

# 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



## The road to recovery

Recovery is very much on the mind of our region's leaders as we start the journey out of strict lockdown conditions and back towards normal – the new normal – life. We asked our leaders to tell us what recovery plans are being set in motion for their respective communities and what they hope to see on the other side of COVID-19.

### Napier City Council

**Napier is a great city and I have confidence that we can pull together to really make our recovery happen.**

We have released a response to recovery plan for Alert Level 3 that encourages locals to identify the opportunities and roadblocks to successfully function at this Alert Level. It also outlines what support we as Council can provide to the city as it recovers from the pandemic.

We're focusing on a personal service as we help businesses and individuals navigate their way through the Alert Levels. We want our residents and business to know that we are here for them. If they have any questions, or just need direction on where to go for help, they can call us.

The support that Napier City Council is considering includes waiving rates late payment penalties for the rest of 2019/20 and reduced for the first two quarters of 2020/21, rates postponement requests under special circumstances, and a new rates relief package determined on hardship up to \$350,000.



Payments for difference license types such as food and liquor will be deferred, along with other initiatives, such as encouraging our community to support local businesses, and seeking Government funding for infrastructure projects that will support local employment.

**Kirsten Wise** - Mayor, Napier

# Hastings District Council

**The Hastings Districts Recovery Plan is a partnership between industry, council, central government, iwi and community organisations.**

Our plan will re-stimulate and re-store the economic and community wellbeing of our people with passion and urgency. Our plan will be flexible and will evolve as we progressively understand the full impact of COVID-19. Hastings' recovery plan will align with the region's and the government's plans. Our goal is to maximise our opportunities for all of our people in the wake of the pandemic.

**To support businesses, to keep people employed our actions are:**

- Bring forward and deliver \$130m capital works investment programme;
- Open a Hastings Business and Employment Hub;
- Provide \$100k Rapid Relief Fund for community organisations;
- Deliver the Food and Innovation Hub;
- Deliver Hastings Housing Plan in partnership with government, iwi and the private sector;
- Procure goods and services locally, promote Hastings to grow business confidence;
- Review councils economic incentives and development contribution policy to support economic growth;
- Enhance and revitalise the CBD to support our city businesses;



- Provide faster, more efficient council services to support business recovery and growth;
- Review council fees and charges to support industry to recover;
- Advocate to Government to support our primary sectors needs;
- Review community plans to ensure they meet community's new needs;
- Establish Wellbeing Hubs with our partners to provide community support;

With our partners, our recovery plan will help our community and our economy recover to ensure Hastings remains a prosperous, healthy, safe, more vibrant place for everyone.

**Sandra Hazlehurst** - Mayor, Hastings

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# Hawke's Bay Regional Council

**Coming out of five weeks of quiet roads and closed shops, it's surprising how quickly the region has resumed, in part, its characteristic productive hum. That's positive.**

I also feel for the many people across Hawke's Bay who are affected, personally and financially, by the long COVID-19 lockdown. A very visible sign of this is the lack of planes in our skies. Air travel will take some time to recover, as will the tourism, hospitality and retail sectors. Other signs are much less visible but no less important, such as the welfare need that emerges with such a lockdown.

The Regional Council maintains a strong focus on our environmental work programmes and we're looking at what we can do to help stimulate our economy to recover, in ways that create jobs and opportunities in Hawke's Bay.

As we get ready for winter, we'll all hopefully put



the restrictions we've felt behind us. The Regional Council will coordinate across agencies, iwi and many other groups, and with central government to secure the most effective ways to help businesses return to normal. And we'll continue to work hard to help Hawke's Bay people to prosper. Kia kaha.

**Rex Graham** - Chair, Hawke's Bay Regional Council



# Central Hawke's Bay District Council

**Central Hawke's Bay is currently weathering something of a perfect storm with the overlapping emergency situations of the drought and COVID-19.**

Coupled together, these events are putting immense pressure on our community. While we are acutely aware of the short term economic impacts of lockdown, including job losses and loss of income, and the slow-down of the usual methods for farmers to make decisions for managing drought, we are also focused on how we will recover economically and socially over a longer period of time. Our community is incredibly resilient and supportive which means that together we will face the challenges and come out the other side as stronger people, whanau, community and businesses.

I see Council's responsibilities in three phases and we have adopted an 18-point plan to guide us through this – initially "survival" through lockdown and drought; secondly "emerging" from lockdown and restarting our lives, employment and businesses; and then thirdly how we action what "thrive" means to us in a long term, post-covid world. Social and financial support is currently supporting our community through "survival" and includes our civil defence and welfare responses to both emergencies, as well as targeted rates rebates for our most vulnerable. Plans to "emerge" include council's work to apply for government funding



and to bring forward capital work to create new jobs, and also how we support our local economy. Also look out for a new industry taskforce as a partnership between our Council and Centralines as we shape our path forward.

We are fiercely dedicated to ensuring our district, and everyone in it, recovers as quickly as possible. We are all in this together, and we are in it for the long haul. As a district - we will continue to thrive.

You can read a summary of Central Hawke's Bay's recovery plan here:

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

**Alex Walker** - Mayor, Central Hawke's Bay

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## Buy local, stay local, be local

**As we transition out of lockdown and are able to enjoy a wider slice of life, our local businesses need our support more than ever.**

Now is the time to make the conscious decision every day to back the Bay and support our local economy.

Local businesses are the beating heart of our communities – they contribute to Hawke's Bay's identity and economy, and create jobs in our region.

These are the businesses that are run by our families, our friends and our neighbours, who will reinvest into other similar businesses.

Shopping local keeps our communities strong, keeps money in our economy, and keeps jobs in our region.

Our local retailers and community services depend on local people. Purchasing and sourcing Hawke's Bay-produced goods and services will help shape how we, as a region, recover from COVID-19.

Shop locally and invest in your community.





## What's up with waste?

**Rubbish and recycling have been hot points of discussion for local government staff, industry, and residents alike throughout the COVID-19 lockdown.**

Our kerbside collectors are essential workers, local heroes, who have continued to put in the hard graft to ensure we can keep providing this service, as fully as possible, for the convenience and safety of our communities.

This is a key ratepayer-funded service and councils and their contractors across the country have had to make decisions about rubbish and recycling with everyone's health and safety in mind.

This has resulted in different decisions across councils – a situation everyone acknowledges is not

ideal, but unavoidable with so many varied factors in different locations to deal with.

Our waste management and minimisation teams are passionate about reducing waste and are huge advocates for recycling – no-one wants to see recycling go the landfill unnecessarily or have to be stored at home. Your local council can provide handy tips on how you can reduce your waste. Check out your council website and Facebook page for details.

As the COVID-19 restrictions ease, we are all focused on getting full services up and running again as soon as possible.

## 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
- **Transfer stations differ across the region.** Please check your council's website for the latest updates
- **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**

Pākōwhai and Waitangi Regional Parks are now open to vehicles, with social distancing and dogs on leads required according to COVID-19 Level 3 guidance. 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 remains 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, for healthcare, or for approved travel. 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)  
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### Napier City Council

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### Central Hawke's Bay District Council

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### Hawke's Bay Regional Council

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*Facebook:* @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

**Unite  
against  
COVID-19**