



Paparoa Wastewater

Community Engagement Outcome Report

October 2021

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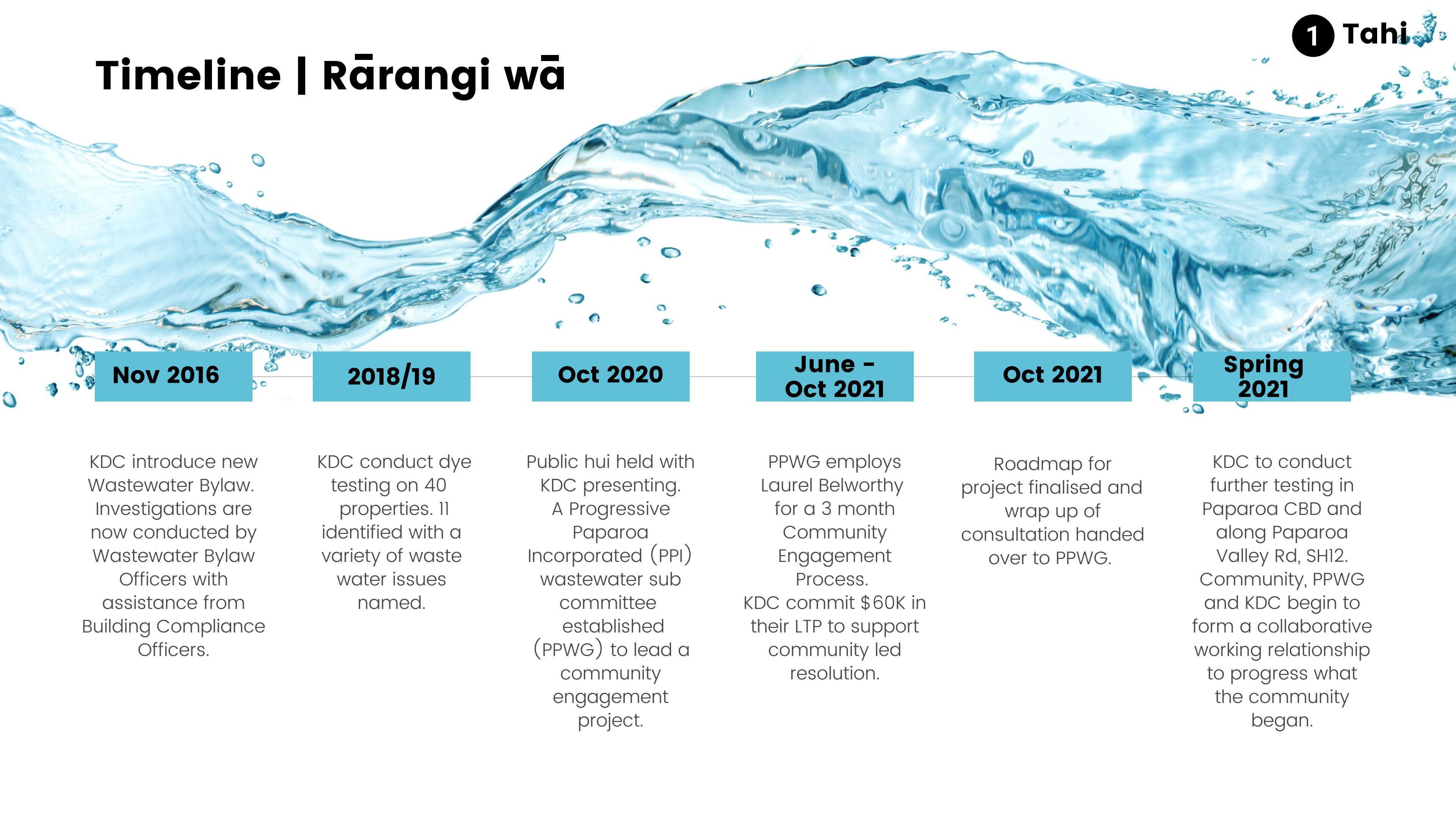
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Timeline | Rārangi wā



Nov 2016

KDC introduce new Wastewater Bylaw. Investigations are now conducted by Wastewater Bylaw Officers with assistance from Building Compliance Officers.

2018/19

KDC conduct dye testing on 40 properties. 11 identified with a variety of waste water issues named.

Oct 2020

Public hui held with KDC presenting. A Progressive Paparoa Incorporated (PPI) wastewater sub committee established (PPWG) to lead a community engagement project.

June - Oct 2021

PPWG employs Laurel Belworthy for a 3 month Community Engagement Process. KDC commit \$60K in their LTP to support community led resolution.

Oct 2021

Roadmap for project finalised and wrap up of consultation handed over to PPWG.

Spring 2021

KDC to conduct further testing in Paparoa CBD and along Paparoa Valley Rd, SH12. Community, PPWG and KDC begin to form a collaborative working relationship to progress what the community began.

Introduction | Whakarunga

This report collates feedback gathered during the Community Engagement process in Paparoa from June 29th to October 9th, 2021, as part of the solution to resolve failing wastewater systems and pollution, identified by KDC.

Engagement was needed because KDC do not have the resources allocated to resolve this but support a community initiative to do so. The Progressive Paparoa Wastewater Group (PPWG) was formed, and funding achieved through Foundation North to engage a consultant, Laurel Belworthy, to undertake the process.

The purpose of this report is to present the voice of community and their preferred choices for resolution. It summarises the process of engagement and feedback which informs the suggested roadmap for where to from here.

Furthermore, from the confidential safe space of consultation, the community, without prompting, freely expressed concerns, frustrations, and asked questions about and for KDC. These are presented in Section Ono, as they provide feedback for KDC regarding further issues in the community, and what questions remain unanswered for them.

These provide valuable insights into how a positive and collaborative working relationship with the community and KDC may be developed going forward. KDC are committed to working with the community in collaborative partnership.

Laurel Belworthy
12 October 2021



Engagement Purpose and Process

The purpose of engagement was to take advantage of a “unique opportunity for a community- led approach to solving an existential issue facing the community”. PPWG felt it was important the community “understand, agree and accept a community wide approach and that can only be done by hearing voices and responding to what is presented. This involves quality information being available and understood by people.” (PPWG Brief for Contract).

The engagement process sought to inform and capture the collective voice of all sectors of the community through a combination of information drops, surveys, one to one front facing hui and online engagement.

Covid Impact

The engagement process was interrupted by Covid lockdowns, extending the timeframe, and reducing front facing time at cancelled community events. However online and local community networks were accessed to mitigate this with minimal impact on results.

Information Distributed



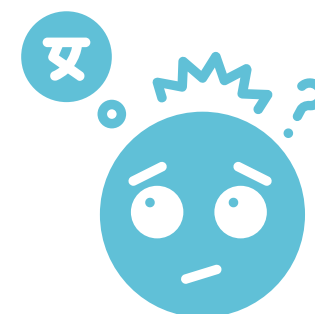
- The Problem, The Solution info sheet
- Two mail drops into 160 P.O.Boxes
- Posters on community noticeboards
- Posts on 3 x community FB Pages
- Articles in Paparoa Press and Kaipara Lifestyler
- During one to one conversations

Discovery Phase



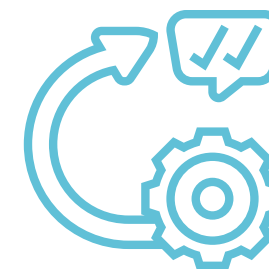
- Engagement at 6 Farmers Markets (8 planned)
- 62 one to one conversations
- Online survey sent to 59 recipients
- Links to survey on 3 x community FB pages
- Link to survey on Paparoa Village Website
- Articles in Paparoa Press
- Hard copies of survey at Skeltons Drapery
- Survey access info in P.O. Box drops
- 1 x hui with KDC, and one question/answer email

Making Meaning Phase



- 62 conversations
- 51 survey returns
- 600+ comments and responses of raw data generated
- Analysed and collated into Paparoa Community Engagement Report, workshopped with PPWG
- Summarised and distributed to 59 email recipients, 160 P.O. Boxes, distributed at Farmer's Markets, on community noticeboards, 2 x community FB pages, Paparoa Village Website

Testing and Roadmap



- 6 scenarios tested in community to clarify final choices at 2 Farmers Markets, one community event, 59 email recipients, and 160 P.O. Box mail drops generating 108 responses.
- Roadmap created and presented as part of this report.

The Problem and Resolution

72.5% of the Paparoa Community understand the problem is wastewater and sewage contaminating the waterways due to old, ineffective or non-compliant systems causing environmental and health concerns council want resolved to prevent 'cease to use' orders.

73% think council should be all, or part of a whole community solution.

"Working in collaboration with community, developing sustainable strategies that can be adopted at an infrastructure (council), and individual community member level"

Only 19% believe this problems should be resolved by individuals only. For many, paying rates equates to council holding an obligation to working with them to solve the problem equitably.

"equity lens – places like Paparoa getting left behind"

"if huge infrastructure being invested in Eastern growth corridor over next 20 years, what provision is being made to provide renewed or repaired infrastructure to heartland communities Central and West. We are still important and affected by population drift"

73% want residential and commercial property owners to work on solutions now, with a commitment to working together as a whole community to find a long-term solution for wastewater that support the inevitable and desired growth in Paparoa.

Primary Concern

A repeated concern expressed was that the council may keep shifting goalposts, eg: change laws or ask for contribution to a larger scheme after paying for individual solutions. The community needs transparent clarity from the council around this, as it is causing hesitancy in action, and hints at a deeper issue of mistrust their rates are being used inequitably in the district.

"how can community be sure council won't shift goalposts again in a few years?"

Commercial vs Individual Property Owners

71% think residential property owners should work with council on a case by case basis to resolve their situation separately to commercial owners, who should work together to find a specific shared CBD solution to future proof the CBD now and into the future.

90% think all commercial property owners should work on a CBD specific and collective long term solution to future proof the CBD regardless of their current situation.

Proposed Solutions

- Loans repaid through targeted rates or annual charges for those who cannot afford remedy costs
- Wastewater system treatment plant for Paparoa (and whole surrounds)
- Pumping or grinding station, sewage line to soakage field, land over Pahi Bridge?
- Case by case solutions
- Separate grey water from wastewater to reduce run off
- Connect similar groups for holistic solutions
- It could be a whole district solution.
- As part of property sales the council could require inspection and upgrade as indicated as part of the negotiated sale.
- Composting toilets
- Changing bylaw to reflect actual house occupancy numbers, not potential based on house size.
- Consider a district wide solution, especially Pahi. (The community referenced the district several times even though questions were solely focused on Paparoa).
- Extend the Twin Stream development sewage system to include affected area.
- Gravity fed system that results in a drainage pond.

87% of the community want Developers contributing to a targeted wastewater future proofing fund as a contribution to resolving the increased pressure growth has on existing infrastructure.

76% of the community want the \$60K KDC have committed to be used for a feasibility study for possible long term whole community/district solutions they have put forward, to determine costs and feasibility.

THE COMMUNITY HAS CLEARLY VOICED HOW THEY WANT TO APPROACH RESOLVING WASTEWATER ISSUES IN PAPAROA...

They want council to be part of a whole community solution.

They want current issues resolved now, with a commitment to working together as a whole community to find a long-term solution for wastewater that supports the inevitable and desired growth in Paparoa.

They want residential property owners to work with council to resolve current issues on a case by case basis.

They want commercial property owners to come to work together on a CBD specific and collective long term solution to future proof the CBD now and into the future regardless of their current situation.

They want Developers contributing to a targeted wastewater future proofing fund as a contribution to resolving the increased pressure growth has on existing infrastructure.

They want the \$60K KDC have committed to be used for a feasibility study for possible long term whole community/district solutions they have put forward, to determine costs and feasibility.



THE COMMUNITY VOICE | TE REO HAPORI ON THEIR FUTURE

The community vision of Paparoa in 5 years time is of...

"A thriving, economically viable town that retains its village and community feel. A sustainable, long term future. Increased services, employment opportunities, a vibrant mixed socio/economic, a proud and environmentally aware community, supported by local council to plan holistic and long-term solutions for improved infrastructure and a resolved wastewater problem."

98% said a healthy safe environment matters to the Paparoa Community, and 78% want to see Paparoa survive and thrive for future generations.

84% said strong connected community groups are important with 94% saying Paparoa's history of working together to build a strong community is valuable or very valuable. They want to work together with a values shared approach, common purpose, forward thinking, working groups and good communication.

74% want sustainable future and growth opportunities, while 62% say economic development and employment opportunities are important to them. Only 30% want population growth, but many see it as inevitable.

80 – 100% of respondents want to retain or grow

- Hospitality
- Medical services, e.g. Chemist
- Vehicle servicing and repairs
- General Store
- Accommodation
- Haberdashery
- Primary School
- Playcentre

- 36% want to retain or grow Tourism focused services
- 54% want to retain or grow farming/building supplies

Other suggestions for retaining or new services were

- arts and locally sourced product market type store
- Showgrounds, Sports Pavilion and Memorial Hall
- Garden centre, Plant nursery
- any other viable business that become opportunities as growth continues

NOW

Property Owners

- Individual residential property owners need assurance that they can confidentially work with KDC to find workable solutions without fines or red sticker threats.
- Commercial property owners to consider how they will honour community wishes identified in engagement process.

KDC

- Provide a subject matter expert to work alongside the community in a supportive and informative way.
- Provide a clear timeline for resolving now vs long term solution deadlines.
- Provide impartial information about legislative obligations and be open to individualised solutions.
- Provide advice that help property owners make good choices when engaging services to remedy their problems.

PPWG

- Continue to provide an intermediary support role for the community as the initiative transitions to community ownership.

Community

- Form a Community Representation Working Group of experts and community members who want to offer time or resources from database collated during engagement, moving ownership and drive for this project from PPWG to the community.

INTERIM

- Affected residential property owners work with KDC on a one to one basis to resolve their problem now. This includes consideration of solutions such as loans paid back through targeted rates.
- Residents support group formed.
- Commercial property owners come together for a CBD specific and collective long term solution to future proof the CBD now and into the future.

- Take ownership and provide leadership for this community initiative on their behalf (of rate paying residents and property owners)
- Continue to provide a subject matter expert who can manage opportunities for immediate solutions alongside working towards a whole community solution that future proofs infrastructure for future growth and sustainability,
- Commit the \$60K allocated in the LTP to create a feasibility study of options as wished for by the community.

- Find new members and evolve into a community liaison group.
- Support council as they take the lead in developing a working partnership with the community .
- Work with KDC and Community Representation working group to shape a sustainable partnership.

- Work with KDC to shape a sustainable partnership with community
- Define a number of long term solution options to be progressed to feasibility study stage working with KDC to collate information.

FUTURE

- Current solutions are replicable for future affected residents.
- Commercial property owners are supported to implement their solution for the benefit of the whole community.

- Allocate resources and infrastructure for the community through an equitable lens that ensures all communities and residents in Kaipara are assured of infrastructure that supports growth.
- Take the lead in supporting and enabling the community to achieve its chosen long term solution through provision of advice, support and infrastructure.
- Ensure developers are contributing to a targeted infrastructure fund to share the cost of growth.

- Continue to provide support until ownership by and a strong working partnership with KDC and the community is established and functional.

- Work with community and council to agree on long term solution.
- Create a district wide working group to replicate solutions across the district.
- Support implementation of long term solution.

COMMUNITY COMMENTS, CONCERNS AND QUESTIONS

As stated in the introduction to this report, the purpose of this section is to provide KDC with honest feedback from the community. These were stated without prompting from the engagement process and therefore represent an opportunity for KDC to address community concerns, answer questions. They also provide valuable information for KDC that could inform how a positive and collaborative working relationship could be formed with the community going forward.

COMMENTS

- Separate grey water from wastewater to reduce problem.
- Long drops are a problem as well.
- Have lived here 70 years and no one has done anything.
- People who have paid \$20K on systems don't want to be part of the solution but need to be.
- Part of the solution could be people who have to shut down systems could be offered a free or subsidised compost toilet.
- Grey water should be separated to reduce dispersal.
- Rates should cover this because councils are there for the community; they approved consents without upgrading infrastructure.
- Council has turned a blind eye to all sorts of issues for too long, includes all those who pollute waterways.
- Our council should be responsible for keeping our towns up to standard.
- It's inevitable council will be responsible for the sewage processing plant and reticulation network. It happened in Maungaturoto.
- Council have spent millions in other parts of Kaipara, so should be willing to help the smaller communities.
- Private landowners must take some of the blame for this, but council have not been proactive and ultimately do not have the resources for this, there must be some intervention from central government.
- Since expansion really applies to the whole district it should probably include Matakohē, Pahi, etc.
- Growth and process go hand in hand, it was inevitable this point would be reached. As the growth continues so the council will need to provide infrastructure.
- If specialised rates for infrastructure, should be spread across whole area as rates service all areas, and areas outside of Paparoa as well benefit from Paparoa.

CONCERNS

- Have to make sure what is put in place doesn't get outdated or council changes regulatory rules again, that they don't keep shifting goalposts.
- Its unfair we should be responsible for something we don't use, council approved consents without upgrading infrastructure.
- if we have to upgrade our tanks it will be costly, any help will be appreciated.
- Many will find it difficult to afford, I suggest a set of maybe 2 or 3 options be bought forward by qualified people with costings for consideration by the community.
- This issue has become urgent, we don't have 2 or 3 years to work on a community solution, properties have become unsaleable because of the uncertainty whether there may be a community scheme or not.
- Secure greenspace or it will become housing.
- We have a business that could be affected.
- If not solved all the houses near Paparoa River will have property values severely impacted.
- This is an existential threat to the Paparoa community. I want to enjoy my retirement in this community and be able to have a growing range of services available.
- It needs to be done at some stage, for our Paparoa's future.
- Our health, wellness and economic wellbeing depends on keeping the environment clean and healthy.
- Long term sustainable environments are important.
- Council guy came down hard.

QUESTIONS

- How much would it help decrease pollution by having the right plants planted along the stream?
- What happens if people are putting bleach and harsh cleaners in their tanks, does this cause degradation of tanks and contribute to the problem?
- How well educated are house purchasers new to septic tanks? Does council or owners provide info?
- Is KDC going to meter and rate water collected in private rainwater tanks?
- How often does the bylaw require tanks to be emptied?
- What connection does this have with 3 waters and government?
- When council changed the bylaw, what provision did council make to support those caught unaware, given council did not ask for any compliance before this?
- What other identified polluters are in the stream and where from? What is being done to identify other forms of pollution entering the stream?
- Will our town get shut down?
- Is the \$60K KDC committed in the LTP going to end in additional charges to Paparoa residents.
- What are solutions if grey water is separated?
- Will 3 Waters reform allow infrastructure to be built under crown responsibility and infrastructure investment? Could be a letter of promise. but needs a strong antagonist to lead. Crown not fulfilling their responsibility.

CONCLUSION

The Paparoa community was highly engaged in this process. I felt welcomed in, and thoroughly enjoyed getting to know the community. In doing so I got a taste of what makes it so special, and understand why the community wants to see it thrive and survive. Paparoa is a unique, supportive and strong community, providing vital and desired services and activities not just to Paparoa residents, but to many of the surrounds. The community wanted to have their voice heard and have clearly articulated how they want to move forward to resolve wastewater issues towards a sustainable future.

One of the challenges is how to fulfil the community's wish for an immediate solution to individual residential and commercial property owner issues, with their desire for a long term solution to growing pressure on infrastructure due to growth in Paparoa and its surrounds. One of their concerns being that they may front costs now, and then be expected to contribute to the cost of a long term solution a little down the track. The community needs clear messaging directly from KDC that it wants to work with the community to resolve this, and there is time to consider and implement potential solutions. Can property owners hold off if a long term solution can be implemented in the near future?

One of the key takeaways is the community expects council should be part of the solution. The community has led the charge on finding a solution by obtaining external funding to undertake consultation. It is now vital that council acknowledges this work, and picks up from here to take the lead in actively working with the community towards achieving solutions. This would best be achieved through a working partnership that empowers the community to take the lead alongside and with council, who hold expertise, knowledge and resources. A strong collaborative working relationship is fundamental to success, and would rebuild community trust in council. This has potential to provide a scalable model that could be applicable to others in the district, making council truly relevant to rural heartland communities and towns.

Through freely given feedback, there is also an opportunity for council to address some of the questions raised, and consider the feeling of inequity residents feel exists between the high growth East Kaipara, versus Central and West Kaipara. Paparoa residents are feeling left behind, yet know growth is increasing pressure on infrastructure. They value their village in the valley and have aspirations for it to thrive and survive for future generations. Again, this is possibly a wider district concern.

Given the wider environmental concerns, and the desire for options that are workable for individuals, one of the challenges is how residents can find individualistic and innovative solutions that fit within current legislative constraints. This is a time for bold thinking, if a resident wants a composting toilet, is this acceptable to council. Is there an opportunity for KDC to work with the community to find holistic green solutions that put Kaipara on the map as an innovative forward thinking district and council.

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