



*Wairoa District Council*

# **Technical Attachment A – Summary Results of Consultation**

# Contents

<b>1</b>	<b>Consultation Methodology .....</b>	<b>1</b>
1.2	Key Industry Stakeholders in North Clyde .....	1
1.2.1	On-Site Meetings .....	2
1.3	Wider North Clyde Businesses.....	2
1.3.1	Business Questionnaire .....	2
1.4	North Clyde Residents .....	2
1.4.1	Prior Matters Raised by Residents .....	2
1.4.2	Community Open Days.....	2
<b>2</b>	<b>Results of Consultation .....</b>	<b>3</b>
2.1	Key Industry Stakeholders in North Clyde .....	3
2.1.1	Clyde Lumber .....	3
2.1.2	AFFCO Wairoa.....	4
2.1.3	East Coast Lumber/Wairoa Timber Processors .....	4
2.1.4	Drager Transport.....	6
2.1.5	Key Findings .....	7
2.2	Wider North Clyde Businesses.....	7
2.2.1	Results of Questionnaire .....	7
2.2.2	Key Findings .....	11
2.3	North Clyde Residents .....	11
2.3.1	Prior Matters Raised by Residents .....	11
2.3.2	Community Open Days.....	13
2.3.3	Summary of Issues Raised by Residents .....	14
2.3.4	Summary of Suggestions Promoted by Residents.....	15
2.3.5	Key Findings .....	16
<b>3</b>	<b>Summary of Key Findings from Consultation.....</b>	<b>17</b>

## Appendices:

- Appendix A: Business Mailout
- Appendix B: Open Day Invitations
- Appendix C: Key Industry Meeting Notes
- Appendix D: Business Questionnaire Responses
- Appendix E: ‘North Clyde In Focus’ Submissions to Council
- Appendix F: Recorded Complaints
- Appendix G: Summary Notes from Open Days
- Appendix H: Further Correspondence

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# North Clyde Strategy – Summary of Consultation

## 1 Consultation Methodology

A methodology for the development of a strategy for North Clyde (including a framework for consultation) was agreed with Wairoa District Council officers in December 2012, which set out the consultation proposed with the various stakeholders and wider community.

This involved consultation with:

1. Key Industry Stakeholders:

Individual meetings on-site with the operators of five key industries in North Clyde (selected with Council officer input) involving a tour of the facilities and discussion about various aspects of their operations.

2. Wider Business Stakeholders:

A mailout to the wider business community of North Clyde, with a questionnaire inviting feedback on the way the North Clyde industrial area functions, generally.

3. North Clyde Residents:

- Review of documents and reports previously presented by residents and ‘North Clyde in Focus Incorporated’ to the Wairoa District Council, to understand the issues raised by the community to-date;
- Facilitation of an Open Day, inviting North Clyde residents to raise issues, and voice their aspirations for their community into the future (facilitation of a second Open Day was later initiated).

4. Follow-up consultation with the various stakeholders, as and when appropriate.

Each of these consultation methods are discussed further below.

### 1.2 Key Industry Stakeholders in North Clyde

Five industries were initially identified as key stakeholders in North Clyde. These were:

- AFFCO New Zealand Limited, Wairoa site (Affco Wairoa)
- East Coast Lumber Limited (East Coast Lumber)
- Clyde Lumber Company Limited (Clyde Lumber)
- Wairoa Timber Processors Limited (Wairoa Timber Processors)
- Drager CL & Sons Limited (Drager Transport)

With the unexpected closure of Clyde Lumber at the outset of this project, and a lack of response to repeated attempts to make contact with the owners, assessment of the Clyde Lumber site was not able to be progressed. As at 12 July 2013, the site is in receivership, the plant has been moved off site, and the land and buildings are currently up for tender.

Wairoa Timber Processors was initially established as a partnership between Clyde Lumber and East Coast Lumber. Subsequently, East Coast Lumber has acquired 100% ownership of Wairoa Timber Processors.

### **1.2.1 On-Site Meetings**

Contact was made with the owners/managers of Affco Wairoa, East Coast Lumber, Wairoa Timber Processors & Drager Transport in early January 2013 and arrangements made to meet each operator on-site.

On 29 January 2013, on-site visits were conducted with these operators – involving a tour of each of the facilities, discussion about the various aspects of their operations and the adverse environmental effects these generate, including the issues that have been raised by the community. General discussions also centred around the role of industry in North Clyde into the future.

Follow up correspondence continued with these stakeholders in early February and again in April/May 2013.

Environmental Scoping Reports for each of these businesses have been prepared and accompany the final Strategy. The Scoping Reports clarify the activities occurring on-site, what actual and potential environmental effects are emanating from their operations, along with possible options for better addressing environmental effects that are likely to be emanating from their operations, where appropriate.

## **1.3 Wider North Clyde Businesses**

### **1.3.1 Business Questionnaire**

On 8 January 2013 questionnaires were disseminated to 50+ businesses in North Clyde (a list of contacts and the aerial map of businesses identified for the mailout are attached in Appendix A), inviting their feedback on how they perceive the North Clyde industrial area operating generally, any factors they see as affecting their ability to operate, and any suggestions they might have for the future management/development of the area (a copy of the questionnaire and covering letter to businesses are also attached in Appendix A).

## **1.4 North Clyde Residents**

### **1.4.1 Prior Matters Raised by Residents**

Documents and reports forwarded to Wairoa District Council by the residents of North Clyde in the past two years were reviewed, and the significant issues raised were noted.

The most significant of these documents are:

1. Report from North Clyde in Focus Incorporated (including questionnaire provided to residents), not dated, but likely November/December 2011.
2. Report from North Clyde in Focus Incorporated, titled 'Concerns faced by Residents of North Clyde', dated 10 January 2013.

In addition to this, data on complaints in the past 5 years recorded by both Wairoa District Council and Hawke's Bay Regional Council, where attributed to industrial activities in North Clyde, was also obtained and noted.

### **1.4.2 Community Open Days**

Two Open Days were held to provide residents with the opportunity to discuss North Clyde and a vision for its future – what is working well and what is not working well; what they would like North Clyde to be like in the future; and what could be done to achieve that.

Materials at both Open Days included posters and pictures to provoke thought and discussion, a large scale version of the zoning of North Clyde as currently applies in the operative District Plan, and a large scale aerial photograph of North Clyde to which residents could place post-it notes identifying particular issues of concern to them and ideas for the future of the area.

The first Open Day was held on Tuesday, 5 March 2013, between 2pm and 6pm, at Te Ataarangi O Kahungunu Ki Te Wairoa on Carroll Street. A mail drop to all of North Clyde was initiated inviting all residents to come to the Open Day (a copy of this invitation is attached in Appendix B). From this first Open Day it became apparent that a second Open Day was desired to provide a further opportunity for residents to outline their thoughts, concerns and aspirations for North Clyde. Handouts and self-addressed stamped envelopes were provided at the Open Day for people to take away, provide their written comments, and post back to Opus at their own convenience, if they wished (a copy of the handout is attached in Appendix B).

A second Open Day was held on Tuesday 26 March 2013, between 3pm and 6pm (also at Te Ataarangi O Kahungunu Ki Te Wairoa)). Public notices and a media release advising of the second Open Day was placed in the Wairoa Star (Tuesday 19 & Thursday 21 March 2013) – attached in Appendix B. Poster invitations were also placed in the front windows of the Mahia Avenue Dairy, the Bridge Street Mobil Station, Te Ataarangi, and The Ferry Hotel – also attached in Appendix B. Again, handouts and self-addressed stamped envelopes were provided at the Open Day for people to take away and return written comments if they wished.

## **2 Results of Consultation**

### **2.1 Key Industry Stakeholders in North Clyde**

#### **2.1.1 Clyde Lumber**

As mentioned, the Clyde Lumber operation ceased in December 2012 and the business is now in receivership, and the land and buildings currently up for tender. For this reason, an on-site assessment of the Clyde Lumber site was not able to be progressed.

Our own general observations of the state of the site as viewed from the road, and discussions with Council staff and feedback from residents and the other key industry operators, suggests that the Clyde Lumber site is/was the most significant offender in terms of noise, vibration, dust, smoke and visual pollution in this area of North Clyde. With the ceasing of activities on the Clyde Lumber site, it is likely that noise, vibration, dust and smoke (in and around Crarer Street in particular), will have substantially reduced. The future of this site remains uncertain at time of writing.

Permanent cessation of the sawmill operation from this site leaves a vacant industrial-zoned site where a range of future industrial (or other) uses could establish with relative ease. The question in this case will be ‘how to ensure any new operators perform better in terms of site management, and that potential adverse effects of any subsequent activities on the site are adequately avoided, remedied or mitigated from the outset?’.

If the site remains vacant, issues around site rehabilitation and potential for the site to further deteriorate are apparent. In that situation ‘how to address the issue of site rehabilitation so that it does not become a long term derelict site?’.

### 2.1.2 AFFCO Wairoa

An on-site meeting with Dean Tucker, Plant Manager of AFFCO Wairoa, took place on 29 January 2013. Summary notes of this meeting are attached in Appendix C.

Overview:

- AFFCO Wairoa employs over 600 staff, operating over 9-10 months of the year, with peak staffing levels from December through to March, operating up to 24 hours a day, 7 days a week;
- AFFCO Wairoa is a multi-species processing plant – lamb, beef, goat (around 275 beef and 4500 lambs slaughtered on a day shift, and around 2500 lambs on a night shift);
- The site operates its own on-site wastewater treatment facility with effluent pond, its own coal-fired boiler, and on-site woolstore and fellmongering and rendering facilities;
- AFFCO Wairoa has operated as a meat processing facility for many years. There are no land use consents (current or past) from Wairoa District Council (or its predecessors) applying to this site. However, AFFCO Wairoa does operate under a range of resource consents granted by Hawke's Bay Regional Council for wastewater and stormwater discharges, discharge to air, and discharge to land (offsite sludge). All of these resource consents have numerous conditions applying to them;
- Environmental issues have historically been monitoring-related, with issues associated with discharges to the river, and odour. AFFCO Wairoa has been progressing towards resolution of these issues with Hawke's Bay Regional Council for some time;
- AFFCO Wairoa has received few direct complaints from residents in the last 5 years. Historically, complaints have been about odour, but more recently have focussed around noise and vibration associated with truck movements at night along Hunter Brown Street;
- AFFCO Wairoa consider odour issues have largely been addressed through plant and operational improvements (e.g. installation of a modern on-site rendering plant), and are now under control. In respect of heavy vehicle traffic, AFFCO Wairoa has recently diverted approximately 35% of transport trucks that formerly entered the site from Hunter Brown Street, to the back gate off Flaxmill Road (approximately 20 trucks per day still enter the site through the Hunter Brown Street entrance).
- AFFCO Wairoa has no issues with the current zoning and planning provisions applying to its site in the Wairoa District Plan.

Refer to the Environmental Scoping Report for AFFCO Wairoa contained in **Technical Attachment B (Environmental Scoping Reports for Key Industries)** accompanying the overarching Strategy.

### 2.1.3 East Coast Lumber/Wairoa Timber Processors

An on-site meeting with Mike Pollock, Business Manager of East Coast Lumber and Wairoa Timber Processors, took place on 29 January 2013. Summary notes of this meeting are attached in Appendix C.

Overview:

- East Coast Lumber & Wairoa Timber Processors employ 25 fulltime equivalents and 5 contractors across the two sites/operations
- On-site operations takes place from approximately 6.30am to approximately 5pm, 5 days a week (although the boilers and kilns themselves, operate 24 hours a day, 7 days a week).

### East Coast Lumber

- East Coast Lumber processes the high grade wood from the lower half of the pine tree, producing:
  - 60% converts to high quality lumber (mainly for the US and European niche housing market);
  - 20% as chip (pulp for Pan Pac in Napier)
  - 20% as sawdust (fuels the wood waste boiler on the Wairoa Timber Processors site) and bark (goes to Pan Pac);
- East Coast Lumber processes untreated wood (although previous owners did operate a timber treatment facility, which has been since mothballed);
- The East Coast Lumber site has operated as a sawmill business for many years. There have been no resource consents required for the East Coast Lumber operation by Wairoa District Council or Hawke's Bay Regional Council;
- Environmental issues for the East Coast Lumber site primarily relate to noise and dust. East Coast Lumber has made operational changes to try to address these issues such as upgrading/containing noisy machinery to reduce noise, managing timing of operations, constructing bunding along its Ormond Road boundary with residential neighbours, more sealing of yard surfaces, and acquisition of an old fire engine to suppress dust. The business owner has also indicated an interest in continuing to improve its practice where it can;
- Issues with stormwater drainage in the area affects the East Coast Lumber site as well, and it was suggested this could be addressed by Council clearing their drains more regularly;
- East Coast Lumber has received occasional comments from residents in the past in respect of this site regarding noise and dust, and there have been attempts to address these issues as best they can;
- East Coast Lumber has some concern that the noise standards applying in the Wairoa District Plan are not in keeping with national standards and are difficult to comply with.

Refer to the Environmental Scoping Report for East Coast Lumber contained in ***Technical Attachment B (Environmental Scoping Reports for Key Industries)*** accompanying the overarching Strategy.

### Wairoa Timber Processors

- Wairoa Timber Processors is a more recent development, and operates as a drying kiln for timber produced by East Coast Lumber. The kiln is fuelled by the burning of wood waste sawdust originating from East Coast Lumber – with the ability to supplement with coal in an emergency (this has not been required to-date);
- Wairoa Timber Processors holds land use consent from Wairoa District Council for earthworks associated with initial site development works, and two discharge consents (with a number of conditions applying to them) from Hawke's Bay Regional Council for:
  - Discharge of the products of combustion to air associated with its wood waste and coal-fired boiler (via two chimney stacks); and
  - Diversion and discharge of stormwater.
- Environmental issues for the Wairoa Timber Processors site have primarily related to noise and smoke emissions. Occasional issues arise with the boiler or a blockage of 'fuel' – wider use of remote control computer access to the plant operation through use of smart phones enable operations staff to be alerted to problems immediately, stop the plant remotely if necessary, and address such issues promptly;

- Wairoa Timber Processors consider that the emissions standards applying to their discharge consent are very low and compliance is monitored every year – and fully complies;
- Wairoa Timber Processors has received occasional comments from residents in the past, primarily regarding offensive smoke emissions, and is aware that complaints have been lodged with Wairoa District Council and Hawke's Bay Regional Council.

Refer to the Environmental Scoping Report for Wairoa Timber Processors contained in **Technical Attachment B (Environmental Scoping Reports for Key Industries)** accompanying the overarching Strategy.

#### 2.1.4 Drager Transport

An on-site meeting with Trevor Drager, Business Manager of Drager Transport, took place on 29 January 2013. Summary notes of this meeting are attached in Appendix C.

Overview:

- Drager Transport is a family owned and operated transport and logistics business that deals with the line haul transport of goods between Napier and Gisborne and acts as a distribution centre for Wairoa. The business has been operating from this site since the 1950's;
- Farmers Transport is a tenant on the Drager Transport site and have been in operation at this site for approximately 5 years. Farmers Transport supply fertiliser and other rural products to farmers in the region;
- Drager Transport employs 3-4 staff, with a similar number employed by Farmers Transport;
- There have been no resource consents required for the Drager Transport (or Farmers Transport) operation by Wairoa District Council or Hawke's Bay Regional Council;
- Environmental issues primarily relate to noise, seasonal issues with dust, and the 24-hr nature of the operation. Drager Transport acknowledges issues around truck movements to and from the site being at all hours, and occasions when aluminium floors of stock trucks bang and stock crates rattle in the wind. A 24-hr operation is the nature of the work, and has been the case for many years. Drager Transport consider it would be difficult to address this issue without impacting significantly on the viability of the business. Of note, the volume of activity has also diminished over the years with fewer truck movements through the yard now than during its heyday in the 1990s;
- Dust is a seasonal issue – October identified as being the worst. Drager Transport have a water sprinkler on-site that enables some dust suppression, but this is unable to operate when there is freight in the yard (damage potential);
- Drager Transport has not received any direct complaints from residents in recent years, but they are aware of complaints lodged with Wairoa District Council, and have had discussions with Council staff in this regard.

Refer to the Environmental Scoping Report for Drager Transport contained in **Technical Attachment B (Environmental Scoping Reports for Key Industries)** accompanying the overarching Strategy.



### 2.1.5 Key Findings

Noise, dust, traffic movements, smoke and odour are identified as the main environmental issues for the four main industry operators in North Clyde. They all acknowledge that their activities are not without some impact on surrounding neighbours, and recognise they have a responsibility to minimise impacts as best they can.

Discussions with these key industry players indicate there is a genuine desire to be responsive to the concerns of the community and to make reasonable on-going improvements to their operations to continue to lift their environmental performance. However, they also consider there needs to be an acknowledgement by the community of the historical and legitimate presence of industry in North Clyde.

Without exception, all four key industry players are happy to consider any practical suggestions to improve their environmental performance and to build better relationships with their residential neighbours, provided such measures are reasonable and are not cost-prohibitive.

The Clyde Lumber operation is seen by many as being the most significant offender in terms of noise, vibration, dust, smoke and visual pollution in this area of North Clyde. Whilst the ceasing of sawmilling operations on this site significantly addresses these concerns, the future presents some challenges in terms of what is to become of that site and its long term use.

## 2.2 Wider North Clyde Businesses

### 2.2.1 Results of Questionnaire

10 responses were received (these are attached in Appendix D). Whilst this represents only a small sample numerically, they appear to be from a cross-section of businesses operating in the area, and

This represents a 20% return; therefore the following results need to be considered in light of a relatively small sample.

#### 2.2.1.1 Results for each Question

**Question 1: What sort of business is your company involved in? How many people does your company employ at your North Clyde premises?**

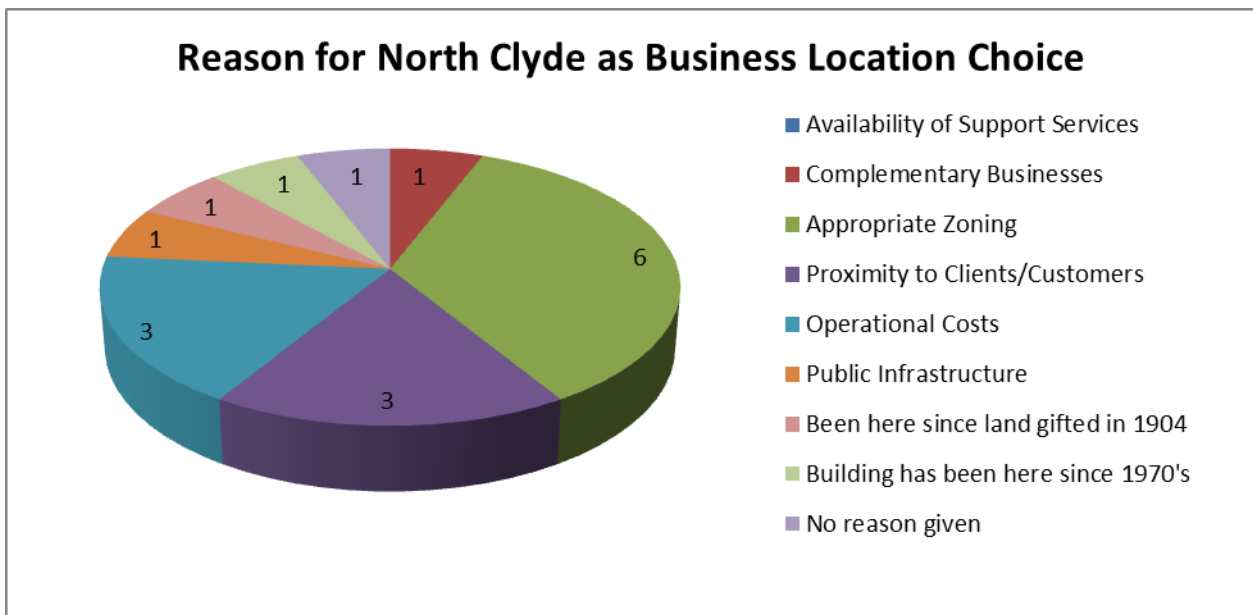
The 10 respondents classified themselves as follows:

Sector	Number of Business Respondents
Commercial/Retail	2
Recreation/Tourism	2
Construction	1
Professional Services	2
Educational	1
Transport	1
Other	1

The 10 respondents collectively employed:

- 18 full-time staff;
- 6 part-time staff; and
- 5 casual staff.

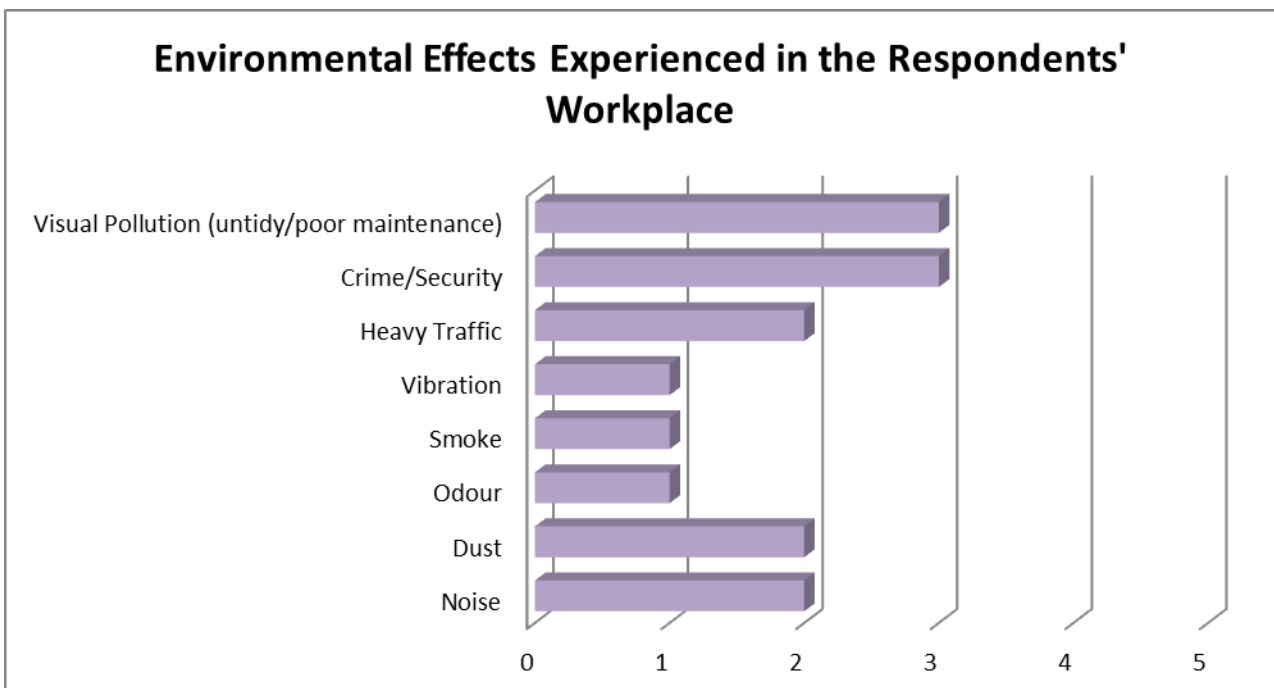
**Question 2: What aspects contribute to your choice of North Clyde as a suitable location for your business?**



Six of the 10 respondents identified 'Appropriate Zoning' as a reason for choosing North Clyde as a suitable location for their business. The other most common reasons identified were 'Proximity to Clients/Customers' (3 respondents) and 'Operational Costs' (3 respondents).

**Question 3: Do you experience any effects, generated by surrounding activities in North Clyde, on your workplace? Rate the impact of this on your workplace environment, based on the level of interruption or nuisance.**

Of the 10 respondent businesses, 5 did not identify any environmental effects experienced in their workplace. The following indicates the environmental effects identified as experienced by the remaining 5 respondents.



In rating the impact of these environmental effects on their workplace, respondents were asked to rate the level of interruption or nuisance as 'never an issue', 'rarely an issue', 'an intermittent issue', 'a regular issue' or 'a constant problem'.

For the vast majority of respondents, the environmental effects experienced in their workplace were rated as 'never' or 'rarely' an issue. Of those effects that were identified as being more than an intermittent issue:

- 3 of the 10 respondents identified '*Visual Pollution (untidy/poor maintenance)*' as being a regular or constant problem for their workplace;
- 2 respondents identified both '*Noise*' and '*Dust*' as being a regular or constant problem; and
- 2 respondents identified '*Heavy Traffic*' as being a regular or constant problem.

For all other environmental effects experienced, 9 of the 10 respondents in each case identified it as being no more than a 'rare' or 'intermittent' issue – in the case of 'Odour', none of the respondents identified it as anything more than a 'rare' issue.

**Question 4: Do you consider North Clyde an appropriate location for industrial activities to be located?**

All 10 respondents considered North Clyde to be an appropriate location for industrial activities.

The main reasons given were:

- '*Always been an industrial hub*' (2 respondents)
- '*Other contractors in the same location*' (1 respondent)
- '*Further away from main population base of the town*' (1 respondent)
- '*Close proximity to all town-based businesses*' (3 respondents)

**Question 5: If you could change anything about North Clyde, what would that be?**

Only 6 of the 10 respondents answered this question. The changes sought were:

- '*Tidy it up and clear empty buildings and sections*' (2 respondents)
- '*Pull down all the old shops*'
- Establish a '*McDonalds*'
- '*Get rid of Mongrel Mob pad and other derelict buildings*'
- Do '*nothing*'

The most common theme appears to be a desire to see something done about the empty/derelict buildings and sections in North Clyde. This further highlights the identification of 'visual pollution' and 'crime/security' by business respondents, as being the more prominent environmental issues for North Clyde in respect of business operators.

**Question 6: Are you aware of the zoning and planning provisions applying to your business under the Wairoa District Plan? If yes, do you consider the zoning and Council planning controls for North Clyde to be adequate in managing the range of land uses present? If no, why?**

Half of the respondents indicated an awareness of the zoning and planning provisions applying to their businesses under the Wairoa District Plan. Conversely, half of the respondents did not indicate an awareness of the zoning and plan provisions.

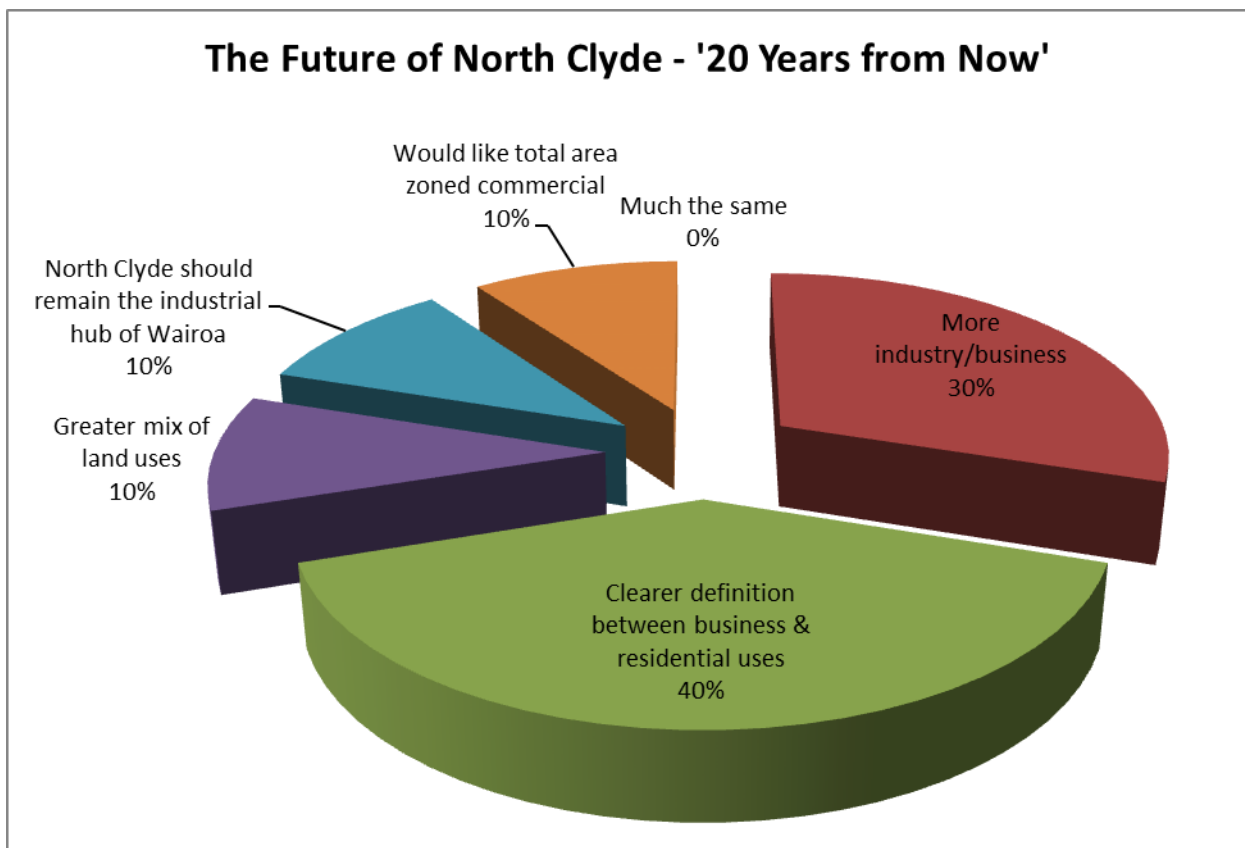
Two respondents felt that the current zoning and planning controls applying to North Clyde were adequate in managing the range of land uses present, whilst 2 respondents felt that the District Plan provisions were not adequate (1 of these respondents felt the provisions were ineffective, stating *'when industry is allowed to develop amongst housing or vice versa, there is little hope for a harmonious future for either party'*). A further 3 respondents felt that the District Plan provisions were not a significant factor for their business.

**Question 7: Do you have any thoughts or suggestions on how Council could better manage the impacts of different activities, or issues around conflicting land uses?**

Only 4 respondents provided comment on how Council could better manage the impacts of different activities or issues around conflicting land uses. The suggestions were:

- *'Remove roadside trees in Freyberg St to improve visibility'*
- *'No gang properties'*
- *'Some better long term planning is called for'*
- *'Better communication between Council and ratepayers'*

**Question 8: What would you like North Clyde to look like 20 years from now?**



No respondents indicated a desire for North Clyde to remain the same 20 years from now. Most respondents appear to want North Clyde to remain or grow as Wairoa’s industrial/commercial hub, but for there to be a clearer definition between business and residential land use.

### 2.2.2 Key Findings

Business respondents consider North Clyde to be an appropriate location for their business, and the majority consider their particular zoning to be appropriate and conducive to locating their business there.

Very few adverse effects are deemed a significant problem for the workplace environment, and most business respondents feel such effects are more of a minor or intermittent nature. Business respondents identify the empty/derelict buildings and sections in North Clyde as something that needs addressing, in line with the identification of 'visual pollution' and 'crime security' as the more prominent adverse environmental effects relevant to workplaces in North Clyde.

When asked what they would like North Clyde to look like 20 years from now, the overall consensus appears to be for North Clyde to remain or grow as Wairoa's industrial/commercial hub, but for there to be a clearer definition between business and residential land use.

## 2.3 North Clyde Residents

### 2.3.1 Prior Matters Raised by Residents

#### 2.3.1.1 North Clyde in Focus Incorporated (November/December 2011)

Report from North Clyde in Focus Incorporated (including questionnaire provided to residents), not dated, but likely November/December 2011 (attached in Appendix E).

In summary, this report identified adverse effects experienced by residents of North Clyde in terms of their amenity, health and well-being, which was generally attributed to the industries in their midst, with particular focus on the state of the Clyde Lumber site and its operation, including:

- Vibration from heavy vehicles on the roads;
- Noise from Clyde Lumber from 6am onwards;
- Truck noise from Draggers Transport at all hours;
- Structural effects from vibration from logs being dropped onto the ground at Clyde Lumber;
- Engine noise from log loaders and the debarking machines operating at Clyde Lumber;
- Dust clouds from bark and sawdust piles on the Clyde Lumber site, especially on windy days, and from helicopter movements every day;
- Smoke from burning of firewood piles on both the Clyde Lumber and Draggers Transport sites;
- Noise from the drying kiln at Wairoa Timber Processors;
- Dangerous stockpiling of logs along the boundary of the Clyde Lumber site;
- Disrepair of empty shops in North Clyde, and the grounds of the closed school.

The report sought rezoning of North Clyde to 'Town Centre', and to have '*all the industrial mess cleared out to a more suitable area further from our Homes, our River, our Marae and our lives*'.

#### 2.3.1.2 North Clyde in Focus Incorporated (January 2013)

Report from North Clyde in Focus Incorporated, titled 'Concerns faced by Residents of North Clyde', dated 10 January 2013 (attached in Appendix E).

In summary, this report again identified (along with photographs) a number of concerns raised by the residents of North Clyde around adverse effects of industry on residents' amenity, health and wellbeing, and also about the poor state of infrastructure in North Clyde, including:

- Sawdust gathering in open drains and along streets;
- Open bark pile in Crarer Street;
- Inadequate fencing and screening of industrial sites;
- Uneven dangerous footpaths and broken driveways and roadside services;
- Dust entering homes and gardens;
- Industrial noise from 6am til 10pm;
- Health risks and flooding from open drains – foul water attracting vermin and mosquitoes;
- Smoke and foul odour from Wairoa Timber Processors;
- Noise, dust and vibration effects of industrial activities;
- Processed wood odour affecting allergies and causing breathing difficulties and discomfort;
- Traffic safety issues from heavy vehicle traffic travelling to Affco Wairoa site;
- Lack of street lighting and recreation areas in North Clyde.

### **2.3.1.3 Recorded Complaints**

In the 5 year period from January 2008 to December 2012, Wairoa District Council recorded 32 complaints relating to the North Clyde area (excluding the estimated 200+ party/loud music general noise complaints in North Clyde in that 5 year period – based on an average of approximately 40 per year). A summary of these complaints is attached in Appendix F.

These can be categorised as follows:

- 11 relating to noise from operations at Wairoa Timber Processors;
- 6 relating to noise from timber processing operations at Clyde Lumber;
- 3 relating to odour from meat processing operations at AFFCO;
- 4 relating to smoke from operations at Wairoa Timber Processors;
- 3 relating to windblown sawdust and woodchip from timber processing operations at Clyde Lumber;
- 1 relating to noise and smoke from various sources (Clyde Lumber, Drager Transport, Wairoa Timber Processors);
- 1 relating to noise and dust from stock trucks along Hunter Brown Street;
- 1 relating to noise and fouling nuisance from starlings roosting in a tree on Mahia Avenue; and
- 2 relating to odour and flies from fertiliser application on Waiherere Road.

Of these, 6 complaints were recorded in 2008, 4 in 2009, 13 complaints in 2010 (9 of these were in relation to noise from Wairoa Timber Processors, and 3 were in relation to noise from Clyde Lumber), 4 in 2011, and 5 in 2012.

In the same 5 years, Hawke's Bay Regional Council recorded 8 complaints relating to the North Clyde area (a summary of these complaints is attached in Appendix F). These included:

- 3 relating to odour from meat processing operations (AFFCO);
- 1 relating to smoke from a boiler stack (AFFCO);
- 2 relating to smoke from timber processing operations (Wairoa Timber Processors);
- 1 relating to odour from a campground wastewater system (Riverside Campground); and
- 1 relating to a truck discharging effluent to the road verge.

Of these, 2 complaints were recorded in 2008 (mostly associated with odour from meat processing), 2 in 2009, 2 in 2010, and 2 in 2012. There had been 1 complaint recorded as of mid January this year (2013) relating to odour from a campsite wastewater system.

## 2.3.2 Community Open Days

### 2.3.2.1 Open Day – Tuesday, 5 March 2013

The first Open Day was attended by a group of approximately 15 residents. In summary, concerns raised by this group were primarily about poor amenity, health and well-being, which was generally attributed to the industries in their midst, and also generally about a lack of prioritising of facilities and infrastructure for North Clyde. As a community, people felt they were not heard, and were looking for help to communicate their concerns and get solid action.

A range of specific concerns were identified, from the effects of noise and odour impacting on enjoyment of their properties, respiratory effects of dust and smoke, vermin, zoning issues, heavy trucks especially at night, flooding issues around stormwater drainage, to a lack of public facilities (amongst other things). Possible methods to address some of these issues were canvassed with these residents through group discussion.

A full summary of feedback received at the Open Day is attached in Appendix G.

### 2.3.2.1 Open Day – Tuesday, 26 March 2013

The second Open Day was attended by approximately 20 residents (including a number of North Clyde children).

A number of issues were again raised around the effects of industries on the amenity of neighbouring residential properties, poor infrastructure and community facilities, the large number of abandoned sites/buildings, and problems around new commercial businesses establishing in residential areas, and new residences establishing in industrial areas. Ideas were also suggested around promoting North Clyde to visitors.

In addition, the children and their parents initiated an ‘aspirations’ activity where they took an aerial photo of the North Clyde area and drew and wrote on this to show what changes/ activities/ facilities they would like to see in their suburb in the future (the photograph below is the outcome of this exercise).



The 5 key ideas promoted by the children included:

1. New 'Adventure Park' and facilities on the Clyde Lumber site;
2. Small, locally-owned shops and business along Carroll Street;
3. Pedestrian swing-bridge across the river to connect to the skate bowl and Wairoa town centre;
4. Additional facilities for picnicking and leisure activities on War Memorial Park;
5. Improved riverside walkway and facilities for fishing on the North Clyde side of the river.

A full summary of discussions and outcomes from the Open Day, as well as a full outline of the ideas promoted in the annotated photograph above, is attached in Appendix G.

### **2.3.2.2 Further Correspondence following the Open Days**

The Wairoa Star reported on the initial Open Day with a front page article dated Thursday, 7 March 2013 (attached in Appendix H).

Several people took the opportunity to take the hand-outs provided at the Open Days. Completed hand-outs (x2), a list of questions from North Clyde In Focus Incorporated, and an email were later received. Copies of these are also attached in Appendix H.

In addition, Wairoa District Council received a submission from NCIF Inc titled '*Proposal – Wairoa District Council to secure Clyde Lumber property site on behalf of North Clyde community for the purpose of recreation and regeneration*', on 12 March 2013 which called for Council to purchase the Clyde Lumber site, sell the on-site chattels and buildings, and remediate the site ultimately into a recreation area and park (incorporating the memorial and statues on the corner of Carroll & Crarer Streets). NCIF promoted (and continue to promote) this as a preferred alternative to any suggestion of the potential purchase of homes in North Clyde (this proposal has also been attached in Appendix H).

### **2.3.3 Summary of Issues Raised by Residents**

Residents attribute industry operations in North Clyde as generating a number of adverse effects on the peaceful enjoyment of their homes, and on their health and wellbeing.

In summary, these are:

- Noise from trucks on roads, from on-site vehicle movements and from the operation of plant machinery;
- Dust from bark and sawdust piles, and from un-paved vehicle manoeuvring areas;
- Smoke and hazardous chemicals discharged into the air and to land and water from burning of wood waste, and from boilers and kilns;
- Vibration from trucks and operation of plant machinery e.g. log loaders, banging of aluminium floors of stock trucks;
- Visual amenity issues created by poor site management and lack of screening and containment of industrial sites.

Further issues for the residents of North Clyde include:

- Visual amenity and security issues from numerous vacant sites and dilapidated buildings, particularly around Carroll Street;
- On-going flood risk from inadequate stormwater drainage infrastructure, particularly for the area of North Clyde south of Bridge Street;
- Poorly maintained/damaged pedestrian and roadside service infrastructure;



- Lack of provision for playgrounds and recreation facilities, particularly for the area of North Clyde south of Bridge Street;
- Vermin and pest population explosion from over-grown open drains and areas of stagnant water, particularly for residents in and around Ormond Street and Crarer Street;
- Lack of safe provision of facilities for pedestrians and cyclists (e.g. footpaths, road markings, pedestrian crossings), particularly for school children who cross to the other side of the river to go to school, for residents who walk to War Memorial Park, and for the elderly;
- Damage to the memorial on the corner of Crarer/Carroll Streets (in memory of Reverend Henare Wepiha Te Wainohu);
- Loss of businesses and services over time and, coupled with this, employment has diminished with people consequently leaving Wairoa in order to find alternative employment;
- Concern about the Industrial zoning in North Clyde in the Wairoa District Plan – that some residential properties are zoned ‘Industrial’, concerns about new commercial businesses establishing in residential areas and concerns about new residences establishing in industrial areas, and the problems these create.

#### **2.3.4 Summary of Suggestions Promoted by Residents**

Suggestions from residents, for the future of North Clyde, are summarised as follows:

1. Bring forward the formal review of the District Plan (partial or full review) to enable public involvement in a review of zoning and relevant environmental standards applying in North Clyde.
2. Move industry to a more suitable area – away from residences, the River and Marae.
3. Develop an environmental monitoring programme for North Clyde to quantify the level of health and amenity effects on residents, and apply it (particularly for noise and air quality).
4. Provide compensation for residents detrimentally affected by exposure to hazardous operations from heavy industry.
5. Identify ways to ensure landowner and business accountability for the state of vacant/empty property.
6. Investigate community-based solutions – e.g. options around community group short-term adoption of abandoned land, investigate landscaping these areas or conversion to community gardens, community-initiated street upgrades, and identification of external funding sources.
7. Investigate/encourage ‘community-building’ initiatives and ‘tourist-tapping’ initiatives to provide opportunities for visitors to spend their money, such as:
  - horse riding trails through town;
  - raw fish sales;
  - an organic coffee place;
  - small, creative, locally-owned shops and businesses along Carroll Street;
  - improved signage of community facilities and to welcome visitors.
8. Development of a Reserves Management Strategy for the reserves in North Clyde, to provide a long term community-owned plan for their maintenance and improvement.  
Consider:
  - additional facilities for picnicking and leisure activities on War Memorial Park,
  - improved walkway and facilities for fishing on this side of the River, and to take in historical spots,

- a pedestrian-only facility to cross the River (e.g. swing-bridge),
  - Council purchase of the Clyde Lumber site and conversion to a community resource such as a children's playground/'Adventure Park'.
9. Make improvements for pedestrian and traffic safety – e.g. review speed zones, no parking areas, visibility around existing pedestrian crossings, provision of additional pedestrian crossings and footpaths in strategic locations etc.
  10. Better maintenance and investment in improvements to Council infrastructure assets in North Clyde, particularly stormwater/drainage infrastructure.
  11. Development of a mechanism to ensure the negative impacts of business activities on public infrastructure is not borne by the community.

### 2.3.5 Key Findings

Residents noted that North Clyde was once a thriving community, and that it is the Maori stronghold of Wairoa, steeped in history.

Residents attending the Open Days attribute industry operations in North Clyde as generating a number of adverse effects on the peaceful enjoyment of their homes, and on their health and wellbeing.

There is a perception that there is a lack of environmental monitoring in North Clyde, of a 'kid glove'/'blind eye' approach taken by Wairoa District Council towards business practices, of Council's poor communication with North Clyde residents, and of Council continually ignoring residents' appeals for action.

There are concerns that there has been under-investment in North Clyde infrastructure and recreation facilities, and that long term stormwater flooding issues prevail.

Key suggestions include:

- A review of the Industrial Zone provisions in the Wairoa District Plan relating to North Clyde, with a view to better protecting residents from the potential adverse effects of industry;
- Better environmental monitoring of industries in North Clyde;
- More responsibility placed on the landowners of vacant sites/derelict buildings to keep them tidy and better maintained;
- Better maintenance and investment in improvements to Council infrastructure assets in North Clyde, particularly stormwater/drainage infrastructure and pedestrian safety;
- Greater investment in recreation facilities for North Clyde residents;
- Encouragement of tourism and sustainable small business initiatives for North Clyde;
- Purchase of the Clyde Lumber site by Wairoa District Council, and conversion of the land into a community resource such as a children's playground/'Adventure Park'.

### 3 Summary of Key Findings from Consultation

#### Key North Clyde Industries:

- Noise, dust, traffic movements, smoke and odour are identified by the key industry players interviewed as the main environmental issues for their business operations on an on-going basis. They all acknowledge that their activities are not without some impact on surrounding neighbours, and recognise they have a responsibility to minimise impacts as best they can.
- Discussions with these key industry players indicate there is a genuine desire to be responsive to the concerns of the community and to make reasonable on-going improvements to their operations to continue to lift their environmental performance. However, they also consider there needs to be an acknowledgement by the community of the historical and legitimate presence of industry in North Clyde.
- Without exception, the key industry players are happy to consider any practical suggestions to improve their environmental performance and to build better relationships with their residential neighbours, provided such measures are reasonable and are not cost-prohibitive.
- The Clyde Lumber operation is seen by many as being the most significant offender in terms of noise, vibration, dust, smoke and visual pollution in this area of North Clyde. Whilst the ceasing of sawmilling operations on this site significantly addresses these concerns, the future presents some challenges in terms of what is to become of that site and its long term use.

#### Wider North Clyde Business Community:

- Business respondents consider North Clyde to be an appropriate location for their business, and the majority consider their particular zoning to be appropriate and conducive to locating their business there.
- Very few adverse effects are deemed a significant problem for the workplace environment, and most business respondents feel such effects are more of a minor or intermittent nature. Business respondents identify the empty/derelict buildings and sections in North Clyde as something that needs addressing, in line with the identification of 'visual pollution' and 'crime security' as the more prominent adverse environmental effects relevant to workplaces in North Clyde.
- When asked what they would like North Clyde to look like 20 years from now, the overall consensus appears to be for North Clyde to remain or grow as Wairoa's industrial/commercial hub, but for there to be a clearer definition between business and residential land use.

#### North Clyde Residents:

- Residents noted that North Clyde was once a thriving community, and that it is the Maori stronghold of Wairoa.
- There is growing concern about deteriorating residential amenity, health and wellbeing for the residents of North Clyde, which is largely attributed to industry operations and its proximity to residential dwellings, and a perceived under-investment in public infrastructure in North Clyde.

- Key suggestions arising from consultation with North Clyde residents, include:
  - A review of the Industrial Zone provisions in the Wairoa District Plan relating to North Clyde, with a view to better protecting residents from the potential adverse effects of industry;
  - Better environmental monitoring of industries in North Clyde;
  - More responsibility placed on the landowners of vacant sites/derelict buildings to keep them tidy and better maintained;
  - Better maintenance and investment in improvements to Council infrastructure assets in North Clyde, particularly stormwater/drainage infrastructure and pedestrian safety;
  - Greater investment in recreation facilities for North Clyde residents;
  - Encouragement of tourism and small business initiatives for North Clyde.