

Te Poari ā-Rohe o Maungakiekie-Tāmaki
Te Rīpoata ā-Tau 2021/2022

Maungakiekie-Tāmaki Local Board

Annual Report 2021/2022



Volume
2.11

Mihi

Manawa mai te mauri nuku.
 Manawa mai te mauri rangi.
 Ko te mauri kei a tātou, he mauri tipua.
 Ka pakaru te pō.
 Tau mai te mauri,
 Haumi e, hui e, tāiki e!
 Ko tēnei te hau e wawara nei.
 Mau tonu, tere tonu,
 māi i te kore, ki te pō,
 ki te ao mārama.
 I whakaawe ai taku ara
 ki ngā kāhui rū whenua.
 Heke iho au i Te Puru o Tāmaki
 ki Te Taumanu – herenga waka,
 whakarākeitunga o te takutai moana.
 E mihi kau ana a Māngere
 ki te Mānukunuku-o-Hoturoa.
 I turukitia ngā pōkare e hora rā
 ki te Tapotu-a-Tainui.
 Kia whakatata mai ki Te Wai-mokoia,
 ka haereere tonu ki Te Wai-o-Taiki.
 Kia tae atu ki Tāhuna Torea,
 ka takahia rā te paemaunga
 ki Patutahi, ka haere tonu ki Remuera.
 Anei rā tēnei māra moemoeā
 e karanga atu ana ki ngā poutapu i muri;
 o Waiatarua, Onehunga, Rarotonga, Mutu-Karoa, Waipuna,
 Te Kai-a-Hiku, Mokoia me Uku-tōia.
 Ka tau ki Maungarei.
 Tutuki tēnā, kei raro ko Rua-pōtaka
 me Pare-huia e tiaki ana i Te Oro –
 Whare Tapere o Ngāti Tī-tahi, Ngāi-Tai-ki-Tāmaki,
 Ngāti Paoa me Ngāti Whātua.
 Ka uru mai a Matariki ki runga
 ka tohu ia kua tīmata te Tau Hōu.
 Tau mai te mauri
 Haumi e, hui e, tāiki e!

Embrace life's essence from the earth below.
 Welcome life's essence from the sky above.
 The life force we each possess is truly a miracle.
 The darkness is broken.
 Welcome great essence of life,
 Join together, and exclaim, it is done!
 This is the wind that blows.
 Unchanging and free-flowing,
 from nothingness, to darkness,
 then comes the light of dawn.
 My rise from slumber finds strength
 in the beautiful lands surrounding me.
 I come down from Te Puru o Tāmaki
 to Te Taumanu – anchorage of waka,
 jewel on the coastline.
 Māngere bids greetings
 to the Manukau.
 The rippling waters out there sweep
 toward where the Tainui once crossed overland.
 Coming inland to Panmure Basin,
 I ramble on to Tāmaki River.
 Then, once at Tāhuna Torea,
 I trace a way across the skyline to
 Patutahi and on again to Remuera.
 Before me is this wonderful countryside
 beckoning to the havens beyond;
 Waiatarua, Onehunga, Rarotonga, Mutu-Karoa, Waipuna,
 Te Kai-a-Hiku, Mokoia, and Uku-tōia.
 I come to rest on Maungarei.
 And once there, I see below are Rua-pōtaka
 and Pare-huia standing watch over Te Oro –
 the playhouse of Ngāti Tī-tahi, Ngāi Tai-ki-Tāmaki,
 Ngāti Paoa and Ngāti Whātua.
 Matariki rises high into view
 signalling the New Year has begun.
 Welcome great essence of life,
 Join together and exclaim, it is done!

On the cover: As part of bringing the community along on the journey and creating a Safeswim sign suited for the stunning Pt England Reserve, local artist Gary Silipa held stone painting workshops so that community members could help create the colourful stones used to fill the base of the sign structure.

He kōrero mō tēnei rīpoata About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Maungakiekie-Tāmaki Local Board area from 1 July 2021 to 30 June 2022.

You can read about our progress, expenditure, service performance and challenges faced in 2021/2022. It's part of the wider annual reporting package for the Auckland Council Group and meets our Local Government Act 2002 obligations to report on our performance against agreed measures. It reports against the council's Long-term Plan 2021-2031 (10-year Budget 2021-2031) and the Maungakiekie-Tāmaki Local Board Agreement 2021/2022.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It features a story about a council or community activity that adds special value to the area and demonstrates how **together we're delivering for Auckland.**

CONTENTS

Mihi	2
About this report	3
From the chairperson	4
Our board	5
Our area	6
Performance report	8
Local flavour	15
Financial information	16



The Panmure Stone Cottage and Museum has undergone various renewal projects over the past 12 months, it is now looking glorious once again.

He kōrero mai i te heamana

From the chairperson

Mālō e lelei,
Despite another year disrupted by COVID-19, our community continues to be resilient, finding creative ways to make Maungakiekie-Tāmaki better for all.

After years of preparation, the Onehunga Community Recycling Centre opened in July 2022. The centre will upcycle unwanted items, reduce waste, and create opportunities for the area. We are proud to be home to the first Māori-Pasifika community-led recycling centre in Aotearoa New Zealand.



including building the capacity of community-led groups to become sustainable organisations, and supporting volunteering and education programmes to protect and enhance our natural environment. We moved our community forum online, including a successful youth forum with great participation by local rangatahi, drawing our attention to their issues and opportunities.

A huge thank you to all our community groups, organisations and businesses who have responded to the evolving pandemic situation and continued to support our communities through tough times.

Amid financial constraints, we continued to ensure our local facilities serve our communities well. We have completed renewals and upgrades across the rohe / area, including the Stone Cottage Museum, Sir William Jordan Recreation Centre, and Riverside Community Centre.

We are working closely with Kāinga Ora, Eke Panuku and Tāmaki Regeneration to ensure our neighbourhoods and town centres are well-designed, safe, and connected. To keep ahead of the growth, we continue to plan with development such as the Maybury Reserve Concept Plan.

Our local businesses and town centres have certainly not escaped the impacts of COVID-19. We have been working with our business associations to create opportunities to bring people together and promote shopping local, while also enabling youth-led economic activities and providing mentoring to small business owners.

This year we continued partnering with community organisations to deliver on local board aspirations,

Most recently, we marked the first Matariki as a public holiday, with celebrations in Onehunga and Glen Innes. A fantastic way to wrap up the year that passed and look ahead at the one to come.

We look forward to continuing to work with you as we deliver our local board plan in 2022/2023.

Tua 'ofa atu

Maria Meredith
Chairperson, Maungakiekie-Tāmaki Local Board

Te Poari ā-Rohe o Maungakiekie-Tāmaki

Maungakiekie-Tāmaki Local Board



Your board

(L to R, front to back) Nerissa Henry, Maria Meredith (Chairperson), Don Allan, Chris Makoare (Deputy Chairperson), Peter McGlashan, Debbie Burrows, Tony Woodcock.



Maungakiekie-Tāmaki Local Board
(next door to Panmure Library)
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Ngā kaupapa me ngā whakapaipai ake

Maungakiekie-Tāmaki projects and improvements

KEY TO CURRENT AND PLANNED PROJECTS

-  **Delivered projects**
-  **Current projects**
-  **Current playground renewals**

LEGEND

-  Local board office
-  Public open space (Unitary Plan)
-  Motorway
-  Major road
-  Arterial road
-  Medium road
-  Minor road
-  Railway



Data sources: Council Growth model i11v6 (August 2020).
 Statistics New Zealand 2018 Census.

 **Panmure Library - comprehensive renewal furniture, fittings and equipment**

 **Glen Innes Pool and Leisure Centre - carpark extension**

 **Wai o Taiki Reserve - renew seawall**

 **Dunkirk Activity Centre - renew facility**

 **Panmure Wharf optimisation stage 2**

 **Lagoon Stadium - refurbish facility**

 **Fergusson Domain multi-purpose courts upgrade**

 **Jubilee Bridge - renew and upgrade bridge**

 **Onehunga pool - renewals including boiler, pool tiling, change rooms**

 **Jordan Recreation Centre - refurbish stadium and changing room**

 **Waikaraka Park - replace seating infrastructure**

 **Ian Shaw Reserve - upgrade carpark**

 **Riverside Community Centre - comprehensive renewal**



Current population of **83,000** is projected to increase to 120,900 (46%) by 2041

We are home to **more than 100** local parks and sports fields, **3** libraries and **8** community centres and halls



5 significant maunga / volcanic cones including Maungakiekie / One Tree Hill and Maungarei / Mt Wellington



Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We funded local arts, culture, events and sport and recreation such as the Matariki Light Trail. We supported community-led initiatives through grants and partnerships. We maintained facilities, including local parks, libraries, and halls, and worked on the renewal of Riverside Community Centre and the seawall at Wai o Taiki Nature Reserve.

● **Achieved**
 Target has been met or exceeded

● **Substantially achieved**
 Target has not been met by a slim margin (+/-2%)

● **Not achieved**
 Target not achieved

▲ **Progress made**
 Result improved from prior-year result

▬ **No change**
 No change from prior-year result

▼ **No improvements**
 Not improved from prior-year result

* **Impacted by COVID-19**
 Measures favourably / unfavourably impacted by COVID-19

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to placemaking and thriving communities							
Percentage of Aucklanders that feel their local town centre is safe - day time	●	▼	85%	65%	71%	78%	Residents' perception of feeling safe at night is below target. There are concerns about youth congregating at Mount Wellington shopping centre, ram raids on shops and antisocial behaviour. There are suggestions for better lighting, cameras around town centres and regular police patrols.
Percentage of Aucklanders that feel their local town centre is safe - night time	●	▼	35%	28%	33%	30%	Residents' perception of feeling safe at night has declined compared to last year. There are concerns about youth congregating at Mount Wellington shopping centre and suggestions for better lighting, cameras around town centres, and regular police patrols to deter antisocial behaviour.
Utilising the Empowered Communities Approach, we support Aucklanders to create thriving, connected and inclusive communities							
The percentage of Empowered Communities activities that are community led	●	▲	75%	81%	68%	40%	Over the past few years Maungakiekie-Tāmaki has been working on increasing the capacity and capability of the community to transition more groups into community-led activities and this is reflected in the gradual target increases. While in FY2020/2021 the community empowerment work programme lines that responded to community led activities was largely represented by two lines; these activities were more evenly spread out in FY2021/2022 with consistent results now from many different work programme lines. In addition, the overall number of activities decreased by two in FY2022 but the total number of community led activities increased by two, contributing to the increase from year to year.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	●	▲	65%	85%	82%	59%	We continue to provide grants and funding for a multi-year Capacity Building Programme to assist local community groups and organisations to build capacity and capability. These activities include the one-on-one capacity building with individual organisations such as TGTB Charitable Trust, Te Karanga Charitable Trust and the Synergy Projects Trust. Community capacity and capability is built through activities such as digital capacity workshops, community recycling and community garden.
We provide safe and accessible parks, reserves, beaches, recreation programmes, opportunities and facilities to get Aucklanders more active, more often¹							
The percentage of park visitors who are satisfied with the overall quality of sportsfields	●	▲	82%	71%*	64%*	82%	Satisfaction with the overall quality of sportsfields has increased over last year but still lower than target. COVID-19 restrictions and lockdown meant that limited maintenance services were offered in the earlier part of the year. Normal services resumed in the third quarter. With the start of the winter sporting season, there is a focus on sports light repairs and renewals to support sports training and competition play.
The customers' Net Promoter Score for Pool and Leisure Centres	●	▼	45	14*	38	26	The decreased score is reflected in comments from customers regarding the cleanliness of facilities, quality of staff and pool lane availability. Customers cited vaccine mandates as the main reasons they would not recommend Onehunga War Memorial Pool and Leisure Centre and Sir William Jordan Recreation Centre.
The percentage of users who are satisfied with the overall quality of local parks	●	▲	78%	65%*	60%	69%	Satisfaction is below target. COVID-19 restrictions meant that facilities such as playgrounds were not accessible to the public and this could have had a negative impact on satisfaction levels. Feedback from residents recommend more play areas in parks, lighting, better / easier connections, outdoor furniture and shelters. Continued investment in existing parks facilities and delivery of park programmes and services should see an upwards trend.
The percentage of residents who visited a local park in the last 12 months	●	▲	90%	84%*	83%*	84%	We exceeded last year's result. 84% is relatively high and consistent with the council's customer experience surveys which show a high level of usage during the COVID-19 lockdowns. The result reflects the importance of local parks to the quality of life of Aucklanders.

Local Community Services cont'd

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▲	45%	41%	35%*	30,0%	Progress is being made towards this target with a majority of grants responding to Māori aspirations. We delivered a successful community forum on rangitahi / youth thanks to our ongoing working relationships with mana whenua and Mataawaka.
We fund, enable, and deliver services, programmes, and facilities (art facilities, community centres, hire venues, and libraries) that enhance identity, connect people, and support Aucklanders to participate in community and civic life¹							
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	●	▼	309,000*	120,640*	246,975*	309,918*	The number of internet sessions was below target mainly due to COVID-19 restrictions which reduced the availability of internet services at libraries. During alert levels 4 and 3, WiFi availability outside libraries was removed, and during the Red setting they operated at reduced levels, returning back to normal in the Orange setting. Library computers were unavailable while libraries were closed during the lockdowns, and have been operating at reduced capacity since libraries reopened. Availability will return to normal at the Green setting.
The percentage of local community services, programmes and facilities that are community led			Set baseline ²	Not measured	New measure	New measure	
The percentage of arts, and culture programmes, grants and activities that are community led	●	▲	45%	52%	12%	16%	All programmes and activities in this local board are delivered from Te Oro, a council owned facility, and their performance has significantly increase this year.
The percentage of art facilities, community centres and hire venues network that is community led	●	▬	11%	11%	11%	22%	
The number of participants for local community services, programmes, and facilities			Set baseline ²	Not measured	New measure	New measure	
The number of attendees at council-led community events	●	▼	5,400	0*	1,800*	2,000*	Scheduled events were not delivered due to COVID-19 restrictions.
The number of participants in activities at art facilities, community centres and hire venues	●	▼	393,000	188,926*	351,371*	326,329*	Community centres and hire venues were mostly closed for three-and-a-half months during COVID-19 alert levels 4 and 3. They reopened in December 2021, and participant levels have slowly increased each month.
The number of visits to library facilities	●	▼	354,000	193,330*	326,842*	353,158*	The COVID-19 pandemic has significantly impacted visitor numbers this year. However, Auckland Libraries has offered alternative ways to access their services without visiting a library, such as e-collections, online resources, Click and Collect services at-the-door, Wifi outside our facilities, research and information services via phone and email, as well as virtual programming. Assuming the COVID-19 outbreak eases next year, the on-going Auckland Libraries benefit campaign, the fine amnesty and re-opening of the borders should increase visitor numbers.
The percentage of customers satisfied with quality of local community services, programmes, and facilities			Set baseline ²	Not measured	New measure	New measure	
The percentage of attendees satisfied with a nominated local community event			75%	Not measured*	Not measured*	56%*	Not measured - events were not delivered during the year due to COVID-19 restrictions.
Percentage of customers satisfied with the quality of library service delivery	●	▬	95%	96%	96%	95%	

1. Some level of service statements have been combined to reflect the council's move toward new and integrated ways of delivering services. All levels of service and performance measures from previous years are included. There is no intended change to the level of service provided to the community.

2. New measure - methodology under review to determine baseline. We are utilising the expertise of kaimahi who work with communities to ensure the definition encompasses the right mahi and is workable from a data capture perspective. A survey has been created to understand how many activities fit the proposed definition and will support creation of a baseline. Once we understand the scope of activities the next step is identifying the baseline targets. We are also looking at how we can utilise existing customer experience programmes to capture customer satisfaction. However, this requires us to understand the activities that need to be included as part of any customer experience survey.

Local Planning and Development

We worked with business and community associations to improve local economic development and employment initiatives, and partnered with business associations to deliver free community events.

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
We help attract investment, businesses and a skilled workforce to Auckland							
The percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations	●	—	100%	100%	100%	100%	Our three business associations complied with their obligations.

Local Environmental Management

We partnered with local communities and iwi to deliver projects and programmes to improve the local environment. We funded activities such as stream restoration, delete waste minimisation programmes, supporting environmental volunteers and partnering with schools to provide a range of environmental initiatives. We supported initiatives that celebrate our diverse histories, cultures, and identities and those that celebrate Te Ao Māori.

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
We work with Aucklanders to manage the natural environment and enable low carbon lifestyles to build resilience to the effects of climate change¹							
The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes ²	●		70%	72%	New measure	New measure	
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes ²	●		80%	100%	New measure	New measure	We successfully delivered five Natural Environment (Environmental Services) and Healthy Waters projects for Maungakiekie-Tāmaki in the 2021/2022 financial year.

1. The level of service statement has been amended to include the growing focus on addressing climate change. There is no intended change to the level of service provided to the community.
2. New local environment services performance measures have been introduced to track the delivery performance of local projects that contribute towards specific environmental outcomes in the local board plans.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Local environmental management sustainability initiative

Kids bikes, BMX bikes, adult and novelty bikes; there is something for everyone at the Glen Innes Bike Hub, not to mention the well-equipped workshop and friendly team who love supporting locals to get their bikes up and running.

The Bike Hub in Glen Innes started in 2019 when the Maungakiekie-Tāmaki Local Board made a grant to EcoMatters Environmental Trust to establish a Bike Hub on Maybury Reserve. Since then, the community-led hub has supported thousands of people to learn new skills, share resources and gain access to reliable active transport options.

The GI Bike Hub is open 10am-2pm Thursday-Sunday and is led by Tyson Hobson and a team of volunteers. The team divert and recondition bikes from the waste stream and provide locals with support and advice on basic bike maintenance. This year, despite disruptions due to COVID-19, the hub saw 2581

visitors, fixed 1203 bikes, and sold or gifted 184 bikes to our community, all supported by 763 volunteer hours. When conditions allow, the team will also be found guiding group rides for the community and giving tips for finding the best ways to bike around the area.

Earlier in 2022, the bike hub added to their team with local kaumatua, Te Rehita Tutengaehe (known as Papa T) joining to work alongside Tyson Hobson. They have also built a strong relationship with local bike retailers, working together to provide complementary services to the community.

This initiative not only promotes community uptake of active transport options for healthier more connected communities, but it also contributes to broader aspirations of reducing emissions and waste, while building community resilience—bringing people together to learn and share skills and resources.

With the great success of the Glen Innes Bike Hub, we hope to see more hubs pop up around our local board area in the future.



▲ *Ko Au Ko Koe, Ko Koe Ko Au*. By artist Chantel Matthews-Perawiti and local weavers Ko Tou Rourou led by Karen Nathan and joined by Jamie Te Huia Cowell. The Pou will stand in the Maybury Reserve Glen Innes, to bring attention to the condition of local waterways in Tāmaki, in particular, the Ōmaru Creek which runs through the reserve.



▲ Dunkirk Reserve is brought to life through regular events run by the Out & About team which helps activate local green spaces so they are used to their full potential as well and engage the local community.

Te āhuatanga ā-rohe Local flavour

Artwork in Tin Tacks shines

The *Onehunga Portrait Series*, a lightbox art installation in Onehunga's Tin Tacks Reserve featuring local identities and stories, was a firm favourite for visitors and locals alike.

Auckland Council art curators suggested displays to celebrate the area's history, culture, and identities, commissioning different local artists to produce new works each year. This past year we had portraits which were a collaboration between three artists - Edith Amituanai's photography, Sione Monū's sculptural adornments, and Manu Vaeatangitau's illustrations. Each used the artist's respective forms and creative practice using a mix of media and styles.

Artists collaborated with Onehunga locals to create eight portraits, each themed in relation to interpretations of tarot cards, expressed through overlay illustrations and portrait titles.

Jim Kuresa-Moore, who was a subject for one of the portraits said it was really enjoyable.

"It felt great when my family drove past the lightbox and my three-year-old pointed out and said, "That is our picture!" My wife took a video of our kids visiting the portrait, and they were so happy to see themselves in the large photo. Onehunga Primary School, where I work, made a bit of a deal about it too! It was great to be a part of it."

The lightbox is illuminated via solar panels between 6am and 11pm each day. The Tin Tacks Lightbox project is supported by Maungakiekie-Tāmaki local board.



▲ Onehunga resident Jim Kuresa-Moore and family displayed on the lightbox at Tin Tacks Reserve as part of the Portraits of Onehunga arts series. Art credit: *Jim Kuresa-Moore // Ten of Cups by Edith Amituanai, Sione Tuivailala Monū and Manuha'apai Vaeatangitau*

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2022

\$000s	Notes	Actual 2021/2022	Annual Plan 2021/2022*	Annual Plan 2020/2021
Sources of operating funding:				
General rates, UAGCs, rates penalties		15,855	15,855	14,758
Targeted rates		970	1,010	1,021
Subsidies and grants for operating purposes		6	30	15
Fees and charges	1	213	485	342
Local authorities fuel tax, fines, infringement fees and other receipts		144	223	246
Total operating funding		17,187	17,603	16,382
Applications of operating funding:				
Payments to staff and suppliers		14,524	14,361	13,985
Finance costs		755	747	832
Internal charges and overheads applied		2,517	2,447	1,551
Other operating funding applications		0	0	0
Total applications of operating funding		17,796	17,555	16,368
Surplus (deficit) of operating funding		(609)	48	14
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions*		0	0	0
Increase (decrease) in debt	2	5,714	6,690	2,750
Gross proceeds from sale of assets		0	0	0
Lump sum contributions		0	0	0
Other dedicated capital funding		0	0	0
Total sources of capital funding		5,714	6,690	2,750
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		212	865	180
- to improve the level of service		418	328	310
- to replace existing assets		4,475	5,545	2,274
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	3	5,105	6,738	2,764
Surplus (deficit) of capital funding		609	(48)	(14)
Funding balance		0	0	0

Variance explanation Actual 2021/2022 to Annual Plan 2021/2022*

1. Fees and charges were below plan primarily due to COVID-19 and the associated lockdowns and restrictions decreasing the patronage of libraries and community centres, particularly in Onehunga, Glen Innes and Panmure. In Te Oro, the Glen Innes Music and Arts centre, public programmes were largely delivered online and some regular venue hire clients were able to return while observing the limited capacity levels in the second half of the financial year. From May 2022, term programmes and venue hire returned to planned levels.
2. Capital expenditure was lower than planned. This resulted in a lower net funding deficit which meant that less debt funding was required than planned.
3. Capital expenditure was below plan mainly due to delays in work arising from supply chain challenges and cost escalations resulting in projects not being started. Large underspends arose from:
 - the delay of the Jubilee Bridge renewal and upgrade project. Although the design phase was completed, increased materials costs resulted in insufficient budget to start physical works. Further funding has since been obtained to commence works in the next financial year.
 - the renewal and upgrade to Fergusson Domain courts to multi-purpose courts was delayed due to increased material costs which held up procurement. The project is expected to be completed in the next financial year.

* Same target as the Year 1 of the Long-term Plan 2021-2031 (10-year Budget 2021-2031).

This carpark extension at Ian Shaw Reserve provides more parking and improved safety for the many who use the area, especially those visiting the rowing and waka ama clubs. ►





Recycled artwork at the new Onehunga Community Recycling Centre

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