Southern Links Designation (A106)

Pre-Construction Consultation and Communication Plan

Hamilton City Council as the Requiring Authority

Certified by Hamilton City Council as territorial authority (D-2201329) 12 August 2016

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1 Introduction

This Pre-Construction Communication and Consultation Plan (PCCP) has been prepared by Hamilton City Council (HCC) as the Requiring Authority (RA) in accordance with the conditions¹ of the Southern Links designation.

The Southern Links designation was included within the Hamilton City District Plan on 9 March 2016.

Condition 3.4 requires HCC as RA to seek certification of this PCCP within 6 months (i.e. 9 September 2016). Certification by HCC as the Territorial Authority (TA) of this PCCP is needed in accordance with Condition 2.

Condition 3.5 requires that implementation of the certified PCCP start within 9 months (i.e. 9 December 2016) and that the PCCP continue to be implemented until construction commences. Separate Construction Communication and Consultation Plan/s (CCCP) would be prepared, certified and implemented to cover the actual construction works.

2 Background

2.1 Southern Links

HCC, in partnership with the NZ Transport Agency, has made significant investment in designating the Hamilton Southern Links arterial road network through the Peacocke Structure Plan area and the wider state highway network (refer to Figure 1 below). Figure 2 below provides a timeline showing how land use planning for Peacocke has tracked with planning for the supporting arterial networks.

The HCC part of Southern Links project has secured routes for the major and minor arterial roads within the Peacocke Structure Plan area that are needed to support future development.

The work needed to secure the designation included the following:

- Public consultation with key stakeholders, landowners and other interested parties.
- Option identification and assessment using a multi-criteria analysis.
- Investigation and design including archaeological, social, heritage, ecological, geotechnical, traffic modelling, and geometric design.
- Assessment of effects and the notice of requirement documentation and process itself (lodgement documentation and evidence, hearings, and decision).

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¹ HCC TRIM record D-2613757

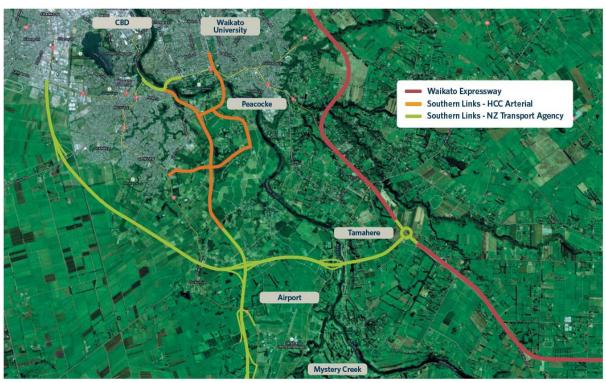


Figure 1: Southern Links Network (showing both Council's and the NZ Transport Agency's components)

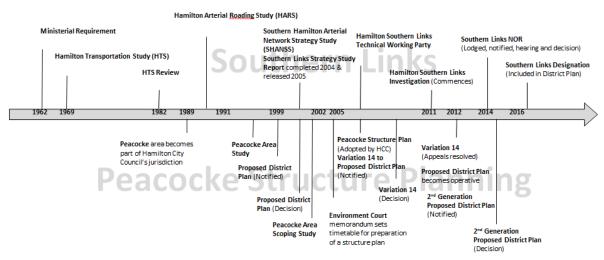


Figure 2: Southern Links and Peacocke Structure Planning

In October 2014, independent commissioners made a decision (on behalf of HCC) to confirm the designation for HCC's part of the Hamilton Southern Links project. The designation was subject to one appeal which was resolved through mediation and the designation was included within the District Plan on 9 March 2016 (as designation A106).

The designation conditions imposed by the commissioners include the requirement to prepare this PCCP.



3 Objectives and Scope

3.1 Objectives of the PCCP

The objectives² of this PCCP are:

"...to set out a framework to:

- a) Inform the community of Project progress and likely commencement of construction works and any proposed staging of works;
- b) Provide general updates on property acquisition and management, while respecting the privacy and confidentiality of individual landowner negotiations; and
- c) Determine how to engage with affected parties for identifying and implementing potential site specific mitigation measures."

3.2 Scope of the PCCP

This PCCP sets out how HCC as RA will:

- a) Inform the community of Project progress and likely commencement of Construction Works and programme;
- b) Engage with the community with an aim to fostering good relationships, and provide opportunities for learning about the Project; and
- c) Provide general updates on the property acquisition process.³

And will include:

- a) A communications framework that details the Requiring Authority's communication strategies, the accountabilities and timeframes for responding to inquiries and complaints, frequency of communications and consultation, the range of communication and consultation methods to be used (particularly with regards to communicating and consulting with tangata whenua (refer to Conditions 3.15 to 3.17) the Community Liaison Group (refer to Conditions 3.9 to 3.14), and the Landscape Management Plan (refer to Condition 14), and any other relevant communication matters;
- b) Details of the Communication, Consultation and Property Liaison Manager for the preconstruction period (Conditions 3.1 and 3.2) including their contact details (phone, email and postal address);
- c) Identification of directly affected or affected in proximity parties and stakeholders who will be consulted and communicated with; and
- d) Measures to receive, record and respond (if necessary) to feedback.⁴

This PCCP will refer communication and consultation relating to the following pre-construction management plans:

- Concept Landscape Management Plan
- Landscape Management Plan
- Ecological Management and Monitoring
- Heritage and Archaeological Site Management Plan (including the Accidental Discovery Protocol and any Conservation Plans)



² Condition 3.6

³ Condition 3.7

⁴ Condition 3.8

The scope of this PCCP does not include construction or post construction communications and consultation (e.g. Construction Management Plan, Noise and Vibration Management Plan) or other communications normally undertaken as part of delivering an infrastructure project (e.g. internal project team communications). The PCCP does not cover any communication with statutory authorities necessary for resource consent or other permits (e.g. Authority under the Heritage New Zealand Pouhere Taonga Act 2014). Such processes are prescribed by legislation.

4 Protocols

4.1 Enquiries and complaints

All enquiries and complaints shall be directed to the Communication, Consultation and Property Liaison Manager (Manager) except when about construction works that is underway.

The Manager or nominee will:

- Acknowledge receipt of the enquiry or complaint within 3 working days.
- Liaise with relevant staff or contractors (as required) and provide a response within a further 2 working days.
- Maintain a record of all contact received and actions arising which will be considered as if it were a minute from a Community Liaison Group meeting (Condition 3.3).

In situations where more time is needed to prepare an informed response the Manager will advise the customer of when a response can be provided and provide updates on progress as appropriate.

All enquiries and complaints relating to construction works are beyond the scope of the PCCP. For completeness these would be directed to the contact person identified in the separate Construction Communication and Consultation Plan (CCCP) required by Condition 8. Complaints regarding construction would be then be managed separately under that CCCP and Construction Management Plan (Condition 9) in accordance with Condition 10 (Complaints Management).

4.2 Correspondence branding

All correspondence by HCC as RA under this PCCP shall:

- Use the standard HCC branding
- Include a standard logo or insignia that marks the correspondence as being related to the Southern Links project
- Indicate that the correspondence is from HCC as the RA distinguishing between HCC as RA versus TA

4.3 Information and privacy

HCC as RA will manage any communication and information in accordance with the Official Information and Meetings Act and internal HCC information policies.

4.4 Relationship with HCC as Territorial Authority

HCC as RA will ensure its interactions with those parts of HCC that perform regulatory functions (i.e. as the Territorial Authority) are appropriately managed to avoid actual or potential conflicts of interests, duties or responsibilities. This will include HCC staff acting on behalf of the RA declaring this when engaging with other staff in relation to Southern Links related matters.



A separate (not required by the PCCCP conditions) internal communications plan will be prepared that includes methods to ensure there is a wider internal awareness of key processes, requirements and progress for the Southern Links project, whilst maintaining an appropriate separation between the roles of HCC as RA and TA. This will include:

- Ensuring customer facing staff are aware of who to direct Southern Links enquiries to
- Making other units aware of Southern Links activities that may affect other Council activities or interests
- Reminders of the statutory responsibilities that the TA has to the RA regarding the protection of the land for its designated purpose

4.5 Relationship with NZ Transport Agency as a Southern Links project partner

In addition to the requirements to consult with the NZ Transport Agency under specific designation conditions HCC as RA will seek to collaborate with the NZ Transport Agency on Southern Links related communications and work. It is expected that the Communication, Consultation and Property Liaison Managers for HCC and the NZTA will establish separate protocols (not required by the PCCCP conditions) for coordinating communications and identifying opportunities for collaboration.



5 Communication and Consultation framework

5.1 Communication, Consultation and Property Liaison Manager

HCC as RA is required to appoint a Communication, Consultation and Property Liaison Manager (the Manager) within 3 months of the designation being included in the District Plan (i.e. 9 June 2016) to implement the PCCP and CCCP⁵.

The Manager will be responsible for organising and ensuring all communications and consultation is carried out in accordance with the designation conditions and this PCCP.

The Manager will be the "main and readily accessible point of contact for the community, stakeholders, directly affected parties, and affected in proximity parties for the duration of the Project". However, the separate CCCP will identify a 24/7 contact for the future construction component which would become the first point of contact for inquiries or complaints about those works⁶.

Condition 3.2 requires that the contact details for the Manager are listed on HCC's website and in the PCCP.

As at 1 July 2016 the Manager contact details listed on the HCC website⁷ were:

Nathanael Savage – Principal Planner Infrastructure (Southern Links Communication, Consultation and Property Liaison Manager) City Development Unit Ph 07 838 6699 Email southernlinks@hcc.govt.nz

It is expected that this contact will change over time. Any new Manager/s will update the contact details on the HCC website and in this PCCP without further formality.

⁷ http://www.hamilton.govt.nz/our-city/regional-alliances/southernlinks/Pages/default.aspx



⁵ Condition 3.1

⁶ Condition 8

5.2 Stakeholders

The designations pre-construction conditions establish the stakeholders that need to be covered by the PCCP. These are set out in Table 1 below.

Table 1

Group / Organisation		Contacts ⁸
A.	Directly affect parties	These are the owners and occupiers of land within the designation footprint. Attachment 1 identifies the relevant land. HCC's rating database will be used generated mailing lists for communication/ consultation letters. Letters "to the Occupier" will be sent to the physical address where the rates address is different to the physical address. As ownership and property boundaries may change over time these mailing lists should be generated from the rating data base no longer than 10 working days before correspondence is sent.
B.	Affected in proximity parties	These are the owners and occupiers of land outside the designation footprint, but within 200m of the designation boundary. Attachment 1 identifies the relevant land. HCC's rating database will be used generated mailing lists for communication/ consultation letters. Letters "to the Occupier" will be sent to the physical address where the rates address is different to the physical address. A specific condition refers to "landowners of Riley Place and Montgomery Crescent adjoining the designation". Letters to this sub-group will be generated from the rating database for properties sharing a boundary with the designation. As ownership and property boundaries may change over time these mailing lists should be generated from the rating data base no longer than 10 working days before correspondence is sent.
C.	Iwi / Tangata whenua	The designation ⁹ sets out how a Tangata Whenua Working Group (TWWG) would be (re)established to engage with iwi / tangata whenua. This is arranged via the Waikato Tainui Environment Manager and would include representatives from: Ngati Hauaa, Ngati Koroki Kahukura, Ngati Wairere, Ngati Maahanga, and HCC as the RA. Contact details will be established at the time of establishing the group. Waikato Tainui Environment Manager PO Box 648 Waikato Mail Centre Hamilton 3240
D.	Waikato Regional Council	Chief Executive and/or Senior Resource Officer - Infrastructure Private Bag 3038 Waikato Mail Centre Hamilton 3240
E.	Waikato River Authority	Chief Executive PO Box 9338 Waikato Mail Centre Hamilton 3240



⁸ It is expected that these contacts will change over time. The Manager will update the contact details in this PCCP without further formality.

⁹ Conditions 3.15-3.17

F.	NZ Transport Agency	Waikato Highway Manager
		PO Box 973
		Waikato Mail Centre
		Hamilton 3240
G.	Riverlea Environmental	Chair and/or Secretary
	Society	<u>riverlea.soc@gmail.com</u>
		Also refer to <u>www.resi.org.nz</u> for up to date contacts
Н.	Mangakotukutuku	Chair and/or Secretary
	Stream Care Group	P.O. Box 19104
		Hamilton 3244
		mangacare@gmail.com
		Also refer to <u>www.streamcare.org.nz</u> for up to date contacts
1.	Department of	Director-General of Conservation (C/O Planning Manager)
	Conservation	Hamilton Shared Service Centre
		Private Bag 3072
		Hamilton 3240
		waikato@doc.govt.nz
J.	Heritage New Zealand	Area Manager
		Lower Northern Area Office
		PO Box 13339
		Tauranga 3141
		infolowernorthern@heritage.org.nz
K.	Network Utility	The contact details for relevant network utility operators will be identified
	Operators	once designs are progressed and potential effects on infrastructure services
		are established.
L.	Community /	The designation conditions relevant to the PCCP also refer generically to the
	Stakeholders	"community" and "stakeholders". The following groups have been recognised
		by the PCCP in response:
		 Hamilton City residents and other users of the transport network
		 Developers and supporting advisors (e.g. surveyors, real estate
		agencies)
		A specific contact list for these groups will not be created. Existing
		communication networks will be used – refer to methods section of this PCCP.
M.	HCC as Territorial	General Manager City Growth (C/O Planning Guidance Unit Manager /
	Authority	Economic Growth and Planning Unit Manager)
	,	Hamilton City Council
		Private Bag 3010
		Hamilton 3240



5.3 Community Liaison Group

The designation requires the establishment of a Community Liaison Group (CLG) for the Peacocke Structure Plan area. The CLG is open to all directly affected and affected in proximity parties and would continue through to the completion of construction (i.e. spanning the PCCP and CCCP).

The purpose of the CLG is to:

- "a) Provide a means for receiving regular updates on Project progress including updates on the programme and staging;
- b) Enable opportunities for individual and/or community concerns and issues to be reported to and responded to by the Requiring Authority, including access requirements that need to be addressed as part of the Construction Traffic Management Plan (Condition 12.5(a));
- c) Enable the Requiring Authority to be informed of any existing or proposed ecological enhancement or restoration on private property to inform the development of any Concept Landscape Management Plan, Landscape Management Plan and/or Environmental Management and Monitoring Plan; and
- d) Provide an opportunity for the Requiring Authority to receive requests from individual landowners to establish planting, including on private property, in advance of construction which may enable the early establishment of screening and landscaping to assist in addressing adverse effects on amenity."¹⁰

The Communication, Consultation and Property Liaison Manager (the Manager) will be responsible for establishing and administering the CLG. This includes invitations, agendas, providing relevant information, minutes, and organising an appropriate meeting venue.

Minutes from the CLG become relevant consideration in developing the CCCP¹¹. Some subject matter that is expected to arise through the CLG will only be relevant during construction.

Not all properties in the Peacockes area are directly affected or affected in proximity under the designation conditions. The manager will consider inviting owners of other properties in the Peacockes area (e.g. Stage 2 of the Peacocke Structure Plan¹²) to the CLG and/or including them in project update communications for affected in proximity parties.

¹⁰ Condition 3.11

¹¹ Condition 8.7

¹² http://www.hamilton.govt.nz/our-council/council-publications/districtplans/proposeddistrictplan/appendix2/Pages/Peacocke-Structure-Plan.aspx

5.4 Methods and frequency of contact with Stakeholders

	External	Communication Methods and Frequency
Α.	Stakeholder A Directly affected as Active communication to all directly affected parties. Initiation letter, following	
A.	Directly affected parties	 Active communication to all directly affected parties - Initiation letter – following certification of the PCCP an initial letter providing: Summary information on the Southern Links project to date and a Frequently Asked Question (FAQ) Contact details for the Communication, Consultation and Property Liaison Manager and what to contact them for Website links for access to further information, the PCCP, and the Property Acquisition and Management Engagement Practice (PAMEP) Update on programme timing and property acquisition, if any, and as appropriate An outline of designation work currently underway or about to commence Information on and an invitation for the establishment of Community Liaison Group, purpose, and agenda for first meeting Reminder about the RMA requirements on owners of land affected by a designation
		 Active communication to all directly affected parties - Annual letter / email providing: Summary of progress / changes since last correspondence Updated contact information and/or website links Invitation to Community Liaison Group meeting – with agenda¹³ This should be timed to occur after 10 Year Plan / Annual Plans have been concluded so that updates on relevant funding and/or timing decisions can be provided. Passive communication for all directly affected parties - HCC Website, (updated as required) – Containing project information, FAQ, contact information, designation details and documents (e.g. conditions, PAMEP), Community Liaison Group minutes and agendas. Including social media as appropriate.
		 Active communication to all directly affected parties - Letter / emails on Landscape Management Plan (LMP) Provide a copy (or access to copy on website) to relevant specific properties at least 30 working days¹⁴ before HCC (as RA) submits the LMP to HCC (as TA) for certification. At least 20 working days¹⁵ will be provided for comments to be received. Consideration will be given by HCC (as RA) as to whether on-site meetings or open days will be effective and practicable. Acknowledgements of comments will be provided (Letter or email). Follow-up correspondence (Letter or email) will be sent informing any party that provided comments of the outcome of the certification process and where to access the final version.
		 Active communication to specific directly affected property owners - as required to initiate/respond to property acquisition - Letter / emails / phoning. To involve on-site meeting/s in most cases. Active communication to specific directly affected property owners - Letter / emails / phone owners to arrange for access to properties for any investigation work required (e.g. archaeological investigation, ecological stream or bat surveys).

¹³ Frequency of CLG meetings may be more if necessary and will increase once construction commences – this will be covered by a separate CCCP

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	External Communication Methods and Frequency	
	Stakeholder	Communication Methods and Frequency
В.	Affected in proximity parties	 Active communication to all affected in proximity parties - Initiation letter — following certification of the PCCP an initial letter providing: Summary information on the Southern Links project to date and a FAQ Contact details for the Communication, Consultation and Property Liaison Manager and what to contact them for Website links for access to further information, the PCCP, and the Property Acquisition and Management Engagement Practice (PAMEP) Update on programme timing and property acquisition, if any, and as appropriate An outline of designation work currently underway or about to commence Information on and an invitation for the establishment of Community Liaison Group, purpose, and agenda for first meeting
		 Active communication to all affected in proximity parties - Annual letter / email providing: Summary of progress / changes since last correspondence Updated contact information and/or website links Invitation to Community Liaison Group meeting – with agenda¹⁶ This should be timed to occur after 10 Year Plan / Annual Plans have been concluded so that updates on relevant funding and/or timing decisions can be provided. Passive communication to all affected in proximity parties - HCC Website, (updated as required) – Containing project information, FAQ, contact information, designation details and documents (e.g. conditions, PAMEP), Community Liaison Group minutes and agendas. Including social media as appropriate.
		 Active to communication to sub-group of affected in proximity parties (landowners of Riley Place and Montgomery Crescent adjoining the designation) - Letter / emails on Landscape Management Plan (LMP)¹⁷ Provide a copy (or access to copy on website) to relevant specific properties at least 30 working days¹⁸ before HCC (as RA) submits the LMP to HCC (as TA) for certification. At least 20 working days¹⁹ will be provided for comments to be received. Consideration will be given by HCC (as RA) as to whether on-site meetings or open days will be effective and practicable. Acknowledgements of comments will be provided (Letter or email). Follow-up correspondence (Letter or email) will be sent informing any party that provided comments of the outcome of the certification process and where to access the final version. Active communication to specific affected in proximity property owners – Letter / emails / phone owners to arrange for access to properties for any investigation work required (e.g. archaeological investigation, ecological stream or bat surveys).



¹⁴ Condition 14.4

¹⁵ Condition 14.5

 $^{^{16}}$ Frequency of CLG meetings may be more if necessary and will increase once construction commences – this will be covered by a separate CCCP

¹⁷ Condition 14.3 p)

¹⁸ Condition 14.4

¹⁹ Condition 14.5

	External	Communication Methods and Frequency
	Stakeholder	
C.	lwi / Tangata whenua (via TWWG)	• <u>Active communication to TWWG – Meeting</u> at least annually – to receive updates on project progress, including updates on programme and staging, and consider how to progress the mitigation measures set out in the Tangata Whenua Effects Assessment Report.
		 Active communication to TWWG – The TWWG will be specifically consulted with on the following: Concept Landscape Management Plan Landscape Management Plan Ecological Management and Monitoring Plan Heritage and Archaeological Site Management Plan (including the Accidental Discovery Protocol and any Conservation Plans) This will be initiated by letter / email via a representative nominated by the TWWG, provision of draft documents, and may involve workshops or meetings. The designation conditions contain sequencing and timeframes to be complied with²⁰.
D.	Waikato Regional Council (WRC)	 Active communication to WRC – The WRC will be specifically consulted with in regard to the Ecological Management and Monitoring Plan This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings. The designation conditions contain sequencing and timeframes to be complied with²¹.
E.	Waikato River Authority (WRA)	 Active communication to WRA – The WRA will be specifically consulted with in regard to the Ecological Management and Monitoring Plan This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings. The designation conditions contain sequencing and timeframes to be complied with²².
F.	NZ Transport Agency – Highway and Network Operations	 Active communication to NZ Transport Agency – The NZ Transport Agency will be specifically consulted with on the following: Concept Landscape Management Plan Ecological Management and Monitoring Plan This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings. The designation conditions contain sequencing and timeframes to be complied with²³. Active communication to NZ Transport Agency – Regular liaison meetings / emails between the HCC and NZ Transport Agency Communication, Consultation and Property Liaison Managers to provide updates on progress and to co-ordinate/integrate communications as appropriate.
G.	Riverlea Environmental Society	 Active communication to the Riverlea Environmental Society — The Riverlea Environmental Society will be specifically consulted with in regard to the Ecological Management and Monitoring Plan This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings. The designation conditions contain sequencing and timeframes to be complied with²⁴.



²⁰ Concept Landscape Management Plan – Condition 6; Landscape Management Plan – Condition 14; Ecological Management and Monitoring Plan – Condition 15; Heritage and Archaeological Site Management Plan – Condition 16

²¹ Ecological Management and Monitoring Plan – Condition 15

²² Ibid

²³ Concept Landscape Management Plan – Condition 6; Ecological Management and Monitoring Plan – Condition 15

²⁴ Ecological Management and Monitoring Plan – Condition 15

	External	Communication Methods and Frequency
	Stakeholder	
н.	Mangakotukutuku Stream Care Group	 Active communication to the Mangakotukutuku Stream Care Group – The Mangakotukutuku Stream Care Group will be specifically consulted with in regard to the Ecological Management and Monitoring Plan This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings. The designation conditions contain sequencing and timeframes to be complied with²⁵.
I.	Department of Conservation (DoC)	 Active communication to the Department of Conservation – The Department of Conservation will be specifically consulted with in regard to the Ecological Management and Monitoring Plan This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings. The designation conditions contain sequencing and timeframes to be complied with²⁶.
J.	Heritage NZ	 Active communication to Heritage NZ – Heritage NZ will be specifically consulted with on the Heritage and Archaeological Site Management Plan (including the Accidental Discovery Protocol and any Conservation Plans) This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings. The designation conditions contain sequencing and timeframes to be complied with²⁷. Archaeological authorities may be required for investigations. This requires an application process with Heritage NZ in accordance with the Heritage New Zealand Pouhere Taonga Act 2014.
K.	Network Utility Operators	 Active communication to network utility operators - Letter / email to each representative during the design phase seeking comment regarding effects on network infrastructure²⁸. Meeting / workshop, work through any technical issues if required
L.	Community / Stakeholders: Hamilton City residents and other users of the transport network	 Passive communication to all - HCC Website, updated as required – Containing project information, FAQ, contact information, designation details and documents (e.g. conditions), and certified management plans. Active communication to all via media – Media releases – for the completion of significant tasks (e.g. EMMP) or programme timing (e.g. construction timing) Active communication to all – As part of 10 Year Plan / Annual Plan consultation process – Provision of information and invitation to submit on funding and timing of infrastructure to support growth
M.	Community / Stakeholders: Developers and supporting advisors (e.g. surveyors, real estate agencies)	 Passive communication to all, updated as required – Containing project information, FAQ, contact information, designation details and documents (e.g. conditions), and certified management plans. Active communication to all via media – Media releases – for the completion of significant tasks (e.g. EMMP) or programme timing (e.g. construction timing) Active communication to all – As part of 10 Year Plan / Annual Plan consultation process – Provision of information and invitation to submit on funding and timing of infrastructure to support growth Active communication to key developers – Developer Forum Workshops – Provide key milestone (and at least annual) updates at the existing developer forum meetings held by HCC



 $^{^{26}}$ Ecological Management and Monitoring Plan – Condition 15 27 Heritage and Archaeological Site Management Plan – Condition 16

²⁸ Condition 3.18

	External Stakeholder	Communication Methods and Frequency
N.	HCC as territorial authority	 Active communications to HCC as the territorial authority – HCC as the TA will be specifically consulted with on the following: Landscape Management Plan Ecological Management and Monitoring Plan Establishment of the Community Liaison Group

It is expected that more detailed engagement arrangements will develop over time with stakeholders such as DoC, WRC, Network Utility Operators, Heritage NZ, WRA, TWWG.



 $^{^{29}}$ Ecological Management and Monitoring Plan – Condition 15

Attachment 1



