

Te Rīpoata ā-Tau 2017/2018  
Te Poari ā-Rohe o Albert-Eden

# Albert-Eden Local Board Annual Report 2017/2018



# Mihi

Titiro ki te Pane o Horoiwi, ka whakapukepuke, ka whakatiketike ki waho rā.	Look to the sandbanks at Achilles Point, rising majestically out there.
He kawau, he kawau, he kawau!	It is the visiting cormorant!
He kawau tikitiki ka eke ki te tāhuna tōrea.	It has alighted onto the beach of the oyster-catcher.
He kawau tikitiki ka eke ki te tāhuna ki Te Waitematā.	A distinguished visitor has come to the Waitematā.
Ko koutou ēna e ngā mataawaka i rite ai te kōrero,	It is you the descendants of the ancient voyagers, those who embody the axiom,
Ngā waka o Taikehu me he kāhui kātaha kapi-tai, ka eke!	The canoes of Taikehu, like shoals of herrings on the tide, you have arrived!
Kua eke, hui e, tāiki e!	The connections are made!
Te noho nei au i te kūrae i Takaparawhā, ka titiro whakawaho ki a koe Aotea	So here I sit on the headland at Bastion Point, and I look out to Great Barrier Island
e tū hihiwa mai rā i te pae o te moana o Hauraki.	shimmering on the Hauraki Harbour.
Ka hoki whakaroto ake aku mihi ki a Waiheke, ki a Rangitoto te pueanga mutunga a te moana.	Returning my gaze to Waiheke and then to Rangitoto, the last gift from the sea.
Kia ū mai anō au ki te one i Ōkahu, kia takahia e au te rārangi maunga i uta.	Once more I stand on the shore at Ōkahu, from where I can traverse the ancient peaks.
Ki te tonga ko Maungarei, kei raro ko te Kōpua Kai a Hiku.	To the south is Maungarei below which lies the Panmure Basin.
Ka rere mā roto ki Puketāpapa, kia piki au ki Maungakiekie, Tūpō-o-te-tini.	Flying inland I come to Puketāpapa from where I scale Maungakiekie, resting place of many who have passed on.
Ka whakamau taku haere mā te Ahikāroa a Rakataura kia taka atu au ki te Ara Whakapekepeka o Ruarangi.	I follow then the pathway to Mt Albert down into Pt Chevalier.
I konā ka aro tika atu au ki a koe e Maungawhau te tū whakahira tonu mai nā i te pū o te wheke, kua werohia nei e te Tūkoi o te Rangi, kia pokanoa au ki te pepeha a Tītahi,	From there I return to Mt Eden, shining gem at the heart of the great city, lanced by the sky tower so that I might appropriate the prophecy of Tītahi who said.
“Koia te pou whakairo ka tū ki Waitematā i ōku wairangitanga”, kia whakaotihia noa ai ki te kōrero rā, “Te pai me te whai rawa o Tāmaki.”	“A tower that will stand in the Waitematā - that is what I saw in my feverish dream”, and to end it with the maxim, “So flows the goodness and riches of Tāmaki”.



Mural in progress, Hendon Avenue, Ōwairaka

## Contents

Mihi .....	2
Contents .....	3
About this report .....	4
From the chairperson .....	5
Our area .....	6
Our board .....	8
Local flavour .....	9
Performance report .....	10
Financial information .....	15

**On the cover:** Rocket Park Party, Mt Albert

# Ngā kawekawenga

## About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Albert-Eden Local Board area from 1 July 2017 to 30 June 2018.

You can read about our progress, expenditure, service performance and challenges faced in 2017/2018. It's part of the wider annual reporting package for the Auckland Council Group and fulfills the council's obligations to report performance under the Local Government Act 2002. It reports against the 2015-2025 Long-term Plan, Annual Plan 2017/2018 and Albert-Eden Local Board Agreement 2017/2018.

The report goes beyond this requirement. It also reflects the local flavour of your area. It does this by profiling the make-up of your area – population, people and council facilities. It also features a story about something that council has done with the community that adds special value to the area and demonstrates how

together we're Auckland.



Taking in the view from Maungawhau / Mt Eden

# He kōrero mai i te Heamana

## From the chairperson



I am pleased to present Albert-Eden Local Board's Annual Report for 2017/2018. It marks the first year of delivery on our Local Board Plan 2017. We are proud of the local board's activities and achievements over the year.

We are delighted to have completed the Mt Albert town centre upgrade this year. This has been our single most important project to date and will revitalise the heart of one of Auckland's oldest suburbs.

We completed the restoration of our unique lava rock forest – Almorah Rock Forest – in Epsom.

Over the year we funded an exciting events programme. Events included the Albert-Eden Business Awards, Albert-Eden Schools Cultural Festival, Christmas at Potters Park and two Movies in Parks events. We also supported successful events like the Brazil Day Festival at Rocket Park and ANZAC services at Epsom, Mt Eden and Pt Chevalier.

We granted \$138,503 to community groups this year. These grants are one way we encourage a sense of community, nurture local arts, enhance our area's environment and heritage, and make Albert-Eden safer and more supportive.

We upgraded facilities at several parks, including Nixon Park, Gribblehurst Park, Phyllis Reserve, Anderson Park, Eric Armishaw Reserve and Nicholson Park. We were proud to complete the refurbishment of netball courts at Windmill Road.

We continued to fund environmental and sustainability initiatives and to support community-led projects in Waititiko / Meola and Te Auaunga / Oakley Creeks.

We advocated on your behalf across a range of transport, council and governmental issues, from the Dominion Road bus corridor works to the Auckland Council governance review. We advocated strongly to the Governing Body for a replacement for the Mount Albert Aquatic Centre which is due for replacement in the next four to seven years.

We want to thank our communities for letting us know what is important to them. This board is proud to represent such an informed and engaged community and pleased to receive ongoing support for its proposals. We look forward to the challenges and achievements that the next financial year brings.

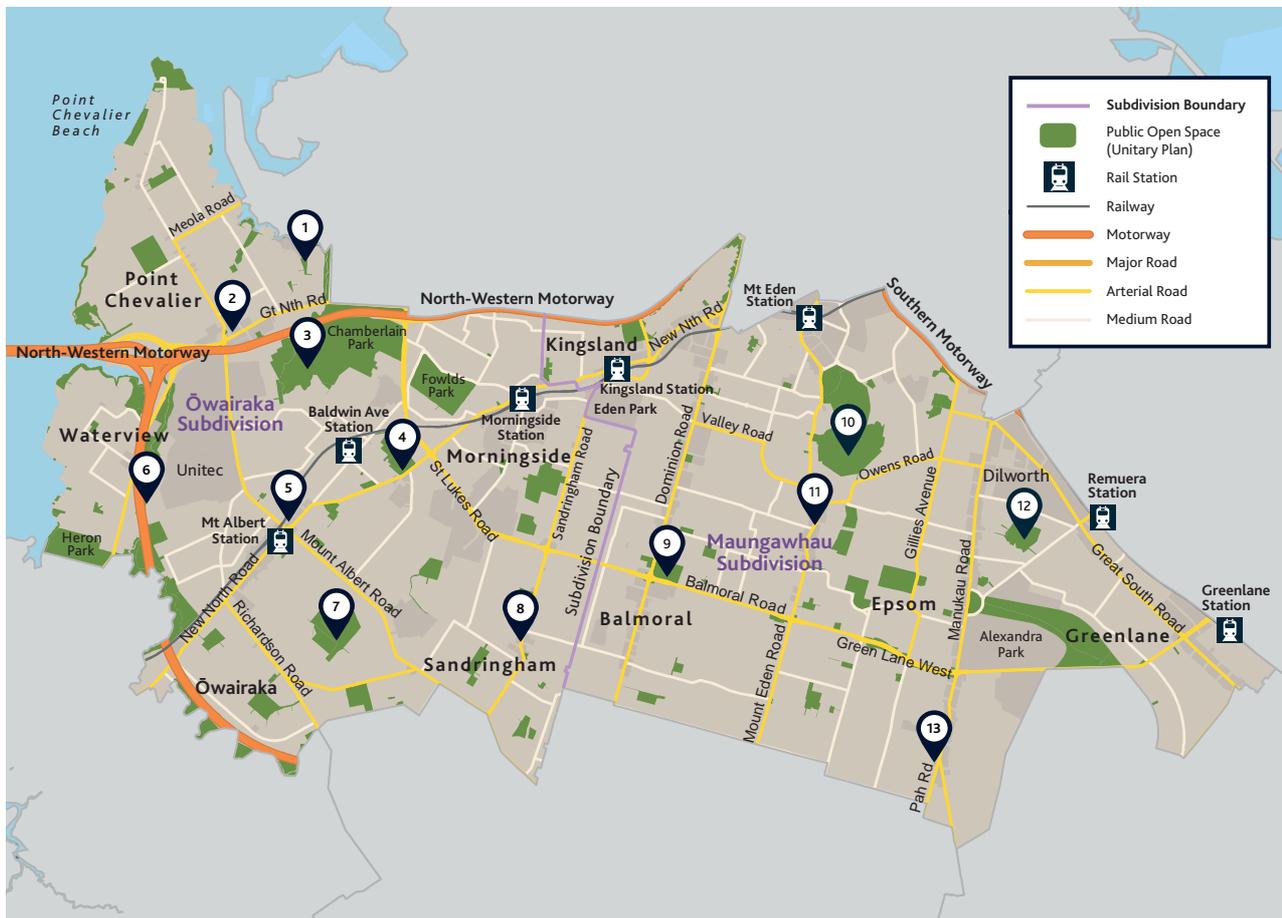
A handwritten signature in black ink, appearing to read 'Peter Haynes'.

**Peter Haynes**

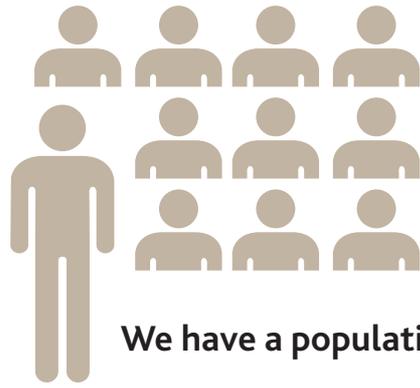
Chairperson, Albert-Eden Local Board

# Te Rohe ā-Poari o Albert-Eden

## Albert-Eden Local Board area



- |   |   |
|---|---|
| 1. Waititiko / Meola Creek                    | 11. Mt Eden village                     |
| 2. Pt Chevalier town centre                   | 12. Te Kōpuke / Titikōpuke / Mt St John |
| 3. Chamberlain Park                           | 13. Greenwoods Corner                   |
| 4. Rocket Park                                |   |
| 5. Mt Albert town centre                      |   |
| 6. Te Auaunga / Oakley Creek                  |   |
| 7. Ōwairaka / Te Ahikā Roa o Raka / Mt Albert |   |
| 8. Sandringham village                        |   |
| 9. Potters Park                               |   |
| 10. Maungawhau / Mt Eden                      |   |



We have a population of just over

# 100,000

that is projected to reach 127,000 by 2033.

# 13

iwi have ties to our area.



Distinctive villages including Mt Eden, Kingsland, Sandringham, Balmoral, Mt Albert and Pt Chevalier.



# 3

Three maunga surround the area – Maungawhau / Mt Eden, Ōwairaka / Te Ahikā Roa o Raka / Mt Albert and Te Kōpuke / Titikōpuke / Mt St John



We are home to more than 105 local parks, three libraries, 13 community centres and halls.



Data sources: Statistics New Zealand Population Estimates (2015) and Population Projections (2013-base).

# Te mahere ā-rohe O Albert-Eden Local Board

## Albert-Eden Local Board



Your board (L to R); Rachel Langton, Peter Haynes (Chairperson), Benjamin Lee, Glenda Fryer (Deputy chairperson), Graeme Easte, Jessica Rose, Margi Watson, Lee Corrick

### Office

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Closed Saturday, Sunday and public holidays

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### More information about Albert-Eden Local Board

[aucklandcouncil.govt.nz/alberteden](http://aucklandcouncil.govt.nz/alberteden)

# Te āhuatanga ā-rohe

## Local flavour



Two of our restoration angels – Sarah Bainbridge and her daughter

### Restoration angels of Albert-Eden

Committed local volunteer-run organisations work tirelessly to restore two urban streams, Te Auaunga / Oakley Creek and Waititiko / Meola Creek, in Albert-Eden.

The creeks flow from Hillsborough through Mt Roskill, Ōwairaka and Waterview to the Waitematā Harbour and from Sandringham through Mt Albert and Western Springs to the Waitematā. The abundance of native and exotic flora and fauna makes them an important part of our ecological make-up and valuable natural assets.

Local volunteer organisations have contributed to the awa and surrounding environment by providing planting plans and lists, identifying suitable sites, planting trees, and keeping weeds and pests under control.

Conservation Volunteers New Zealand (CVNZ) and Friends of Oakley Creek focus on the Te Auaunga / Oakley Creek. The St Lukes Environmental Protection Society work around the Waititiko / Meola Creek where they have recently planted 717 trees at its headwaters at Roy Clements Treeway.

Groups including Friends of Mangawhau, CVNZ, Rasheed Memorial Trust, Te Mahurehure Marae, Bluegreens Community Group and Ōwairaka Ratbaggers work on our maunga / ancestral mountains and in our local parks. They make a valuable contribution to the health of these areas.

The board is working with the Whau and Puketāpapa Local Boards to develop a plan for the whole length of the Te Auaunga / Oakley Creek.

# Te pūrongo mō ngā mahi whakahaere

## Our performance report

### Local parks, sport and recreation

Highlights include:

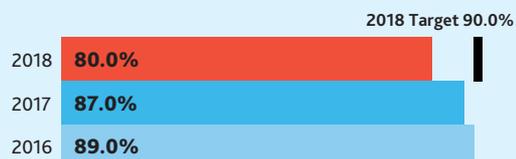
- renewal of the netball courts at Windmill Reserve
- funding 1600 free learn-to-swim lessons for 201 students across five local schools
- opening of the final stage of the Waterview Shared Path, offering more than 3km of walking and cycling paths. Funding was through NZ Transport Agency, Auckland Transport, Albert-Eden Local Board and Auckland Council
- renewal of the playgrounds at Harwood Reserve, Eric Armishaw Reserve, Centennial Park, Melville Park and Alan Wood Reserve.

#### Provide a range of recreational opportunities catering for community needs on local parks, reserves and beaches

Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves



Percentage of residents who visited a local park or reserve in the last 12 months



Although the target was not achieved, the proportion of residents who visited local parks in this area remained above the regional average of 79 per cent. We are promoting our parks and facilities to help encourage more residents to visit.

#### Provide sports fields that are fit-for-purpose and cater for community need

Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields



Albert-Eden area has one of the lowest number of parks and open spaces across Auckland per capita. While the council has invested in new facilities, such as the hybrid pitches at Gribblehirst Park and Nixon Park, there is still a substantial shortfall of lit, training and competition fields. A programme to cover this shortfall has been included in the Long-term Plan.

#### Provide programmes and facilities that ensure more Aucklanders are more active more often

Customers Net Promoter Score for Pool and Leisure Centres



### Local community services

Highlights include:

- Albert-Eden Local Board allocated \$159,430 for accommodation support and \$138,503 for local grants to community groups to support their good work in the community
- support for community events include Christmas at

LEGEND



Potters Park, ANZAC services and partnering with community led events such as the Crave Cafe Street Party in Morningside and Brazilian Day in Mt Albert

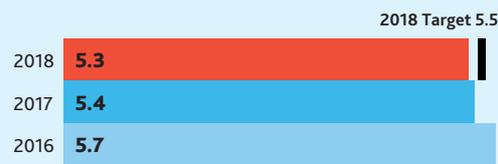
- funding diverse community organisations to deliver programmes for Māori, seniors and migrant communities that increase their sense of connection, safety and wellbeing
- high community satisfaction with venue for hire (80%) and a combined facility recommendation. (86%) in Albert-Eden
- local libraries continuing as thriving community hubs providing free Wi-Fi, programmes, space for people to connect and upskill and celebrating cultural diversity.

**Provide safe, accessible, welcoming library facilities that support the delivery of quality learning programmes and services relevant to local communities**

Use of libraries as digital community hubs:  
Number of internet sessions per capita (PC & Wi-Fi)



Number of visits to library facilities per capita

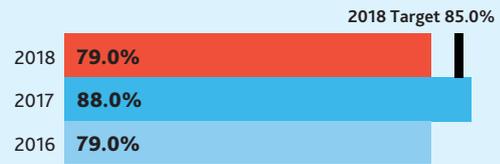


Existing customers are staying longer and borrowing more. Several initiatives are in place to increase visitor numbers including creating new services and programmes that better respond to the needs of the community.

Percentage of customers satisfied with the quality of library service delivery



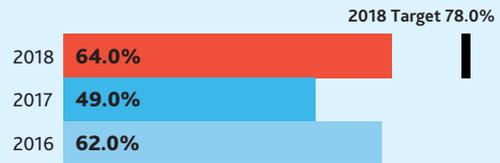
Percentage of customers satisfied with the library environment



This result is driven largely by falling satisfaction with Mt Albert library. A comprehensive renewal of the library is scheduled for the 2019 financial year.

**Enable Aucklanders and communities to express themselves and improve their wellbeing through customer-centric advice, funding, facilitation and permitting**

Percentage of funding/grant applicants satisfied with information, assistance and advice provided



Customers have reported difficulties with completing the online form and navigating the council's website. Improvements to the website and application form are being made.

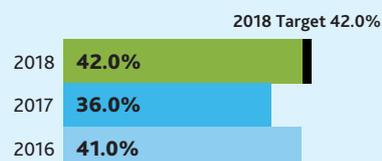
**Deliver a variety of events, programmes and projects that improve safety, connect Aucklanders and engage them in their city and communities**

Percentage of participants satisfied with council-delivered local arts activities



All local arts activities in this local board area are community led.

Percentage of Aucklanders that feel connected to their neighbourhood and local community



Percentage of attendees satisfied with council-delivered and funded local event



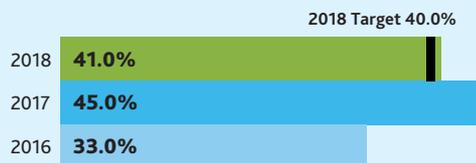
This measure surveys two events annually. Movies in Parks achieved a very good result this year (98 per cent). A lower score of 62 per cent was received for Potters Park Carols and feedback has identified areas where the event could be improved.

**Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to place-making and thriving communities**

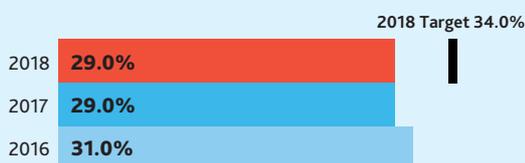
Percentage of Aucklanders that feel their local town centre is safe – day time



Percentage of Aucklanders that feel their local town centre is safe – night time



Facility utilisation: utilisation at peak times for council-managed community centres and venues for hire



Peak utilisation is steady compared to the same period last year and is at the regional average (29%).

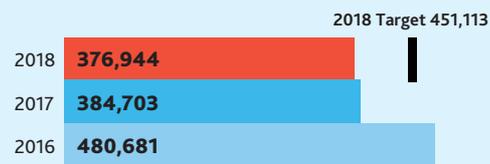
Facility utilisation: utilisation at off-peak times for council-managed community centres and venues for hire



Percentage of community facilities bookings used for health and wellbeing related activity



Number of visitors to community centres and venues for hire



Visitor numbers have decreased slightly and mainly in Athol Syms Hall when the Toy Library closed and in Mt Albert War Memorial Hall which was shut for repairs in October last year. An awareness campaign has been implemented to increase participation within community venues.

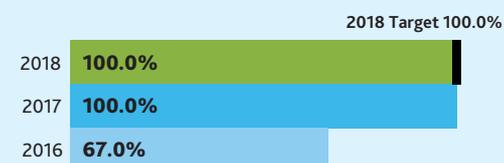
Local planning and development

Highlights include:

- reopening of the upgraded Mt Albert town centre which gives pedestrians and shoppers a better experience and attracts more people to the town centre.

**Develop local business precincts and town centres as great places to do business**

Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations



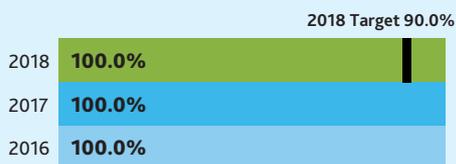
## Local environmental management

Highlights include:

- support community-led streamside restoration projects including restoration of lower Waititiko / Meola Creek with 740 native plants involving 171 community members and students.

### Provide leadership and support to protect and conserve the region's natural environment, historic heritage and Māori cultural heritage

Proportion of local programmes that deliver intended environmental actions and/or outcomes



## Local governance

There are no performance measures for this group of activities.



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# Te tahua pūtea

## Funding impact statement

For the year ended 30 June 2018

\$000's	NOTES	ACTUAL 2018	ANNUAL PLAN 2017/2018	ANNUAL PLAN 2016/2017
<b>Sources of operating funding:</b>				
General rates, UAGC, rates penalties		13,368	13,412	13,391
Targeted rates		481	481	476
Subsidies and grants for operating purposes		17	15	15
Fees and charges		479	486	434
Local authorities fuel tax, fines, infringement fees and other receipts		1,151	1,123	1,114
<b>Total operating funding</b>		<b>15,496</b>	<b>15,517</b>	<b>15,430</b>
<b>Applications of operating funding:</b>				
Payment to staff and suppliers	1	12,430	11,532	11,904
Finance costs		1,892	1,892	1,433
Internal charges and overheads applied		2,142	2,142	2,118
Other operating funding applications		-	-	-
<b>Total applications of operating funding</b>		<b>16,463</b>	<b>15,566</b>	<b>15,455</b>
<b>Surplus (deficit) of operating funding</b>		<b>(967)</b>	<b>(49)</b>	<b>(25)</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure		2	-	63
Development and financial contributions		-	-	-
Increase (decrease) in debt	2	13,599	12,219	8,803
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
<b>Total sources of capital funding</b>		<b>13,601</b>	<b>12,219</b>	<b>8,866</b>
<b>Applications of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		2,823	2,977	-
- to improve the level of service		1,338	2,781	2,771
- to replace existing assets		8,473	6,413	6,070
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
<b>Total applications of capital funding</b>		<b>12,634</b>	<b>12,171</b>	<b>8,841</b>
<b>Surplus (deficit) of capital funding</b>		<b>967</b>	<b>49</b>	<b>25</b>
<b>Funding balance</b>		<b>-</b>	<b>-</b>	<b>-</b>

### Variance explanation Actual 2018 to Annual Plan 2018:

1. Expenditure was higher than budgeted due to the maintenance expenditure changed under the new outcomes-based contracts which now allow more accurate allocation of maintenance costs. A significant portion of these costs were included in the regional budget in the annual plan.
2. Increase in debt is higher than anticipated due to capital expenditure (Mt Albert town centre renewal project) being above budget, which resulted in an additional capital funding requirement.

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