

Baseline Services Mahunga Drive

1. Introduction

- 1.1 This Document records the baseline services provided by Manukau City Council to the Mahunga Drive business improvement district ("BID"). This document outlines the current level of commitment made by the Council to the business improvement district and guarantees that any services provided and paid for through the BID rate will be additional to these baseline services. It is envisaged that this document, outlining these baseline services, will provide more clarity so that businesses will be more willing to invest in a BID as they will be able to more clearly see the benefits from their additional expenditure.
- 1.2 This Document outlines those services currently provided by the Council of most significance to the BID and does not necessarily include all the services provided by the Council. The services outlined have been selected from the Council's Long-Term Council Community Plan (LTCCP) because of their relevance and importance to the Mahunga Drive business improvement district. While many of the services are provided by the Council within the BID area, some are provided outside or adjacent to the area, but are still of benefit to the BID. The intention of the Document is to clearly set out the services that Council will continue to deliver throughout the lifetime of the BID and the LTCCP.

2. City Form and Environment

Introduction

- 2.1 The quality of a BID's environment can affect its image and how people feel about where they work or shop. An attractive and clean environment is crucial to the success of a BID. Historic buildings can also play a key role in promoting a link with the past and a distinctive and positive image for a BID. The design and form of a BID must be functional for business and have quality urban design that connects people and places as well as goods and services.
- 2.2 The Council uses many different mechanisms to help protect the environment, including activities such as: environmental policy; managing growth; heritage; city beautification; consents; and solid waste.

Environmental Policy

- 2.3 Looking after the urban environment is particularly important to a BID, given the continued fast population growth and urban pressures. The Manukau City District Plan is the City's guide for how these issues should be tackled. It includes Chapters on heritage, transportation, business areas and future development areas that are of particular importance to a BID. Although the District Plan is reviewed every ten years, the continued growth in Manukau means that the Plan is a dynamic document which continues to be updated throughout the ten year cycle. An overview of the District Plan is available at www.manukau.govt.nz (Keywords: District Plan. For further information or inquiries contact the Council at contactus@manukau.govt.nz or phone 09 263 7100.
- 2.4 In addition to the District Plan, the Council manages the environment through the Manukau City Consolidated Bylaw 1992, which has 30 Chapters that regulate a number of activities of concern to the BID. These include Chapters on Bath Houses and Massage Parlours; Food Hygiene; Offensive Trades; Parking/Traffic; Public Places; Waste Management; Signs; Street Traders; Liquor Control; etc. The Manukau City Consolidated Bylaw 1992 is currently being reviewed. An overview of the Consolidated Bylaw is available at

www.manukau.govt.nz (Keywords: Bylaws). For further information or inquiries contact the Council at contactus@manukau.govt.nz or phone 09 263 7100.

- 2.5 With regard to maintaining or improving existing levels of baseline services concerning environmental policy, the Council agrees to:
- (a) review 1 to 2 chapters of the District Plan per annum to 2016 and consult with the Mahunga Drive BID on any matters that affect the BID throughout the review process; and
 - (b) continue to review the City's bylaws (including those concerning signs, parking/traffic, liquor control) and consult with the BID on any matters that affect the Mahunga Drive BID throughout the review process.

Managing Growth

- 2.6 Manukau's population growth continues to place pressure on the City's resources particularly with respect to the provision of residential and business capacity within the existing Metropolitan Urban Limits. The Council's District Plan contains growth related policies and is currently being changed to enable intensification in identified growth centres. See www.manukau.govt.nz (Keywords: District Plan) The Council is a signatory to the NZ Urban Design Protocol and is committed to producing an action plan to assist with the implementation and promotion of better urban design. See www.mfe.govt.nz (Keywords: Urban Design Protocol)
- 2.7 With regard to maintaining or improving existing levels of baseline services concerning managing growth, the Council agrees to:
- (a) Continue to develop and implement Growth Centre Plans with 326 additional households being planned for the Mangere Growth Centre by 2016; and
 - (b) Prepare and implement Growth Management Strategies, including an Urban Growth Strategy and a Business Location Strategy by 2008/09.

Heritage

- 2.8 Manukau City has long been a popular place to live and work. The City's attributes attracted early European settlers who developed businesses in a new land. Many parts of the City include significant physical heritage which are protected by the Council's District Plan, including 22 monuments, memorials and historical features as well as 10 heritage parks and 8 heritage buildings. Heritage is also often a defining feature for a BID and can be important for attracting customers. See www.manukau.govt.nz (Keywords: Heritage)
- 2.9 With regard to maintaining or improving existing levels of baseline services concerning heritage, the Council agrees to:
- (a) continue to protect the historic heritage features within and adjacent to Mahunga Drive.

City Beautification

- 2.10 Urban environments, free from graffiti and other vandalism, are being critical to the attractiveness of a BID. The benefits of an attractive city environment are an important factor in the decisions made by business owners and investors about where to locate their

business or place their investment. Mahunga Drive needs to retain its businesses and investments to provide the jobs needed by the nearby young and rapidly growing population. Tourism also makes a major contribution to the Manukau economy, so it is important to present and safe and vibrant image to visitors. To ensure these objectives are met, the Council has adopted the *Manukau Graffiti Management Strategy 2001*. The Council also supports the 'Be a Tidy Kiwi' campaign. See www.manukau.govt.nz (Keywords: City Beautification)

2.11 The Council responds to immediate problems such as graffiti and other vandalism. It also works in a variety of ways to create attractive public areas. With regard to maintaining or improving existing levels of baseline services concerning city beautification, the Council agrees to:

- (a) provide graffiti removal services (as detailed below) in Mahunga Drive;
- (b) develop litter and graffiti management plans for all town centres by 2008/09;
- (c) improve the amenity value of public spaces in Mahunga Drive; and
- (d) maintain street trees and gardens in public places in Mahunga Drive.

Graffiti Removal Services in Mahunga Drive

The Council contracts with the Manukau Beautification Trust to provide graffiti removal services. See www.beautifulmanukau.org.nz (Keywords: Graffiti Removal)

Graffiti removal for all commercial sites is the responsibility of the building owner or lessee. The Manukau Beautification Trust's *Paint Out Crew* will assist with the paint out of graffiti on commercial sites if the paint is supplied by either the building owner or tenant.

The Trust's graffiti removal team has five vans that travel throughout Manukau each day removing graffiti from the main arterial routes and from fences and other council property. They have a 24 hour response time wherever possible.

The Trust undertakes the following paint out or waterblasting tasks free of charge: Road Frontage Fences - if they have the correct base colour, (other wise the owner of the property must supply the paint for the team to use); all Council buildings; signage and other areas of council owned parks; and footpaths.

The Trust does not undertake the following paint out or waterblasting tasks: Toilets in Parks (Civic Contractors); Vector power boxes (Vector direct line 3033626); Telecom equipment (Telecom); Playgrounds in Parks (Excell); Motorway bridges (Transit and Opus); Lamp Posts; Road Signs (Blacktop).

To report graffiti that the Trust may be able to remove, a business owner or tenant can call the Manukau City Council Call Centre help line 09 262 5104. All instances of paint out work where the Trust is not responsible can be reported to the Call Centre.

Consents

2.12 Resource and Building consents enable businesses to use their properties within BIDs for activities that have been approved in terms of the District Plan, Building Act, Building Code and Building Regulations. For further information concerning Resource Consents, see www.manukau.govt.nz (Keywords: Resource Consent) or for Building Consents, see www.manukau.govt.nz (Keywords: Building Consent). Both types of consents are concerned to ensure that the effects on the environment and fellow citizens are carefully considered and thereby give assurance on the quality of development and investment.

- 2.13 With regard to maintaining or improving existing levels of baseline services concerning city beautification, the Council agrees to: issue resource consents and building consents in order to ensure land development and building within Mahunga Drive meets the legislative standards and District Plan rules as well as approve all complying consents within twenty working days.

Solid Waste

- 2.14 The City's growing population and increasing amounts of packaging add up to an ongoing challenge in waste management. The Council's work to manage solid waste is guided by the *Waste Management Plan 2005 – 2010* which covers a wide range of aspects concerning the reduction and disposal of organic and inorganic waste. See www.manukau.govt.nz (Keywords: Waste Management). The Council provides for the collection of solid waste in public areas in and around Mahunga Drive.
- 2.15 With regard to maintaining or improving existing levels of baseline services concerning solid waste, the Council agrees to clean the public areas of Mahunga Drive by arranging for the following services as detailed below:

Public Area Cleaning Services in Mahunga Drive

The Council contracts with service providers/contractors to clean the public areas of the City. Details of the Services provided by the Council Contractor are discussed below.

Collection of Litter from the roadside

The Council Contractor collects Litter on the footpath, berm and channel, cesspit grates, storm backs, general carriageway and traffic islands. Litter on cesspit grates [and storm backs] is generally only collected if it is of an inorganic nature.

Collection and disposal of Litter from Walkways, Street Gardens and Service Lanes

The Council Contractor collects Litter from Walkways, Street Gardens and Service Lanes. The Council Contractor must take reasonable care to avoid damage to vegetation in any Street Garden.

Footpath washing in Mahunga Drive

Footpath washing must involve all types of footpath surfaces including sealed, paved, concreted and the uplifting and disposal of all refuse and detritus (excluding chewing gum).

Protection must be given to shop frontages during cleaning operations, and contaminated water is not to be discharged into stormwater drains.

Where the paving is constructed of paving blocks or cobblestones, the cleaning method adopted by the Council Contractor must not damage the surface and any sand removed from the joints must be replaced by brooming new sand into the joints. Excess reinstatement sand must be removed from the footpath surface.

The footpath areas to be cleaned must include the areas underneath Litterbins, Street Furniture, under all covered areas, planter boxes and other fixed objects. The Council Contractor must utilise an approved method of cleaning determined and agreed with Council.

Emptying, maintenance and installation of Litter Bins on the roadside in Mahunga Drive

Existing locations

The Council Contractor must collect all Litter contained in each Litter Bin in existing locations in the above areas.

The Council Contractor must ensure that each Litter Bin is kept free of splits, holes, true to shape, and otherwise operational.

The Council Contractor must also remove all graffiti, posters, corrosion and leachate and carry out any painting necessary to ensure that each Litter Bin is maintained in a visually good condition.

The Council Contractor must keep the Litter Bin and surrounding pavement clean.

The Council Contractor must replace the whole or any component of a Litter Bin ('Non Routine Maintenance') if Council has reasonable grounds to believe that the Litter Bin or any component of the Litter Bin cannot be repaired on site or at all. The Contractor must dispose of the old Litter Bin or component of that Litter Bin if required by the Council.

All Litter Bins replaced under Non-Routine Maintenance must match existing Litter Bins in Mahunga Drive and comply with Council requirements. The Council standard litter bins are manufactured by Street Furniture NZ Limited.

New locations

When requested in writing by the Council, the Council Contractor must supply and install a new Litter Bin. New Litter Bins must be installed true to line and plumb in an appropriate position at the kerb or building line clear of accessways in such a position that shop fronts, windows or advertising hoardings are not obscured and walkways are not obstructed.

Removal of Litter Bins

When requested in writing by the Council, the Contractor must remove a Litter Bin and reinstate the location where the Litter Bin was sited to a condition reasonably satisfactory to Council.

Collection of Litter around and in the immediate vicinity of Bus Shelters and Street Furniture.

The Council Contractor must remove Litter around and within the immediate vicinity of each Bus Shelter and Street Furniture.

Cleaning and sweeping of Bus Shelters and Street Furniture

The Council Contractor must maintain Bus Shelters and Street Furniture in a clean and hygienic condition suitable for their use. This work shall include regular sweeping, cleaning, removal of litter and washing as necessary to meet this standard. However

cleaning and washing of Adshel Bus Shelters is not required. The removal of graffiti from Bus Shelters and Street Furniture is also not required.

Removal of Illegally Dumped Refuse

The Council Contractor must collect Illegally Dumped Refuse from roadsides, Walkways, Service Lanes, Street Gardens, Carparks and all property owned by the Council within Mahunga Drive (excluding parks and Reserves maintained by other Council contractors).

Prior to disposal, the Contractor must use reasonable endeavors to identify evidence from the Illegally Dumped Refuse which indicates the identity of the person who has dumped the material. This evidence (if any) must be provided to the Council as soon as possible following its discovery to assist with identification of the offenders. Following an examination of the material by the Contractor, the Contractor is free to dispose of the relevant Illegally Dumped Refuse.

Standard of Services

The minimum standard for performance of the Services generally shall be no less than as defined by photographic standards.

Noise levels and Nuisance

The Council Contractor must avoid all nuisance including taking all practicable steps to minimise any noise, particularly noise caused by radios, plant and equipment, vibration or any other occurrence which does or is likely to cause nuisance or annoyance to any person or property in any street or public place in the vicinity of the Services. The Contractor is to be aware of and be considerate towards residents.

Frequency of Collections

All Litterbins shall be emptied as often as is required to ensure that they do not become and remain full. All Litter bins are required to be serviced a minimum of once per day.

Response Times

All Illegal Dumped Refuse must be removed within 24 hours of notification by the Council to the Contractor. All illegal dumping of hazardous or offensive material must be removed immediately following notification by Council to the Contractor.

Remedial works in response to instruction from the Council or as a result of a justified complaint from any source shall be completed within four hours.

Replacement of Litter Bins that require maintenance or are required to be replaced must be carried out within 24 hours.

Installation of a new Litter Bin at a new location must be carried out within [7] days following notification by Council to the Contractor.

The response time for clearing Litter from cesspit grates and stormbacks on roads shall be 12 hours of notification by the Council to the Contractor. .

All Carpark sweeping and cesspit grate clearing notified as urgent work must be completed within 24 hours of notification.

The response times listed above shall be complied with seven days per week.

Footpath Washing

This work must be of a standard to remove ground in dirt and stains.

All footpath washing must be undertaken as necessary to meet the required photographic standard.

Litter bins

The Council Contractor must clean all Litter Bins to satisfy the photographic standards and comply with the Manukau City Council Bylaw (this is to include but not be limited to thorough cleaning and sanitising of the Litter Bins including inner liners and the surrounding pavement to remove all leachate, grime and adhering refuse). All Litter Bins must be thoroughly cleaned and sanitised at least once per month.

The Council Contractor shall ensure that the frequency of service increases to ensure contract standards are met and maintained.

Customer Service

The Council Contractor and all staff including subcontractor staff employed by the Contractor, shall ensure at all times the service provided to the public is of a high standard and is prompt, courteous and efficient. The following minimum standards are expected of the conduct of the Contractor's staff during the Contract:

- a) Public safety to be given a high priority;
- b) Care taken to provide satisfactory pedestrian and vehicular passage past all plant and equipment used by the contractor at all times;
- c) Avoid the use of bad language;
- d) Noise of equipment and personnel to be kept at a minimum practicable level;
- e) Personnel to be polite to members of the public at all times;
- f) Care to be taken to avoid damage to both public and private properties;
- g) Staff shall at all times wear clean presentable clothes with appropriate safety gear.

- 2.16 The Manukau City Consolidated Bylaw indicates that Manukau City does not normally remove or dispose of commercial and industrial waste. See www.manukau.govt.nz (Keywords: Bylaws). These services are provided by private arrangements between building owners and waste collection contractors. The Bylaw also indicates that Council does not normally remove or dispose of trade refuse. Building occupiers are required to provide an area adequate for the hygienic storage of trade refuse to the satisfaction of Council's environmental health officers.

3. Safe City

Introduction

- 3.1 Crime and fear of crime are significant areas of concern to the City and to business owners in Mahunga Drive. Manukau's future as a great place to live, work and play, with an

attractive quality of life depends on preventing crime and reducing fear of crime so that people and businesses feel safe and secure.

- 3.2 The Council uses many different mechanisms to help people and businesses feel safe and secure, including activities such as health & safety, community safety and emergency management.

Health & Safety

- 3.3 Animal management, liquor licensing, building enforcement, district plan enforcement and environmental monitoring are essential services provided by the Council, whose regulatory services inspect, license and monitor a range of services in the community which have the potential to affect public health and safety. This licensing role includes food premises, hairdressing salons, and various other activities, such as street traders, brothels, gambling and liquor licensing as well as hazardous substances, noise control, dog and stick control and running the animal welfare shelter. Building and district plan enforcement fulfils the Council's responsibilities under the Building Act 2004, the Building Code 1992 and the Resource Management Act 1991 as these relate to dangerous and unsanitary buildings, building warrants of fitness and unconsented and non-complying activities. See www.manukau.govt.nz (Keywords: Health & Safety)
- 3.4 With regard to maintaining or improving existing levels of baseline services concerning health and safety, the Council agrees to:
- (a) process received applications (e.g. for food licences) from businesses in Mahunga Drive;
 - (b) undertake biannual and annual inspections of registered premises (e.g. food premises) in Mahunga Drive; and
 - (c) investigate complaints concerning businesses in Mahunga Drive.

Community Safety

- 3.5 Community safety covers many different types of safety – physical, psychological, emotional, social, environmental and cultural. The Council has adopted a Community Safety Framework, a Crime Prevention Action Plan, a Closed Circuit Television Camera (CCTV) Strategy and supports Crime Prevention through Environmental Design (CPTED) programmes. See www.manukau.govt.nz (Keywords: Community Safety)
- 3.6 With regard to maintaining or improving existing levels of baseline services concerning community safety, the Council agrees to:
- (a) develop, implement and participate in projects arising out of the Community Safety Framework and Crime Prevention Action Plan in Mahunga Drive;
 - (b) support stakeholders in Mahunga Drive in local crime prevention initiatives; and
 - (c) implement and manage CCTV in line with the CCTV Strategy and Policy.

CCTV in areas near Mahunga Drive

The Council coordinates and funds the installation and management of CCTV systems in a number of public places (town centres), council-owned facilities (libraries, pools, etc) and regional passenger and traffic settings (roads and car parks).

In addition, a number of businesses and community organizations have funded and installed CCTV systems in mostly privately owned locations and some public places (such

as car parks and alleyways) with the aim of reducing or detecting local criminal activity.

There are currently no Council managed CCTV cameras in Mahunga Drive.

It should be noted that a CCTV strategy and policy is currently under development and one of the options is to increase the number of CCTV cameras.

Emergency Management

- 3.7 Every year communities are struck by natural disasters and other emergencies. Tsunamis, earthquakes, volcanoes and storms are just some of the natural disasters which can affect businesses. Other major incidents can include chemical spillages, fires and utility failures. The Council, along with other local authorities, plans for wide range of possible emergency events. It has its own civil defence organization. An important part of civil defence work is proactive planning, involving the liaison with many different organizations, including BIDs.
- 3.8 With regard to maintaining or improving existing levels of baseline services concerning emergency management, the Council agrees to:
- (a) provide civil defence and emergency management services for the businesses in Mahunga Drive.

4. Transport

Introduction

- 4.1 Transport is a major issue for Manukau City. Quality of life for many people depends significantly on how easy it is to move between home, work, educational institutions, shops and recreation areas. For businesses in BIDs, such as Mahunga Drive the ability to move products and supplies quickly from factories and warehouses to distribution points is critically important for competitiveness. See www.manukau.govt.nz (Keywords: Transport)
- 4.2 The Council is playing a significant role within the wider Auckland region to obtain more resources, to integrate transport services with new land development and to work with private and public transport operators to develop and promote services that better meet the needs of the Manukau community. The Council uses many different mechanisms to improve transport, including activities related to passenger transport and roads. See www.manukau.govt.nz (Keywords: Transport)

Passenger Transport

- 4.3 The Auckland Regional Transport Authority ("ARTA") is responsible for planning and funding bus, rail and ferry services across the region. The Council also works with the Auckland Regional Council ("ARC") to ensure that passenger routes keep pace with new developments and meet the needs of the city's population. However, Manukau City Council itself is responsible for developing and managing certain transport infrastructure, such as bus stops and shelters, park and ride facilities and interchanges in Manukau City. See www.manukau.govt.nz (Keywords: Transport)
- 4.4 With regard to maintaining or improving existing levels of baseline services concerning passenger transport, the Council agrees to:
- (a) Advocate and provide advice on passenger transport for Mahunga Drive;

- (b) Continue to improve passenger transport related facilities, such as bus/rail interchanges, park and ride facilities and bus stops and shelters for Mahunga Drive;
- (c) Provide good quality walking and cycling facilities for Mahunga Drive.

Roads

- 4.5 People, businesses and communities are dependant on an efficient and effective transportation system in order to enhance the social, economic and cultural wellbeing. The roading network is the dominant component of the transportation system within the city, now and in the foreseeable future. Provision within the city for road transport and motor vehicle access to properties by roads, parking facilities, loading facilities and associated pedestrian and cycling facilities are of considerable importance to the city and to BIDs such as Mahunga Drive.
- 4.6 The Council is responsible for providing and operating a safe and efficient roading network that serves the needs of the people of Manukau, including residences and businesses. The Council achieves this by planning, constructing and maintaining the road network to ensure that the existing roading assets remain safe and functional by providing additional road assets for the future growth demand. This includes renewal projects such as road resurfacing, road pavement reconstruction, footpath replacement, bridge replacement, street light and traffic signage replacement, drainage renewal, signs and road marking renewal. See www.manukau.govt.nz (Keywords: Transport)
- 4.7 With regard to maintaining or improving existing levels of baseline services concerning passenger transport, the Council agrees to:
- (a) Provide safe and convenient road networks that provide access for people working in Mahunga Drive that also enables the economic transportation of goods for businesses; and
 - (b) Maintain and develop the current roading network in Mahunga Drive in an effective and efficient manner.

Abandoned Cars in Mahunga Drive

The Council contracts with a service provider/contractor to provide abandoned vehicle services.

The Council's abandoned vehicle service operates in accordance with its obligations under the Local Government Act 1974 (s.356). The services includes the investigation storage and destruction of abandoned vehicles as well as towing, removal of rubbish from vehicles and cleaning up any roadside litter from abandoned vehicles.

The Council's monthly monitoring of the number of abandoned vehicles shows investigations have decreased in recent years.

For further information www.manukau.govt.nz (Keywords: Abandoned Vehicles) or telephone 262-7100.

5. Leisure and Recreation

Introduction

5.1 Communities will be vibrant and strong when people feel that they belong to and can contribute to community life. Strong community, cultural and family ties underpin community cohesion and these contribute to people having a sense of health and wellbeing. Community cohesion is also important for sustaining the customer base and workforce for BIDs. See www.manukau.govt.nz (Keywords: Leisure)

5.2 The diverse nature of the community requires the Council to provide a wide range of activities to meet the physical, cultural and social needs of citizens, including libraries, parks, swimming pools, recreational centres and arts facilities.

Libraries

5.3 Libraries provide a wide range of services, including life-long learning, literacy, leisure, democracy, business support and heritage, public reference and corporate reference services. A major role of libraries is to make Manukau an educated city. Libraries also often form a focal point within a BID. See www.manukau-libraries.govt.nz

5.4 With regard to maintaining or improving existing levels of baseline services concerning libraries, the Council agrees to:

- (a) Ensure the provision of services and resources to meet the informational, recreational, educational and cultural needs of the people of Manukau; and
- (b) Provide and maintain clean, modern, safe and attractive libraries in community settings.

Parks

5.5 Manukau City's extensive networks of active and passive parks provide a wide range of leisure options for residents and visitors. They make an important contribution to lifestyle, health and community development and also provide green, attractive spaces in BIDs. See www.manukau.govt.nz (Keywords: Parks)

5.6 With regard to maintaining or improving existing levels of baseline services concerning parks, the Council agrees to:

- (a) Provide active and passive parks, together with appropriate facilities (toilets, playgrounds etc) to meet community needs and population growth;
- (b) Ensure parks are well maintained and fit for purpose;
- (c) Provide parks and reserves in line with standards and other requirements.

Swimming Pools

5.7 The Council provides six swimming pool complexes across the city. General admission to these complexes is free, in line with the Council's policy of promoting healthy lifestyles through active participation in leisure. See www.manukau.govt.nz (Keywords: Pools)

5.8 With regard to maintaining or improving existing levels of baseline services concerning pools, the Council agrees to:

- (a) Provide well maintained and operated, environmentally friendly swimming pool facilities;

- (b) Provide swimming pool programmes that enable people to learn to swim, learn about water safety and promote health and wellbeing; and
- (c) Provide suitable premises for swimming pool purposes.

Recreation Centres

- 5.9 The Council provides seven recreation centres across the city. They host a wide range of competitive sports, such as netball, touch and squash. The Council also provides a number of fitness centres. See www.manukau.govt.nz (Keywords: Recreation) Manukau on the Move is a mobile recreation team which focuses on outdoor recreation and special events. See www.manukau.govt.nz (Keywords: Recreation)
- 5.10 With regard to maintaining or improving existing levels of baseline services concerning recreation centres, fitness centres and Manukau on the Move, the Council agrees to:
- (a) Provide well maintained and operated recreation centres and associated facilities;
 - (b) Provide programmes that improve community health and fitness.
 - (c) Provide suitable premises for recreation centre purposes.

Arts

- 5.11 The Council provides a range of arts and cultural programmes and services city wide, including five art centres, two orchestras, various music groups, public art and specialist advisory services to arts communities. The art centres and programmes also often form a focal point within a BID. See www.manukau.govt.nz (Keywords: Arts)
- 5.12 With regard to maintaining or improving existing levels of baseline services concerning arts and cultural facilities and programmes, the Council agrees to:
- (a) Provide well maintained and operated arts facilities;
 - (b) Provide arts programmes in line with community needs;
 - (c) Provide suitable premises for arts purposes.

6. Community Services

Introduction

- 6.1 Communities will be vibrant and strong when people feel that they belong and can contribute to community life. Strong community, cultural and family ties underpin community cohesion and these contribute to people having a sense of health and wellbeing. Community cohesion is also important for sustaining the customer base and workforce for BIDs. The Council is the provider of a number of community services that help people feel part of the community, including community development, CABx and halls. See www.manukau.govt.nz (Keywords: Community Services)

Community Development

- 6.2 Manukau City is made up of many different communities. Formal and informal groupings operate all over the city, as a result of many business, educational, social, leisure and neighbourhood connections. The Council focuses on working with a diverse range of groups to ensure that they are engaged in their communities and with Manukau City Council. See www.manukau.govt.nz (Keywords: Community Development)
- 6.3 With regard to maintaining or improving existing levels of baseline services concerning community development, the Council agrees to:
- (a) Provide community advisory services working across the community (including Mangere) to co-ordinate and facilitate partnerships;
 - (b) Develop action plans and annual work programmes with key social groups, including disabled people, new settlers, Pacific peoples and Maori.

Citizens Advice Bureaux

- 6.4 Manukau City's network of five Citizens Advice Bureaux and one information centre provides the community with free advice and information. CABx provide information, including personal, family, financial, legal, housing, consumer rights, transport, education and employment matters. CABx can form a focal point within a BID. See www.manukau.govt.nz (Keywords: Citizens Advice Bureaux)
- 6.5 With regard to maintaining or improving existing levels of baseline services concerning CABx, the Council agrees to:
- (a) Provide a free, impartial and confidential information advice, advocacy and referral service to the community, as well as premises for these services.

Halls

- 6.6 Manukau City Council owns and operates 21 community halls, many of which are War Memorial Halls. The halls host a wide range of meetings, events, indoor sports, weddings and receptions, dancing, Church services and social functions. Halls can form a focal point within a BID and provide a sense of heritage.
- 6.7 With regard to maintaining or improving existing levels of baseline services concerning halls, the Council agrees to:
- (a) Provide halls to facilitate sports, social and cultural gatherings within the community.

7. Thriving Economy

Introduction

- 7.1 Manukau's population is growing rapidly. To build and sustain high quality lifestyles for current and future generations, it is important to develop the kind of economic growth that will generate jobs, while at the same time, safeguarding the natural environment. This means fostering both the growth of high value businesses that are environmentally friendly and the skills and knowledge of the community. See www.manukau.govt.nz (Keywords: Economy)

- 7.2 The Council aims to attract businesses, events and tourism that rely on skills and technology and which can help Manukau make its mark on New Zealand and the world as an innovative and thriving place in which to invest, live and visit, including education and employment advocacy, town centres and business precincts, business initiatives, tourism and events. These activities are of significance to BIDS, such as Mahunga Drive. See www.manukau.govt.nz (Keywords: Economy)

Education and Employment Advocacy

- 7.3 Manukau City's rapid population growth and comparatively young population means there is great demand for more employment opportunities every year. While employers have suffered significant skill shortages in recent years, there is still a large pool of job seekers in the city. The Manukau Future Skills Action Plan was developed to address these skills issues. See www.manukau.govt.nz (Keywords: Employment). A direct development is the proposed establishment of a Future Skills Council to drive the Action Plan work and to strategically advocate at a high level or with Government and businesses.
- 7.4 Education needs to be seen as a lifelong process which enables people to confidently upskill and change jobs as technology and the economy changes. Manukau City Council works with schools, private training providers, tertiary institutions, industry training organizations, local business and Government organisations to improve access to education and reduce unemployment for all residents. See www.manukau.govt.nz (Keywords: Education)
- 7.5 With regard to maintaining or improving existing levels of baseline services concerning education and employment, the Council agrees to:
- (a) Advocate for education resources and funding for Manukau City;
 - (b) Develop an education and employment strategy and policy;
 - (c) Advocate for employment resources and funding in Manukau City;
 - (d) Advocate the benefits of information and communications technology;
 - (e) Implement the Manukau Future Skills Action Plan.

Town Centres and Business Precincts

- 7.6 Successful town centres and industrial areas play an important role in the economy, as they attract businesses, investors and residents for a wide range of business, community and cultural events. Developing Manukau town centres and local business areas into vibrant and attractive areas is a key goal. The Council has adopted a Town Centres Strategy to provide a framework and action plan to enhance and revitalise the city's 18 town centres. See www.manukau.govt.nz (Keywords: Town Centres, Business Precincts)
- 7.7 The Council has also created a number of business improvement districts to enable it to work closely with local businesses on specific improvements for certain areas. See www.manukau.govt.nz (Keywords: Town Centres, Business Precincts)
- 7.8 With regard to maintaining or improving existing levels of baseline services concerning town centres and business improvement districts, the Council agrees to:
- (a) Develop vibrant, commercial town centres in accordance with the Town Centres Strategy;

- (b) Increase the number of business improvement districts across the city and continue working with existing business improvement districts, such as Mahunga Drive;
- (c) Provide suitable facilities for town centres;
- (d) Provide a minimum subsidy of \$25,000 per annum for each BID and provide assistance and facilitation to each BID through Town Centre coordinators.

Business Initiatives

- 7.9 In today's global environment, the location of a business is determined by a wide range of factors, including opportunities for investment, infrastructure such as telecommunications and the availability of the right type of employees and a clustering of businesses of similar and related products and services.
- 7.10 The Council has a range of business initiatives through its contract with Enterprising Manukau that assist current businesses (including those in Mahunga Drive) and those that want to locate in the city. See www.em.org.nz (Keywords: Business Initiatives) Assistance ranges from practical information about the city through to regular updates on economic and business conditions and an agency providing business support services to help small and medium sized businesses to expand their market, export, improve productivity, develop high value products and services and to assist future entrepreneurs get under way. See www.manukau.govt.nz (Keywords: Business Initiatives) See also www.manukau.govt.nz (Keywords: Business Assistance)
- 7.11 With regard to maintaining or improving existing levels of baseline services concerning business initiatives, the Council agrees to:
- (a) Provide support services for and increase the number of small to medium sized businesses in Manukau including Mahunga Drive;
 - (b) Promote an enterprise culture and the development of entrepreneurs;
 - (c) Facilitate business investment in the city.

Business Development Assistance

Business Development Assistance

There are many services available to assist business in Manukau. See the 'Business & Development' section of the council website for more information on business demographics, economic trends, business assistance services, and useful links to other organisations that offer courses and investment advice and assistance.

Tourism

- 7.12 Tourism remains the biggest global industry and continues to grow. International tourism is one of New Zealand's top export earners and largest employers. Manukau City intends to secure and grow its share of this tourism market. Accommodation, food/beverage, retail and travel are the main areas of visitors spending, all of which generates employment and also require the products and services of other local businesses and suppliers, such as those within BIDs. See www.welcome2manukau.com (Keywords: Tourism)
- 7.13 With regard to maintaining or improving existing levels of baseline services concerning tourism, the Council agrees to:
- (a) Position Manukau as a high class visitor destination by facilitating development of new tourism products and services which meet visitor expectations;
 - (b) Provide a collaborative platform and co-ordination within Manukau's tourism industry to deliver greater efficiency and effectiveness of marketing and product development spending;
 - (c) Support and increase the number of tourism operators.

Events

- 7.14 Successful events contribute to a vibrant and thriving city by providing a significant level of community, economic and environmental benefits. The Council supports events identified as meeting the city's needs through a one stop shop events unit, which provides a single co-ordination service to assist event planners. Key events supported by the Council include the ASB Bank Cultural Festival and the Sir Barry Curtis 10K classic road race. The Ellerslie Flower Show is also a key event for the City. See www.welcome2manukau.com (Keywords: Events)
- 7.15 With regard to maintaining or improving existing levels of baseline services concerning events, the Council agrees to:
- (a) Facilitate events within Manukau;
 - (b) Assist event organisers by providing expert advice in a seamless facilitation process; and
 - (c) Develop an integrated event strategy and policy.

Events

Manukau City Council organises, sponsors and supports most of the events held in the city each year, and offers organisers a number of sponsorship and funding opportunities. See the 'Calendar of Events' section of the council website for more information about what is on in the city, funding and sponsorship opportunities, venues in Manukau and filming in Manukau.