

# We are working together:

## Council services during COVID-19

Our Hawke's Bay councils are working together to bring you all the information on the availability of the councils' services during this difficult time



## Life at Alert Level 3

Well done, Hawke's Bay. As a region and as a country, we've made incredible progress against COVID-19. We don't want to lose what we have all worked so hard to protect, so let's finish what we started as we prepare to move into Alert Level 3 on Tuesday morning.



- **The golden rule for life at Alert Level 3 is still stay home.**

If we're not at work, school, exercising or getting essentials then we must be at home, the same as at Alert Level 4.

- **We must all stay regional.**

We can exercise at parks or beaches within our region, but the closer to home the better.

- **Hawke's Bay Civil Defence Emergency Management Group has built strong systems**

and welfare networks to help our communities. We'll continue to help people who don't have any other support, for as long as we are needed.

- **If you don't have any support networks, call 0800 HBAYCD (0800 422 923) for welfare support.**

- **We know this year's persistent and severe drought**, particularly in Central Hawke's Bay, combined with COVID-19 pressures, is having a major impact on farmers.

- **If you need rural support, call 0800 787 254** to speak with a representative from the East Coast Rural Support Trust.

- **For more information on the drought**, visit the regional Drought Hub by going to [www.hbrc.govt.nz](http://www.hbrc.govt.nz) and searching #drought.

- **For more information on COVID-19**, visit [www.covid19.govt.nz](http://www.covid19.govt.nz)

**Ian Macdonald**

**Group Controller**

Hawke's Bay Civil Defence  
Emergency Management Group



# Golden rules for business

As we prepare to head into Level 3 on Tuesday, it's important to keep in mind that while some restrictions are lifting, there will still be crucial limitations in place to keep everyone safe. Business owners and managers should keep these golden rules for making business COVID-19 safe in mind.

1. If your business requires close physical contact it can't operate.
2. Your staff should work from home if they can.
3. Customers cannot come onto your premises. Unless you are a supermarket, dairy, petrol station, pharmacy or permitted health service
4. Your business must be contactless. Your customers can pay online, over the phone or in a contactless way. Delivery or pick-up must also be contactless.
5. Basic hygiene measures must be maintained. Physical distancing, hand washing and regularly cleaning surfaces. Workers must stay home if they are sick.
6. If you used PPE in your business before COVID-19, then keep using it in the same way. If you didn't use PPE in your business before COVID-19, you don't need it now. This is advice for retailers, manufacturers and the service industries. Different advice applies to essential healthcare workers, border agencies, courts and tribunal staff, first responders and corrections staff. Visit [MoH.govt.nz](http://MoH.govt.nz) for more advice.
7. You must meet all other health and safety obligations.



## Virtual Workshops for Businesses

The Hawke's Bay Business Hub is running free virtual workshops which could be of assistance at this time. There's a great range of topics across business continuity planning, finance and cashflow, to health and wellbeing. For further information and to register visit the Hawke's Bay Business Hub website: [www.hbbusinesshub.nz/virtual-workshops](http://www.hbbusinesshub.nz/virtual-workshops).

# Flush it out

The Ministry of Business, Innovation and Employment (MBIE) suggests that you should flush your water system before your business or building reopens.

It's important to flush water systems (e.g. showers, sinks, toilets) because buildings that have been unoccupied during the Level 4 lockdown to prevent the spread of COVID-19, may have water left sitting in pipes that has changed in quality.

**A quick flush of your pipes should return your water to normal.**





**We're so lucky to live in beautiful Hawke's Bay. With the move into Alert Level 3 on Tuesday it's still important that we stay at home as much as we can and continue to build on the work we've put in towards eliminating COVID-19. Let's work together Hawke's Bay, so we can once again get back to doing what we love – exploring our piece of paradise.**





## Essential services being maintained across the region:

- **Council-owned drinking water, waste water (sewerage) and storm water systems**
- **Kerbside rubbish collections** – put your rubbish out on your normal day
- **Dog control** – public safety matters such as dangerous dogs, wandering stock only
- **Road maintenance** – planned maintenance, projects and inspections resume
- **Environmental Health** – public health risks only (Napier and Hastings). Central Hawke's Bay will be undertaking proactive inspections to assist businesses that are re-opening.
- **Cemeteries and crematoria** – operational but closed to the public; please contact your funeral director for further advice
- **Building inspections** – limited inspections
- **Liquor Licensing** – application processing only
- **Car parking** – public safety risks only; parking in all parts of the region is free
- **Resource and building consents** - as normal; limited inspections
- **Harbourmaster** – essential responses only
- **Pollution** – essential responses only
- **Biosecurity** – essential responses only
- **Flood control and drainage** – essential responses only

## Not open/operating: All council customer service centres in the region are closed (see alternative contact details on last page)

- **All playgrounds and community barbecues** in the region are closed
- **All public pools** in the region are closed
- **All i-Sites** in the region are closed
- **All council-owned community centres, museums, theatres, halls and sports centres** in the region are closed
- **All public libraries** in the region are closed
- **Most freedom camping areas** in the region are closed; the only designated area in Napier open for self-contained vehicles is the Marine Parade pump track area
- **All public drinking water fountains** in the region have been disabled
- **All chlorine-free water taps** (Hastings and Napier) have been disabled
- **All animal control centres** in the region are closed to the public
- **The Hastings Chapel** (Hastings Cemetery) remains closed, however burial services can be held for up to 10 people
- **Most public toilets** in the region are closed
- **All events** across the region have been cancelled until further notice

## Rubbish and recycling

- **Kerbside rubbish collections** are operating as normal across the region – put your rubbish out on your normal day
- **Kerbside recycling collections** differ across the region. Please check your council's website for the latest updates
- **Napier Hastings transfer stations**, including recycling centres, are closed to the general public
- **Central Hawke's Bay transfer stations** are open with limitations. Please check the Council website for details.
- **Rubbish disposal services for rural residents** differ across the region. Please check for options on your council's website

## Parks, walking tracks, reserves and beaches

Our regional parks remain open to walkers and cyclists, but closed to vehicles. Parts of the Hawke's Bay Trails which require people to open gates will remain closed to reduce the risk of transmission. Vehicle access to rivers is closed. For information on open trails see: [hbtrails.nz](http://hbtrails.nz). The following Napier reserves are temporarily closed – Dolbel Reserve, SugarLoaf, Sturms Gully, parts of Maggies Way and the viewing platform on Marine Parade.

Te Mata Park (operated by the Te Mata Park Trust) is closed to vehicles. The more challenging MTB tracks (Hori and Te Ihu) will now be closed. The Park is open to walkers and cyclists who live nearby, please be aware that forestry will be resuming in Level 3 and it is critical that you abide by the track closures for your own safety.

Central Hawke's Bay park gates are closed to vehicles.

## Public transport

GoBay public transport (buses) is available to people going to school, work, the supermarket, or for healthcare. Passengers are required to maintain a two-metre distance from others on board and at bus stops.

**The normal timetable is operating.**

**GoBay bus travel during this period is free.**

## Rates

With all five council offices closed, rates cannot be paid at council customer service centres. Rates payments can be made electronically, over the counter at your bank if it is operating, or by posting a cheque. Cheques will not be cleared until after the isolation notice is lifted.

## Contacting your council

- You will find most information you need on your council's website
- For regular enquiries, please contact your council by email
- If you need information urgently, contact your council by phone
- You can also follow your council's Facebook page for the latest updates

### Hastings District Council

Web: [www.hastingsdc.govt.nz](http://www.hastingsdc.govt.nz)

Email: [customerservice@hdc.govt.nz](mailto:customerservice@hdc.govt.nz)

Phone: 06 871 5000

Facebook: [@hastingsdc](https://www.facebook.com/hastingsdc)

### Napier City Council

Web: [www.napier.govt.nz](http://www.napier.govt.nz)

Email: [info@napier.govt.nz](mailto:info@napier.govt.nz)

Phone: 06 835 7579

Facebook: [@NapierCityCouncil](https://www.facebook.com/NapierCityCouncil)

### Central Hawke's Bay District Council

Web: [www.chbdc.govt.nz](http://www.chbdc.govt.nz)

Email: [customerservice@chbdc.govt.nz](mailto:customerservice@chbdc.govt.nz)

Phone: 06 857 8060

Facebook: [@CHBDistrictCouncil](https://www.facebook.com/CHBDistrictCouncil)

### Hawke's Bay Regional Council

Web: [www.hbrc.govt.nz](http://www.hbrc.govt.nz)

Email: [info@hbrc.govt.nz](mailto:info@hbrc.govt.nz)

Phone: 06 835 9200

Facebook: [@HBRegionalCouncil](https://www.facebook.com/HBRegionalCouncil)

**For health information see:**

[www.COVID19.govt.nz](http://www.COVID19.govt.nz)

**To keep up to date with Hawke's Bay**

**Civil Defence messaging see**

Facebook: [@hbemergency](https://www.facebook.com/hbemergency)

Unite  
against  
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