



WAIROA RECOVERY

TE WAIROA KA ORA TE WERO TE TAKI
STRENGTH x UNITY x RESILIENCE



WEDNESDAY, OCTOBER 23RD 2024 | NEWSLETTER 15



**FOR
INFORMATION
AND HELP
RELATING
TO CYCLONE
GABRIELLE
AND THE JUNE
FLOODING
EVENT PLEASE
CONTACT
US:**

IN PERSON

at the Wairoa District Council
during office hours

EMAIL

recovery@wairoadc.govt.nz

ONLINE FORM

via WDC website:

[www.wairoadc.govt.nz/
contact-us/customer-
service-request/](http://www.wairoadc.govt.nz/contact-us/customer-service-request/)

RECOVERY WEBSITE

www.wairoarecovery.co.nz



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Wairoa Recovery
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Visit our website or email us:
recovery@wairoadc.govt.nz
www.wairoarecovery.co.nz

RECOVERY TEAM RELOCATED TO COUNCIL OFFICES

Wairoa's Recovery team is settling into its new office space based out of the Wairoa District Council site on Queen Street.

After Cyclone Gabrielle, the Recovery Office was located at the Wairoa Airport lounge, as the team wanted to be as close as possible to those impacted by the cyclone.

The move to the south side means they can now be closer to those affected by the June flooding and also be able to draw on Council resources more easily.

Recovery Manager Te Aroha Cook said the team is focusing on door-knocking for those involved in the June flooding event.

"We have been on the ground trying to connect with people to ensure their needs are being met. It can be hard to track people down as many cannot stay in their homes. If you haven't been contacted, please get in touch with us so we can see if there is any additional information or support we can provide.

"Our role is about connecting people. This is a different response to Cyclone Gabrielle where Wairoa was part of a national and regional response. Now, our focus is on ensuring that people can be connected to the agencies that can help them the most.

"While we are taking the gauge on the south side at the moment, the North Clyde side of town is still very much a priority. We are working across both these areas to get as many people as possible back into their homes before Christmas."



**Wairoa's
Recovery team
is now based out
of the Wairoa District
Council offices, from back
left Danie Brown-McKenzie,
Recovery Manager Te Aroha
Cook, Jason Hayes-Moeau,
Rupene Amato and
Michelle Tahuri-
Olsen.**



FROM THE RECOVERY MANAGER

I was appointed Wairoa Recovery Manager in July, with my focus on overseeing the initial recovery needs of those impacted by the June flooding event. Council has now requested that I also manage the remaining recovery needs for those impacted by Cyclone Gabrielle in February 2023.

This has required a reset of our recovery priorities, including relocating the Recovery Office from the Wairoa Airport to the main Council Building in Queen Street. This ensures ease of access for any person needing to meet with any member of the Recovery Team; Rupene, Jason, Dani, Michelle, or myself, whether seeking assistance on how to make applications to the Mayoral Relief Fund, seeking furniture/clothing items that we may be able to access, or advising us of issues that we may be able to assist with directly, or connecting people with the appropriate organisation/service.

Regarding the Recovery Rebuild, it is important to note that the significant funding provided by Central Government and other agencies such as Red Cross for the Gabrielle Rebuild, has not been repeated for the June flooding event. This means we are unable to access Red Cross furniture bundles for those impacted in June. We also don't have access to funds to offset the cost of repairs for uninsured, or underinsured homes.

We are reaching out to organisations which may be able to assist in accessing funding, or purchasing goods/building materials, however, in an environment where weather events are becoming more frequent, these options are becoming limited. If you are a member or connected to an organisation, or know of one, that may be able to assist, please contact the Recovery Team.

Applications to the Mayoral Relief Fund from those impacted in June continue to be received. If you were impacted and have not applied, you are encouraged to do so. Information can be found on the Council's website, or contact the Recovery Team at the Council Office, and we will assist you through the process.

Those homeowners whose insulation had to be removed following the June flooding are also reminded to submit a Customer Service Request by mid-November. This can be done online via the Council's website or contact one of our team who will register your details. All CSR's for insulation are forwarded to Hawke's Bay Regional Council and their insulation provider to action, as this fund is not managed by the Recovery Team or Council. If you were insured and have already had insulation reinstated, please contact the Recovery Team to discuss what information is required to claim the excess you may have had to pay your insurer.

Following any event of significance, people can become overwhelmed and, at times, frustrated by what is seen as a lack of progress. The steps that need to be followed may seem bureaucratic, a barrier, or completely unnecessary. If you are feeling overwhelmed, or simply don't know where to start, contact the Recovery Team and we will connect you with those able to assist in navigating your way around building/resource consent processes, or how to engage the services of Tradies.

Following an event, people can find themselves isolated or disconnected from what was once a thriving community network. To enable people to re-connect, we have facilitated; viewing of Encanto in Te Reo Māori at the Gaiety Theatre, School Holiday programme for flood impacted youth, Whānau Day at Frasertown School, a Rangatahi Exhibition at the Wairoa Taiwhenua Building and Laser Tag. Plus we have Bounce Back Baby coming up on November 15

Recovery is not achieved over a matter of weeks or months. It can take years and requires respective agencies to continue to carry out their legislative or regulated functions. The role of Recovery is to ensure that where there are gaps, connections are made. Recovery is only here for the short-term, a year at best. If you need advice or assistance, please contact us.

AGING AND DISABILITY EXPO

The Wairoa Recovery Team had a presence at the recent Age Concern Aging and Disability Expo.

The expo aimed to bring together information and services with the Recovery Team, sharing advice, connections and flood recovery knowledge.

Pictured at the expo are Recovery Team members Danie Brown-McKenzie and Rupene Amato.

To contact Age Concern please phone 06 838 3388.



BE WATCHFUL

The Recovery team have been made aware of cases of misrepresentation in the community.

There have been incidents where people have turned up at local addresses and identified themselves as being sent from the Recovery office – but in fact were not.

Our Recovery team is well known (as per the photo on page 1 of this newsletter) and wear Recovery-branded clothing. If you have any concerns about approaches that may not be genuine, please contact the Recovery Office at the Wairoa District Council – 06 838 7309.

INITIAL ENGAGEMENT WITH POTENTIALLY IMPACTED WHĀNAU AND PROPERTY OWNERS

Since the devastating Cyclone Gabrielle North Clyde flooding, work has been ongoing to find possible solutions to help protect the community of Wairoa from future flood events.

A Tripartite group of the Wairoa District Council, Tātau Tātau o te Wairoa Trust and Hawke's Bay Regional Council have been working together with a local Stakeholder Group, river engineers and technical experts on flood mitigation options. More recently, this group has included the Government-appointed Crown Manager, Lawrence Yule.

Together, this group has made the commitment to go out to the community of Wairoa to explain all of the flood mitigation options considered so far, including their benefits and limitations.

The group has also made the

commitment to starting the conversation with whānau and property owners who may be impacted by two of the technically viable options that need further consideration in order to give them as much time as possible to understand the options being considered and how those options may impact them, before engaging with the wider community.

This initial engagement with potentially impacted whānau and property owners has begun, and a broader community kōrero about flood mitigation options for Wairoa will start with a community hui on Tuesday, 5 November, from 6pm at the War Memorial Hall, Queen Street, Wairoa.

Everyone is welcome, and we look forward to updating you all on this important community mahi.



WAIROA FLOOD MITIGATION PROJECT

Since the devastating Cyclone Gabrielle North Clyde flooding, work has been ongoing to find possible solutions to help protect the community of Wairoa from future flood events.

Conversations with whānau and property owners who may be impacted by two of the technically viable options have already started, in order to give them time to understand how these options may impact them.

Our broader community kōrero about possible flood mitigation options for Wairoa will start with a community hui on **Tuesday, 5 November from 6pm** at the **War Memorial Hall, Queen Street, Wairoa**

Everyone is welcome, and we look forward to updating you all on this important community mahi.

Lawrence Yule, **Crown Manager**

info@wairoafloodproject.co.nz

WAIROA MAYORAL RELIEF FUND OPEN FOR APPLICATIONS

The Wairoa Mayoral Relief Fund, established in response to the impact of the subsequent heavy rainfall event on June 26 2024, is open for applications.

The local fund aims to support Wairoa District residents most affected by the flood event, particularly those whose homes have been yellow-stickered.

So far around \$372,000 has been distributed to applicants.

The aim of the fund is to provide some relief to those impacted and enable some immediate needs to be met. There is not enough funding available to meet everyone's needs, and the fund is not intended as a substitute for insurance.

Applications can be made online via the Wairoa District Council website or by

calling the Council offices and collecting a hardcopy application form.

All applications are considered by a panel comprising Nigel How, Chair of Wairoa Taiwhenua, well-respected kaumātua Hine Kohn and Wairoa Mayor Craig Little.

A reminder to applicants, if you can please complete your application online as this enables it to be processed more quickly. Also don't forget to attach the relevant information, especially bank account details.

To apply head to <https://www.wairoadc.govt.nz/services/civil-defence-emergency/flood-related-information/wairoa-mayoral-relief-fund-june-2024/>



SAFETY MESSAGING KEY

Building a positive relationship between tamariki and our wai, awa, roto and moana in a fun and safe environment was the kaupapa behind the Wairoa Recovery school holiday programme.

The free programme was designed for tamariki/rangatahi who were directly affected by the June flooding. Activities included visits to the beach, Lake Waikaremoana, Kiwa Pools and movies.

Everyone who participated in the programme also received a Wairoa Recovery 'grab bag' comprising a backpack filled with basic supplies that might be needed in the event of a disaster. Messaging also included whānau safety plans.



Grab bags and safety messaging were incorporated into the Wairoa Recovery Holiday Programme.

TEMPORARY ACCOMMODATION SERVICES

The Temporary Accommodation Service (TAS) is available to support households with temporary accommodation following a Civil Defence emergency.

Currently, TAS is actively supporting whānau in Wairoa who have been impacted by Cyclone Gabrielle and the June floods, with support still available.

Following Cyclone Gabrielle, TAS provided accommodation to 55 eligible households with 18 active registrations still in place. In response to the June Wairoa flooding - the team has received 85 registrations. These have all been assessed, and 24 eligible households have been provided with accommodation, including transportable cabins. There are some delays in connecting cabins due to difficulties getting tradesperson time, which is delaying the process.

The accommodation service is in place to help support eligible households in the community while their house is being repaired, rebuilt or they are

awaiting confirmation on the circumstances of their home.

If your home has been impacted by the recent flooding, registration via website or phone is the first step. A member of the TAS team will be in touch within five working days to discuss the household situation and determine eligibility and temporary accommodation needs.

TAS is part of the Ministry of Business, Innovation and Employment (MBIE) and there is a cost for all temporary accommodation options; however, assistance is available for those who face financial hardship.

Temporary accommodation may include motor homes, cabins or placement into hotels or motels.

TAS will work with households to provide suitable accommodation and stay in contact to help them transition back into permanent accommodation.

If you think you may be eligible or know someone else who may be eligible, register via [mbie.govt.nz](https://www.mbie.govt.nz) or by phone at 0508 754 162.

SUPPORT APPRECIATED

A big shout out to the Māori Wardens who provided much-needed on-the-ground support in Wairoa following the June flooding.

Wairoa recovery Manager Te Aroha Cook said she is very grateful to have had this team on the ground checking in on people's welfare and providing support. "This group went above and

beyond, and we really appreciate their work."

The Māori Wardens also ran the Pātaka – a distribution centre for essential items. While some supplies are still available, the Pātaka is no longer open to the public. If you need essential items or supplies, please fill out a Customer Service Request, which will be assessed.



The Māori Warden support team pictured delivering their last load of supplies from the Pātaka and about to enjoy a meal on their final night in Wairoa.

CYCLONE CLEAN-UP SUPPORT CONTINUES

Assistance to dispose of flood-related materials is still available.

If you have materials that need to go to the landfill, please complete a CSR (Customer Service Request), and collection will be arranged.

Wairoa District Council Chief Executive Kitea Tipuna said the Council is continuing to meet the needs of the flood-affected communities on both the North Clyde side of town and those impacted by the June flooding.

"We are also still supporting under-house silt removal, and we can direct people to the right agencies for the removal of under-house insulation and reinstatement.

"The council has collected thousands of tonnes of flood-affected property, which has been disposed of at no cost to individuals. We won't be able to continue this free service indefinitely, but we want to help our community and ensure these materials are disposed of appropriately for as long as possible.

"Because we need to collate the collection of building materials and silt, we ask everyone who would like building materials collected or under house silt removed to please lodge a CSR (Customer Service Request) with the Council to arrange collection. This can be done by phoning the Council on 06 838 7309 or going online at <https://www.wairoadc.govt.nz/contact-us/customer-service-request/> or call into the Council offices."

NEED SUPPORT? WE ARE HERE

For those experiencing increased anxiety, feelings of helplessness, frustration, anger, or worry – there is help available. You do not have to go through it alone.

Napier Family Centre's (NFC) counselling team is available to support the Wairoa community free of charge.

People can access free counselling support whether they have been directly or indirectly affected by Cyclone Gabrielle or the June flooding. Offering confidential services from a private space on the Marine Parade, NFC offers Wairoa whānau a safe place to explore and express your thoughts and feelings with support and without judgment. The counselling team are all registered with professional bodies.

The NFC team aims to minimise barriers to accessing the service. No referral is needed - individuals can start the process by calling 0508 678 910.

DIRECTORY OF RECOVERY INFORMATION

Wairoa District Council has set up a one-stop shop page with key information and contact details for whānau who need support during recovery from the June Flooding event and Cyclone Gabrielle.

We have listed as many organisation and agency details as possible on the Council's website, www.wairoadc.govt.nz; click the Flood Information tab on the homepage.

MAYORAL RELIEF FUND

The Wairoa Mayoral Relief Fund, set up in response to the heavy rain on 26 June 2024, is open for applications. The local fund aims to support Wairoa District residents most affected by the flood.

Apply here: <https://www.wairoadc.govt.nz/services/civil-defence-emergency/flood-related-information/wairoa-mayoral-relief-fund-june-2024/>.

INSULATION

Whānau whose homes were damaged and affected by flooding from the June 26 event may be eligible to have insulation reinstalled at their house. Subject to conditions, those who require insulation replacement could have between 80% and 100% of the cost subsidised by the Energy Efficient & Conservation Authority (EECA). This initiative is only available to those affected by the June 26 Flooding event.

If you would like to have insulation replaced at your flood-affected home, please fill in a Customer Service Request Form and call into the Wairoa District Council office.

If you would like to speak to someone about this initiative, please call 06 838 7309.

KAHUNGUNU EXECUTIVE

The team at Kahungunu Executive provides a range of services and programmes that could benefit local whānau affected by flooding. These services include counselling, parenting programmes, abuse prevention, home-based support and mental health.

To contact Kahungunu Executive, email kahu-exec@xtra.co.nz or call 06 838 3259 or 06 838 6835. Or you can visit www.kahu-exec.co.nz.

ENABLED WAIROA

The team at Enabled Wairoa provides a range of services that could benefit local whānau. These services include Emergency and Transitional Housing, family support: one-on-one mentoring support for parents, Strengthening Families Support: to support whānau who are dealing with two or more agencies to achieve their goals. The team at Enabled is available from 9am to 5pm.

To contact the team, please email yuanita@enabled.org.nz, call 06 838 7390 or visit www.enabled.org.nz.

FLOOD WASTE COLLECTION

Flood-damaged household items and materials are no longer being collected from the kerbside.

Disposal of these materials needs to be directly at the landfill. If residents do not have insurance to cover the disposal cost, they can apply to the Wairoa District Council for the disposal costs to be covered by the Council.

Please find the form here: <https://www.wairoadc.govt.nz/services/civil-defence-emergency/flood-related-information/>.

INSURANCE COUNCIL NEW ZEALAND

It is essential to contact your insurance provider as soon as possible after an event to ensure the claims process is as easy and efficient as possible. They can advise you on the best next steps to take, and any information they need from you to get the claim process underway to help you get things back to normal. Your private insurer will be your single point of contact to support your insurance recovery if the land immediately around your home, or over the first 60 metres of your main accessway, is damaged in a natural disaster, and a Natural Hazards Claim (NHC) is required. Householders do not need to raise a claim directly with NHC Toka Tu Ake, your private insurer will handle this on your behalf.

For more information, please contact Insurance Council New Zealand on 04 472 5230, or email icnz@icnz.org.nz. You can also visit their website www.icnz.org.nz.

INSURANCE CLAIMS RESOLUTION SERVICE

Dealing with residential insurance claims after a natural disaster can be complex and confusing.

The New Zealand Claims Resolution Service (NZCRS) supports homeowners with residential insurance claims after natural disasters to avoid disputes and resolve issues. Contact the team at NZCRS on 0508 624 327 or visit www.nzcrs.govt.nz.

WELFARE

For welfare support, please phone the Council on 06 838 7309 and lodge a CSR (Customer Service Request). Or visit the Council's website, www.wairoadc.govt.nz, and lodge a CSR online.

MINISTRY OF SOCIAL DEVELOPMENT

If you and/or your whānau need emergency welfare help, please phone the Ministry of Social Development on freephone 0800 400 100.

- Civil Defence payments are available for people affected by the June 26 flooding event.
- You don't need to be on a benefit to qualify for a Civil Defence payment.
- In most cases, it doesn't matter what your income is.
- For more information about the Civil Defence payment, visit the Work & Income website.
- You can also call Work & Income on 0800 559 009.

PSYCHOSOCIAL SUPPORT

Free health and wellbeing support is available to help whānau at this difficult time. Ka Ora Telehealth 0800 252 672 offers same-day clinical consultations with a doctor or nurse. They are easy to book for anyone who cannot access a GP, including people who are not enrolled with a practice and rural and isolated communities. Ka Ora Telehealth can also issue prescriptions and make referrals as needed. You can also access counselling by calling/texting 1737.

TEMPORARY ACCOMMODATION SERVICES

If your household was impacted by the recent Wairoa flooding event, and you need support finding temporary accommodation, the Temporary Accommodation Service (TAS) can help. Owner-occupiers and renters of houses made uninhabitable are eligible. TAS provides medium and long-term accommodation to people who are displaced. The type of accommodation varies depending on location. Register your details with TAS, and a staff member will call you within a few working days to discuss suitable temporary housing options. TAS staff can also guide how to access support services such as insurance advice and financial assistance.

For more information and to register your details, please call 0508 754 163 or visit www.tas.mbie.govt.nz.

ANIMAL SUPPORT

If you need assistance with your pets (including food), or if your pet has gone missing, please touch base with Council's compliance team by calling 06 838 7309, emailing compliance@wairoadc.govt.nz, visiting the Council office and leaving your details at reception, or filling out a customer service request form: www.wairoadc.govt.nz/contact-us/customer-service-request/.

WOODY DEBRIS RECOVERY ON TRACK

The woody debris recovery project along the Mahia to Napier coastline is on track to be completed by the end of the year.

The project is part of the Silt Recovery Taskforce and is focused on cleaning up silt and debris from beaches and river mouths left in the wake of Cyclone Gabrielle.

Since the February 2024 cyclone, approximately 175,000 m³ of woody debris has been collected from within the Wairoa district, with around 100,000 m³ since March 2024.

In total, across the region, over 2 million m³ of silt and debris, and 1.1 million m³ of woody debris, or 237,500 tonnes have been recovered.

The Wairoa June 2024 rain event moved some of the debris around, and additional work has been required to collect, stack the recovered debris, and then arrange the burning or shredding of the material.

The coastline sections targeted over the past few months have included the Nuhaka River mouth through to the Iwitea lakes area, the Waikare River mouth to Ridgemount bluffs and back to the

Mohaka River mouth and the Aropoanui Beach and river mouth estuary.

Reinstatement work on the Wairoa reserves has also been carried out to return these areas to pre-flood conditions.

The programme has also included collecting plastics/wire and man-made debris from higher profile coastline areas and conducting bird nesting surveys.



Woody debris recovery at the Waikare River mouth toward Mohaka Beach

LOCAL KNOWLEDGE PREVAILS

"The voices of the Wairoa community have been validated," said Wairoa Mayor Craig Little.

"The independent government-commissioned review of the Hawke's Bay Regional Council's (HBRC) planning and management of the Wairoa River mouth and bar highlighted shortcomings – as our community said it would."

The 66-page report, which was released in early September, by Bush International Consulting, was commissioned after the devastating June 26 event, which flooded hundreds of Wairoa properties.

Mr Little said that the Wairoa community had unwaveringly stated that the June 26 flooding was avoidable, and the independent report confirmed what everybody in Wairoa already knew.

This was further confirmed in a statement released by Environment Minister Penny Simmonds, Local Government Minister Simeon Brown and Emergency Management and Recovery Minister Mark Mitchell who said the review "highlighted shortcomings around planning and management of the river mouth and bar and recognised the need for greater engagement from the Hawke's Bay Regional Council with the Wairoa District Council and community on emergency preparedness".

Key points from the report included:

- No operational plan for the ongoing management and maintenance of the Wairoa River mouth currently exists.
- To widen the (river) bar, weather and sea conditions need to be aligned, and it takes five to seven days. It is not possible to complete the mechanical digging and grading required at short notice when a flooding risk is imminent.
- Management decisions for the river mouth are made in Napier/Hastings by the HBRC, on the basis of infrequent physical inspections of the bar.
- The risks of remote management of the bar were well-known prior to this event.

Mr Little said the release of the independent government commissioned report coincided with the Hawke's Bay Regional Council releasing three other reports relating to Wairoa River mouth management. "These self-assessment style reports are not impartial, and we thank Mike Bush and his team for the independence their report has brought to this process, particularly considering the necessary short time frame.

Mr Little said at around the same time of the Bush report being released, other HBRC consultants' reports were received, despite the regional council having had the reports for weeks. "We are undertaking a thorough review of these reports, taking advice and seeking input from those with local knowledge to compare the modelling with actual observations.

"The review identifies the need for a Management Plan which formalises the utilisation of Indigenous knowledge and Kaupapa Māori in the management of the Wairoa River and bar and the identification of the need to better monitor the river both locally and remotely to identify trigger thresholds for action would be a huge step forward, particularly if the management plan is implemented alongside his other recommendations."

Mr Little said the Council has concerns about the reports undertaken by the HBRC contracted consultants. "Once again, they have placed a lot of reliance on modelling of river and sea conditions and ignored local observations and knowledge." Mayor Little said.

"The seas in the weeks leading up to the 26 June flood were not large and data we have obtained has confirmed that the maximum significant wave height in the five days leading up to the flood between 21 June and 26 June were quite moderate, maxing out at around 1.2 m. The waves only started to increase from about midday on 25 June and, even at their peak, were only comparable to an annual event. There was plenty of time prior

to the predicted rainfall for better management of the Wairoa River mouth." Mr Little said.

"Work on opening the river mouth should have started much earlier, and this is one of the key findings of the independent report undertaken by Mike Bush.

"In the interim, we look forward to the implementation of an improved management regime as recommended by Mike Bush. We are keen to provide our institutional and local knowledge into how the Wairoa River and the Wairoa River mouth can be best managed so as to protect our community." Mayor Little said.

Mr Little said the report stated that locals were saddened by the apparent failure of HBRC to internalise the insights of prior experience and previous reviews. As with Gabrielle, they felt unheard and isolated from wider support.

The report made a range of recommendations including that Senior Leaders at the HBRC need to prioritise their relationships with and communications to the Wairoa community and its leaders in order to rebuild trust and thus enhance future resiliency. Above all, Wairoa locals, including iwi, must feel sincerely listened to, both in advance of and during events. Optimal local government, emergency management and environmental management outcomes are all best secured through positive and trust-based partnerships.

For the full report please click on the following link <https://www.wairoadc.govt.nz/assets/Document-Library/Reports/2024.08.30-Final-report-Review-of-the-management-of-Wairoa-River-Bar-BIC.pdf>



ROTARY SENDS MESSAGE OF HOPE TO WAIROA

Creating hope was the message behind a Rotary initiative that saw the delivery of dehumidifiers and other equipment to help Wairoa flood-impacted people.

The Stortford Lodge Rotary Club of Hastings, in conjunction with the Wairoa Rotary Club, wanted to support Wairoa and felt the dehumidifiers and associated equipment were the best way to help with Wairoa's post-flood needs.

Stortford Lodge Rotary Club project lead Stuart Knauf said the club applied for funding for the equipment through Rotary International. "Effectively, the club owns the equipment which can be lent to Wairoa people for as long as they need it and, in the future, to others as well.

"It has been great to have the Stortford Lodge and Wairoa Rotary clubs working together to help people. It's a privilege for us to be able to put our support where it is needed by providing a service to the community and helping the people of Wairoa."

Wairoa Rotary President Fenton Wilson said the loaning of the equipment demonstrates the reach of Rotary, which is an international service organisation. "Thank you to the

Stortford Lodge Club for your work in sourcing this equipment and supporting the Wairoa community."

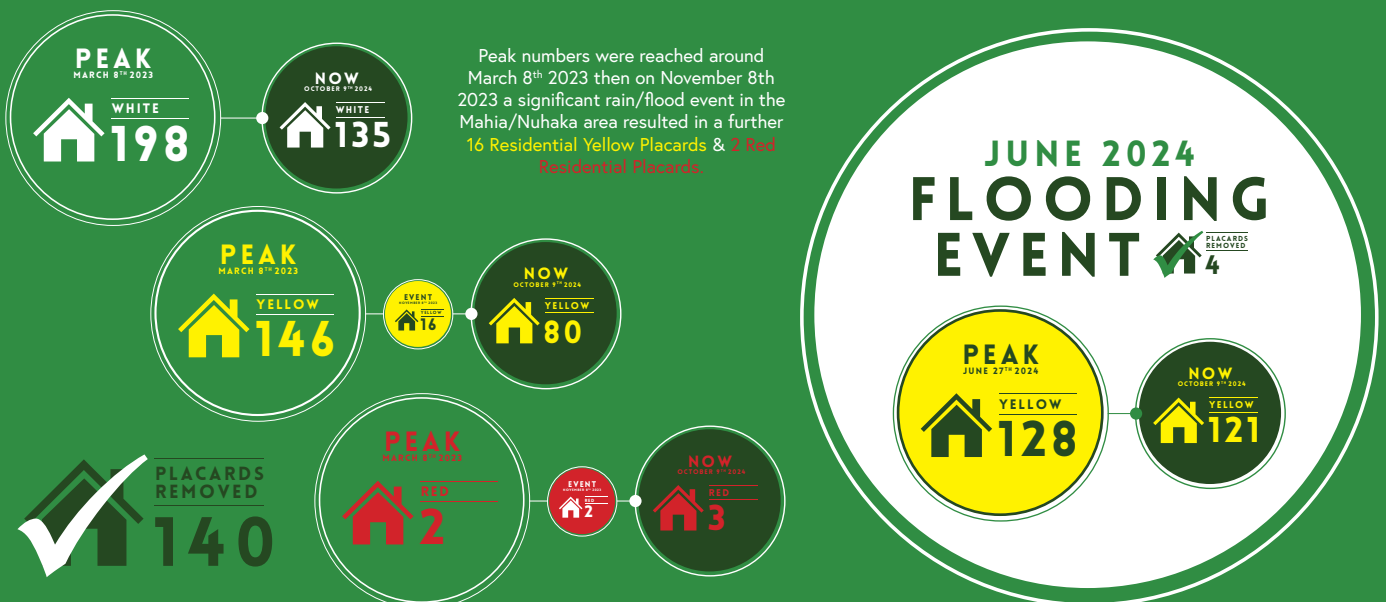
If you need equipment to help dry your home, please apply for support by filling out a Wairoa

District Council CSR (Customer Service Request) online via the WDC website: www.wairoadc.govt.nz/contact-us/customer-service-request, or phone the Council on 06 838 7309.



The Stortford Lodge Rotary Club of Hastings was the instigator of providing dehumidifiers and other equipment to help with drying houses for flood-impacted people in Wairoa. Pictured are Stortford Lodge Rotarians, Ken Haines, Pete Mackie, Brian Kelsey and Stuart Knauf, who, along with Wairoa Rotarian of 55 years John Gemmell, and Wairoa Rotary President Fenton Wilson presented the equipment to Wairoa Recovery Kaimanaaki Matua Rupene Amato and Māori Wardens Anna Cook, Sophia Harris and Janie Wichman who helped distribute goods and products to those in need via the Wairoa Pātaka.

STATUS OF STICKERED HOMES



A FOUNDATION FOR THE FUTURE

Assisting with two flood events within 18 months of each other has seen QRS grow its operational strength and coordination to meet the district's needs.

The response has led to more employment opportunities for locals and a strong foundation for QRS says the Wairoa roading company's chief executive, Jeremy Harker.

The compassionate and practical response to Cyclone Gabrielle and the June flooding from Quality Roding and Services staff has cemented the company's value to the region for years to come.

Jeremy reflects back to February 14 2023, when the events of Cyclone Gabrielle were pivotal for the mid-sized company.

"During the state of emergency, we found ourselves in the eye of the storm, and I am very proud of how QRS and the community reacted.

"Not only did we respond to the community's needs immediately after the cyclone, but once things had settled down, we began playing our part in the government-funded recovery with NZTA Waka Kotahi and Wairoa District Council," explains Jeremy.

QRS coordinated its own staff and over 40 sub-contractors to focus on reopening roads, silt removal, and

clearing flood-damaged property. The staff commitment to the community was impressive given that QRS's own depot was seriously flooded and that some employees were managing severe damage to their own homes.

"Our staff hit the ground running, making early decisions based on what aid and assistance we could provide. The good relationship we have with our owner, Wairoa District Council, meant it had confidence in us to just go out there and start."

Soon, the much-needed financial boosts for repairing local roading arrived, and the region began to move forward with the continuing help of QRS.

Staff focused on connecting communities by clearing and opening roads, culverts, slips, and other damage. They also worked alongside local contractors removing silt and flood debris from flood-impacted property. "Secure funding gave Wairoa District Council and ourselves a way forward, a new-found focus."

Recent strategic positioning and business diversification by QRS meant the company could handle the daunting tasks that lay ahead, says Jeremy. It's also meant the nearly 30-year-old company has been able to successfully springboard into its next phase. "We saw that with our

response to the June flooding. We were on the ground and could take our previous learnings and respond more effectively and efficiently.

"Staff numbers have grown from 90 to 130, including in the concreting and traffic management divisions. QRS now has greater bitumen spraying capability, two new project supervisors, a competency assessor, and a second health and safety staff member, all supporting the urgent civil infrastructure work needed across the region.

There are other long-term positives to have come out of the event. "The cyclone has had a large impact on our town, but one good thing is that we now have the confidence to be a company of scale, a company that has earned the respect of locals, and the civil contracting industry nationally. That's good for our future and, as a result, good for our community."

QUANTIFYING REGIONAL SUCCESS

14 February 2023, QRS gets to work for the community.

Forty contractors come to help. Some days there were up to 34 diggers, 21 tip trucks, and dozens of loaders, bobcats, tractors, and dump trucks, working in the community.

Six hundred tonnes of rubbish and 1,500 tonnes of silt were removed to landfill every day.

There were 875km of local roads and 175 bridges and culverts to check and work on.

In 2023, QRS made a \$1.05m contribution to its owner, Wairoa District Council and donated \$138,000 in community sponsorship.



Operations manager Anthony O'Sullivan surveys the dozens of contractors working with QRS to clear flood-impacted properties of silt and debris.

JUNE 2024 FLOOD

There was a sense of déjà vu when QRS helped whānau affected by the June 2024 floods.

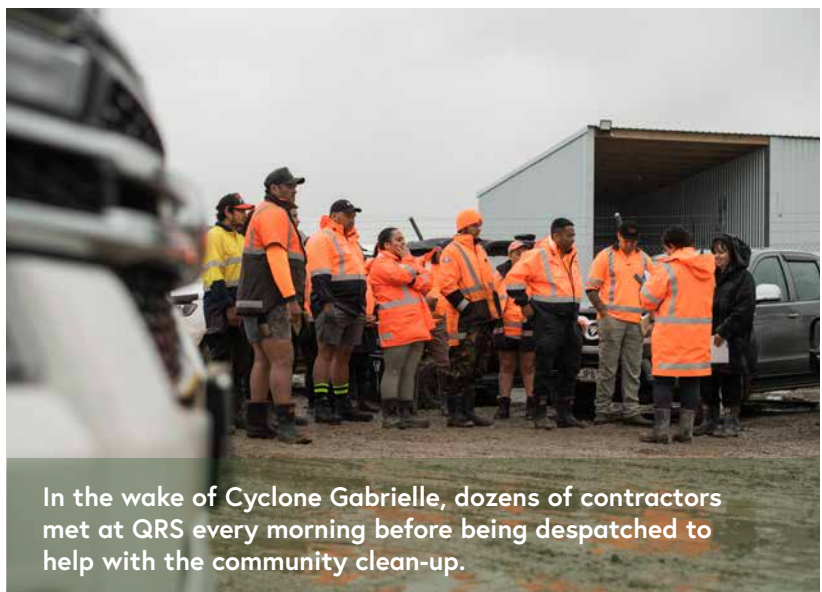
On Wednesday, 26 June, as the Wairoa River began to spill over, QRS set up traffic management and helped ensure public safety. Staff conducted door-to-door checks, evacuating residents as needed.

Once floodwaters receded, its crews cleared debris and silt, particularly in the heavily impacted area north-west of the Wairoa River.

For the following two weeks, QRS cleared drains, removed debris, and cleared slips on State Highway 38. QRS coordinated its efforts closely with the Wairoa District Council. The damage was significant, but the response was smoother compared to Cyclone Gabrielle as communication platforms remained operational and the QRS depot was unaffected, allowing the crews to mobilise promptly.



Bridge by bridge, culvert by culvert, QRS staff have cleared and repaired the region's vital roading infrastructure including Kotare No 1 Bridge.



In the wake of Cyclone Gabrielle, dozens of contractors met at QRS every morning before being despatched to help with the community clean-up.

ROOSTER TAILS OF WATER

QRS was severely impacted when Wairoa River breached its banks and poured into North Clyde around 9am, Tuesday, 14 February 2023.

A river of water with "rooster tail" plumes flooded the Kaimoana Rd depot. Stacked culverts floated through the yard, and vehicles flooded as staff evacuated. Ten utes and two tip trucks were destroyed.

Operations manager Anthony O'Sullivan says, "You couldn't believe your eyes. It was a wall of water coming towards you like something you have only ever seen on tv."

The water rose to 700mm during the surge. It slammed through the storeroom's closed doors, damaging walls and destroying anything that had been resting on the ground.

QRS's new office hub was under construction. The floors and framing had just been completed when the entire footprint was covered with silt.

QRS staff responded to the needs of the community first. Major repairs and onsite clean-up weren't completed at QRS until October. Yardman Tim McCarthy continues to clear the area of rubbish, broken parts and debris. The storeroom workshop is the last area awaiting renovation.

"Ours was one of the last businesses to be cleared. We had 200ml of sloppy silt through the place for a long time," remembers Anthony.

QRS lost over \$1m worth of equipment and plant in Cyclone Gabrielle. Days after the storm, mechanic Marty Beer's battery grinder was found 150m from depot.

SH2 DEVIL'S ELBOW TO CLOSE OVERNIGHT NEXT MONTH

A stretch of State Highway 2 at Devil's Elbow north of Napier will be closed overnight in the first week of November as the rebuild of the cyclone damage continues.

The state highway between Tūtira and Aropaoanui Road, will be closed from 9pm to 5am each night between Sunday 3 November to Thursday 7 November. The road will be open as normal from 5am on Friday 8 November.

During daytime hours, the road will be under traffic management through the Devil's Elbow section.

Transport Rebuild East Coast (TREC) alliance crews, on behalf of NZ Transport Agency Waka Kotahi, will spend the five nights at Devil's Corner realigning the single lane to move traffic away from the worksite. This is preparation for the recovery project, which will start later this year.

Devil's Corner, labelled Project I, will be the largest and last of the recovery projects in the SH2 Devil's Elbow section. Cyclone Gabrielle caused a significant underslip that damaged the southbound lane of SH2 at the corner.

TREC Hawke's Bay project spokesperson Chris Mahoney says this site has been down to one lane since Cyclone Gabrielle and the type of preparation work can't be done under short closures.

"We'll be using the whole width of the single-lane road to do the preparation works, including widening the single lane, putting down new pavements, drainage, new barriers, and clearing the slopes above the road. This will create more space for the crews and machinery to safely access the worksite as the project progresses.

"We understand this overnight closure

will be frustrating, however, it enables us to prepare for work and ultimately restore two lane access in the area. Thank you to road users for their continued support," says Mr Mahoney.

Project I is expected to take about 12-18 months and will be completed in stages. It will require intermittent closures in the future to complete the project.

Next month's work is weather-dependent. The contingency period is Sunday 10 November to Thursday 14 November, 9pm-5am each night.

Meanwhile, other night work continues in the area, including shoulder widening, culvert installation, culvert inlet and outlet works, pavement works, asphalt surfacing and guardrail works.

For traffic updates: journeys.nzta.govt.nz/traffic

CLAIMS RESOLUTION SERVICE

Resolving insurance claims can be difficult.

If you need support with an insurance claim, the New Zealand Claims Resolution Service can help you access the services you need. They provide free advice, case management where appropriate and access to legal, engineering and wellbeing support, tailored to individual's needs.

The Wairoa Recovery team is also available to work with you if you are struggling to sort your insurance needs. There have been cases of miscommunication and different messaging, so please feel free to reach out to the team for assistance or go to nzcrs.govt.nz for more information.

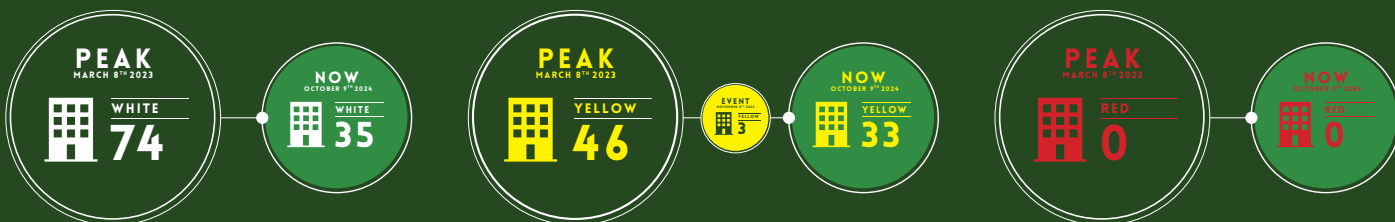


Want to receive the Wairoa Recovery newsletter?

Email us: recovery@wairoadc.govt.nz

STATUS OF STICKERED BUSINESSES

PLACARDS REMOVED
44



Peak numbers were reached around March 8th 2023 then on November 8th 2023 a significant rain/flood event in the Mahia/Nuhaka area resulted in a further 3 Commercial Yellow Placards.



TE WAIROA KA ORA TE WERO TE TAKI
STRENGTH x UNITY x RESILIENCE

WAIROA RECOVERY

NAU MAI, HARAMAI TO...

BOUNCE BACK BABY!

**FRIDAY 15TH MCLEAN STREET
NOVEMBER PLAYGROUND**

**1PM - 2.30PM UNDER 5 YEARS
4PM - 7PM 5+ YEARS**

FREE ENTRY



*Ngā Tamariki Mōkōpuna o te
Wairoa*

The Wairoa Recovery Team are teaming up with Wairoa Services to provide an afternoon of fun, food, music and laughter for our tamariki.

For more information:

Michelle 027 216 8008

RURAL ROUND UP

Work is underway to form a district-wide Farmer Group: The Wairoa Rural Insights Partnership.

The aim of the group is to bring Wairoa Farmers together to discuss localised on-farm challenges and create a channel to get information both in and out of rural Wairoa. This group will come together in the coming weeks to discuss how they would like to operate going forward. To learn more, feel free to contact Alice – Alice.Wilson@hbrc.govt.nz

The Hawke's Bay Rural Recovery Works Order in Council has been put in place to help rural landowners and occupiers continue with on-farm work to repair damage from Cyclone Gabrielle. It allows for recovery works that would usually require resource consent to be carried out as a permitted activity (subject to conditions). This came into effect on 20 September 2024 and will run until 30 April 2026.

More information about what types of work can be undertaken through the Order and the process to notify the Council of these works can be found on the Hawkes Bay Regional Council website.



The Catchment Management team has had a busy winter getting trees in the ground to help reduce the impacts of erosion in our hill country. Native planting and retirement projects are now complete for this year, and pole planting should be wrapped up for the winter too.

Around 45,000 native trees and 10,000 poplar and willow poles have been planted across farms throughout the Wairoa District and the Hangaroa Catchment this year.



MPI's On-Farm Support team provides on-the-ground help for farmers and growers. They can help you navigate information, investigate opportunities, and access advice. To find out more go to <https://www.mpi.govt.nz/agriculture/farm-management-the-environment-and-land-use/on-farm-support/> or contact your local Regional Advisor Graham Shapland 027 289 3361.



WAIROA RECOVERY

TE WAIROA KA ORA TE WERO TE TAKI
STRENGTH x UNITY x RESILIENCE

FOR INFORMATION AND HELP RELATING TO CYCLONE GABRIELLE AND THE JUNE FLOODING EVENT PLEASE CONTACT US:

- In-person at the Wairoa District Council during office hours
- Email recovery@wairoadc.govt.nz
- Online form via WDC website: www.wairoadc.govt.nz/contact-us/customer-service-request
- Recovery Website www.wairoarecovery.co.nz