

8.5 DEVELOPMENT TIMELINE

Panuku envisages that the HLPP will enable a roll-out of a housing development programme for Old Papatoetoe. An indicative programme is set out here and will be clarified through additional design and due diligence work.

Housing delivery programme				Estimated delivery date					
Site	Est. units	Zone	Density (gross)	2016	2017	2018	2019	2020	2021
Tavern Lane	80-100	Town centre	60-80		sale	delivery			
The Depot	20-35	THAB	50-80			sale	delivery		
The Bowling Green	20-40	Open space	60-90				sale	delivery	
The Library Precinct	TBC	THAB	TBC					sale	delivery





9.0

**COMMUNITY ENGAGEMENT
AND COMMUNICATIONS**

9.1 OUR ENGAGEMENT APPROACH

In order to engage effectively, Panuku will need to work in partnership with mana whenua and the Ōtara-Papatoetoe Local Board, and take a fresh and bold approach to stakeholder engagement and communications. We will be proactive, collaborative and authentic across all relationships.



A key priority is maintaining positive momentum and demonstrating quick wins. Engaging hearts and minds will be vital to this. Establishing understanding, trust and credibility with the community will help us to proactively mitigate negative sentiments, which can delay progress by leading to proposals being relitigated.

Our approach to engagement for all our development locations broadly covers three phases to support planning, design and implementation of the HLPP and subsequent Framework Plan. The phases and their activities are:

- Form relationships: In the planning phase. We establish key relationships and build a platform for the next steps. Local boards and council officers primarily guide this work; they are knowledgeable about the place and concentrate on gathering and sharing information.
- Launch relationships: In the design phase, we will seek feedback and test opportunities and ideas using the relationships and networks established as above.
- Consolidate relationships: Stakeholders are kept informed and help to support the local effects of implementation.

9.2 MANA WHENUA ENGAGEMENT

The Auckland Plan and the Auckland Unitary Plan set out Auckland Council's commitment to recognise Māori rights and interests, and address and contribute to the needs and aspirations of Māori through a Māori Responsiveness Framework. Panuku Development Auckland also adopts this framework in its Māori Responsiveness Action Plan.

Framework drivers are to:

- Enable Te Tiriti o Waitangi/Treaty of Waitangi outcomes.
- Enable Māori outcomes.
- Fulfil Auckland Council's statutory obligations to Māori.
- Value Te Ao Māori.

Framework goals are:

- Effective Māori participation in democracy.
- An empowered organisation.
- Strong Māori communities.

Accordingly, we acknowledge that through this HLPP we are required to deliver the Panuku Māori Responsiveness Action Plan, including supporting kaitiakitanga and environmental, cultural, social and economic wellbeing. Through this HLPP Panuku will seek to:

- integrate mātauranga and tikanga Māori into sustainable management of the natural and physical environment, and economic, social and cultural development and the protection of mana whenua cultural heritage;
- recognise and celebrate Māori cultural values and heritage, and anchor and build on a Māori identity that is Auckland's point of difference;
- apply the Te Aranga Strategic Framework to recognise mana whenua identity and articulate a design response in the built environment; and
- identify development opportunities with mana whenua, iwi and hapū and other Māori organisations to realise their aspirations.

Engagement with mana whenua for Unlock Old Papatoetoe has identified specific issues and opportunities to enable kaitiaki views and manaakitanga actions. We have incorporated these through the principles, narrative, goals, strategic moves and supporting project actions and initiatives in this HLPP.

9.3 COMMUNITY AND STAKEHOLDER ENGAGEMENT

Based on the belief that effective collaboration will regularly out-perform individual or ‘siloed’ approaches, Panuku is committed to engaging regularly with key stakeholders to ensure the urban regeneration in Old Papatoetoe takes place in a cohesive way. This approach has proved to offer the best chance for resolving different and complex issues.

Collaboration requires a close partnership between the public, private and community sectors across key platforms to achieve an integrated urban strategy. Below are the strategic pillars underpinning our approach to all engagement with individuals, communities and groups of interest.

- Be generous with information and ideas by engaging individuals, communities and groups of interest proactively and early to agree the vision and desired outcomes.
- Be open to taking feedback on board and active in telling people what has happened.
- Be realistic by underselling and over-delivering – highlight the challenges and complexity of the task at hand and provide measured commentary around expectations for immediate success.
- Be savvy to supporters who can help mitigate the risks of negative discussion by providing positive support.
- Expect negativity around aspects of our work. Plan for how to deal with it.
- Reflect back to the community how information is used and acknowledged.
- Demonstrate empathy by tailoring engagement activities for the audience. Understand how different communities work by conducting place-based research – one size does not fit all.
- Engender trust and pride among staff that enables them to be advocates on behalf of Panuku.

The following key stakeholders have been identified.

Stakeholder
Internal
Otara-Papatoetoe Local Board
Council Business Improvement District (BID) Programme
Auckland Transport (AT)
Watercare
Council – Community Services
Council –Development Programme Office (City Transformation/ HPO)
Council – plans and places
Council –Stormwater
Council – HFOP
External
Mana whenua
Foodstuffs
Papatoetoe Central Main Street Society Inc and existing tenants

Table 4: Stakeholder requirements

PARTNERSHIP OPPORTUNITIES

Panuku expects to partner with key stakeholders to realise development potential. Below is a summary of potential partnership opportunities in key aspects of the project.

Aspect	Key partner	Opportunities	Issues
Development	Iwi groups. Private sector	Potential partnerships with iwi in planning, development and investment on projects within the town centre. Strong relationship with iwi through regular Panuku Forum.	There appears to be a lack of Māori representation and consultation in previous planning of Old Papatoetoe.
Infrastructure	Council family. Central Government	Opportunities to work with central and local government initiatives are to be explored.	This will include potentially working with Housing New Zealand, Ministry of Business, Innovation and Employment, and other council agencies to enable a quality development in this location.

9.4 PLACEMAKING

Panuku has a strong reputation for its placemaking approach and is developing process and learnings from the Wynyard Quarter to best support other project areas such as Old Papatoetoe.

Placemaking aims to create a bridge between the ambitions, hopes and needs of a local community and the creation of built environments that people can value as special places. It is based in the culture of how people interact, an approach founded on taking the time to watch and listen to those for whom we are making spaces.

With this approach, local communities are involved in planning and making their physical surroundings. Small moves can connect us back to the fundamental importance of people-friendly scale and design, test long-term ideas, and build the sense and importance of manaakitanga in Auckland's places.

Placemaking will be involved early in Old Papatoetoe to support a place-led process of regeneration throughout the project. Our approach will contribute towards:

- messaging and signage of the Unlock Old Papatoetoe vision and goals;
- planning, designing and initiating placemaking such as art installations, interactive and creative spaces; and
- activating and enlivening potential construction areas or project sites.

These initiatives will be designed to build excitement and manaakitanga, partner with the community, test the strategic moves and potentially activate empty spaces or improve connectivity in the area.





10.0

PROPOSED
IMPLEMENTATION

10.1 DEVELOPMENT STRATEGY

This HLPP builds on work that has already been undertaken for the Old Papatoetoe town centre, including a place audit and masterplanning. The overall approach is to enable quality development on under-used council-owned land that will be an asset to the community.

Each new identified development proposal will go through a detailed business case and implementation stage.

As part of the project's implementation phase, Panuku will assess the current financial benchmark for the properties under consideration and will report additional value creation through the planning and realisation process, as well as the ultimate completed built value of the project undertaken by the private sector on the properties.

Panuku will work collaboratively, particularly with Auckland Transport as the designating authority and manager of off-street parking provision in commercial centres, and as provider of public transport. This will help us to develop a view on the appropriate quantity and location of off-street car parking provided by the council in Old Papatoetoe.

None of the three designated car parks in Old Papatoetoe will be affected by the proposed development. In addition, we suggest car parking provision be explored further before any Library Precinct development to ensure an appropriate level of public car parking is retained the area.

10.2 NEXT STEPS

Panuku estimates the project to be delivered within 10 years, by which time we expect to have enabled the commercial development of the town centre. All timing indicated here for high-level tasks to be delivered by Panuku is indicative until further work is completed. We will assume an advisory role where task delivery is delivered by another agency.

Phase	Tasks	Estimated timing	Delivery agency
Project planning	Preparation and approval of HLPP.	June 2017	Panuku/Council
	Adoption of HLPP by Auckland Council.	July 2017	Panuku/Council
	Papatoetoe Mall and plaza upgrade.	Completion early 2018	Panuku/Foodstuffs
	New World supermarket upgrade.	Completion mid 2018	Foodstuffs
	Tavern Lane Development Agreement signed.	2017	Panuku/developers
	Other sites and business cases.	2017-2027	Panuku/developers

Table 8: Project timeframe

10.3 OUTCOMES MONITORING

The outcomes in this HLPP will be monitored and reported after three years of the Project Plan being adopted, and three-yearly after that. Success will be measured against the regeneration goals and performance indicators detailed below.

Regeneration goals	Performance indicators	Outcomes							
		Panuku			Community				
		Catalyst	Value	Leader	Housing	Environment	Community	Access	Town centre
 Enhance and restore the natural environment	1. Increase in the use of low-impact design devices to manage stormwater issues.			✓		✓			✓
	2. Increase in the number of green buildings and sustainable design.	✓	✓		✓				✓
 Sustainable, enabled, connected community	3. Increase in public satisfaction with the quality of the town centre development.		✓	✓		✓	✓		✓
	4. Increase in public perception of safety in the town centre.		✓	✓			✓	✓	✓

Table 9: Performance indicators

Regeneration goals	Performance indicators	Outcomes							
		Panuku			Community				
		Catalyst	Value	Leader	Housing	Environment	Community	Access	Town centre
 Stimulate local growth, investment and innovation	5. Increase in occupier satisfaction with the quality of the town centre.		✓				✓		✓
	6. Increase in private investment in the town centre.		✓	✓					✓
 Liveable Communities	7. Increase in the number of dwellings that are affordable, accessible and sustainable.	✓	✓	✓	✓				✓
	8. Diversity of dwelling units (size, typology, price points)	✓	✓	✓	✓				✓
	9. Increase in residents' sense of community and pride with the way the town centre looks and feels.		✓				✓		✓



Appendix

CONTACTS

PROJECT DIRECTOR

John Carter

ENGAGEMENT ADVISOR

Helga Sonier

PANUKU DEVELOPMENT AUCKLAND

Ground Floor, 82 Wyndham Street, Auckland, 1010

PO Box 90343, Victoria Street West, Auckland 1142, New Zealand.

 +64 9 336 8820

 panuku.co.nz/papatoetoe

 facebook.com/panukuakl

 @Panukuakl

IN PARTNERSHIP WITH:

**Ōtara-Papatoetoe
Local Board**



