultation exercises have shown that there is diversity of opinion amongst the community with regard to intensification. There appears to be very little total opposition to it occurring within the main urban areas and most people seem to understand that growth needs to be accommodated in some form and that it is better to go up than spread out into the countryside. However, the communities on the urban/rural fringe are more likely to resist new intensive developments particularly if it will significantly change the character of their town centre or community.

Secondly, the regional community has given a strong indication in the consultation exercises that the focus should be on ensuring that planning for intensification and any proposed development gets it right in terms of:

- ❑ Location.
- ❑ Quality of materials and design (inside and outside).
- ❑ Infrastructure.
- ❑ Mix of activities.
- ❑ Community facilities and spaces for socialising.
- ❑ Open space and connectivity.
- ❑ Access and linkages.

Thirdly, the Regional Growth Forum should undertake further consultation or provision of information in the urban/rural fringe to facilitate a greater understanding of the regional issues in relation to growth management.

Fourthly, processes and ways to build on the knowledge (long term education) of the RGS and its purpose and vision need to be developed. It would also be useful to gather a greater understanding of what constitutes good urban design in the community's view.

Additionally, given that the community has shown an interest in heritage issues and improving the quality of the urban environment, councils need to be smarter about tying these improvements with increases in density. The community needs to see the direct benefit of increased density and change.

Finally, councils need to harness the energy and interest of the community who can 'lobby' on behalf of improved urban environments. Also strengthening communities through mixed use and intensification in key areas will help provide a positive example that other communities will take notice of.

# Appendix 1: Summary of Consultation Processes and Effectiveness

Council	Code	Name of process/ document	Date	Type and Method of Consultation	Sample of the Issues	Effectiveness
ARC	A1	Environmental Awareness Surveys	2000/01, 03/04, 04/05, 05/06	Public telephone surveys. 956 interviews completed over 1 month 1,980 interviews over 9 months 1,600 interviews over 9 months 1,600 interviews over 9 months. Results collated quarterly)	High support for better public transport was constant. Support for living in a terraced house/apartment increased significantly over the period of the surveys. Knowledge of and support for the RGS has increased.	The purpose is to provide baseline data regarding the region. However the survey has undergone changes in methodology and questions so the results may not be directly comparable in some areas of questions. The 2005/2006 survey also contains a survey error which reduces the ability to make comparisons. These types of surveys could contain a bias towards those interested in the topic already.
ARC	A2	LTCCP – Identifying Community Outcomes	04/05	Stakeholder regional workshops Local meetings Document analysis/existing research Hui/one-on-one meetings Community outcomes research – focus groups* (A2i) Regional Surveys* (A1) Annual Plan submissions Local council community outcomes	In the numerous workshops held with stakeholders they were asked what they want for the future, how can we get there and who should be involved. Relevant key outcomes sought by the community are: Quality built environment; Access to a range of affordable housing; Neighbourhoods with a sense of community; Auckland population growth well managed; Safer neighbourhoods and public places; and Open spaces and green places.	Extensive process that enabled the consultation to focus at a regional level.

Council	Code	Name of process/ document	Date	Type and Method of Consultation	Sample of the Issues	Effectiveness
ARC	A2i	Focus groups*	2005	<p>The focus groups included 38 people from mixed ages, genders, ethnicity and localities. Emphasis was placed on the smaller ethnic groups – pacific island and asian.</p> <p>The purpose was to identify the current perceptions of what Auckland Region offers and how this 'area' is viewed. To also identify common desired community outcomes and differences across ethnic groups, localities, life-stage etc.</p>	<p>Love the beaches, diversity, the buzz of a 'big' city, the strength of our economy but we're scared of change and how it threatens our sense of place.</p> <p>Don't like the negative effects of growth such as traffic gridlock, pollution of our greatest assets, more housing - losing our 'ideal' and our green space.</p> <p>Solution seen as more planning- a shared vision, a leader, someone who can solve these problems and integration – between the various decision makers, between transport links, between different ethnicities.</p>	<p>Interesting way of establishing a succinct picture from ethnic groups that wouldn't necessarily get involved in consultation. However, relatively small numbers were involved.</p>
ARC	A3	Mixed use Developments Perceptions Survey – (ARC Urban Research & Monitoring Programme	2001	<p>10 focus groups made up of business and residents in 5 case study mixed use areas: Papatoetoe, New Lynn, Albany, Newton and Ponsonby.</p>	<p>Most residents were satisfied with their housing. Advantages included close proximity to shops and facilities, security reduced use of the car, local businesses supported and a balanced community feeling.</p> <p>Disadvantages included noise, traffic congestion, parking, restaurant smells, untidy businesses, crime, lower property values and apartments poorly maintained.</p>	<p>Part of a comprehensive research done on living in intensified areas.</p>
AKCity	B1	Wynard Point, Proposed Waterfront development	2005	<p>Non-statutory. Development Concept. Public Submissions using a feedback form – mail and online.</p> <p>Stakeholder Workshops.</p>	<p>Open space, Intensity of development, Public access, Environmental quality, Urban design, Integration of mixed uses, Transport</p>	<p>High level of response due to the level of media coverage and the support of an independent organisation.</p>
AKCity	B2	Panmure Liveable Community Plan: Panmure's Future	2002	<p>Non-statutory. Focus group meetings, drop in days, telephone survey, stakeholder and public workshops, technical design workshop, open planning days, submission period on two draft plans.</p>	<p>Need safe places for children to play.</p> <p>Housing developments to recognize different cultural needs.</p> <p>Residential area limited to two storeys.</p> <p>Increasing density helps re-vitalise the local shops/services.</p> <p>Poorer residents could get pushed out by growth.</p>	<p>Process based on an extensive consultation process involving two draft documents.</p>
AKCity	B3	Newmarket's future framework.	2004	<p>Non-statutory. Based on community consultation and community input into a draft framework: - included workshops, displays, stakeholder meetings, a</p>	<p>All new development to be of good quality. Historical residential areas be retained and enhanced.</p>	<p>164 submissions. A wide range of views were given.</p>

Council	Code	Name of process/ document	Date	Type and Method of Consultation	Sample of the Issues	Effectiveness
				community reference group and a submission/hearing process on a draft framework.	Development to be clustered around public transport nodes.	
AKCity	B4	Behaviour and Attitudes and Perceptions of Residents, Workers and visitors in the Central City.	2003	6 <sup>th</sup> biennial survey to determine trends in the central city. Questionnaires mailed to residents and businesses. Street surveys to capture responses from workers, residents and visitors.	Issues regarding the attractiveness of the city centre, transportation and safety concerns.	629 responses from targeted residents, office workers and visitors.
AKCity	B5	Draft Avondale Liveable Community Plan	2005	Non-Statutory. 2 stage consultation process. 1 <sup>st</sup> stage to develop the vision. 2 <sup>nd</sup> stage was wider on where growth should occur. Involved focus groups, information displays, telephone survey, stakeholder meetings.	More growth, including mixed-use development, ok as can support local businesses. Wanted greater opportunities for ethnic groups to mix.	Extensive and involved a variety of methods. Also included other tools to encourage participation from cultural groups, youth and those with disabilities.
AKCity	B6	Glen Innes into the Future	2004	Non Statutory. Charette, community group/iwi meetings, drop-in days, newsletter, public displays, stakeholder workshop, technical design workshop, youth forum and open planning days. Draft Strategy released for submissions.	Need a range of housing styles. New houses to be well built and designed. Redevelopment may make housing less affordable. Provide for more people to live near the town centre.	Extensive process and over a period of time using a range of tools to encourage wider participation. 52 Submissions received on draft strategy. Final Strategy outlined the consultation process and summary of the feedback.
AKCity	B7	Community Resources Model Survey Report – Apartment Dwellers Compared to Non-Apartment Dwellers	2004	Market research report. An analysis of the use and satisfaction of open space, recreation facilities, community facilities and libraries in Auckland City. First stage was 1738 phone interviews and 153 face to face interviews with Maori and Pacific Island respondents. Second stage was 285 interviews with apartment dwellers.	Overall non-apartment dwellers are more likely than apartment dwellers to undertake physical or non-physical activities.  Apartment dwellers were more satisfied with the provision and quality of open spaces, recreational centres/sports facilities and community facilities than non-apartment dwellers.	This research illustrates differences in participation and satisfaction with regard to the facilities that are provided in Auckland City. It doesn't however assess the recreational needs of apartment dweller compared to non-apartment dwellers.
RDC	C1	"Orewa: A World Class	2004	Non-Statutory 3 Development scenarios given for	Building Design – internal and external. Building Height.	324 responses received. Discussions became too focused on accommodating population

Council	Code	Name of process/ document	Date	Type and Method of Consultation	Sample of the Issues	Effectiveness
		Urban Coastal Community – Discussion Document.”		managing growth in the CBD. Discussion document prepared based on previous community input.  Public submissions using a feedback form available online. Public displays, public info forums and radio.	Economics, tourism and business. Infrastructure capacity and planning. Open space, reserves and linkages. Transport and traffic.	predictions and relative building heights rather than how the town centre could look. This could have been partially due to lack of design information in the discussion document and the 3 development scenarios based on varying building heights.
RDC	C2	Residents Survey. Orewa Growth Study	2004	Telephone Survey	High rise buildings not supported close to beachfront.  There is a strong age and gender correlation on support for high- rise buildings.	Specific questions aimed at gauging support for higher density development as well as general info on Orewa. Results were embodied in the Discussion document above.
RDC	C3	Kumeu-Huapai Centre Area Plan	2005	Non-statutory. Planning began in June 2000 as a review of the 1998 Kumeu-Huapai–Waimauku Structure Plan. That process involved a range of consultative processes including charrettes, community workshops.  The Kumeu-Huapai Community Executive Group, an “umbrella” group representing many of the community and business groups in the area actively worked with staff and Councillors to help develop the draft Plan. This group produced a summary report in 2003 which set the scene for the subsequent draft Central Area Plan. Submissions were received on the draft.  A petition with 1503 signatures was later presented to Council by representatives of the newly formed group Community Northwest.  A public meeting was convened by the Kumeu-Huapai Community Executive Group and the Council to provide additional information. The meeting was attended by more than 100 people.	Original concern over inclusion of extensive future high density residential development sites.  Significant impacts from population increase on character and public facility service levels.  Traffic management.  Pedestrian linkages and network.  Lack of central focus for area.  Existing and proposed incompatible land uses.  The petition was concerned about:  Any large-scale residential development in the north-west;  Opposition to growth plans for Huapai north and then for Huapai South;  There has been insufficient consultation with the wider community on Huapai North.	58 written submissions were received and 358 forms, generated by the Kumeu-Huapai Community Executive Group, were returned, the majority of which supported the principles in the Plan. Of the 58 written submissions, 18 indicated general support, while 31 sought amendments to the plan.
MCC	D1	Mangere Growth Centre	2005	Non-statutory. The Draft Concept Plan incorporates input and comments received	Developments should grow organically.	An extensive consultation process leading to 10

Council	Code	Name of process/ document	Date	Type and Method of Consultation	Sample of the Issues	Effectiveness
		Draft Concept Plan: Hearing of Submissions		<p>over a nine month period from residents, business, community representatives, iwi representatives and government agencies. Consultation process included:</p> <p>Setting up an Elected Members Advisory Group, information pack, feedback form and postcard, displays, meetings with key stakeholders, community reference group, school based youth project and open public sessions.</p>	Pacific Island and Maori input into the design of public spaces through community design workshops.	submissions.
MCC	D2	Draft Hunters Corner and Papatoetoe Revitalisation Plan: Hearing of Submissions	2002	<p>Non-statutory. 1 month submission period. Two open days were held attended by approximately 120 people. Information displays were used and an informative brochure was distributed to every household in the relevant area. The brochure was translated into the three languages (Maori, Samoan, Hindi). Copies of all material were available on the website.</p> <p>Three workshops were held with the stakeholder group. The first workshop outlined the project and sought information from the stakeholders on the key features and aspirations of the community. The second workshop combined this data into principles upon which the preliminary design was based, and sought confirmation of this. The workshop also sought stakeholders' ideas on implementation of these principles. The third workshop presented a preliminary concept design and sought feedback from the stakeholders. This feedback was used to refine the concept plan into the draft that was released.</p>	<p>43% opposed to residential housing in business areas because these would be of poor quality and become slums.</p> <p>57% were supportive of the concept on the basis that this would be of high quality design and would be well integrated into the town centre. Submitters saw benefits from having a residential population within the town centre.</p>	<p>98 submissions received. An extensive process used.</p> <p>The development of the plan was split into two streams – the use of a stakeholder group (80 community representatives) to gain local knowledge and involvement; and the use of a design and planning team to investigate specific local issues, such as transport, stormwater infrastructure and an economic analysis of the two areas.</p> <p>Throughout this process, a Project Advisory Group (PAG), consisting of the three Councillors and three representatives from the Community Board, met to review progress, mark key milestones, and ensure the project addressed all relevant issues.</p>

Council	Code	Name of process/ document	Date	Type and Method of Consultation	Sample of the Issues	Effectiveness
MCC	D3	Manukau City Centre Redevelopment Strategy Draft Concept Plan: Submissions	2002	Non-statutory. Draft developed after consulting community and business groups to develop the general framework. A workshop was held with Councillors and presentations were made to the Pacific Island Advisory Council and Community Boards.	Reverse sensitivity between the airport zones and the proposed residential development.	23 submissions received focused on the details of the concept plan.
MCC	D4	Manurewa Town Centre Draft Concept Plan: Submissions	2001	<p>Non-statutory. The Plan was developed after a series of community visioning workshops including a Pacific Island Fono (public meeting). In addition to the workshops, Council officers held discussions with iwi. As well, the seventh form geography High School class participated in a discussion with Council officers about the future of Manurewa.</p> <p>The outcome of the community consultation was fed into the design team workshop which resulted in an initial draft Concept Plan.</p> <p>A three day design workshop was held in November 2000 after a series of public workshops and community meetings.</p>	Issues included proposed street connections, recreation facilities, town centre improvements and residential intensification (including densities and heights of buildings).	132 submissions were received (52 in relation to residential intensification).
MCC	D5	Manurewa Town Centre Revised Draft Concept Plan: Submissions	2003	Non-statutory. The revised plan was advertised and sent out to all residents within 800 metres (approximately 2,500) of the town centre inviting comment.	<p>A good level of support for the intent to revitalize and redevelop the town centre.</p> <p>Poor quality retail choice in the town centre and the need to improve this.</p> <p>Some opposed to the concept of growth and alternative forms of residential development such as apartments, terraced housing and mixed use. Concerns were expressed about the future quality of these housing forms suggesting that they could end up being slums.</p>	<p>93 comments were received and one petition with 310 signatures.</p> <p>Some comments were received suggesting that further consultation should occur including several different options being presented to the community for future development and that the Concept Plan should be subject of a referendum if it continues with population growth.</p>

Council	Code	Name of process/ document	Date	Type and Method of Consultation	Sample of the Issues	Effectiveness
North Shore City	E1	Community Outcomes – LTCCP	2005	Involved 80 stakeholder meetings. Received 2,500 feedback messages on postcards or via email.	The community want: Good urban design that meets current and future community needs. Vibrant town centres and villages. Housing that is affordable, accessible and close to community facilities.	
NSCC	E2	Northcote Central Project	2003/2004	Non-Statutory. 2 Stages of Consultation. Stage 1 included stakeholder /groups meetings, community BBQ, public display, information sheet and questionnaire to residents and on website. Stage 2 distribution of brochure outlining 3 scenarios, included feedback form, public display, group briefings.	Lack of facilities and activities for youth. More community facilities required. Mix housing types and styles and make bigger. Develop parks and link natural areas More playgrounds for kids. More local employment opportunities. Greater range of shops and services.	The development of the wider community consultation was undertaken in collaboration with the Northcote Central Development Group. Stage 1 enabled a range of responses to be discussed using a variety of tools. Stage 2 was more specific and the feedback form provided set responses, which were to be rated.
NSCC	E3	Highbury Centre Plan	2006	Non-statutory. Community workshop, public displays, newsletter and questionnaire delivered to businesses and residents. A second newsletter and questionnaire delivered to smaller group flowed by a workshop.	Improving roading and pedestrian linkages. Retain and restore heritage buildings. Provide better access to views. Promotion of mixed use development. Poor integration of centre with green space. Lack of facilities for young people. No civic heart.	Prepared over a 2 year period in consultation with the community. The feedback received has been the key driver behind the outcomes.
NSCC	E4	Browns Bay Centre Plan	2001	Non-Statutory. Two Community Focus group meetings, public display and questionnaire.	Out of the second focus group, there was strong support for enabling mixed use development in identified areas, improving pedestrian links, improving the streetscape and encouraging private development of shops and cafes facing the beach.	The focus group was purposely formed to help identify key issues, develop a vision and strategy. A questionnaire helped determine the degree of support for the proposed design concepts. The results to the questionnaire supported virtually all aspects of the proposal.
NSCC	E5	2020 City Blueprint and separate	2000-2001	Non- Statutory. 5 newsletters, café cards, community planning forum, website, local and business	Provide more housing choices, ensure better urban design and pursue higher quality construction of housing.	Extensive consultation process resulting in a significant number of responses. Responses mainly from the older age group despite

Council	Code	Name of process/ document	Date	Type and Method of Consultation	Sample of the Issues	Effectiveness
		Consultation Report		workshops, two open workshops, iwi consultation, school information packs, liaison with community advisors and community groups.		significant effort to get younger people involved.
Waitakere City Council	F1	From Clay Pit to Community: A Study of Medium Density Housing in Ambrico Place, New Lynn.  And the summary report.	2001	Research looked at life in and around Ambrico Place, the first major medium density housing development in the area – 8 separate 2 or 3 storey terraced town houses.  51 interviews of residents.  35 interviews with developers, architects, designers, off-site owners, body corporate managers, local retailers, nearby residents and council staff.  Urban design review  Ambrico Kids Day – staff spoke to a dozen local children, aged between 6 and 12.	Main reasons for choosing to live there were safety/security, low maintenance and proximity to shops and transport.  Convenience of location was the best thing about living there.  Most disliked about medium density housing was neighbours/noise and lack of space/privacy.  The kids liked having their friends and the park close as well as being able to walk to nearby activities.	A follow-up study of Ambrico is due to start in December 2006.
WCC	F2	Key Performances Indicators – Part 2. Report Excerpt Attitudes to Housing Situation	2006	Telephone interviews of 300 residents. Survey repeated every year from 2000.	A rise in satisfaction levels with housing in Waitakere over the last three years. Disapproval of high density housing and infill was the one reason for dissatisfaction that rated the highest (17%) Other reasons rated 7% and below.	There was a 5.5% random sampling error.  Response was in relation to one set question which could have limited the discussion and feedback.

<b>External Research</b>						
Social Implications of Housing Intensification in the Auckland Region.	H1	Prepared for Auckland Sustainable Cities Programme by Syncro Consulting and Hill Young Cooper Ltd.	Feb 2005	Included a review of 15 community surveys from 1995-2004. (Most of these surveys have been included in this report.)	Residents Views: Positives: - location, safety and security, community identity, low maintenance. Negatives: Noise, parking, design and amenity, privacy.  Highlighted concerns about the future quality of the developments and the type of residents that might live in them in the future.	Many of the surveys covered in the report were during the early phases of medium density development. Attitudes may have changed as apartments have become a greater part of the landscape/environment.
Living the Highlife? A review of apartment living in inner city Auckland	H2	Prepared for the Building Industry Authority by Auckland UniServices Limited	2004	Research focused on apartment buildings in Auckland CBD. 40 surveys (quantitative and qualitative) of apartment occupants (from 12 different apartments), interviews with 15 property professionals and 11 building managers.	Common dislikes were lack of internal space, poor ventilation, rubbish and recycling and design issues.  Most common likes were location and convenience, large windows, amenities and common space, security and safety.	As well as resident views this survey provided specific information on the design, environmental quality and hygiene of the apartments units surveyed. As well as management, market and legislative aspects.
Potential Health Impacts of Residential Intensification in Auckland City	H3	AUT Student research Project – Roimata Moore	2004	The study involved a survey of 500 high-medium density homes and 500 single unit dwellings in Auckland City.	81.1% high-medium density home occupiers were bothered by noise compared to 69.5% single dwellings. Outside traffic and neighbours were the main sources of noise.  44.7% of single dwellings suffer from mould or mildew in their homes compared to 22.1% of high-medium density respondents.	Overall response rate to survey was 47.2%. Provided interesting comparisons between the two types of density dwellings.
Lived Experience of a Planned Urbanist Development	H5	Dr Michelle Thompson-Fawcett, University of Otago	2004	Resident Observations on life in Botany Downs, Manukau, 121 questionnaires were completed from four medium density developments (mainly terrace houses): Eastpark, Newhaven, Pueblo de Sacramento and Sacramento.  The survey formed part of a research programme on Urban Intensification in Auckland: Assessment of Resident Experience.	Main reason for living in their location was central location, safety and security of developments, low maintenance and proximity to shops and facilities.  Car was the main mode of transport with public transport hardly used at all.  Being convenient, central and in close proximity to shops, services, work and transport routes was the main reason why respondents chose to live in this location.	As the survey questions were almost identical to the survey below (H6) it enabled useful comparisons to be made between the two medium density development areas. However, their location differences came through in some of the results particularly regarding transport modes and access to facilities.
Lived Experience of the Inner City Periphery	H6	Dr Michelle Thompson-Fawcett, University of	2004	Resident observations on life in Eden Terrace, Auckland.  150 questionnaires were completed from 16 different residential properties varying from large	Central location, affordability, safety and security and proximity to employment were the main reasons for moving to the area.  Car was also the main mode of transport.	As for H5, above.

		Otago.		<p>apartment blocks to terrace houses and town houses. Over half of the respondents lived in low rise apartments.</p> <p>The survey formed part of a research programme on Urban Intensification in Auckland: Assessment of Resident Experience and the questions were the same as in H5, above.</p>	<p>Convenience and central location was the main reason for living in the area.</p>	
<p>Research Report – Auckland Inner City Apartment Market Overview</p> <p>And the Executive Summary of the Auckland Inner City Living Survey for Auckland City Council.</p>	H7	DTZ New Zealand	2003	<p>Includes a survey of 185 people living in apartments in Auckland’s CBD.</p>	<p>Close to work and study followed by close to entertainment were the main reasons given for living in an inner city apartment.</p> <p>The main dislike was noise from surrounding buildings.</p> <p>Walking or jogging was the main way of getting to work. The majority of the respondents studied.</p> <p>The majority of the respondents rented their apartment.</p>	
<p>A Vision for Riverhead.</p>	H8	Prepared for Riverhead &Ratepayers Ass. by Boffa Miskell.	2006	<p>Community visioning project to help form the basis for their LTCCP submission and pave the way for a revised Structure Plan.</p> <p>Process included workshop with 80 participants, local teenagers workshop, public open day which included a feedback forms to vote and comment on the vision and action plan.</p>	<p>Possible rapid development with potential loss of undeveloped character.</p> <p>Public access and connectivity needs to be improved.</p> <p>More traffic congestion.</p> <p>Fear of higher densities changing the character of the village.</p>	<p>Funding was received from the RDC for this process.</p> <p>Community driven project so more likely to be accepted.</p>
<p>Maori and the Urban Environment .</p>	H9	Hui organised by MfE, Waitakere City and Te Puni Kokiri.	2006	<p>A synthesis of key themes and directions arising from an inaugural workshop/hui – organised as an outcome from the NZ Urban Design Protocol.</p> <p>Loss of identity and sense of place for Maori in the urban landscape.</p>		

