



**11 May  
2023**



# Community Newsletter

## **Muriwai Beach cyclone recovery**

### **Auckland transport update – drains and culvert maintenance**

We are aware of concerns from residents of silt build-up and blocked drains.

Subsequently, Auckland Transport contractors will be completing weekly inspections of drains and culverts in Muriwai (or earlier if required due to a significant rain event). This work is part of the Storm Emergency Response and will continue until the end of June.

Cyclone Gabrielle created unprecedented rainfall in the Muriwai settlement, causing slips that blocked roads and the roadside drainage systems. The debris, soil and sediment washed down and infiltrated the stormwater network (pipes and catchpits), causing blockages throughout the existing stormwater system in Muriwai.

Any new blockages will be responded to on an overall priority basis and additional filters/socks to be installed as appropriate to mitigate runoff and silt discharge towards catchpit grates.

In addition, contractors are scheduled next week to hydro excavate run-off debris on Motutara Road and Domain Crescent.

With several sites to check and with silt constantly being pushed around, it may take contractors a while to get around them all to both check and clear.

Visit the [Auckland Transport website](#) to log any new issues.

FAQ:

Why do some rural areas have more limited stormwater infrastructure?

Because rural areas generally have older communities and have had limited development, they typically do not have the same standard of urban infrastructure which is installed by developers using modern requirements.

Muriwai's natural environment and topography (large natural bush on steep land, flow paths and watercourses on private properties) is also a mitigating factor for overland rainfall flow paths.

### **Did the maintenance of stormwater systems contribute to the extent of the damage caused by the weather events?**

No, the significant contributing factors were the above average rainfall in spring and early summer creating increased ground saturation. This resulted in a high amount of runoff during the record extreme rainfall events of January and February.

### **How often are catchpits normally cleared?**

Roadside catchpit sumps are cleaned once per year across the city. We will look to clean Muriwai catchpit sumps twice per year.

### **Who is responsible for what?**

**Auckland Transport:** Auckland Transport (AT) maintains roadside water tables, swales, drains and culverts in the road corridor in these areas, however it is worth noting that these are designed for the purpose of discharging stormwater from the road carriageway in normal rainfall events.

**Auckland Council's Healthy Waters team:** Are responsible for maintenance of pipes and catchpit sumps within the road corridor on behalf of AT, and other council pipes and manholes. Healthy Waters also maintain council facility's water and wastewater systems (e.g. beach toilet block, regional park campground toilet block).

**Watercare:** Watercare manage the public water and wastewater networks across the region. In Muriwai, only some properties are connected to the reticulated water supply network, which was significantly damaged during the cyclone. There is no public wastewater system in Muriwai (instead relying on septic tanks on individual properties).

Visit the [Auckland Transport website](#) to log any new drain or culvert issues.

## **Removal of tree branches**

Muriwai residents can once again book in with Treescape for the free removal of tree branches on private property. On Thursday 25 and Friday 26 May, tree maintenance crews will be available to assist with this work.

The crews will be able to remove clean branches, free of mud or inorganic waste. They can also complete minor remedial works up in trees.

To book this in, please email [AKL.GRNWasteCleanUp@treescape.co.nz](mailto:AKL.GRNWasteCleanUp@treescape.co.nz) by end of day, Sunday 20 May and include location of tree/tree branches, as well as size.

Our teams will respond to all requests, noting that some may not be possible, and will contact you via email or phone to book in the removal.

## Mobile library visit next Sunday

Come on down to the mobile library van, which will be parked up at the community hub at The Surf Club at Muriwai next Sunday 21 May (10am-3pm).

Proudly provided by Auckland Council, the mobile library van will be stocked with a large collection of children's books, plus some adult fiction and non-fiction.

Mobile Librarian Catherine Grey will be offering story-time at 11am alongside games and support for anyone wanting membership. She can also process requests for library items (which can also be delivered when the van is back in the community), returns collected and advice on how you can navigate other available library services.

In addition, one-on-one support is also available for children struggling with reading.

With the van set to come back once a month (with the opportunity to come on a Monday if residents would like), Catherine is keen to know what kind of services they can offer the community, so please come on down and let her know. If the weather is raining or very cold, Catherine will be inside the surf club.

## Temporary accommodation support

We understand that accommodation needs or circumstances can change.

We're working with the [Temporary Accommodation Service \(TAS\)](#) to explore new temporary accommodation options in the area that will better meet local needs.

If you don't require assistance with accommodation right now but you think you might in the future, if where you are staying now isn't working out, or if you are worried about how you will afford it in the future, please let TAS know. This will help them to understand current and future need so they can put in place the right solutions.

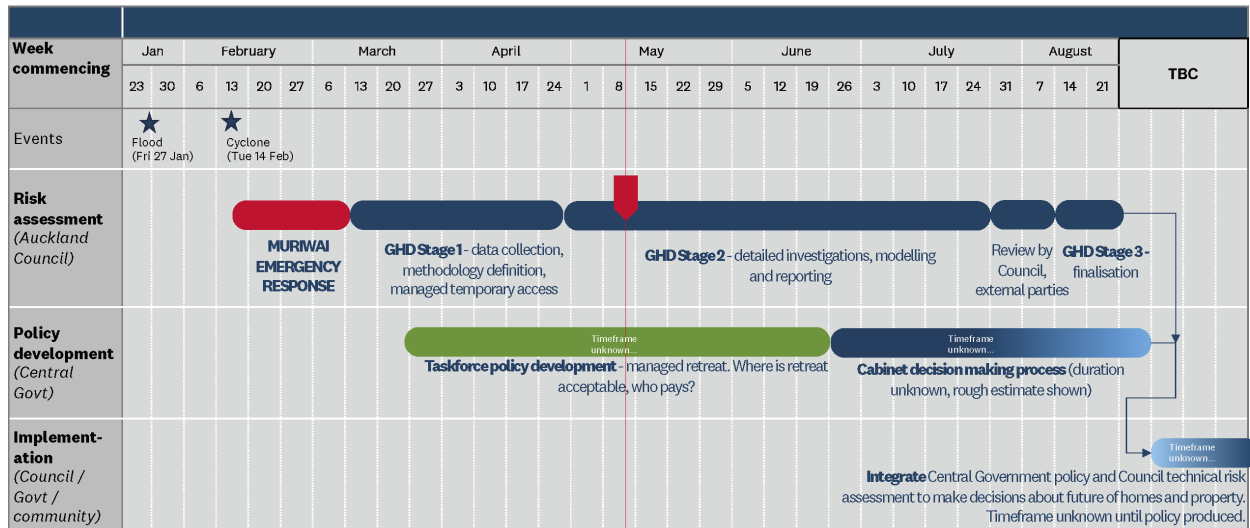
All residents currently at the Muriwai Beach Campground and awaiting motorhomes, will be contacted directly to advise of delivery.

To learn more about TAS and to register with them, visit [www.tas.mbie.govt.nz](http://www.tas.mbie.govt.nz) or call 0508 754 163 (Service Centre operates Monday to Friday – 8.30am to 5pm, Saturday and Sunday – 9am to 5pm).

# 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:** *complete*
- Apply updated placard status to building and update council records  
**Status:** *complete*
- Communicate managed temporary access to affected property owners  
**Status:** *complete*
- Communicate with individuals about their property placard status and assign a case manager to each property  
**Status:** *in progress / ongoing*
- Review closure of Muriwai Regional Park and Muriwai cordons  
**Status:** *review is underway and conditional on a security plan for red and yellow stickered properties and ensuring a reliable water source for residents and the park.*
- Additional geotechnical investigation, analysis, and modelling of the slopes at Muriwai (GHD Stage 2)  
**Status:** *ongoing, for further information please refer to Ross's update in the [27 April Muriwai Newsletter](#).*
- 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). Please refer to Ross's update in the [27 April Muriwai Newsletter](#).*

## Muriwai Geotech programme timeline:



## Building assessments update

Updated placard status numbers in Muriwai as of Thursday 11 May:

- Red 1 – 100
- Red 2 – 5
- Yellow 1 – 22
- Yellow 2 – 31
- White – 305

There are different reasons why these numbers may differ each week, including:

- If remedial action has been confirmed and approved by the council’s compliance team, then the placard can be noted as closed and removed off the list.
- It is identified as a duplicate and removed.
- If was confirmed as one placard for a building with multiple postal addresses, but sits in our system as one legal property.

Visit the [Auckland Council website](#) to learn more about what the placard colours mean.

## Welfare update – what support is available to you

Here is a selection of government and charity/not-for-profit organisation support that’s currently available.

More information is also on the government’s [Connected website](#). Alternatively, you can also visit the [Auckland Emergency Management support webpage](#).

## **Financial support**

### **Work and Income Support**

There are lots of ways Work and Income can help, or they could point you in the right direction. Go to the [Work and Income website for welfare assistance information](#). This information is also translated in multiple languages (factsheets are available at the bottom of the website).

### **Ministry of Social Development**

Funding is also available through the [Ministry of Social Development Community Support Package](#). This includes funding support for disabled people and/or their households.

### **Inland Revenue**

There are ways Inland Revenue can help if you have been affected by the recent cyclones and adverse weather and are worried about not being able to file or pay your taxes on time. Check out [Inland Revenue's cyclone gabrielle update webpage](#).

### **Temporary accommodation:**

Residents who have been displaced due to the recent flooding and cyclone events can register for the [Temporary Accommodation Service \(TAS\)](#). TAS can help you find suitable temporary accommodation while your home is repaired or rebuilt – whether you are a homeowner, renter, insured or uninsured.

TAS temporary accommodation is subsidised by the government, but you also may be eligible for further financial assistance through the MSD, if you are uninsured or your insurance policy does not cover temporary accommodation.

Register online at [tas.mbie.govt.nz](https://tas.mbie.govt.nz) or phone 0508 754 163. If you have any questions, please contact your TAS Coordinator, or email [aucklandfloodtempaccom@mbie.govt.nz](mailto:aucklandfloodtempaccom@mbie.govt.nz) or call 0508 754 163.

### **Free support for processing home insurance claims**

If you would like support and advice on your residential home insurance claim, the New Zealand Claims Resolutions Service (NZCRS) can help.

The NZCRS is a free service that provides residential homeowners with advice, case management support where appropriate and access to legal, technical and wellbeing services to help them achieve timely, fair and enduring resolution of their residential insurance claims resulting from natural disasters.

They are there to help whether you are unsure by what your insurer is telling you or have specific questions about either your insurance policy or the process that will be followed to settle your claim.

You can contact NZCRS on 0508 624 327, email [contact@nzcrs.govt.nz](mailto:contact@nzcrs.govt.nz) or visit [nzcrs.govt.nz](https://nzcrs.govt.nz).

## Wellbeing and health

### Health and wellbeing support for work, training or study

Health and wellbeing support is available to help you with work, training or study. Visit the [Work and Income website](#) for more information.

### All Sorts

Going through a natural disaster can be stressful and scary, and right now you will be feeling a mixture of emotions. The government-supported website [All Sorts](#) provides further guidance on what you might be experiencing and how to access free support. You can read their [flyer on getting through a natural disaster](#), which is also available in [other languages](#).

### Counsellor support – text 1737

The current and recent weather events are distressing. If you are feeling stressed or overwhelmed – you might want to think about talking with a 1737 counsellor for support, advice, and ideas to help right now.

Call or text 1737 anytime.

There is also some great advice on managing stress in an emergency on the [Ministry of Health website](#).

### Lifeline

Call 0800 543 354 or text HELP (4357) to talk to a counsellor or trained volunteers.

### Healthline – 0800 611 116

For trusted health advice and information. If you have questions about your medication, you are away from home, you are not sure about something, you cannot access a GP, or you do not currently have a GP, Healthline can help, including arranging a virtual GP consultation.

You can choose to speak with a Māori clinician (if you are calling 8am-8pm). The Healthline team are all committed to culturally safe practice and are there for you 24/7. If you are seriously unwell and need emergency care, please call 111.

### Kids Health

The [Kids Health website](#) has some good tips on coping with a natural disaster.

### Asian Family Services

Call 0800 862 342 to access help in eight languages, including Mandarin, Cantonese, Korean, Vietnamese, Thai, Japanese, Hindi, and English.

The helpline provides nationwide free and confidential counselling, public health education and support for all Asians in New Zealand. The helpline is available from Monday to Friday between 9am-8pm

### Wellbeing support for business owners

Business owners and managers can apply for confidential one-on-one professional mental health support by visiting [Firststeps.nz](#) and filling out a simple application. This will give you free access

to support from qualified health and wellbeing providers. First Steps has a list of preferred providers and have partnered with [Clearhead](#), who have over 500 mental health professionals across New Zealand here to support those in need.

## Legal advice

### Community Law Centres

Community law centres offer free legal information and advice to people who cannot afford to see a lawyer. Visit [communitylaw.org.nz](https://communitylaw.org.nz) to find out more.

### Citizens Advice Bureaus

Free advice about anything – in your local area and in your own language.

Visit [cab.org.nz](https://cab.org.nz), email [admin@cab.org.nz](mailto:admin@cab.org.nz) or call 0800 367 222.

### Youth Law

Provides free legal services for all children and young people under 25. Visit [Youth Law](#) or call 0800 884 529.

## Have we got your details?

If you have received this newsletter via email, then we are 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, you can [sign-up](#) to receive this newsletter directly to your inbox.

### Previous newsletters

If you're new to the Muriwai Newsletter, please visit the [Auckland Emergency Management website](#) to read previous editions.



### Need help?



Visit: [aucklandemergencymanagement.org.nz/flood-event-2023/piha-community-information](https://aucklandemergencymanagement.org.nz/flood-event-2023/piha-community-information)  
Enquire: [muriwai@aucklandcouncil.govt.nz](mailto:muriwai@aucklandcouncil.govt.nz) or [rbacomms@aucklandcouncil.govt.nz](mailto:rbacomms@aucklandcouncil.govt.nz)



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