

### Tawa Community Board Monthly Report – February 2007

#### **An information sign for Mervyn Kemp Library, Tawa**

The Community Board has asked whether the library could show an “i” sign to advertise the information it provides. The library has made some enquiries and found that the distinctive “i” sign is associated with tourism ventures and that the library doesn’t meet the criteria to use this style of “i”. There would also be issues around colour fit with the Wellington City Council and Libraries branding colour palette if another colour style was required.

The Library provides information on local clubs, services and organisations in the Tawa area. Access is facilitated through the community website [www.tawalink.com](http://www.tawalink.com) which provides up to date information on Tawa happenings with a calendar and directory. Material on the history of Tawa is being kept at the Library including books and local newspaper clippings. Local maps, bus and train timetables are also made available.

Mervyn Kemp Library has in the last year and a half taken over the role of Wellington City Council Service Centre for the community. This has brought many enquiries to the library both at the desk and over the phone. Mervyn Kemp Library has taken both the role as a general information centre and that of being a resource for the local community on City Council information very seriously. To do this library staff has to become knowledgeable about both the Council and the Community.

Having looked into this issue, the library believes the best way to proceed is to arrange and display more promotional advertising for community information such as local papers and organisations on an appropriate board outside the library. This should help increase awareness of the Library’s information role.

#### **Queues at Tawa Library**

During the most recent rates period a Graeme Sutton noted the queues for attention at the desk. There was a concern that ‘service centre’ work may be hindering service for customers visiting the library on library business.

Saturday morning is traditionally one of the busiest periods in the week. This is sometimes compounded by also being the last day for paying rates or dog licences. The library staff actively encourages customers to pay by other means which helps reduce the queues at this time. However, many customers still prefer to wait until the last day to pay in person.

The Saturday team endeavour to have one queue for customers on a Saturday. This way everyone is attended to in order regardless of their enquiry. Prior to the last rates billing, a decision was made to provide a roving staff member to assist customers in the use of the self check machine. This was a new initiative that was only begun on an intermittent basis. The trial highlighted the fact that elderly people were hesitant to first use the self issue machine without assistance. There were also a number of adults who had not thought to use the self issue machine.

From this trial, an ongoing objective has been established of introducing more customers to the self issue machine throughout the year. It is felt that this will considerably ease any queuing related to rates billing periods.

The front desk allows for two customers to be served at one time either for service centre or for library requests. There are three computers one of which can alternate between services. It would be unusual for three staff to be available at the desk to use all three computers at

## APPENDIX 1

one time. There is also a self issue machine which will issue library items only. It has been noted during rates periods that the self issue machine has been underutilised.

### **Tawa Service Centre – Community Space**

The Tawa Community Centre Project was discussed at the Board's December meeting and is continuing as planned.

The booking policy, overall process for selecting tenants, and development of tenancy agreements are progressing according to plan. The Centre is set to receive its first tenant on February 7 2007, when the Northern Push Play Coordinator moves in.

Renovation of the interior of the building is due to happen in the near future. This will involve building partition walls, re-painting, removal of counter and laying of new carpet tiles. Health and Safety and accessibility audit requirements are also being followed up, including seeking additional funding for an automatic door to make the building more accessible, installing new fire safety equipment, new door handles and re-keying locks for security purposes.

Employment of a Facility Coordinator is progressing, with the intention being to have someone in place by the end of February 2007. Part of this person's role will be to maximise community usage of the Centre.

Officers have arranged to meet with the Tawa Community Board sub committee to provide a further update and finalise the process for selecting tenants.

### **Youth Vans**

At its December meeting the Board enquired about the Council's youth van visiting Tawa. The Youth Team uses the vans Merv and Vera to work with young people in the city and suburbs. The vans are generally sent out in response to requests from youth, community and youth focused organisations. Occasionally, the Youth Team proactively initiates its own events and activities with the vans across the city. The Youth Team hasn't received any requests from Tawa in the last 6 months, and in response to the Board's request the Team will now arrange to visit Tawa before the end of March.

### **Toilets**

Robert Tredger enquired at the Board's December meeting about the availability of a map showing public toilets. A map of public toilets is on the Council website under Maps/WebMap. You can then zoom into the area you are looking for and use the Key 'Public Conveniences'. There is also an index of all public toilets on the website as well under Services and Information, listed under "P" for Public Toilets.

### **Pile of dirt near Tawa College/Duncan Street**

A lady complained about a pile of dirt left behind after recent flood improvement works near the school. Bill Wilkie, Drainage Maintenance Supervisor from CitiOperations has been in contact with Ngaire Best. The open drain situated in the Railway corridor (Tawa/Linden) was cleared in November 2006. A Contactor was engaged to carry out this work.

Subsequently, CitiOperations were involved in clearing the stormwater inlet structure downstream of this open drain. This has included the removal of gravel in question and shaping of the invert to allow the drain to flow unimpeded.

# APPENDIX 1

## **Signage**

Robert Tredger has asked that Council officers look at installing appropriate signage on lampposts along Main Road to point out locations of railway stations. There is no signage at present. The responsibility for public transport facilities sits with the Greater Wellington Regional Council (GWRC). Wellington City Council has been involved in discussions with GWRC to identify a set of priorities for the installation and upgrading of these facilities, including appropriate signage in surrounding locations. At this time GWRC advise there is no funding available and until discussions are concluded we cannot give a time frame for any signage improvements.

## **Bollards in Tawa**

Peter McEvoy from Council's Urban Design unit visited the Mall in January and inspected the current bollard coverage. To consider this matter further, Peter will need to know why the Board wants the bollards installed/reinstalled and also the exact location e.g. does the Board want bollards just across the mall entrance, to keep vehicles out of the mall area itself (see photos 006 and 007 Appendix 3), or do they want to keep vehicles off the whole footpath (see photos 001 and 002 Appendix 3)? An on-site meeting with a member of the Board to discuss the placement of the bollards is probably the best way to progress this matter.

The Urban Design Unit may be able to find some funds for a small number of bollards but if a large number are required (Peter has suggested it would need at least 13 new bollards to completely stop vehicles going up on the footpath) then funding would be an issue. There are also other implications of putting in a large number of bollards, such as high pavement reinstatement costs, on top of the actual bollard cost, and the detrimental effect on the physical landscape.

## **Bing Lucas to Woodman Drive link road**

Works are progressing on site. The majority of earthworks for the road are complete although the construction of the road is yet to begin. It is hoped that the road will be complete and open by March 2007.

## **Parking Enforcement**

At its last meeting the Board expressed some concern about dangerous parking practices that were becoming almost common place on Main Road. An enhanced parking enforcement presence prior to Christmas was requested, with an emphasis on educating or warning motorists, rather than ticketing.

Parkwise acted on this request and provided a higher warden presence along Main Road and surrounding streets. A noticeable reduction in overstaying time restrictions was one clear result of the increased presence and wardens did report speaking to a number of drivers about their poor parking practices.

## **Kerbing around Tawa**

Over the Christmas break Malcolm Sparrow received a request from a resident for the Council to consider better kerbing access for baby strollers and the like at several intersections (for example Rawson and Beauchamp Streets and Collins Ave and Beauchamp Street). Officers from the Roading and Traffic team are looking at the sites specifically mentioned and will report back on any improvements that can be made in due course.

### **Parks and Gardens**

The Council's Parks and Gardens unit are carrying out a study to identify possible junior sports fields in the Tawa Area. This is due to the growing numbers of participants in the Northern area and the under-utilisation of some of the green space that had been used as sports fields in the past. At this stage it is only a project involving identifying space. Once this is done, Council officers will be in communication with community groups and sports codes in the area. The Board will be kept updated.

### **The Kereru Family Sculpture**

At its December meeting the Board asked to be reminded what the previous costings were for the Kereru sculpture. In 1999 the cost for the 3 sculptures to complete the Kereru family was \$82,500. We anticipate that these costs will have escalated significantly.

### **Extra Bin in Tawa Rose Garden**

The Board had previously requested the Council to look at installing another rubbish bin in the Tawa Rose Garden by the seats adjacent to the stream. Council officers from Parks and Gardens and CitiOperations have looked into the matter and are aware of the issue that the Board is concerned about. Ground staff do not believe another rubbish bin is necessary. The cost, including installation would be \$800. The Council's budget for new bins is limited and this area is not considered a priority.

Cleaning frequencies for the existing bin have been increased to 3 times a week and a Parks and Gardens horticultural officer is making regular weekly checks for litter all over the garden.

### **Heritage buildings and trees**

At its December meeting the Board requested that Council officers provide it with information on how buildings get added to the Council's heritage list. A meeting will be organised through the Chair with appropriate Council officers within the next few weeks.

### **Representation Review**

The Council received eight appeals/objections to its final representation proposal, as notified on 7 October 2006. Two of the objections related to community boards. The appeals/objections have been sent to the Local Government Commission who will hear the appeals in 2007 and will make a final decision on the Council.

## APPENDIX 2

### 2006-07 Council Planned Roading Projects in the Tawa Community

<b>PRESEAL PREP</b>			
BRASENOSE PL-#9 ROW	BRASENOSE PL	DEAD END	Complete
COATES ST	COLLINS AVE	CUL DE SAC	Complete
WOODMAN DR	PECKHAM GR	COLONIAL GR	Complete
WOODMAN DR	WOODMAN DR-#79 EXT	PIKITANGA CL	Complete
COLONIAL GR	WOODMAN DR	CDSH	Complete
RANUI TCE	MCLELLAN ST	COLLINS ST	Complete
COLLINS AVE	LITTLE COLLINS ST	RANGATIRA RD	Complete
MATAI ST	RANUI TCE	DEAD END	Complete
RAWSON ST	NATHAN ST	DEAD END	Complete
VICTORY CRES	FRANKLIN	FORGLEN	Complete
<b>PAVING</b>			
BRASENOSE PL-#9 ROW CDSH	BRASENOSE PL	DEAD END	Complete
COLLINS AVE AC	LITTLE COLLINS ST	RANGATIRA RD	Complete
MATAI ST- AC	RANUI TCE	DEAD END	Complete
RAWSON ST - AC	NATHAN ST	DEAD END	Complete
VICTORY CRES - AC	FRANKLIN	FORGLEN	Complete
<b>SEALING</b>			
BRASENOSE PL-#9 ROW - CS	BRASENOSE PL	DEAD END	Complete
COATES ST - CS	COLLINS AVE	CUL DE SAC	Complete
WOODMAN DR - CS	PECKHAM GR	COLONIAL GR	Complete
WOODMAN DR - CS	WOODMAN DR-#79 EXT	PIKITANGA CL	Complete
COLONIAL GR - CS	WOODMAN DR	CDSH	Complete
RANUI TCE - SL	MCLELLAN ST	COLLINS ST	February

### APPENDIX 3



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### APPENDIX 3



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