



**14 March
2023**



Community Newsletter

Muriwai Beach cyclone recovery

Our weekly helicopter LiDAR survey took place on Sunday due to high winds on Saturday, so preliminary results aren't expected until mid-week. However, visual assessment on site and from the air suggests that there haven't been significant changes in the landslides.

Our teams worked over the weekend in Muriwai to take on-site measurements. Each team contained one engineering geologist and two building officials to facilitate entry onto private land and manage safety. Their measurements were used to validate the F-angle mapping reported in the newsletter last Wednesday. They found very good agreement on site in most areas and are making minor tweaks in some others.

An external engineering consultancy peer-reviewed the methodology and F-angle results, and their findings arrived on Monday. They concluded that “the Auckland Council geotechnical advice provides a sound basis for undertaking short-term inspections and possible re-placarding Muriwai dwellings that are subject to slope instability hazard.”

Following these assessments, the placard status of some properties in the Muriwai exclusion zone will be changed. We will be communicating this placard status to each property owner over the next few days.

The reasons why placards can be changed are:

1. A follow up inspection with more time than was initially available reveals more evidence that changes the view of the level of risk.
2. The result of a second opinion or peer review.
3. A re-evaluation after emergency stabilisation work has been undertaken.
4. Following another significant hazard event.

In this case the change is being made because we have more evidence that has changed our view about the level of risk.

These changes are now justified because the movement on the landslides appears to be slowing down to the extent that we can now be confident about their maximum length. We do still expect further movement on the landslides, and there is still a risk that new landslides will form on the steeper cliffs in Muriwai in new places, or adjacent to existing landslides.

Risk level	Rapid assessment outcome	Placard
Low risk ie light or no damage or life risk is expected	CAN BE USED No <i>immediate</i> further evaluation required	CAN BE USED (WHITE)
Moderate risk to life safety ie minor or localised damage to property or surrounding area	Y1 RESTRICTED ACCESS TO PART(S) OF THE PROPERTY ONLY No entry to parts of the property with significant damage	RESTRICTED ACCESS (YELLOW)
	Y2 RESTRICTED ACCESS – SHORT TERM ENTRY ONLY with or without supervision	
High risk to life safety ie severe damage to property or surrounding area likely	R1 ENTRY PROHIBITED At risk from ground failure	ENTRY PROHIBITED (RED)
	R2 ENTRY PROHIBITED Significant damage	

Figure 1: Figure – Placard summary from Ministry for Business, Innovation & Employment Field Guide: Rapid Post Disaster Building Usability Assessment – Geotechnical

Communication process

Today, we will send out letters via email to all property owners in Motutara Road and Domain Crescent. This will be followed by a phone call.

This letter will confirm to property owners the status of their placarded property. If you are a landlord, please ensure that you communicate the placard status with your tenants as soon as possible. The letter can also be used to enable vehicle access at cordons and for the collection of a FlexiBin from the ranger station. Tenants will need a digital or print copy of the letter or proof of address such as a utility bill.

My property still has a red placard – what should I do?

If your property status does not change and remains with a red placard, the same rules still apply. The building cannot be used and entry is prohibited because it is dangerous. This could be from the building itself, from external factors such as adjacent buildings, or from ground failure.

My property has changed from a red to a yellow or white placard – what should I do?

If your property status changes from a red placard to a white or yellow placard, you will now have access, or restricted access, to your property. Some properties can only be accessed on foot due to debris on the roads and some can be accessed by vehicle.

You will be advised in your letter if you can access your property safely. For properties that have been changed to a white placard, there are no restrictions on access. However, Domain Crescent still has debris in some areas which limits access by cars. Currently this means there is no vehicle access past 34 Domain Crescent. Auckland Transport is working to open more road access this week – some properties may only be accessible on foot until then.

If you need to remove any household waste such as spoiled food from fridges and freezers, FlexiBins will be available at the Ranger's Station from midday to 2pm Wednesday, Thursday and Friday this week.

How will I get through the cordon?

If your property has a white or yellow placard, please make sure you present the letter (digital or print) we send you as proof for access, these will be checked at the cordon.

If your property within the exclusion zone has a red placard, further details will be provided on the managed temporary access process for you by the end of the week.

I have a red placard but my property is not in the exclusion zone

This reassessment process is for the exclusion zone only. If you live outside of the exclusion zone and have a red placard on your property, the status has not changed. Visit the [Auckland Council website](#) for more information on next steps.

Exclusion zone placard numbers

Within the exclusion zone, there are 181 properties that have updated placards.

On **Domain Crescent**, 110 red placarded properties were reassessed

- 59 remain red
- 19 are now yellow
- 32 are now white

There were 4 yellow placarded properties

- All 4 are now white

On **Motutara Road**, 63 red placarded properties were reassessed

- 24 remain red
- 14 are now yellow
- 25 are now white

There were two yellow placarded properties that remain yellow and 1 white placarded property which remains white.

High-level plan (roadmap) for properties in the current exclusion zone

- Apply initial F-angle analysis of slip hazard to properties in the exclusion zone
Status: *complete*
- Perform geo-technical review of each property in the exclusion zones and identify any other risk factors
Status: *complete*
- Reassess placard status based on analysis of slip hazard and site observation
Status: *complete*
- Determine if the site is still considered dangerous
Status: *complete*
- Contact property owners (in the exclusion zone only) on updated placard status
Status: *in progress*
- Apply updated placard status to building and update council records
Status: *in progress*
- Communicate managed temporary access to affected property owners
Status: *end of the week*
- Additional geotechnical investigation, analysis and modelling of the slopes at Muriwai
Status: *over the next three to six months, due to complexity of the land stability*
- Review status of remaining red-placarded homes
Status: *once additional geotechnical work to assess risk has been completed, unless new geotechnical information becomes available in the meantime.*

Security

Please note the cordons will continue to be manned. The location of the cordons may change in the future when appropriate due to the change in placard status.

There will be an increased Police presence in the area. Homeowners are requested to leave their placard status visible on their property to help emergency services manage the risks.

Temporary Accommodation Services

Temporary Accommodation Service (TAS) can help with accommodation while homes are being repaired or rebuilt.

Register online at tas.mbie.govt.nz/cyclone-flooding or by calling 0508 754 163.

If you are currently staying with friends or whānau and think you may need to use the service in the coming weeks or months, the TAS team recommends you register with the service now. You only need to register once per household.

Insurance

Homeowners who are impacted by any natural disaster should talk to their insurer in the first instance. If you have concerns about your claim or are unsure about the process, you can contact the New Zealand Claims Resolution Service (NZCRS) on 0508 624 327, or email contact@nzcrs.govt.nz or visit www.nzcrs.govt.nz

The NZCRS has been established to provide expert support to homeowners with insurance claims after natural disasters to avoid disputes and resolve issues.

It's a free service that provides residential homeowners with independent advice, case management support where appropriate and access to legal, technical and wellbeing services to help you achieve fair and enduring resolution of your residential insurance claims resulting from natural disasters.

Insurers are receiving a high number of calls at present and are triaging claims based on the state of the property and its vulnerabilities. Homeowners should make the insurer aware if their situation changes; otherwise please understand that the scale of this event means it will take time for you to receive a response.

NZCRS replaces the Residential Advisory Service (RAS) and the Greater Christchurch Claims Resolution Service (GCCRS) that were set up to deal with the aftermath of the Canterbury earthquakes.

Water supply

Today, we have advised Watercare of the changes to the exclusion zone. This means that from tomorrow they will be able to visit the area to assess the damage to local pipes and plan how they will restore the water supply in the coming weeks. Until service is restored, they will have a tanker providing emergency water from outside Sand Dunz Beach Cafe.

Community Support Hub

Please note the Community Support Hub at Muriwai Surf Club is reducing its hours to 10am to 4pm. It was previously 8am until 6pm.

Mental health support

Anxiety is common during an emergency event. This is a normal response to a very stressful situation. Talking to people and helping others can be both therapeutic and useful.

If you're feeling stressed or overwhelmed, please consider talking with a **1737** counsellor for support, advice and ideas that can help.

Call or text **1737** anytime.

There's also some great advice on managing stress in an emergency on the [Ministry of Health Website Managing Stress in an Emergency page](#)

If you need further support for yourself or for others:

Call your general practice, after-hours GP practice or [Healthline](#) on [0800 611 116](#). In an emergency, call 111.

Are you getting enough sleep?

Find good tips at [Health Navigator](#) (a DHB-endorsed health site)

Need help talking to children about the situation?

[Find good tips on the Kids Health website.](#)

Have we got your details?

If you've received this newsletter via email, then we're all good – we have your correct contact details.

If it has been passed on to you by someone else or you're reading it via a website or social media channel, we'd like you to share your contact details with us. Please email us at muriwai@aucklandcouncil.govt.nz.

There are lots of reasons we might not have your details – you might be a tenant (and we've been dealing directly with the property owner); you might not have provided an email address (just a phone number) to our inspections team; or sometimes, despite our best efforts, handwritten forms lead to mistakes.

Need help?



Visit: aucklandemergencymanagement.org.nz/muriwai

Enquire: muriwai@aucklandcouncil.govt.nz or rbacomms@aucklandcouncil.govt.nz



Phone: 0800 22 22 00



Write: Auckland Council, Private Bag 92300
Victoria Street West, Auckland 1142 | DX CX 10032



**Auckland
Emergency
Management**
Tokonga. Mate. Oholala o Tamaki Makaurau

