



# Edgecumbe Community Flood Response Inquiry

A REPORT TO THE WHAKATANE DISTRICT COUNCIL AND BAY OF  
PLENTY REGIONAL COUNCIL

Submitted by the Rangitaiki Community Board on Behalf of Edgecumbe Residents  
May 2017

**Responses from, and coordinated by the  
Whakatāne District Council  
as at 15 June 2017**

## 1.0 Introduction

On Thursday the 6<sup>th</sup> April our community was left devastated after the concrete structure located along College Road failed to provide the adequate protection against the water flow in the Rangitaiki River. The aftermath of this has caused a large proportion of the Edgumbe Community displaced.

Many of the residents who have been affected by this event have questions, queries and concerns about the cause of the inadequacy of the wall, other causes of the flood event, the way in which the authorities provided warning and responded to the event, what future protection of the community will be provided and concerns surrounding how we breathe life and add vibrancy back into our community to ensure that residents want to return.

This report has been completed on behalf of the Edgumbe residents and concerned wider community members. A hui was held at Edgumbe College on Wednesday 10<sup>th</sup> May 2017. The hui was a community driven initiative to provide those residents who have concerns and questions regarding the flood event a platform with which to present their concerns to the relevant authorities.

It is recognised by the community that there is an active local government inquiry which has been commissioned. The outcome of this inquiry we hope will eventually provide a greater level of detail as to the cause of the event and any insufficiencies. This report contains questions from residents which will be the subject of this inquiry and we recognised Whakatane District Council (WDC) and Bay of Plenty Regional Council (BOPRC) will not be in a position to provide any informative response to these questions, however it is important that they are submitted.

Regardless of the inquiry there are a large number of questions which the WDC and BOPRC can provide responses to. Due to the level of unease, emotional distress, displacement and sense of overwhelming loss the community is currently feeling, emotions are running high. It is the hope of the residents that both councils will provide answers to these questions in a formal report or reports, which can be made available to the community.

We are asking the WDC and BOPRC to resolve to provide responses to these questions within 20 working days of the receipt of this report. This is to align with information requests under the Local Government Official Information Act. We the community feel that this approach is fair and reasonable.

Charelle Stevenson  
Rangitaiki Community Board Chairperson

Jade Elliott  
Community Representative

## 2.0 Report Structure

This report has been set out in six main sections. These sections are based on questions which the community believes are relevant to the following organisations:

- i. WDC
- ii. BOPRC
- iii. WDC and/or BOPRC
- iv. Government (Anne Tolley)\*
- v. Insurance Council\*
- vi. Rangitaiki Community Board\*

The queries have then been divided into subsequent relevant headings. It is acknowledged that information is likely to have been communicated however not all community members are aware of it.

\*The expectation is WDC or BOPRC engage with these organisations to co-ordinate response.

## 3.0 Community Questions for the Whakatane District Council

### 3.1 Accommodation

1. How do I know where I'm going to live next week?  
Temporary accommodation placements can be organised through MBIE. Opportunities include self-contained Portacom units placed on individual properties, and the temporary housing park which is being developed at the Whakatāne Holiday Park (this should have units available for use in a few weeks).
2. How many flood victims have been placed in temporary accommodation by MBIE so far?  
As at 7 June, 121 households had registered with temporary accommodation service. Of those 56 requests had been resolved and 63 were under action. Placements included 6 caravans and 4 portacabins at the Whakatāne Holiday Park; and 2 Housing NZ houses sublet. Funding has been allocated for infrastructure for up to 20 relocateable homes at the Whakatāne Holiday Park. Ten Portacoms are being purchased by Council next week with the first to be on site by mid-July. Twenty-two individual sites have been assessed around Edgecumbe for Portacabin placement. A supply of cabins has been ordered for suitable sites, as there is no rental supply available. MBIE is also working on a feasibility study with TPK to develop a 10-house development on trust-owned land.
3. Privacy issues at Whakatane motor camp – too close together. Can something be done about it?  
The temporary housing park will be configured to provide as much privacy and space as possible for people staying in the units.
4. Temporary Accommodation - People have converted garages; can we get help with insulation?  
The Eastern Bay Energy Trust's funding support has been extended to providing insulation for any properties affected by flooding, anywhere in the District (i.e. not just underfloor insulation for flood-damaged houses). Insulation for garages being used for temporary accommodation would not be included in that programme. Anyone who will be relying on this sort of accommodation for an extended period of time period should talk to MBIE to see if anything else can be done to help.
5. When will temporary housing arrive at Edgecumbe so people don't have to live in garages? Who is organizing this?  
MBIE has ordered a supply of relocateable units and caravans have also been put in place in Edgecumbe. The Portacom units are in short supply, which is limiting how quickly these can be made available. Enquiries should be made directly to MBIE ([www.temporaryaccommodation.mbie.govt.nz](http://www.temporaryaccommodation.mbie.govt.nz) or call 0508 754 163).

### 3.2 Business Recovery

1. I have lost all my equipment, I need replacement gear. Does the business package cover this?  
Business recovery grants are available to help get local businesses back up and running. Email Eastern Bay Chamber of Commerce Chief Executive Gerard Casey directly ([gerard@ebopchamber.co.nz](mailto:gerard@ebopchamber.co.nz)), or email [business.grants@whakatane.govt.nz](mailto:business.grants@whakatane.govt.nz) for further information. Information about eligibility criteria, the claims process and application forms are available on the Council website ([www.whakatane.govt.nz](http://www.whakatane.govt.nz)) and on the Chamber website ([www.ebopchamber.co.nz](http://www.ebopchamber.co.nz)).

2. Plunket - Is the current location of the mobile clinic suitable?  
The Plunket Nurse is currently providing a mobile clinic based at St David's Church (51 College Road). Home visits are also provided on Mondays and Fridays.
3. We've still had no contact from Ged - Where's the details? How do I qualify? I'm frustrated. Local business should be supported. Lost 50% turnover!  
Any businessperson who has not been contacted about business recovery grants should contact Gerard Casey by email ([gerard@ebopchamber.co.nz](mailto:gerard@ebopchamber.co.nz)), or email [business.grants@whakatane.govt.nz](mailto:business.grants@whakatane.govt.nz) for information about eligibility and application details.
4. What's happening with Riverslea Mall and what is the long term plan for it?  
The Mall will be reopening, but we don't have a timeframe for that as yet. The building is in its 'drying out' phase and building contractors are being appointed to carry out the refit.

### 3.3 Communication

1. Can updates be automatically sent out to a cell phone list?  
Recovery newsletters can be emailed to anyone who wants to receive regular updates. These can be accessed on cellphones and other mobile devices. Ring the Recovery team on 306 0500 to have your email address added to the distribution list. Updates are also available via the Recovery Facebook page ([www.facebook.com/whakatanedistrictrecoveryproject](http://www.facebook.com/whakatanedistrictrecoveryproject)); are published in the Whakatāne Beacon on Tuesdays and Fridays; and are covered by local radio stations on a daily basis.
2. People volunteering may also need some support and there is a cost factor to them. How can this be recognized/acknowledged?  
Some assistance has been provided for volunteers. We are aware of this issue and will deal with it on a case-by-case basis. Anyone with concerns should contact the Recovery team on 306 0500.
3. Some community are unhappy with the communication process (no Facebook, computer radio). How will this be improved for future events?  
From the beginning of the emergency, there have been regular updates and messages placed on Council's Facebook page, and on our website. Radio news and newspapers have also provided regular coverage. The Recovery project also has its own Facebook page ([facebook.com/whakatanedistrictrecoveryproject](http://facebook.com/whakatanedistrictrecoveryproject)); radio updates are run 3 or 4 times daily on SunFM/TumekeFM and on 1XX; and there is a recovery newsletter published twice each week in the Whakatāne Beacon. The newsletter is also available by email and in hard copy via Te Tari Awhina (Edgecumbe Library); Whakatāne District Council Customer Services; in libraries at Whakatāne and Murupara and the Kawerau i-SITE.
4. Where do volunteers go to find out where/how/who they can help?  
Volunteers can contact the Recovery team at Te Tari Awhina, or go to [www.whakatane.govt.nz/residents/whakatane-district-recovery-project/liveable-homes-programme-volunteers-needed](http://www.whakatane.govt.nz/residents/whakatane-district-recovery-project/liveable-homes-programme-volunteers-needed), contact NAVA on [edgcumbevolunteers@gmail.com](mailto:edgcumbevolunteers@gmail.com), or contact the Recovery Team at Council.

5. Will council set up an information "hot line" to allow residents to receive information updates if they are not in Edgecumbe / don't have internet or social media access?

We believe we're achieving very good reach with our current communications channels and don't have any plans to set up a hotline at this time.

### 3.4 District Council

1. "Whakatane district recovery project" really, how offensive to Edgecumbe people, why does Whakatane always have to reap the limelight, even in the media coverage when the issues were clearly in Edgecumbe. Even in the Beacon for the earthquake anniversary.

Yes, Edgecumbe has borne the brunt of the flood damage, but other communities throughout the District have been, and continue to be badly affected. For example, 52 homes in the Poroporo, and Tāneatua/Rūātoki areas have also been yellow-stickered and the Ruatāhuna, Te Whāiti and Minginui communities are still waiting to have their normal road access restored. The Recovery Project is district-wide. Edgecumbe has been and will continue to be a huge focus of the Recovery team's work.

2. Can people who have paid rates, get a deduction from the date of the flood?

Yes. Anyone whose home was made uninhabitable due to flood damage should have received a letter confirming that their current rates payment has been postponed, and that they will have their rates remitted for the time they cannot live in their homes. Contact Council's Rates team on 306 0500 if you have any questions about this process.

3. Can the entire (Edgecumbe) town get rates remission?

Rates payments have been postponed for all houses made uninhabitable by flood damage. When people move back into their repaired homes, they will need to contact our Rates team to have their rates remitted for the entire period they have not been able to live in their houses.

4. Please provide and update on new schedules for services e.g. rubbish collection.

Rubbish, recycling and greenwaste collections will all be taking place on the normal days. A new, free minibus service has been added to the existing bus services between Edgecumbe and Whakatāne. This operates on Tuesdays, departing from College Road at 9.45am and 1.30pm. Services depart from Quay Street for Edgecumbe at 9.25am and 1.10pm.

5. We need rates payment clarification. Do we still have to pay our rates? How long will they be postponed? Has the process for Rates rebates been finalised? Will we have to pay higher rates later? Will there be a rates review?

See the response to Question 3 above. The cost of rates remissions will be carried by the entire District, which will mean there is likely to be a small impact on rates in the 2018/19 year. Anyone whose home was not made uninhabitable by flood damage will still be expected to pay their rates.

6. What is the council going to do about the red zoned houses?

This will be a matter between the owners and their insurers. The Bay of Plenty Regional Council has indicated that it may want to purchase some red-stickered properties for stopbank repairs and upgrades. We have appointed a facilitator to liaise with and assist the owners of individual red-stickered properties.

7. When will the wall be fixed properly?

BOPRC advises that the permanent replacement stopbank should be in place by

Christmas.

8. Where does Edgcumbe rates money go? There are not even footpaths in our town.  
Rates cover the cost of all of the community services and activities provided by the Council. These include water, stormwater and wastewater (sewage) systems, roads and footpaths, refuse collection and disposal, arts and culture activities (including libraries and the Museum), swimming pools (including the cost of having the Edgcumbe College pool made available to the community over the summer months), Community Board costs, and community safety and environmental sustainability activities.
9. Who is responsible for managing/prioritising who needs immediate assistance such as house cleaning/furniture etc? Could there be a more co-ordinated approach.  
In the first instance, requests for assistance are usually channelled through the Recovery team's Social/Community Task Group and then referred to the appropriate agency which can address the needs involved. Given the scale of this emergency and the range of assistance that has been required, we think the approach has been coordinated well. Unfortunately, not everyone will get the help they need in the timeframe that they would have liked. Any specific needs that have not been adequately addressed by now should be raised with the Recovery Social/Community Task Group by ringing 07 306 0500.
10. Whose responsibility is it and how long will it take to restore utilities to the rest of Edgcumbe?  
All utilities have been fully restored, except in the red zone.
11. Why are we paying full rates when we are not receiving full services?  
272 red- or yellow-stickered properties (the total number of affected Edgcumbe properties, as at 13/06/17) will not be paying any rates at the moment, as a result of the Council's decision to postpone and remit rates for all uninhabitable, flood-damaged homes. The remaining properties in Edgcumbe are habitable and have access to the full range of services, and as a result, are expected to pay rates.
12. Why do we pay more rates than most Whakatane residents & not get looked after the same way?  
Edgcumbe's rates are typically lower than Whakatāne's, reflecting the fact that average capital values are slightly lower. The level of service provided for all key services is comparable with townships throughout the District.
13. Will the council fix / pay half for fence/s repair when it borders council land?  
The Council will contribute 50% of fencing repair/replacement costs for any fence on the boundary of a Council reserve (parks property). The Fencing Act excludes fences on road reserves or utility-type reserves. Residents are encouraged to claim fence repair/replacement costs through their insurance, as part of a claim relating to the flood event. Task Force Green Teams may be able to assist in reinstating fences that can be picked up and repositioned in their original location, as long again they are adjacent to community assets.
14. Will the sewage system be fixed properly this time?  
Considerable cost and effort has gone into upgrading the town's sewage system, through pumping and network improvements. There are also plans to upgrade the Edgcumbe treatment system and pump treated effluent to Whakatāne for further treatment and discharge through the existing ocean outfall. This proposal is dependent on funding being obtained from Government agencies and the Bay of Plenty Regional



Council.

### 3.5 Edgcumbe Future

1. Can you get an innovator to propose ideas? Can they also look at the Red Zone? can we maximise the flood zone to attract visitors for the business community? The Council will follow-up these ideas with the Rangitāiki Community Board and EDIT.
2. How do we keep Edgcumbe in people's minds as we are all here for the long haul and it's easy for people who do not live in Edgcumbe to forget? You can be sure that no-one in the Recovery Team or Council is forgetting about Edgcumbe. As we reach significant milestones, we'll keep local and national media informed, to encourage ongoing coverage.
3. This is an awesome chance to re-shape Edgcumbe. We should reflect the same as Whakatane - nice footpaths, gardens, new developments, security system and better looking centre of town. What are you going to do to help make this happen? To the people of Edgcumbe the town is a gem, what are you going to do so the district feels this way about the place, what is that special thing that can lift Edgcumbe further?  
Council's Places and Open Spaces team is looking at all amenity plantings in the township to identify potential improvements and additions. A fruit tree planting day is also planned, in conjunction with EDIT, on 8 June (Arbour Day) at the Riverslea Reserve. The road and footpath will be reinstated on College Road, once BOPRC has finalised the stopbank repair process. No other significant road or footpath works are envisaged at this stage, but footpath repairs will be undertaken as part of our normal maintenance programme.
4. What is the plan moving forward from the powers that be?
  - Get people back into their houses as quickly as possible
  - Don't leave anyone behind
  - Make sure that all services are restored to at least the same condition they were in before the flood
  - Continue to liaise with the Community Board and EDIT to support any community initiatives which will help make Edgcumbe an even better place to live in the future.

### 3.6 Finance and Funding

1. Can residents get support with funding if they have little or no insurance? Funding and other forms of assistance are available from a number of sources, including the Mayoral Relief Fund, to help people in genuine need. Anyone who wants to explore those opportunities should talk to the Recovery Team's Social/Community task group. The Liveable Homes project is also providing support for people who don't have the means to repair their flood-damaged homes and the Eastern Bay Energy Trust has committed \$200,000 to fund the installation of insulation in white- and yellow-stickered houses, so that people can live in warmer and healthier homes in future. The Government has authorised EQC to clean-up silt and debris damage from land surrounding all affected properties, including those of homeowners who do not have insurance. For both insured and uninsured homeowners, claims can be lodged with EQC by calling 0800 DAMAGE (0800 326 243).



2. Can the excess for EQC be paid for by any other funds available? Who can we approach about this?  
Excesses are payable on all EQC claims. EQC and WDC are discussing financial arrangements, with support from central Government to ensure the clean-up of silt on properties is not delayed. A summary of the various funding sources available, and the criteria for funding applications, has been compiled. This has been posted on the Council website and will be posted on the Recovery Facebook page.
3. Can we get government funding for better town planning and community services?  
At this stage, it seems unlikely that additional Government funding would be made available for these purposes. However, MBIE and the Ministry of Social Development are providing significant funding to support the community recovery efforts.
4. Electricity cost for usage of dryers/blowers operating in homes during drying period. Who pays for this whether insured or not?  
For insured households, this would be paid for by the insurance company. In other cases, the cost involved would need to be covered by the property owner.
5. If you are paying for uninsured houses you should be paying for uninsured cars too. Is this going to happen?  
No. Liveable Homes is there to get people back in their houses, regardless of their circumstances. There is no funding available to replace uninsured cars. See the Council's website or the Recovery Facebook page for information about potential funding sources.
6. People who have lost their homes do they still have to pay rates/water/electricity connections etc?  
Rates and water rates costs will not have to be paid for the period of time people are unable to live in flood-damaged homes (i.e. while they are under repair). Horizon Networks confirms that line charges were suspended for 716 customers in the evacuation zone for 20 days, as part of its relief package. After the initial 20 days, 197 customers with red or yellow-stickered homes continued to have their line charges suspended. As properties have been reoccupied and power is restored, line charges have been progressively re-instated. There are currently 113 properties that are not paying line charges. Horizon advises that Electricity Retailers are responsible for passing on its line charges, or suspending them where appropriate. Householders should therefore contact their retailer if they have queries about their electricity bill.
7. Power Bills - Why are you not putting pressure on power companies to drop power charges?  
We will raise this with Nova Energy, as the area's largest supply company, and see if any assistance can be provided.
8. Sky TV- Why are you not putting pressure on Sky TV charging \$900 for lost decoders due to flood?  
We understand that Sky has agreed not to charge for decoders damaged as a result of the flooding in Edgecumbe. Subscribers should take this up directly with Sky.
9. What are you going to do for the businesses in Edgecumbe? \$250,000 will not go far and how are you going to distribute this?  
Business support funding is available through MBIE to help small businesses get up and running. The criteria applying to this funding area available on the Council and Chamber of Commerce websites. Business liaison and advice on the application process is being

provided by the Eastern Bay Chamber of Commerce.

Contact [gerard@ebopchamber.co.nz](mailto:gerard@ebopchamber.co.nz) for assistance or further information.

10. What assistance is there for people who are still incurring electricity daily charges but are not living in the home?

See above. Anyone who cannot live in their homes is advised to contact their electricity retailer to arrange for supply charges to be suspended.

11. What funding is available? How do we access donated funding? How is funding distributed? E.g. government relief fund, mayoral fund, lotto, give-a-little, others. How will funding be distributed and who sets the criteria? What are the criteria? Who is in charge of distribution? Who makes the decisions? How as a community will we be informed? Who is monitoring that it is being managed fair & reasonably & help is going to the right people?

The Recovery team has compiled a list of available funding sources and the application criteria that apply. This is available from the Council website, on the Recovery Facebook page and from Te Tari Awhina. Also refer to the Mayoral Relief Fund information on the Council website.

12. Who's paying the power bill for associated costs to return our homes, cars and lives back to where they were before the flood?

EQC and insurance companies are meeting most of the costs of damage for people with property, home and vehicle insurance. The Liveable Homes programme is endeavouring to help people who need assistance to return their homes to a liveable standard. Other funding agencies will be helping people with the greatest need.

13. Why are non-insured properties, e.g. lapsed, mortgage free, benefit from this? We pay our insurances & are at a disadvantage.

People with insurance have a very considerable advantage, because they will be able to have their homes restored to the standard they were in before the flood. People who genuinely don't have the means to repair their homes are being helped by the Liveable Homes programme. This will make their homes habitable again, but they will be undecorated, with no floor coverings. Basic kitchen and bathroom cabinetry may be provided, if funding allows. The owners of all flooded properties are eligible to apply for insulation to be installed (funded by EBET), so that their homes are warmer and healthier in the future. Owners of all flood-damaged homes are also entitled to free building inspections, consents and code of compliance certificates once repairs are completed. The Minister Responsible for the Earthquake Commission, Gerry Brownlee, authorised EQC to clean-up all affected properties in the township, including those where homeowners do not have insurance. This initiative will see the whole township cleared of silt and flood debris, for the benefit of all residents. As of 9 June, only a small proportion of uninsured property owners had lodged a claim with EQC.

14. Why are our rates in Edgumbe so expensive?

The biggest influences on rates are fixed charges, which usually apply equally to properties across the District, and charges based on property capital values. Edgumbe rates are similar to, or lower than, those applying in all of the larger District communities where the full range of services are provided.

### 3.7 Flood, River and Stop Bank Management

1. Who sandbagged the drains? This caused more flooding down our street (Kanuka place).

This matter needs to be looked into further. Currently, WDC and BOPRC are not aware of when, where, or who did this sandbagging work. We would welcome information about this, which can be passed on to the regional council staff at the Edgecumbe Depot.

2. Will the drainage overflow and flooding down Totara Street be fixed?  
Our 3 Waters team will investigate this and report back to the Community Board.

### 3.8 Health and Wellbeing

1. Can you provide activities for our kids? e.g. Riverslea park is out of commission Riverslea Playground is now available for community use.
2. If we are being told that decontamination is something new in NZ how can we be sure that testing has been done correctly? Who has carried out and analysed the testing?

Decontamination is not new and in the case of faecal matter, sunlight is extremely effective in neutralising contamination. Flood waters anywhere are often contaminated by animal and potentially, human waste. The Medical Officer of Health has indicated that any microbial contamination would have been highly diluted and would have been naturally treated by exposure to sunlight (care should be taken and appropriate personal protection equipment worn by anyone removing silt, especially from beneath houses, or where the silt layer is relatively thick and would not have been readily exposed to sunlight). Tests undertaken in locations throughout Edgecumbe by Opus Consultants have confirmed that heavy metals are present at extremely low levels (well below the relevant health and environmental standards).

3. Is my land contaminated and how is it checked/tested?  
See above. Land in Edgecumbe is not contaminated, but as noted, care should be taken and appropriate personal protection equipment worn by anyone removing silt which may not have been exposed to sunlight.
4. Rodents - what are you doing about this? We have a migration and increase in population.  
A rat trapping programme has been operating in the red sticker area for several weeks. This work is being undertaken by a pest control contractor and involves 70 bait and trap stations, which to date have seen more than 40 rats removed. Trapping will continue until further notice.
5. What are the current toxic levels in Edgecumbe?  
No toxicity has been detected in Edgecumbe township.

### 3.9 Infrastructure

1. Accessibility for safety of pedestrians i.e. kids walking to school - What is happening for this?  
College Road has been realigned and the footpath reinstated to provide safe pedestrian access around the area damaged by the stopbank breach.
2. Can we have a timeline on damaged roads i.e. College Road? How long before it will be properly accessible?  
The temporary realignment and repairs completed are adequate to provide safe vehicle and pedestrian access. Permanent repairs cannot be undertaken until the Regional Council's stopbank design and works are completed.

3. There are specific parts of residential areas in Edgecumbe that have flooded for years, Kanuka place, Totara street, corner of Kowhai etc. Pumping stations have been added but the same issue still remains, what are you doing about this?  
The issues and potential solutions to drainage problems in this low-lying area are being investigated by Council's Assets Planning Team. The outcomes of that work will be reported to the Council, with recommendations on how to deal with the issues.
4. What infrastructure work will take place for Edgecumbe that already needed replacement before the event?  
This is being addressed through the Council's current Asset Management Plan and the revised plan which is being developed now.
5. When and where is the bus service running from? And how about a service provided to our oldies that need to come into town now to do their shopping (maybe suit pension day)?  
Baybus operates scheduled (Matatā-Whakatāne) services on Thursdays and Fridays, stopping in Edgecumbe (Bridge Street) at 9.45am and arriving in Whakatāne at 10.20am; and departing Quay Street in Whakatāne at 1.00pm and arriving in Edgecumbe at 1.30pm. The Baybus Kawerau-Whakatāne service operates on Tuesdays and Fridays, stopping in Edgecumbe (Bridge Street) at 8.35am and arriving in Whakatāne at 9.15am; and departing from Quay Street in Whakatāne at 4.00pm and arriving in Edgecumbe at 4.35pm. In addition, a free Tuesday minibus service has been introduced between Edgecumbe and Whakatāne. This departs from College Road at 9.45am and 1.30pm. Services depart from Quay Street for Edgecumbe at 9.25am and 1.10pm.

### 3.10 Insurance

1. Companies are offering low unfair settlement figures. Can something be done about this?  
Complaints about any perceived unfair treatment can be made to the Insurance and Financial Services Ombudsman (Freephone 0800 888 202; [www.ifso.nz](http://www.ifso.nz); email: [info@ifso.nz](mailto:info@ifso.nz)).
2. Contents lost by tenants. Landlord has insurance. Is the tenant entitled to some sort of compensation?  
A landlord's insurance is unlikely to cover a tenant's personal belongings, but this can be explored with landlords.
3. Does insurance cover costs to do with electricity supply repairs to houses/meter boxes etc?  
If the event caused damage to the services within the property that are connected to the home, then most insurance policies will provide cover for the damage, and will pay to have the services reconnected. If the damage occurs outside the property or to services that are the responsibility of the supply company, then insurance will not generally cover the costs.
4. How are the elderly without insurance going to be looked after?  
People in this situation should seek advice from the Recovery team about potential support agencies which may be able to provide assistance, or grant funding that may be available. The Liveable homes programme is also helping people who don't have the means to repair their own flood-damaged homes.

5. How can we get LIM report on properties? What affect will flooding have on the report? Will it be listed on the report?  
A Land Information Memorandum (LIM) can be applied for either online through the Councils website, or at the Council. A fee of \$200 is payable at the time of application. The Council is required to include: “...information identifying each special features or characteristic of the land concerned, including but not limited to potential erosion, avulsion, falling debris, subsidence, slippage, alluvion or inundation, or likely presence of hazardous contaminants...”. On this basis, a LIM would record if a property had been inundated by flood water in the April event. This would be limited to factual information about the event and its impact on the property, sourced from the assessments and inspection which have been undertaken since the flood.
6. How do people get advice about assistance if they have a little or no insurance, who should they contact?  
See the response to question 4 above. If property owners have any insurance, they should contact their insurer for advice on their building and/or contents claims. Homeowners of insured and uninsured properties can contact EQC on 0800 DAMAGE (0800 326 243) if they have any queries or concerns about silt and debris damage on land surrounding their properties.
7. How do people get support with funding if they have no insurance?  
See the response to question 4 above. The Government has authorised EQC to clean-up silt and debris damage from land surrounding all affected properties, including those of homeowners who do not have insurance. For both insured and uninsured homeowners, claims can be lodged with EQC by calling 0800 DAMAGE (0800 326 243).
8. How will the insured / uninsured be organised? Can insured residents receive similar packages granted to uninsured residents? Is there a disparity here? What is really happening for people with no insurance?  
People with home and contents insurance will be vastly better off than people with no insurance. There is no ‘package’ for uninsured residents, other than the Liveable Homes programme, which aims to return a home to a basic, inhabitable standard.
9. We need general help with insurance procedures e.g. booths set up in a hall of difference insurance agencies.  
See Baywide Community Law for advice in the first instance. The insurance Council and insurance company representatives were present at the recent Recovery Expo in Edgumbe.
10. What assistance will there be for insured homes who are not fully replaced (e.g. fully insured but carpet is over 10 years old so insurance company won't replace it)  
See the response to question 4 above.
11. Why is there not any uniformity in excess costs associated with EQC and the Insurance Companies?  
Insurers offer different levels of excess for property owners to choose, according to their circumstances. Insurance companies and EQC are unable, under the Commerce Act, to collude with each other in setting pricing and terms and conditions for insurance policies. This includes setting excess levels.
12. Will there be any assistance to cover the excess for people that are insured?  
See the response to question 4 above. Note that any grants funding is likely to be based on the assessed need of the applicants. The excess is the portion of the claim that property owners have agreed pay. Insurers pay all costs above that, up to the sum insured chosen by the property owners.

### 3.11 Other

1. Please don't let us suffer like those of Christchurch and Kaikoura!  
Our whole approach has been to get people back home as quickly as possible and ensure that they have access to the help they need to get their lives back on track. The Recovery team will continue to do everything they can to make that happen.
2. Re volunteers, is there a monitor/help for volunteers? Community is noticing they need some help, e.g. Maori wardens from afar needing accommodation whilst here, volunteers doing night security.  
We are aware of this potential issue and will address any issues as they arise.
3. Why couldn't drone footage be shown for residents to keep them up to date (see for themselves)?  
We have used drone footage for mapping purposes only. Because there is now full access to all parts of Edgumbe, other than the red zone, no further drone photography is planned.

### 3.12 Property and Township Clean Up

1. Clean-up - Can you make sure it's done properly? e.g. branches, debris etc.  
Work on individual properties is being undertaken by EQC contractors. For any work EQC is carrying out on properties in the Edgumbe area, EQC assessors will consult with homeowners when assessing and determining what work will be undertaken. They will also quality-assess the work carried out to make sure it meets agreed standards. Task Force Green has been involved in cleaning up Council reserves. Clean-up work is ongoing in many areas, but if there are areas where this work has not been done to an appropriate standard, let the Recovery team know.
2. Do property owners pay for damage done during clean-up and by volunteers and council? E.g. skip bin placement damage, SPCA breaking windows and spray paint on homes.  
Anyone who has had their property damaged in these circumstances should talk to the Recovery Team (Ph. 306 0500) to see if there is any assistance available to cover the repair costs.
3. For all the flood affected houses will they be cleaned underneath?  
The Council has worked with EQC to arrange Government funding for silt removal beneath and around Edgumbe properties, regardless of their insurance status. This work is being undertaken progressively (as at the end of May, 232 properties had been registered for silt and debris clean-up, with 53 completed, 112 underway or scheduled and 67 properties to be assessed). Silt inundation that has settled under houses will be removed in some cases. For any flood-affected properties that received silt and debris inundation under the subfloors of houses, homeowners have been encouraged to lodge a claim with EQC to have the inundation removed. EQC will remove silt from underneath houses where it has affected the use of the property. As a general rule, EQC will remove silt from underneath houses if it is greater than 15mm deep. EQC will clear all silt and debris on polythene or similar materials in the subfloor, unless the amount is so insignificant that it is not likely to cause any issues.
4. If my red stickered house changes to yellow will there be help .e.g. labour, financial aid?  
We will endeavour to organise the same sort of help which has been available for all yellow-stickered properties.



5. Property maintenance - gardens, land, and development, what's going to happen as this is not covered by insurance?  
We understand that community education events are planned to address some of these needs; and that volunteer support may be available. Again, the Recovery Team will assist by liaising with NAVA to gain volunteer involvement, and look at any other assistance which will help.
6. What is going to happen with the decontamination of Edgecumbe, in particular what is under houses? Who will do this and what sort of time frame are we looking at? When are we going to clean up the streets?  
As discussed above, silt under houses will be removed in many cases. It will take some time to achieve this as the working conditions are often difficult. We envisage that silt removal, where required, should have been completed by early-August, if not before. The silt is essentially the soils scoured from other properties which has been swept up and deposited by the flood water. Contaminant levels are low but basic hygiene practices should be followed. For further details, or if you have any health and safety concerns, please contact the Whakatane District Council on 306 0500. Cleaning up streets and public spaces is also happening progressively, based on assessed priorities. Again, this will take some time to complete, but the work will continue until all obvious signs of the flood have been dealt with.
7. What is happening with rural Edgecumbe? We seem to be last in line for help.  
The Recovery Team's Rural Task Group is working closely with the Rural Support Trust to coordinate assistance for the rural community. This includes providing Task Force Green work teams to help with clean-up activities, assisting with rural assistance payments, a rural outreach programme to identify people who need help, free soil fertility testing and advice, and coordinating soil testing to identify any potential contamination issues.
8. What's the communication around the timeframe it will take to get the silt out from under our homes? Has all the silt been flushed out (cleaned) from all our drains and sewage system in Edgecumbe? Where is the silt and rubbish being taken?  
See above. EQC has engaged local contractors to remove the silt and debris damage from around and under properties. To date, EQC is about halfway through the removal of silt and debris from properties. For any homeowners who are having work undertaken at their properties, their Claim Manager can update them on progress. The majority of EQC's customers have been contacted, assessed and scheduled for clean-up. EQC is temporarily storing the silt and debris it has removed from properties on the outskirts of Edgecumbe. A permanent site is being discussed with the Whakatane District Council. Stormwater and sewage lines have been flushed out where necessary. Flushing will be repeated as required to keep Stormwater intake cesspits clear.
9. Who pays for tree removal, rubbish waste etc. dangerous stuff? Who will help clean up a fallen tree in our section?  
EQC will cover the removal of debris from land surrounding properties, including fallen trees. For further information on what EQC can remove, please contact EQC on 0800 DAMAGE (0800 326 243).



1. Are the council going to be providing a subdivision or open up land for those that lost their homes and land? Will there be a relocation of land for those affected? Have council being looking into where they can open up land for more homes to be built? Will any land made available for rebuilds be provided at a subsidised rate?  
Council Planning staff are looking into possible ways of addressing the need for additional land for housing purposes. Any new subdivision would be subject to Resource Management Act processes, which could take some time complete. Any property owners who have land they would like to subdivide should contact the Council's Planning Department for advice.
2. Are the rebuilds "like for like" e.g. building materials?  
Again, this is a matter that will need to be taken up with insurers. The Liveable Homes programme does not offer 'like-for-like', but will see flood-damaged wall linings and floors stripped out so that houses can dry-out, and replacement of the linings and floors.
3. Can someone please explain the Energy Options/Insulation criteria for the insured and uninsured?  
Owners of insured homes which were insulated will be expected to have any insulation damage repaired by their insurer. Anyone with an uninsulated, or partly-insulated white- or yellow-stickered home, anywhere in the District, can apply through the Liveable Homes project to have insulation installed in their homes. This programme is being funded by the Eastern Bay Energy Trust, with the aim of ensuring that people can move back into warmer and healthier homes.
4. Can we get an updated time frame of the entire rebuild process for residential properties? (white, yellow, red sticker)  
There's no way of predicting how long the entire rebuild process will take. In most instances, this is being coordinated by insurance companies, on behalf of insured owners. Timing will depend on individual claim circumstances and the availability of skilled labour to undertake the work required. The Liveable Homes programme's aim is to get people who don't have the means to repair their own houses back home before Christmas.
5. Can you help with storage options for properties that have been affected?  
Council doesn't have any storage space available. Property owners will need to take this need up with their insurers.
6. How are builders being prioritised for Edgecumbe?  
The Liveable Homes team is coordinating voluntary labour, with NAVA's assistance, for the homes registered with the programme. The Council doesn't have any direct involvement in coordinating builders, but the Recovery Team is liaising with insurers with a view to ensuring that as much resource as possible is assigned to rebuild work. We have also brought in additional building control staff to ensure that building consents and inspections do not hold-up the rebuild process.
7. How will the community be involved with the build?  
Individual property owners can assist with work on their own properties. This could also be coordinated on a neighbourhood or community basis if additional help is needed.
8. Is permission required to put cabin/caravan on yellow sticker property if so, from who?  
In most cases, caravans may be located on properties for temporary accommodation needs. Cabins which require connections to water and wastewater services are likely to

need a building consent. Check with WDC's building control team for guidance. Our approach is to be as permissive as possible.

9. Many are concerned over the time it is taking for houses to be stripped i.e. gip and floors, how can this be fast tracked?  
Strip-outs are being done as fast as the labour supply will allow and most of this work has now been completed. We appreciate that there is some frustration for home owners who have to wait for this work to be undertaken.
10. There are 14 red zone houses, if you are successful in purchasing these properties what are you going to do with the space? The road and riverbank will not take that much space up, the frontage on the college road homes will be enough for that else you'll be impeding on the surrounding housing. Will this be a new park? The community want to have input into what it will become.  
Selected properties are being purchased by the Bay of Plenty Regional Council, to enable construction of the replacement stopbank. When that work is complete, the roads and footpath will be reconstructed. The community is welcome to have input into the future use of any surplus land, if there is any. Right now it is too soon to say what, if any, land may be surplus, as no purchases have been completed.
11. What is the process EQC will follow?  
EQC covers some land damage as a result of flooding. In Edgumbe, EQC is cleaning up the silt and debris damage from land surrounding all properties affected by the April floods. EQC will follow the normal process for assessing claims that are lodged with it. EQC will arrange a contractor to clear the silt and debris from properties, including under houses. Confirmation that this has been completed will be given to all customers by either a text or letter. For further information on EQC's process, please contact EQC on 0800 DAMAGE, or go to [www.eqc.govt.nz/get-help-now-claims/make-a-claim](http://www.eqc.govt.nz/get-help-now-claims/make-a-claim).
12. When and what will yellow houses bordering the red zone be informed about the plans for the red zone? As this will affect what owners may do with their (yellow zoned) properties.  
As noted above, it's too early to know what the long-term plans will be for red zone properties.
13. When will the building inspector check foundations of all homes?  
If anyone has concerns about foundations, they should contact the Council's building control team to arrange for an inspection.
14. Who is responsible for applying for building permits/consents?  
Individual property owners are responsible for applying for consents. This process is free for any flood-damaged property and our building control staff are working hard to get consents and follow-up inspections processed as quickly as possible.
15. Why are builders not working 24 hours?  
Council does not control builders' work practices, but it's highly likely that resource limitations, and potentially Health and Safety legislation, would prevent this.
16. Will local contractors be given priority to undertake rebuild work?  
Wherever the Council is involved, local contractors are our first priority (insulation installations, for example). However, the sheer scale of the work required means it is impracticable to use only local resources.
17. Why are you not using our local building supplier and tradespeople? Surely, they would take priority in the projects you control given that they have lost trading days and sponsor our local community groups?  
The insurance companies which are commissioning the bulk of the repair work being

undertaken will determine the sources of any materials required.

### 3.14 Regional Council

1. Why is Edgcumbe always prioritised last?  
Edgcumbe is not prioritised last.
2. Will we be compensated for loss of market value if on our properties?  
No compensation is payable by councils. The normal process is to make claims to EQC and your insurance company.

### 3.15 Security

1. Do people want a night patrol operating? Currently have community driven volunteers (Nen Tulloch, Gloria Gurran and others)  
The Council has maintained security patrols for the red zone, for Health and Safety reasons, and Police are providing extra coverage for other parts of Edgcumbe. Community patrols are adding to the security presence and we would support their continuing as long as the community believes they are assisting in helping people feel that their properties are safer.
2. Parts of the town are dark, what is happening with the security and lighting?  
Horizon Energy and Broadspectrum advise that all streetlight systems should now be operating normally, except for those in the red zone area of College Road. EDIT is applying for funding for the installation of CCTV cameras in Edgcumbe, with the support from the Council's Information Technology team, Police and the Recovery office.
3. What security will be provided for houses next to the "new" park on college Road? (where the red stickered homes currently reside that the crown are looking to purchase)  
Property purchases are being considered by the Regional Council. No other decisions will be made on the future of this area until that process has been completed.
4. Why has it been left to the locals and volunteers to be night security in Edgcumbe and Surrounding areas?  
24-hour security has been provided for red-stickered homes. Police are providing crime prevention patrols covering the rest of the community. Residents are encouraged to report any security concerns to the Police, so that they can consider any additional resourcing required.

### 3.16 Welfare and Donation Centres

1. Are any needs re donations especially for young families not being met?  
As far as we are aware, the centres set up to coordinated the supply of donated clothes, household goods and furniture are working effectively to meet individual needs.
2. Can a database be created to ensure Red/Yellow homes are receiving or offered quality donated items, particularly white ware and furniture to prevent them being used by non- affected people?  
The Recovery team is working with donated goods centres to ensure that whiteware and furniture are only provided to people who can confirm that their homes have been flood-damaged, and that they are therefore in need of assistance.
3. Can storage facilities be provided for those who are being offered large furniture

items but cannot accept as they don't have a house yet?

Donations Centres may be able to 'tag' larger items for individual families to collect later. Talk to the centre administrators to clarify this process.

4. Can WDC in consultation with community create a fair and transparent process that will return quality donated goods to Edgecumbe to ensure affected residents receive them?

Pou Whakaaro is receiving and cleaning/servicing donated furniture and whiteware and is keeping an inventory of all incoming and outgoing goods. Processes are in place to ensure items only go to people in need.

5. How are donations being managed so help goes to the right people e.g. Bracken Street, Whakatane? Some people are adding to stress levels by being greedy with welfare hand-outs and claims.

Processes are in place to avoid this, as far as possible. To a degree, it will always be a matter of individual conscience as to whether unfair advantage is taken of the situation.

6. How are the welfare & donation centre management teams being recognised?

The contributions being made by these teams are recognised through the Recovery newsletters and will be further acknowledged as the recovery process progresses.

7. How can Saint Vincent de Paul help? Financial? Work? Psychological? There is a branch at Goulstone Rd Whakatane.

St Vincent de Paul has been involved in the Recovery. The Recovery Team will follow-up on any further assistance needs identified by the community with St Vincent de Paul.

8. Relocation of donation centres, the Countdown hall is degrading. Who is paying for this? What is the cost?

This is a voluntary activity undertaken at no cost to the community. It is up to us all to help it work and make the best of the situation.

9. What assurances do we have the charitable donations are used exclusively for Edgecumbe residents?

Charitable donations will go to those in need. While Edgecumbe sustained most of the flood damage, a significant number of houses in other parts of the District were also damaged.

10. Why was the Edgecumbe centre being shut down? With donations going to Whakatane?

The auditorium at the Edgecumbe War Memorial Hall was required to allow community use of the facility for sporting and recreational activities – a key element in the recovery process. Distribution of donated goods was located where the facilities best allowed those activities to be undertaken effectively, in Te Teko, at the former Countdown building in Kopeopeo and at Pou Whakaaro's facility in Whakatāne.

## 4.0 Community Questions for the Bay of Plenty Regional Council

(Please note that all of the questions in section 4 have been referred to the Review Panel, to consider as part of their independent review. You can contact the review panel via their website at [www.rrsr.org.nz](http://www.rrsr.org.nz)).

### 4.1. Communication

1. Why have we not seen Doug Leader (Environment BOP) since the flood?

### 4.2 Flood Enquiry

1. Does Trust power listen? We all knew the weather bomb was coming.
2. How clear is the Aniwhenua dam of silt etc. for maximising its holding capacity?
3. How much did the dam spill prior to the event? Will we see the data?
4. Is it true the section of wall right in the middle of town that failed had been identified as a weak point during investigation works following the 2004 flood?
  - If the wall was identified as a weak point, when was remediation work planned for implementation?
  - In the interim period, what risk mitigation was adopted knowing the condition of the stop bank wall (for example reduced river level for activation of floodway)?
5. The Matahina dam had an eel run that was in the way of operating equipment prior to the flood, delaying mitigation plans. How was this allowed to happen and why isn't the systems functionality checked on a regular basis for operation? Any decent compliant industry tests equipment so that in the event of an emergency the gear is known to operate.
6. Were the farmers warned the night before to put stock to higher ground?
7. What does the Regional Council do to manage our river (lack of normal flow etc)?
8. Where is Trust Power in all of this? What role did they have regarding the flooding of Edgumbe township?
9. Why did the wall break in the first place?
10. Why didn't the spillway work?
11. Why was the dam not lowered earlier?
12. Why was the floodway not operated to alleviate pressure on the stop bank wall as soon as concerns regarding the wall were raised?
13. Why was the wall not engineered appropriately?
14. Why wasn't there a 'man' breach earlier? (east side)
15. Will we receive a report about the river? How safe is the river?
16. With the previous stop bank works since 2004 hasn't the volume of the riverbed reduced meaning the level of the river has to be higher for a given flow?

### 4.3. Flood, River and Stop Bank Management

1. Awaiti Canal was breaching during this event, to its credit the banks held in place and water was overflowing, although saturation was showing through, surely this is not the designated path for Edgumbe township flood waters to purge to sea with the main township flooding?
2. Do they have a flood management plan for all the canals not just Rangitaiki River?
3. Does the river bank have integrity? Is it safe?
4. Given the very high level of confidence the Met Service provided regard the impact of Cyclone Debbie, at what point in time did those responsible take control of Lake Matahina and Rangitaiki River levels and flows?
5. How and when will BOPRC update us on the river system and the damage it has sustained from the April 6th event? What can we expect from here? (Including information regarding water seepage and possible piping along properties on College Rd).
6. How do we know that the new stop bank will not be substandard?
7. How regular are the inspections / surveys of the flood protection banks, the floodway and operation / testing of the associated pumps and diversion systems?
8. Is there going to be any remedial work on the other brick wall in Edgumbe and the rest of the earth stop banks?
9. New stop bank: How do we know this one will NOT be sub-standard?
10. The three canals west of Edgumbe were out of control. What steps is the BOPRC going to take to prevent this happening again and keep the water out of Edgumbe and surrounding rural areas in the immediate future before the review has been completed?
11. The walls are concrete sitting in dirt, dirt gets wet and saturated, the weight of the wall becomes the only thing holding it in place if the concrete's integrity is good, not really acceptable is it?
12. What assurances do we have about integrity of the entire stock banks (not just the wall)?
13. What have you done about Omeheu canal?
14. What period of time elapsed between the wall failing and the river being opened to the floodway to reduce flows through the uncontrolled breach and minimise damage to the town?
15. What prevention measures will be put in place for next time the river swells?
16. What training / experience do those responsible for managing the Matahina dam during a flood event have regard Lake Matahina and Rangitaiki River levels and flows?
17. What's the floodway and where are they? What is the river level the floodway is designed to be activated? What is the river level the stop banks containing the Rangitaiki are designed to accommodate? What level is the stop banks designed to hold? What level was/is the floodway designed to operate at?
18. When is the Rangitaiki river system put on high alert, what measurements are used to determine that the river is reaching the capacity it is designed for and if/when evacuations should begin? Are evacuations based on the height of the river, the rainfall or projected rainfall and/or how much water is flowing? Who makes this decision? Who is keeping us safe in these situations?

19. Where are all the weak points up stream of Edgecumbe and downstream of dam on the river?
20. Where is the next bottle neck in the river path if Edgecumbe river banks held in tact is it Thornton or somewhere else? Is something going to be done for this area to?
21. Who is responsible for ensuring the function of the stop banks and flood banks is maintained?
22. Who were the engineers the BOPRC employed to ascertain the level of the Reid Central Canal control for the floodway at the river? Why don't we have automated spill gates to flood into Reids canal? Why was Reid's canal empty? Why hasn't the Reid's canal been finished? What was the timeframe to complete this?
23. Why can't the river be pushed back eastwards on the breach corner? Why don't you re-direct the river – we need bigger pumps in our river.
24. Why is there no fuse (?) at the river mouth in Thornton like what was used for Whakatane?
25. Why was there so much activity around the Otakiri Road Flap Valve? Is it true this was found to be jammed (or propped) open?
26. What were the preliminary findings on Corrie Smits farm and the backflow flap being tie wired open?
27. Would earlier activation of the floodway have prevented the failure of the stop bank wall?

#### 4.4 Property and Township Clean Up

1. Who is responsible for property/land remediation? e.g. lime, fertilizer

#### 4.5 Re-builds

1. Do we lose our rights as a resident if we sell red zone houses to the crown?
2. What pressure are you putting on WDC to open up new land for purchase?
3. What are you doing re purchasing land for the Red Zone to purchase? Can't you buy some of a neighbouring farmer?

#### 4.6 Regional Council

1. \$8 million paid through our taxes for Reids canal to be improved to take the pressure of the river, why did it not work?
2. 1 in 500 year event, please prove the rainfall that was seen is something that has not been seen in the last 30 years by comparing previous expected collected data.
3. Have assessments been carried out/will be carried out to identify any stability or seepage issues of stop banks above the Edgecumbe township and how will these be dealt with now and in the future?
4. How can the BOPRC improve on their flood alert system, farmers get automated responses when rivers are reaching various levels, can we get the same from a Civil defence txt then known danger areas can self-evacuate?
5. Was there anybody monitoring the river?



## 5.0 Community Questions for both the Whakatane District Council and / or Bay of Plenty Regional Council

### 5.1 Civil Defence

1. Civil Defence Evacuation plan for Edgecumbe - where is this plan as we move forward?  
Community Response planning and education is an important part of emergency preparedness for any community. Our BOP Civil Defence Emergency Management staff can work with the Edgecumbe community to develop an Edgecumbe-specific plan, as they have done with other communities in the Eastern BOP.
2. Evacuation Process: Everyone evacuated should have been given a copy and a tag issued with name and number of children per home. This would have eliminated queues and others that cheated the system.  
Families, individuals, workplaces and organisations are encouraged to develop a plan for any emergency event. In most cases, people will evacuate to friends and family rather than a Civil Defence Centre, until they are able to safely return home. People were encouraged to register either in person or by phone following the event. (see <http://getthru.govt.nz/>)
3. Evacuation was a DIY job, Edgecumbe looking after Edgecumbe, lucky no one died "this" time.  
Communities are encouraged to be aware of the natural warning signs during any adverse event and self-evacuate if they feel unsafe. In this instance, emergency services had a significant role in the evacuation, but the nature of this type of emergency (particularly in the early stages) was that, to a very large extent, people had to look after themselves, their families and their neighbours.
4. How will the local emergency management review be carried out and will organizations or members of the Eastern Bay of Plenty community be able to have input into this process? The evacuation of Edgecumbe seemed to be a DIY operation involving members of the public. Is there an evacuation plan for events such as this, how can this be improved on from lessons learnt here?  
Council has initiated an independent review of the emergency response operations coordinated by its Emergency Operations Centre. Any lessons will be implemented at the EOC level. While there are evacuation protocols in place, which emergency services work to, there is no 'evacuation plan' as such, because no emergency situation is identical or completely predictable. As noted above, communities can develop their own emergency preparedness plans and we will work with Bay of Plenty Civil Defence to pursue this for Edgecumbe.
5. There were No sirens – No warning why? “We need an Evacuation Plan” We need a warning siren that isn't the same as the fire station – one that is continuous.  
There is currently no siren protocol in place, so people would not necessarily have known what a continuous siren meant. Fire Service staff were also on-site at the stopbank breach and were fully-involved in evacuating the area most at risk. The 2013 flood response plan currently emphasises a range of alerting methods which include radio broadcasting, mobile alerting (stinger and vehicle), readynet (if appropriate) and door knocking. Community preparedness planning may suggest other appropriate alerting methods.

6. What is going to be done to ensure a quick and efficient evacuation procedure for Edgecumbe for the future?  
See Q.4.
7. What is the danger 'trigger' level for such a response?  
In this instance, water coming through the stopbank created sufficient concern for Fire Service staff to begin evacuating the area at greatest risk, before the stopbank was breached. That is the most obvious 'trigger', but BOPRC flood management staff are better placed to answer this question.
8. Whose job is it to monitor the river and to authorize or co-ordinate an evacuation response?  
Monitoring of river levels and stopbank integrity is a Regional Council responsibility. Evacuations are authorised and coordinated by Civil Defence and emergency services. As noted earlier, the effectiveness of that process is entirely dependent on the amount of warning time available, which in Edgecumbe's case, was very limited.
9. Why isn't Marae part of civil defence processes?  
Marae can be and are part of Civil Defence processes. Many Marae have emergency preparedness plans which have been developed in conjunction with BOP Civil Defence and Marae are often involved in an emergency response effort.
10. Why don't we have a local team that can respond in the event of high rainfall as first responders trained in some form of flood management in addition to our volunteer fire-fighters? Responding from Whakatane takes too long in a real emergency situation. We need people on the ground here.  
If the Edgecumbe community feels this is a priority, then regional and local Civil Defence will work with the community to put such a structure in place.
11. Why wasn't there a meeting point for residents to find info fast?  
Given the various possible emergency scenarios that exist, defining a single central meeting place would be difficult and in a sudden emergency situation, information is constantly changing. The community is encouraged to listen to their local radio station and if possible monitor local authority websites or social media pages, as these outlets will have the most up-to-date, official information.

## 5.2 Communication

1. How will the community be informed about the independent review? How will the community have a say on the findings? How can those in the community tell their stories about what was happening on the 6th of April?  
**Referred to the Review Panel.**
2. Reading the studies on the Rangitaiki river system, I understand there are numerous challenges in managing such a system. I think it would be helpful for the community to understand the challenges, how the system is supposed to work in periods of high rainfall and the potential for danger in a high rainfall event. This needs to be put into a plain English format which is easily accessible to everyone.  
The Regional Council agrees, and wishes to work with the communities on the Rangitāiki River to better understand and manage the risks people living in this challenging area face.

3. The information about the rebuild and any findings needs to be communicated from one singular body where the information from the involved agencies and councils is communicated to the community and we can be assured that they are receiving correct information. The information needs to be available in one place rather than separately from WDC, Regional Council, aid organisations etc. It needs to be remembered that this is a small community and information runs wild; we need a fast and efficient way to get the information to the community. WDC and BOPRC staff are involved in the Recovery project and the Recovery team is the source of all information relating to rebuild and recovery activities. Recovery newsletters, the Recovery Facebook page and media and social media coverage will be used to keep the community informed.
4. WDC & BOPRC need to work together.  
Both organisations are involved in the recovery process.
5. What is the time frame in regards to answers of our questions (CC + MPs)?  
WDC is coordinating the responses to questions relating to our areas of responsibility and to the recovery effort generally. The independent review is expected to answer most of the questions relating to BOPRC in section 4.
6. Why do the different councils/agencies not know what each other are doing???  
There is a high degree of coordination between the agencies involved in recovery activities, including WDC and BOPRC. Both Councils have independent decision-making processes, but there is a significant degree of collaboration where areas of responsibility overlap. In the response phase you may have noticed staff from both councils working side by side (in welfare centres for example) and this approach has continued in the recovery office, where regional and district council staff continue to work together on the various work-streams.
7. Why do we manage conflict of interest (when providing information)?  
We believe that any information provided to the community will be accurate and verifiable. If the community believes there is a conflict of interest and that the quality or accuracy of information provided has been compromised, there are avenues available to question the processes involved. These include Members of Parliament and the Office of the Ombudsman.

### 5.3 District Council

1. How will we know our opinions are going to matter & have value? Or will we need to brace ourselves to get railroaded by the called 'pen pushers in town'?  
The community's views are important, are listened to and are playing a significant role in the development and delivery of the recovery process.
2. Who has the power and the control? We have no seats on council; no voice for Edgecumbe.  
Council elected members and the Rangitāiki Community Board are also playing a key role in the recovery process, as your elected representatives. We also acknowledge the ongoing work of the community group in convening the recent hui and developing the Flood Inquiry document. Contact details for elected members are available on the Council website. In an immediate sense, the delivery of recovery activities and outcomes rests with the Recovery Team, which is made up from representatives from both Councils and the various Government agencies involved in service delivery.

3. Where are the councillors? I only seen a few Whakatane councillors helping?  
Council elected members have been deeply involved in many aspects of the emergency response and recovery activities.

#### 5.4 Flood Enquiry

1. Can we have the community board or community voice as the conduit to the inquiry team? How will the community be involved with the enquiry?  
**Referred to the Review Panel.**
2. Does the WDC/BOPRC have accurate telephone records of calls made prior to the breach?  
All phone calls through our switchboard are logged, but the calls themselves are not recorded. During the period leading up to the stopbank breach, much of the phone contact with staff in the EOC was through individual cellphones. EOC staff became aware of the possible risk to the Edgumbe township at approx. 8.10 am and police were tasked with the evacuation at 8.15am. At that time, evacuations were already in progress in response to the Whakatāne River overtopping in the Rewatu Road area.
3. Edgumbe keeps getting this negative publicity on being flood prone, so since this is so well known, you should have a flood mitigation plan to deal with it, it's clear that you were out of your depth in this situation, our expectation is this will be reviewed also?  
See the previous responses relating to community emergency management plans. Given the sudden onset of the emergency situation, the immediate and subsequent response activities were conducted as effectively as Council and emergency services resource capabilities allowed.
4. Engineers know that the wall was an issue since the 2004 floods, why haven't they addressed this?  
Work was done on the College Road flood wall after the 2004 flood event. The Cullen Review will be looking into this in much more detail.
5. How wide are the terms of reference in the Cullen inquiry? Are they going to be very narrow and not fact finding?  
See the review panel website at [www.rsr.org.nz](http://www.rsr.org.nz) for the terms of reference.
6. If the enquiry finds a party that is guilty (negligent), are they going to compensate us? E.g. Insurance excess, related expenses, etc.  
The Regional Council has requested an independent review process so that any alleged wrongdoing can be properly and transparently reviewed. We need to allow the panel to go through their process and then look carefully at their findings.
7. Is there going to be a review on the evacuation process?  
That is not part of the independent inquiry's scope. The independent review is only looking into the Regional Council's management of the river and the flood protection infrastructure.
8. Overall who is/was responsible? Who is going to be accountable for this?  
It is expected that the independent review's findings will assist with this question.
9. People are saying they rang the BOPRC and WDC on the morning of the flood (and the evening before) voicing their concerns about the safety of the wall in College Rd and saying the town needed to be evacuated but this was not listened to. Whose responsibility is it to make these decisions when there is a

risk to human life such as in this instance?

District Council Civil Defence and the BOPRC flood room were in regular contact overnight on 5/6 April. The moment that BOPRC staff advised that they had concerns about the flood wall, the decision was made to evacuate Edgecumbe. That decision was made at approximately 8.15am and immediately communicated to the Police. By that time, the Fire Service had already started evacuating at-risk properties in the vicinity of the eventual breach.

10. Public perception of the “wall” is that it forms part of the stop bank and is functional, based on the media coverage of the river levels being 30% higher than design the wall was just decoration so why have it?  
The Regional Council stopbank was functional, not decorative. The reason the independent review panel was appointed is to ascertain why that part of the stopbank did not perform as it was designed to.
11. Serious questions have been raised about the way that the various components of the flood plain have been managed (along with Trust Power's involvement) to mitigate flooding hazards to the rural and urban areas of Edgecumbe. How can we be confident that following the review these concerns will be addressed?  
The reason the Regional Council commissioned the independent review is because they are interested in how things might be done better. The review findings, once available, will be considered carefully by the Regional Council and it is anticipated that new, improved river management measures may be put in place as a result.
12. The truth needs to be told (facts).  
The independent review is underway for this very reason.
13. Was there a meeting that morning on site at the College Rd wall to assess its safety by any of the organizations that are responsible for the decision making processes that are there to ensure that the town and its residents are safe?  
BOPRC staff were attending to areas of concern relating to Rangitaiki River stopbanks generally, including the College Road area in Edgecumbe. The Fire Service was called to the breach location at 8am and began evacuating at-risk properties soon after. The review panel is looking into the details of what happened in the time leading up to the breach at College road.
14. What is Michael Cullen's motive to address & get community feedback? Will this count or is it just part of the independent review process? Is he truly independent? Isn't he mates with some people on the council?  
**Referred to the Review Panel.**
15. Who has the authority to call for an evacuation in an emergency? How is this process dealt with in a situation of immediate danger such as this flood?  
Local Civil Defence is responsible for ordering evacuations, based on advice from BOPRC Flood Management staff and/or emergency services staff on the ground.
16. Why did this flooding event happen? Was this a natural disaster or a manmade disaster?  
This is a question best answered by the review panel. We know that Cyclone Debbie caused the biggest rain event in the Whakatāne and Rangitāiki catchments since records began, so in that respect it is clearly a natural disaster.
17. Why didn't the council replace the bank/ wall when the damage was first noticed prior to the failure?  
**Referred to the Review Panel.**
18. Why was Hydro Road evacuated?

The decision was made to evacuate the entire community, to ensure that no-one was exposed to unnecessary risk. It was quickly noted that the Hydro Road area had not suffered any flooding and this area was the first to have the evacuation order lifted.

19. Why was nothing done about the wall in College Rd after it was known to be leaking in 2004 and it is now 2017 and this has happened? Why was it not identified as a weak point in 2004 and given priority to mitigate risk to the township?  
The College Road stopbank has had work done on it on several occasions, including following the 2004 flood event. This will be looked at in detail in the independent review.
20. Why was the reaction from so called rescuers so slow, e.g. civil defence/council?  
The reaction was as fast as it possibly could be.
21. Why wasn't the town evacuated earlier when people had been reporting that the wall was leaking/cracking? Why was no one evacuated prior to the wall breaking?  
See the previous responses.
22. Why wasn't the wall replaced/fixed in 2011 when engineers said; Quote: Mayor "there were 2 possible breaches (Kokohinau Corner & College Rd)?  
See the response to question 20.
23. Will the people who made the decisions that were not appropriate to protect the town & surrounding district be made accountable?  
Referred to the Review Panel. Please remember that Cyclone Debbie caused the biggest rain event in the Whakatāne and Rangitāiki catchments since records began.
24. Will there be compensation for residents (negligence)?  
Compensation is not payable by councils. Normal insurance and EQC claims processes should be followed.
25. Will trust power, WHK DC and Regional Council be held accountable?  
Referred to the Review Panel.

#### 5.5 Flood, River and Stop Bank Management

1. How did the water get into the South side of town?  
The aerial photos taken during the event may be helpful in answering this question. Once part of the river flow began flowing into the township, the flow-paths were determined by the geography of the area.
2. How much flood water flowed into the town during the duration of the flood event?  
The exact volume is unknown.
3. Is it true the flood pumps were turned off while the town was still inundated? If so, what was the reasoning for such action?  
There was a no pumping for a time, when the power supply was interrupted. Other than this, the pumps worked continuously, except for one station where the motor was inundated and needed repair. Even when power was interrupted, mobile pumps were put in operation in these locations.
4. Is Trust Power focused on electricity production a concern?  
Referred to the Review Panel.
5. The designated weak point in the stop banks is on the Hydro road side, while it is appalling that this scope of works is not even complete after 2004's event,



who signed off the capacity that this opening should cope with? Was it run past the community for sizing approval?

Referred to the Review Panel.

6. The river levels were managed after the 1987 earthquake up to 2004 just fine with no river bank breaches and now a repeat in 2017, what has changed?  
Referred to the Review Panel.
7. Tony Bonne as quoted on Native Affairs 2nd May, 2017 – (talking about the wall that breached) “If you have a look at it, it doesn’t seem to be that thick. So really, was the wall designed right? You know all these questions, that’s another question – was the wall designed right”? With this statement in mind and considering the event that occurred on the 6th of April; there is another wall along College road that runs from 89 College Road to 105 College Road. When will we have information about the integrity of this wall and what is to be done about this wall? We understand that this wall was also under immense pressure during the 6th of April event but have had no official word.  
The Regional Council will be checking all concrete wall stopbank structures of similar design around the region and will respond accordingly.
8. Were you aware that we already had existing flood problems?  
WDC was aware of longstanding issues relating to stormwater drainage and had endeavoured to remedy these by increasing the pumping capacity in the affected areas.
9. What is the process that is supposed to happen when the area experiences high levels of rainfall? Who is involved in this and what is their role? What local people are involved in this process and is any of this run from Edgecumbe? What monitoring occurs specifically at Edgecumbe and by whom? If another event were to occur, what steps are in place to keep us safe (we need all the details of who is involved, when and how the entire process should work)?  
The flood duty response occurred as planned, according to the Regional Council’s flood manual. This response process and protocols are being looked into as part of the independent review. The council operations arm is run from Edgecumbe, from the Council’s works depot at Ngaio place. During an event, the staff there are in constant contact by radio telephone to the flood room base at the Whakatane headquarters. BOPRC had around 20 people: either in the flood room or in the field checking stopbanks, throughout the night of 5/6 April and for the following days.
10. When was the imminent failure of the stop bank wall identified?  
Referred to the Review Panel.
11. Why does the flap valve shown in pictures have a device fitted to keep it open and allow water into the South Side of town during flood?  
The flap valve is supposed to stay open during fine weather but should be closed during a flood event. This is a matter the Regional Council intend to look into further.
12. Why are these valves not monitored and farmers fined for tampering?  
See above.
13. Why is the level limit of the river banks not made transparent to the township?  
Edgecumbe has the concept of a river bank is that it holds until water comes over the top not a bank burst.  
Referred to the Review Panel.



14. Why was the Otakiri Road section of flood-bank in photos missing when the flood event occurred?  
BOPRC would like to see the photos referred to. Please drop them into Wendy at the Edgumbe depot, or to their Whakatāne office.

## 5.6 Government

1. Given the scale of the damage and the potential risk of loss of human life in this flooding event why has a Ministerial/Commission of Enquiry not been called for? This would be a truly independent investigation rather than one driven by the BOP Regional Council and the Whakatane District Council and would provide an opportunity for reconciliation and also hold people or organizations to account?

Response from Hon. Anne Tolley:

I support the proactive decision of the Bay of Plenty Regional Council to commission an independent technical review into its operation of the Rangitāiki River Scheme and flood management role during the recent flood event. I have full confidence in Sir Michael Cullen leading the independent review panel, alongside technical experts Kyle Christensen and Charlie Price. The Regional Council has taken a number of steps to ensure that the independent review has integrity:

- the panel members are independent technical experts and leaders in their respective fields; and
- Tregaskis Brown has been contracted to provide secretariat support to the panel to project manage and coordinate the review.

I am confident that the Bay of Plenty Regional Council will comply with the panel's requests for information. In addition, public input and feedback has been sought and the independent panel is now moving into the analysis phase. The independent panel will be using the New Zealand Standard "Managing Flood Risk" to frame its report. This standard provides direction on what to look at when managing flood risk.

The independent panel is to report back its findings and make recommendations to the Bay of Plenty Regional Council by 31 July 2017, after which there will be an opportunity for the Regional Council to fact check the report. Following this, the final report will be made publicly available. I anticipate that the independent panel's findings will provide clarity on the Bay of Plenty Regional Council's performance and offer recommendations to prevent such events from happening again.

## 5.7 Infrastructure

1. Prior to the flood surrounding Edgumbe farm lands were already underwater, what is going to be done about this drainage issue? The Kowhai street area etc would not of been flooded if this drainage issue was addressed.  
There are some issues with the security of the stopbanking around this area and BOPRC intends to address issues around flap-gate location and monitoring and related issues over the coming months.

## 5.8 Re-builds

1. The people of Edgumbe need hope in recovering from this, by first of all

getting back to their homes, having promise of mitigating this happening again but also giving the town something to look forward to past what the place used to be, are you up to supporting and making this happen?

This a significant focus of the recovery effort.

2. What support will Regional Council / WDC give to help us to rebuild our homes to make them flood proof – how about homes being raised like “Queenslanders”?

This suggestion is noted for future consideration, but in general, Councils are not in a position to be able to offer to raise privately-owned structures, without a formal and financially-costed planning process.

3. Who will be expected to cover the cost of the re-build of the embankment/wall?  
**BOPRC to respond.**

#### 5.9 Regional Council

1. What actions were captured from the 2004 flood?

The review panel report will document all works completed in response to the 2004 flood and earlier flood events, including the ongoing project at the Rangitaiki floodway.

**Referred to Review Panel.**

#### 5.10 Welfare and Donation Centres

1. We are getting heaps of donations from all over the motu, what are the WDC/BOPRC doing in terms of welfare & donations?

See the previous responses relating to the distribution of donated goods. Council has no direct control over these activities but the Recovery Team is liaising closely with the organisations involved to ensure that donated goods are getting to the people most in need.

## 6.0 Community Questions for the Government - Anne Tolley

### 6.1. Government

1. Can we speed up the process with insurance by going through the government?

EQC and insurers are working as fast as they can to resolve all insurance claims lodged for the flooding event in Edgecumbe. An insurance policy is a contract between the home owner and their private insurer, and all claims need to be assessed by qualified assessors and the damage quantified according to the insurance policy homeowners have with their insurer. The Government has provided financial assistance to Edgecumbe residents to support them through the recovery process: <https://www.beehive.govt.nz/release/eqc-lead-edgecumbe-clean>.

2. What is the crown involvement to date?

- \$700,000 funding for infrastructure and associated costs for up to 20 relocatable units.
- Temporary housing for those needing homes while their own are repaired. As of

12 June, 64 families have been provided with temporary accommodation and MBIE is working hard to find solutions for 57 more families.

- \$500,000 funding for Enhanced Taskforce Green to employ people to help the council with clean-ups for farms and towns.
  - \$250,000 funding for Whakatāne district businesses with fewer than 20 employees.
  - \$200,000 funding for Bay of Plenty farmers and growers to help with essential infrastructure repair.
  - Over 3000 Civil Defence payments, totalling nearly \$827,000, to help people with food, clothing and bedding.
  - The government is paying for EQC to clean-up all affected properties in the township, including for those homeowners who do not have insurance.
3. Will WDC/govt influence or direct insurers to replace whole rooms not just damaged parts e.g.: only wet boards are being replaced - cut to the height of the water but the rest is left in place?

The purpose of insurance is to put you back in the same place that you were before a sudden and unforeseen event. Insurers will replace sections (walls and floors) of your home that are water damaged, but will not generally replace undamaged sections when repairing a property. In the case of Edgecumbe, insurers will be replacing gib board/wall lining up to the first nog which is usually 1.2 metres and would only replace floors and walls up to the ceiling if water damage is above that. In the event of a flood, EQC covers damage to residential land only. EQC is removing silt and debris from the land around and under insured and uninsured properties affected by the Edgecumbe floods.

## 7.0 Community Questions for the Insurance Council

### 7.1. Insurance

1. Insurance - What does embargo mean? How will it be applied to Edgecumbe? Re-insuring properties, what are the details? Levies, embargos etc, this is not clear. We want class action.  
Embargo means that restrictions will be placed on new or increased insurance. This means an insurer temporarily stops offering insurance in a particular area, usually following a wide spread event such as a flood or earthquake. When it comes to house insurance, homes that are already insured should remain insured, and the insurer will renew cover at the anniversary date and even look to assist the purchaser of the home if the current owner sells. Insurers will generally not wish to take on additional exposure risks that were either not insured or were insured elsewhere at the time of the event, as they do not want to be exposed to potential loss on already damaged homes or a repeat event occurring in close succession. Once the area is back to normal (repairs have taken place, and no further threat of a recurrence of the event) the embargo is lifted and aside from asking additional questions relating to damage to the home, insurers will be prepared to provide terms and cover to the

majority of homes. Each insurer will have a different approach and underwriting criteria, but insurers will look to support their existing clients in the area.

2. Insurance company - Will they insure our property for flood on anniversary?  
Yes, this is the normal approach, unless flooding in an area becomes a frequent event and is no longer a sudden and unforeseen exposure, in which case the insurer may exclude flood from cover and no longer accept new business from within the affected area. In areas where the occurrence of flood events becomes frequent (i.e. no longer sudden and unforeseen), and where no flood mitigation works have been put in place to minimise or remove the threat of further flooding, insurance will first become expensive; then may have cover restrictions applied; and will finally result in insurance becoming hard to obtain. Excluding flood cover is the last resort and other options can include having a higher excess for flood damage, or higher premiums applying to reflect a higher risk of flood losses occurring.
3. Insured or not - Loss of Income if your tenant is owner occupied - Is this covered?  
Tenants are not owner-occupiers so more details would be needed to answer this question.
4. Loss adjusters are recommending people clear their houses; reports are then rejected by head office. How can this happen & what can be done to stop this?  
Valid claims will be accepted by insurers if sufficient proof of loss is provided. This is usually good photo evidence (makes and models etc.) and accompanying loss schedules filled out. It is unusual for insurers to reject Loss Adjusters' recommendations.
5. People who are insured, who pays for excess?  
The insured person pays the excess.
6. Power for dehumidifiers - This should be paid directly by insurer not house owner. How can we make this happen?  
A power company will continue to invoice the account holder for the increased amount of power being consumed. The invoice can in most cases be recovered from your insurance company, if evidence of increased costs of power can be provided.
7. What is not covered by insurance?  
An insurance policy is a contract between you and your insurance company. Each policy is different, so people need to read their own policy. What is and is not covered, will be outlined in your policy.
8. Why is the process for payments being made so difficult?  
More specifics are needed to answer this question, as the process for payments is quite a quick process, directly into the insured's bank account, or by way of an account with a retailer who can supply the replacement items to the insured.
9. Will AMI and other insurers provide realistic and practical support for those needing temporary accommodation through their policy? E.g. they will only pay for motels not for boarding situations, but some families can't all stay in one motel.  
Insurers will work with each insured owner to pay for the cost of alternative accommodation in the area and to suit the insured's circumstances, up to the level of cover provided by the policy, and will generally look at a broad range of options. Insurers can also help customers with advice on agencies and can generally point them in the right direction to locate suitable alternative accommodation, and also

help with how the policy coverage applies.

10. Will insurance companies still cover us for flooding in the future?  
See question 2.
11. Will people have what they had before the flood, insured or not uninsured?  
The purpose of insurance is to get you back to the place you were before but this of course depends on the policy and sum insured you have chosen. People who are uninsured could try discussing their situation with an appropriate government department, but we cannot advise on that.
12. Working with multiple loss adjusters has been confusing & difficult. How can this be eased for us the community?  
Generally, only one loss adjuster will be involved in each claim for the one property, rather than multiple loss adjusters. Different loss adjusters are engaged by an insurer if specialist input is required in a specific claim (such as a loss affecting a business).

## 8.o Community Questions for the Rangitaiki Community Board

### 8.1. General

1. Is it time to form our own district and/or part ways with WHK DC?  
The benefit of being part of a wider district is that it allows us to share costs, resulting in keeping our rates reasonable.
2. Can we become our own independent council? How can we become our own independent council?  
Any 'person, body or group' wishing to establish a new local authority can submit a reorganisation application to the Local Government Commission. The process involved is complex and is set out in detail in Schedule 3 of the Local Government Act 2002. Amongst other things, an application requires a description of the proposed changes; details of what the changes are seeking to achieve; and the improvements that would result from the changes. The Commission will then decide whether to assess or decline the application. The grounds for declining an application are also set out in the Act. If the Commission decides to assess an application, it first has to be satisfied that there is 'demonstrable community support' for reorganisation in the area affected. That assessment may be based on a petition, surveys of ratepayers and residents, submissions, or meetings with residents. If the application passes that test, the Commission seeks alternative applications from any affected party and then comes to a judgment about a preferred option. The Commission then needs to be satisfied that any local authority proposed has the resources necessary to carry out its duties effectively and has a district that is appropriate for the efficient performance of its role. If an application passes all of those tests, the Commission must then be satisfied that it will also promote good local Government in the affected area; will facilitate improved economic performance; and will promote the interests of the community(ies) involved.
3. Can we keep these community meetings going?  
We are planning a range of community-focused events. WDC has also appointed an events officer, who has a range of events planned. These will be announced shortly. Please also note that there is a newly-created fitness programme running out of the Edgecumbe Memorial Hall.

4. Can we have one representative from each street as part of any community groups formed going forward?  
Yes - the focus group is community lead. If the community would like this, we suggest that you contact the Focus Group formed on the night of the community hui. The RCB is committed to supporting our community and the way in which they want to move forward.
5. Let's have a street party after the rebuild!  
A street party is a great idea and we would like to put on a celebration of some sort once people are back in their homes.
6. Who is the Rangitāiki community board and why are they leading this?  
The Rangitāiki Community Board is made up of six elected members from the Rangitāiki Ward, plus one Council representative (Councillor Gerard van Beek). Following are the personal statements the Board members provided for the 2016 local government elections.

**Graeme BOURK**

My name is Graeme Bourk, I've lived in the town of Edgecumbe for 43 years and have served in the community board for several years. I have been very vocal about flooding in and around Edgecumbe, and with help from a listening council, the stormwater has been upgraded to a much larger system. Have also had both rail bridges removed in the town, and now I want to see both concrete support structures removed by Kiwirail, at no expense to the ratepayers of the ward. Also I solved the problem with the water bursting through the road outside the Matatā Hotel, with the help of the present C.E.O. I have other unfinished projects in the ward that I would like to complete. No challenge is too big, If I have your confidence I would appreciate your vote.

**Kris BYRNE**

I have enjoyed my last two full terms on the Rangitāiki Community Board and look forward to putting my hand up to contribute for the next 3 years. Over my time on the board I've worked with some great people in the community and watched the change on the plains unfold. From welcoming the new community building down by the skate park to supporting the Te Teko Residents Assn. in getting two murals for the town and of course supporting the thanking of volunteers in the plains over the past 2 years, I have really enjoyed the time. I'm proud to be on the Edgecumbe College BOT, the EDIT team, The Otakiri Hall committee and Otakiri Playcentre and Edgecumbe Bluelight. I'm sure more great things will unfold over time and I look forward to contributing to that.

**Alison CLARK**

After teaching at Edgecumbe Primary School for 24 years, I have a strong connection with our community and a knowledge of how it functions. Living at Onepū has given me an interest and understanding of the wider Rangitāiki community. Husband Bill is a Regional Council candidate. Daughter Sophia is sharemilking in the Waikato. Son Sam a multi-sporter, winner of Coast to Coast 2016. Soon to retire from teaching, I wish to continue supporting, contributing and being part of our local community.

**Gavin DENNIS**

I have lived in the district for 39 years, originally in Edgecumbe and Kawerau. For the last 30 years my wife Ann and I have lived in Matatā: 1994-2001 Matatā Primary School Board of Trustees; 2000-2010 on the Trident High School Board of Trustees, six years as Chairman; Matatā Fire Brigade (29 years) currently deputy fire Chief; Member of the Matatā Medical

Response Unit; Volunteer St Johns Ambulance Officer Whakatāne; Past committee member (8 years) Matatā Community Resource Centre; Chairman of the Matatā Residents Association; nine years on Rangitāiki Community Board; Justice of the Peace. I believe I have formed an important link between Council and the Residents of this ward. Bringing a greater awareness of the difficulties faced by residents, e.g. Matatā rates affordability, allowing for better representation and imparting local knowledge to better assist decision making in Council.

**Evan HARVEY**

I am currently a four term, 12 year sitting member for the Rangitāiki Community Board. In seeking re-election, I see the need to keep working for the ward, to ensure that the District Council is true in its servicing of the community's needs. In the past term the board has worked towards the need for the improvement in water supply for Edgecumbe and Te Teko, continued work for the reticulation of Matatā and many other issues involving council works. The Community Board is not part of the council, but is the voice of the rate paying community. I will work with you and for you, to involve you in efforts to ensure the district moves forward in the future. When I am re-elected to the Community Board, it is my aim to see continued improvements for the Community in the next term.

**Charelle STEVENSON**

I'm passionate about our region! For the last 7 years I have been Operations Manager in our family business 'Peppers Building Supplies' in Edgecumbe, working across the wider Eastern Bay of Plenty. Every day, I meet with a wide spectrum of our community and learn about the issues and opportunities important to them. Being based in Edgecumbe I represent a broad range of people as a business person, parent and outdoor enthusiast. I have a strong foundation in business and tourism having been a Contract Event Manager and General Manager of Oceans Resort – Northland. In 2016 I was the Event Coordinator for the Edgecumbe College 'Coast to College', growing the event from 75 to 500 competitors. My vision is to promote the Rangitāiki district as a standalone destination. I would like to see further development of more vibrant sites/events/walks in and around our area for locals and visitors alike.

7. **Why are we here? Pay rates and have to use school hall. Why aren't we using our own hall?**  
The Hui focus group made the decision to have the Community Hui at the Edgecumbe College, to ensure that the meeting was in a 'neutral' space. The Edgecumbe Hall was being used for community support activities at that time.