

Date of Response	Topic	Question	Response
8-Sep-22	Christchurch Waste Water Plant	<i>Please see the attached PDF</i>	Please see the attached PDF
19-Sep-22	Bus Interchange Safety	<i>Asking for an update on the security situation at the bus interchange.</i>	Please see the attached PDF
20-Sep-22	Sandilands Community Housing Complex	<i>Asking about the security and safety situation in Sandilands</i>	Please see the attached PDF

## Christchurch Waste Water Plant

1. It was said that an insurance committee of the Council meets monthly and they are monitoring the claim very closely. Who is on this committee? Are the minutes public? If not, why not?

The committee is comprised of the Mayor, the Deputy Mayor, Councillor MacDonald and Councillor Davidson. The minutes are not publically available as the content is commercially sensitive.

2. Did the insurance cover allow for mitigation in the form of covering the trickling filters in some way?

Yes.

3. If the insurance did cover this, what was the reason for not covering the filters to assist with limiting the foul odour for the residents?

A number of options to address the stench that was coming from the trickling filters were investigated, which included covering the structures. However; it was evaluated that the fastest and most effective method was to remove the source of the odour, the filter media.

4. If the insurance did not cover this, what was the reason for still not covering the filters to assist with limiting the foul odour for the residents?

See above.

5. With regards to CCC's public liability Insurance or any other CCC liability insurance would this cover affected resident's health costs, purchases they have had to make to mitigate the smell inside their homes and cover any damage to properties?

Each case will be considered on its specific circumstances by Council and our insurers.

6. Given the concerningly slow response from CCC and relevant health authorities with regards to the residents debilitating health issues and now that CCC have heard their concerns and needs, will CCC provide further compensation, reimbursement for their ongoing financial cost directly relating to this air pollution disaster? If not, why?

Council in partnership with HealthNZ have assessed the health concerns and at this point there is no indication from health providers of increased health concerns.

7. At the public meeting held on 13th May it was said that "CCC wanted to put a package together for a variety of needs". What is this package please, other than the \$200?

Schools and early learning centres directly affected have been granted funds to support initiatives whilst the smell is at a high level. Pegasus health has been funded to provide a free service to those assessed by them as eligible to cover transport and medical visit costs. Allocation of discretionary funding of up to \$20,000 to each of the Waitai Coastal-Burwood and the Waikura Linwood-Central-Heathcote Community Boards for local, targeted support has also been supplied.

8. If there is no further package, why is that?

Answered above.

9. As it might take some time for the outside putrid stench to go, fresh air inside homes is needed urgently now and could be addressed with eg air purifiers. Is this something CCC will help with? (This should have been done eight months ago).  
This has been considered but not seen as a fit for purpose response.
10. Would there be the possibility of the mayor's welfare fund as one source of funds?  
Yes; the Mayor's Welfare Fund can provide one-off assistance where real need can be shown – freephone 0800 800 169 at all times.
11. Will CCC request that the relevant health professionals set up e.g. a mobile caravan to visit streets to support and talk through health and wellbeing issues with residents and where further professional and practical assistance can be found? Not everyone has access to or can afford transport.  
This has been discussed but cannot be resourced by the health sector.
12. Has there been a conversation with health authorities about the residents with a disability where their mobility issues restrict them from leaving their home easily? What is being done for these residents please?  
Health is aware of this and the response from Pegasus Health and their PCW's addresses this concern.
13. Are Council door knocking to make sure no residents fall through the cracks? If not, why not? If not, how are CCC making sure no one falls through the cracks? Not everyone is on social media or has transport to access the designated centres for their presy cards.  
We haven't undertaken door-knocking because the affected area ranges so greatly depending on the wind direction. We have completed five physical mail-outs to households in the east since November 2021. Depending on the situation and the messaging, this has ranged from the nearest 700 households (with health information related to high hydrogen sulphide levels close to the plant) to 15,000 homes (related to the house discolouration and information on where people can access health-related help). Physical versions of the e-newsletters have been created and delivered to the four community providers, and information plinths were installed at each of the community providers while the community support package was open.
14. When affected residents visit their doctor and the doctor is of the opinion that the resident's health issue is directly related to the Wastewater plant odour, could the doctor send the account for the medication needed and appointment costs directly to CCC? If not, why not?  
We are working with Pegasus Health's partnership community workers (PCWs) to provide free care for people whose health and/or wellbeing is being negatively affected by the wastewater treatment plant smells. If you have difficulty accessing a family doctor or healthcare provider, phone Maureen on 022 0103296. These partnership community

workers can offer targeted support on behalf of the Council to meet the needs of those who are struggling as a result of the ongoing odours.

- Healthline provides free health advice and information – phone 0800 611 116 at all times.
- 1737 provides free counselling support for Kiwis – phone 1737 at all times.
- Ministry of Social Development (MSD) may be able to provide financial support – phone WINZ 0800 150 149 Monday to Friday 7am-6pm, Saturday 8am-1pm.

## **Bus Interchange Safety**

There have been several significant incidents at the Bus Interchange in recent times.

We have been working closely with ECAN over the past couple of months to address the security concerns of both staff and users of the Bus Interchange. Over the last two months we have introduced a morning guard, so we now have a guard presence from open to close, seven days a week.

The current schedule is:

- At least one guard is on whenever the Bus Interchange is open
- Two guards are on in the busy afternoon peaks (1 pm to 7 pm )
- Three guards are on in the higher risk periods on Thursday, Friday and Saturday evenings

In addition, we are working with the Community Support and Partnerships Team regarding increasing Police presence around the facility, and we are looking to engage Youth Cultural Development workers as we look at ways to disrupt the current behaviours.

We have increased signage to highlight the use of CCTV and encourage people to report incidents either via 111 or 105. We will add signage around the entrance to ban smoking/vaping and are investigating ways to break up the area through music and planters.

We are currently working through audit findings to increase lighting in certain areas and removing access from other areas that do not affect the flow of the building and are currently being used to hide away.

Finally, we are working with our security providers to encourage people to move on if they aren't catching a bus.

## **Sandilands Community Housing Complex**

These units have been closed because of the financial risk associated with asbestos and the age of the services.

Officers are working with OCHT and other partners to redevelop the site for community housing purposes. This has taken longer than desirable due to financial feasibility being negatively impacted by the asbestos and the contaminated site (these units were built on a former landfill).

There has been community concern raised about inappropriate activity on the sites including break ins, bottle digging, meth labs, squatters, and a potential “chop shop”.

We have had issues off and on with hot water cylinders and taps being stolen, which we have dealt with at the time. We were also aware of people digging for bottles; however, this hasn't been an issue for quite some time. The last reported incident of digging would have been two to three years ago.

More recently we have had contractors working around the exterior of the vacant units in Sandilands off and on since mid-June. This included large tree maintenance, pruning or removing of other overgrown vegetation, lowering of 1.8m front fences (to improve visibility), boarding up doors any broken windows, and other minor actions.

During this work there has been no evidence of squatters or meth labs, albeit two old mattresses were found in out buildings.

We have also allowed a neighbour to use one property to primarily store and work on their stock cars. We did this on the basis of providing informal security.

In addition to the work recently carried out, we also have the scheduled lawn mowing maintenance taking place at the vacant properties.

Officers are committed to investigating feasible redevelopment options for these properties and will provide updates as discussions progress.