WAITAKI DISTRICT PLAN REVIEW DISCUSSION DOCUMENT

2030

planning strong communities

SHAPE YOUR PLACE

DISCUSSION DOCUMENT
The District Plan is a rule book. It says what happens where. We’re putting together a new District Plan that will shape the way our district grows and develops for decades.

What do you want to see in the Plan? What goes where?

Help us get it right. Now’s the time to have your say.

Please provide us with your feedback.
CONTENTS

1. THE DISTRICT PLAN REVIEW ......................... 4

2. DISCUSSION DOCUMENTS ......................... 7
   STRATEGIC DIRECTION .............................. 8
   ENERGY, INFRASTRUCTURE, AND TRANSPORT ...... 10
   HAZARDS AND RISKS ................................. 12
   HISTORICAL AND CULTURAL VALUES ................ 16
   NATURAL ENVIRONMENT VALUES .................... 20
   SUBDIVISION ........................................ 23
   GENERAL DISTRICT WIDE MATTERS .................. 25
   AREA SPECIFIC MATTERS - ZONES .................... 33

3. FURTHER INFORMATION ............................... 39
The Council is in the process of reviewing its current District Plan. The District Plan controls WHERE activities and development can be located and HOW land can be used and developed.
WHY ARE WE DOING THE REVIEW?

The Resource Management Act 1991 (RMA) requires all councils to start a review of their District Plan 10 years after it was made operative. The RMA requires the District Plan to sustainably manage the natural and physical resources of the District to meet the needs of current and future generations and to provide for their social, economic and cultural well-being and for their health and safety.

Reviewing the District Plan involves looking at the Plan we’ve got now. Does it need changing? Are there new issues to deal with? Or new Rules from parliament we have to put in our Plan? The answer is, YES, there are new issues to look at and new rules and regulations to obey.

As you can see, we’re now at Stage 2 when we look at some of the big issues. This document sets out the issues and ways we could deal with them in the Plan. It gives you a chance to tell us if we’re on the right track. Let’s talk.
HAVE YOUR SAY

This document is a first look at what may be in the new District Plan. There are no maps or detailed rules because we’re still working on those. It looks at the big picture and asks you: Are we on the RIGHT TRACK? Are these the key issues? Are we dealing with them the right way? Tell us now before we start looking at the new District Plan in detail.

There’s still a lot of work to do on the details of the new District Plan. There’s no point writing rules and policies until we’ve heard from the people who will be affected. That’s why we’re asking for your feedback.

So tell us what the key issues are for you. Tell us how you think we should deal with them. Tell us what should go where. Tell us what sort of future you want for the Waitaki District and what you think should be in the new District Plan.

There are multiple ways that you can send us your views.

PLEASE PROVIDE YOUR FEEDBACK BY THE 5TH AUGUST 2019

Provide your feedback online: waitaki2030.waitaki.govt.nz

Contact our offices and talk to a planner: Ph: 03 433 0300
We’ve got new National Planning Standards. Passed by Parliament, these STANDARDS spell out what should be in all District Plans.

Key issues must have their own chapter. So every issue in this document will have its own chapter. The structure and contents outlined in this document reflects what the contents of the new District Plan will look like. There’ll also be some other chapters that you’ll be able to comment on later.
STRATEGIC DIRECTION

Let’s map the key stops on this journey, decide our most important objectives and the rules we will follow before we start the engine and start driving towards the future of the District.

This will be a new chapter in the District Plan, setting out the District’s major issues and how they will be handled.
We have identified 6 Key Strategic Issues Facing Our District.

1. TANGATA WHENUA
   - We will work in partnership with Tangata Whenua and act in accordance with the principles of the Treaty of Waitangi.
   - We will recognise the relationship of Maori and their culture and traditions with their land, special sites (Wāhi Tupuna) and Taonga. We will protect Wāhi Tupuna sites and sites of significance to Tangata Whenua.

2. PROTECTION OF THE NATURAL ENVIRONMENT
   - This is a beautiful part of the country. We think people want to keep it that way. So we will protect special landscapes and features that shape our character and protect areas of significant indigenous vegetation and habitats of indigenous animals.

3. HERITAGE PROTECTION
   - The Waitaki District has some amazing old buildings, areas and heritage items. These links to the past give our towns a unique look. They’re an important part of Waitaki’s economy and character and need to be protected but also allowed to be adapted and re-used so they stay a part of our future.

4. URBAN DEVELOPMENT AND GROWTH
   - We will ensure that there is a good supply of land for housing while avoiding urban sprawl and having houses spread over good farming land.
   - It is important that necessary infrastructure is available to facilitate the growth of our urban areas.
   - We will plan for the needs of our tourism businesses by making sure we allow for tourist accommodation, attraction and services in a way that avoids unwanted impacts and effects.
   - We want to encourage good quality sustainable design.
   - We want to provide connected, accessible, safe urban spaces and recreation opportunities within the district’s existing settlements to live, work and play.

   - One size does not fit all and more and more people are asking for new housing options. We will enable a variety of housing types, sizes and tenures to be available across the district to meet the different needs of people in our community.
   - We will enable compatible activities with similar effects and functions to locate together in appropriate areas and managed to:
     - Ensure the efficient use of land, resources and infrastructure
     - Maintain the character and amenity values of different parts of the district
     - Minimise adverse effects from incompatible activities

5. RESILIENCE – NATURAL HAZARDS
   - With climate change predicted, we need to have ways to deal with this and other possible threats, like floods and earthquakes. That means making sure housing, land use and development happens in a way that avoids or reduces risks to people, property and infrastructure like roads and water supplies.

6. RURAL AREAS
   - Farming is a big part of our economy. We will balance the production and protection of our rural landscapes and recognise the value that rural production and services play in the District’s economy.

To implement the District Plan, all objectives and policies for all chapters of the District Plan will need to be consistent with the Strategic objectives and policies.

SO THESE ARE IMPORTANT!
We need to talk about our energy sources, our current infrastructure and the way we get stuff from A to B. How do we plan to update them to accepted national, regional and industry best practice while focusing on a future requiring renewable energy?
KEY ISSUES

► The District Plan needs to be updated to give effect to national and regional direction and industry best practice particularly around renewable energy.

► Limited catchment planning and stormwater management.

► The District Plan needs to implement new standards for wastewater, water, and infrastructure and low impact design.

► Infrastructure has not always been planned and integrated to achieve sustainable outcomes.

► Poor linkage between where development is located and what infrastructure will be needed in the future eg. water, roading, wastewater, stormwater.

► Energy, infrastructure and transport are all key contributors to a functioning district and its land uses. Each needs to be provided for while managing effects.

DRAFT RESPONSES TO KEY ISSUES

► Consideration of low-impact design, integrated stormwater design with natural land features and better recognition of long-term environmental impacts.

► Provide a more integrated response to providing infrastructure to achieve environmental and social outcomes.

► Encourage and provide for small-scale and community-scale renewable electricity generation, and associated investigations (including wind generation, hydro generators and solar panels) while ensuring where practical adverse effects on visual, amenity and the character of an area are minimised including that of any surrounding residential activities.

► Focus large-scale energy generation and associated activities (at a regional scale) in the Rural General or Industrial Zones while ensuring there is no adverse effects on the amenity of the immediate area.
HAZARDS & RISKS

When acts of past caretakers have resulted in contaminated land or natural forces pose a hazard, what will we do to mitigate threats of harm to the environment, people, housing and infrastructure?
NATURAL HAZARDS

The Natural Hazards provisions of the District Plan seek to manage the potential effects of land use, subdivision and development to avoid or mitigate the risk from natural hazards.

KEY ISSUES

► Flood hazard areas are the only natural hazard areas currently mapped in the District Plan.
► Updated natural hazards information and mapping is not provided for in the current District Plan. This results in a lack of clear and accessible information about areas that are potentially vulnerable to natural hazards.
► Geotechnical matters are not specifically addressed for earthworks that take place on sites vulnerable to land instability or located on steep slopes. This can lead to earthworks that have the potential to exacerbate the risk from natural hazards and alter overland flow paths.
► The current District Plan does not contain any rules relating to the use and development of land subject to other known natural hazards such as land instability, steep slopes or active fault lines.
► The current District Plan does not give effect to national guidance or regional policy.

DRAFT RESPONSES TO KEY ISSUES

► Update the mapping of known natural hazards where Council has confidence in the accuracy and validity of the information and the level of risk is understood.
► Identification of ‘hazard-prone’ areas where there is less certainty around the natural hazard.
► A risk based approach to assess natural hazard risk on a sensitivity basis. This would allow certain low risk activities to take place in hazard prone areas (grazing, farming, open space etc) and restrict more vulnerable activities such as housing, schools and medical centres. New rules would require more information and assessment on the risks associated with a natural hazard and the suitability of the activity being proposed.
► Include a requirement for a geotechnical report to accompany applications for earthworks on steeper slopes and areas where there is a possible risk from land instability.
► New provisions for encouraging natural defences such as wetlands.

The Waitaki District is vulnerable to a range of natural hazards including flooding, sea level rise, storm surge, tsunami, earthquakes, alluvial fans, landslides, subsidence, wind, snow, fire and drought.

Note: Coastal hazards will be addressed under Coastal Environment in this document.

DO YOU AGREE THAT A RISK BASED APPROACH SHOULD BE TAKEN IN THE DISTRICT PLAN FOR ACTIVITIES IN HAZARD PRONE AREAS?
CONTAMINATED LAND

Council has a responsibility to control the effects of contaminated sites on human health and has a duty to protect the environment.

The National Environmental Standard for Assessing and Managing Contaminants in Soil to Protect Human Health (NESCS) is a nationally consistent set of planning controls and soil contaminant values. Council is required to implement this national standard including:

► Avoiding, remedi ing or mitigating any actual or potential adverse effects of contaminated land to ensure there is no further significant adverse effects on the environment.
► Ensuring that prior to any new subdivision, use or new development of land, a site investigation has been undertaken of any land identified as actually or potentially contaminated that could result in an increase in any adverse effect resulting from any contamination of the land.
► Ensuring that any remediation or mitigation works for contaminated land do not lead to further significant adverse effects on the environment.

Other effects arising from the discharge of contaminants from a contaminated site are controlled by regional councils through their regional plans.

KEY ISSUES

► The District Plan does not implement the requirement of the NESCS.

DRAFT RESPONSES TO KEY ISSUES

► Implementing the NESCS.
► Consider guidance outside of the District Plan for dealing with contaminated land and links to the regional councils contaminated land.
HAZARDOUS SUBSTANCES

Hazardous substances include substances defined in the Hazardous Substances and New Organisms Act 1996 (HSNO Act). Familiar examples include methylated spirits, petrol, diesel, and compressed gases. Hazardous substances have certain hazardous properties eg. explosiveness, flammability or corrosiveness. Hazardous substances can occur anywhere in the district. The sites where activities with hazardous substances are used are called hazardous facilities. The storage and use of hazardous substances must be managed appropriately so that they do not trigger a high risk to people, property or the environment.

KEY ISSUES

► Current hazardous substances plan provisions are outdated and do not implement national direction or give effect to Regional Policy Statement direction.

Recent amendments to the RMA removed the explicit function for Council to control hazardous substances under the Act. In general, hazardous facilities which comply with the HSNO requirements should not have significant adverse effects on the environment. District Plan provisions can add a higher degree of environmental protection to other relevant HSNO legislation but must be considered complementary and not duplicate the controls under HSNO or other statutes.

DRAFT RESPONSES TO KEY ISSUES

► Review the way Council manages hazardous substances to avoid duplicating the requirements of other legislation.

► Develop objectives and policies to address adverse environmental effects of hazardous facilities, the protection of sensitive landuses and environments, the management of cumulative risks of hazardous facilities, the management of reverse sensitivity effects and the management of natural hazard influences eg. land instability, flooding.

► Provide a permissive approach to the storage and use of hazardous substances which do not trigger a high risk to people, property or the environment.

► Provide more restrictions on the storage or use of hazardous substances with explosive or flammable properties within close proximity to National Grid transmission lines and major electricity distribution lines.

► Develop a risk based approach to the assessment of new hazardous facilities and the expansion of existing hazardous facilities.
What are our built treasures? Our sites of heritage and cultural importance? Help us identify and protect our historical heritage, notable trees, sites and areas of significance to Maori.
HISTORICAL HERITAGE

Historical heritage includes sites, structures, historical areas and archaeological sites. Heritage can be lost or adversely affected by demolition, neglect and unsympathetic development. The Heritage provisions of the new District Plan seek to conserve and enhance heritage values in the District.

KEY ISSUES

► Ōamaru is recognized nationally and internationally for its historical heritage and the retention of the architectural integrity of the streetscape is essential. The current District Plan does not recognize the Ōamaru Historic Area or any of the other historical areas of the District.
► Council is required to protect our historic buildings and areas.
► Although few high value heritage buildings have been lost, there have been some unsympathetic alterations and additions made and the loss of some buildings with heritage value.
► Many of our heritage buildings require seismic strengthening (if they are earthquake prone) so that they are safe for people to use. This can affect the economic viability of maintaining heritage.

DRAFT RESPONSES TO KEY ISSUES

Identification of all Heritage NZ Historical Areas and Heritage NZ listed archaeological features in the District Plan including increasing the extent of the Ōamaru Historical Area
► New objectives and policies that provide for the sympathetic structural upgrading and adaptive reuse of heritage buildings.
► Proposing stronger rules around the demolition or damage to identified historic heritage.
► Stronger controls within historical areas around managing the impacts of earthworks, new development, subdivision, signage and design.
► New Heritage Design Standards for height, colour, materials and design in the historic areas.

Note: Existing listed heritage items will be carried over from the current District Plan. 150 new items have been suggested for inclusion in the District Plan. These are being assessed for inclusion in the Plan. The Council is working with iwi and landowners to identify Wāhi Tūpuna sites in the District Plan.

Council believes that protecting heritage values by regulatory control must be complemented by incentives and improved public awareness. Council will encourage retention, preservation, conservation and maintenance of historic buildings through the Waitaki Heritage Fund and aims to make the fund more accessible.

HISTORICAL & CULTURAL VALUES

Historical Areas
Ōamaru Historic Area
Ōamaru Harbour Historic Area
Waitaki Hydro Village Historic Area
Golden Point Mine Historic Area
Murphy’s Flat Reserve Historic Area
Takiroa Historic Area
Maraewhenua Historic Area

How should we best protect our heritage buildings & spaces?
NOTABLE TREES

Notable trees are those that have historical, botanical or environmental value. Trees add to the visual amenity of areas within the District and can contribute grandeur, shelter and shade. They can give people a sense of place and are a connection to the past, which most people wish to retain.

In our District, 400 Oak trees were planted in 1919, one for each man or woman who left North Otago to serve during WWI and did not return. These memorial Oaks and other notable trees are protected by the District Plan.

KEY ISSUES

► Council must protect historic heritage and this includes notable trees.
► For trees that are considered notable, new National Planning Standards require Council to provide a schedule that provides the specific location and species of the protected individual tree/group of trees. The current plan does not include this information.
► Our Plan focuses protection on trees with heritage values.
► There is no separate tree schedule. Protected trees are ‘hidden’ amongst the heritage items, which tend to be predominantly buildings.
► The Plan notes that WWI Memorial Trees are protected, but these trees, numbering in their hundreds, are not provided on any schedule in the District Plan, or shown on the District Plan maps.
► There are no definitions of ‘trimming’ and ‘damaging’ in the RMA or Planning Standards, and Council may desire definitions in the Plan.
► Lack of provisions which enable trimming and removal of trees that are dead, diseased or present danger to the public.

DRAFT RESPONSES TO KEY ISSUES

► Amend the rules to enable trimming and removal of significant trees without consent where trees are dead, diseased or dangerous.
► Provide a separate protected tree schedule, including the memorial Oaks and have all protected trees on District Plan maps.
► Amend the schedule of significant trees to remove protection for significant trees in rural area and on Council reserves to align with section 76 of the RMA and include protection of any new significant trees on private land identified by the community.
► Include definitions of ‘trimming’ and ‘damaging’ in the District Plan.

ARE THERE TREES IN OUR DISTRICT THAT SHOULD BE PROTECTED FOR THEIR BOTANICAL OR ENVIRONMENTAL VALUE?

PLEASE LET US KNOW.

Protected trees are identified in the Waitaki District Plan as significantly contributing to the district's amenity and/or heritage. For a landowner, a protected tree under the District Plan provides peace of mind that the tree has a level of protection no matter who owns the property in the future.
KEY ISSUES

► The cumulative effects of land use change and inappropriate land use and development on Wāhi Tūpuna, wāhi taoka sites, mahika kai, indigenous biodiversity and the coastal environment.

► Historically, recognition of kaitiakitaka in resource management processes and decision making has been limited

► Loss of access to wāhi taoka sites, and to mahika kai and kaimoana resources and the loss of the ability to pass on mahika kai traditions.

► The utilisation of Māori land is constrained by policy that does not take into account the multi-ownership nature of the land.

DRAFT RESPONSES TO KEY ISSUES

► Kāi Tahu’s role as kaitiaki is recognised. Kāi Tahu is engaged in resource management decision making processes in the spirit and intent of the Treaty of Waitangi and RMA.

► Development is holistic in approach and, protects Kāi Tahu cultural values and protects Wāhi Tūpuna in a culturally appropriate manner.

► Adverse effects on Kāi Tahu values in the coastal environment caused by inappropriate coastal land use, subdivision and development are avoided.

► The relationship of Kāi Tahu with their ancestral land is recognised through the provision for Papakāika housing on general title land within the original native reserves.

► Adverse effects on wāhi tapu and other sites of cultural heritage value as a result of inappropriate land-use, subdivision and development are avoided.

► The general public has better access to information about statutory and non-statutory tools and processes for managing discoveries of taoka, accidental or otherwise.

Wāhi Tūpuna areas are manawhenua cultural landscapes. They reflect the association of landscapes with people and the values that describe that relationship, rather than physical evidence. The record of these values is multi-layered, informed by written, oral and archaeological history, memories, ancestry and traditional activities.
Natural Environment

Seeking to maintain Waitaki’s remaining indigenous biodiversity, landscapes, landform and natural character – what are our protective measures, our safeguards?
ECOSYSTEMS AND INDIGENOUS BIODIVERSITY

New Zealand's indigenous biodiversity evolution is exceptional and unique. However it has been adversely affected by a variety of human activities. Waitaki's remaining indigenous biodiversity is fragmented and indigenous species continue to decline. A direct cause of indigenous biodiversity and habitat loss is vegetation clearance. Indirect causes include inconsistent rules and poor enforcement of Plan provisions.

KEY ISSUES

- Regional policy requires identification of areas of indigenous vegetation and habitats within the Waitaki District. Not all areas of indigenous vegetation and habitats have been identified – this makes management, protection and enhancement difficult.
- Subdivision of land containing SNA areas can lead to fragmentation, this can lead to loss of biodiversity values.
- Areas of indigenous vegetation and habitats continue to decline in Waitaki.
- Habitat loss and modification often occurs through land use change, for example, clearance of indigenous vegetation/draining wetlands to break in new paddocks or create a new subdivision – there needs to be a balancing between recognition and protection of values and the working rural environments.
- Habitat degradation and indigenous species loss as a result of domestic and wild grazing animals, for example, minimal regeneration of threatened tree species due to browsing of seedlings by livestock and rabbits.
- Climate change causing increased drought frequencies – impacts at all levels of the ecosystem.

DRAFT RESPONSES TO KEY ISSUES

- **Identification of Significant Natural Areas** (SNAs) on public and private land using site surveys and aerial photos and historic data where access has been denied.
- **Consult with landowners** that have had both a ground based verification survey, and those which have been identified by desktop survey about inclusion of their SNAs in the District Plan.
- **Investigate the provision of a financial incentive** (eg. rates relief, transferable development rights) for those landowners who have SNAs listed in the District Plan.
- **Improve the effectiveness and application** of current indigenous vegetation rules including definitions.
- **Encourage landowners to protect and enhance** areas of indigenous biodiversity, and support them in a co-operative manner by considering a range of options and protection mechanisms such as biodiversity management plans.
- **Encourage retention of SNA areas** within one land parcel by introducing specific subdivision rules where SNA's have been identified.
LANDSCAPES, LANDFORM AND NATURAL CHARACTER

This chapter seeks to ensure that natural features, landscape and nature conservation values are preserved and protected by managing land use and development activities. For example, restricting subdivision to larger lots within outstanding natural areas to avoid the likelihood of later land uses impacting Outstanding Natural Landscape characteristics and values.

The rule framework focused on land use activities
- Buildings and structures
- Earthworks
- Exotic tree planting

The underlying zoning sets the performance standards for buildings (maximum height, setbacks, reflectivity, and location within the landscape), earthworks and exotic tree planting (species).

KEY ISSUES
▶ The natural character of the upper Waitaki landscape has changed in recent years as a result of development pressures and intensive farming. The Council is working closely with the MacKenzie Alignment Group to address any gaps in the current District Plan and ensure alignment with the relevant legislation and plans.
▶ Parts of the mid-upper Waitaki Valley as being particularly prone to further loss of landscape and biodiversity values due to agricultural conversion and intensification (including irrigation, cultivation, top dressing and oversowing).
▶ Regional policy identifies large area and different parts of the Waitaki landscape that should be identified and included as outstanding natural landscape.
▶ Irrigation activities in the mid-upper Waitaki Valley have changed the look of the landscape, reducing the natural character of the landscape.
▶ Additional ‘outstanding natural landscapes’ have been identified for possible inclusion in the new District Plan.

DRAFT RESPONSES TO KEY ISSUES
▶ Revise the mapping of outstanding natural features and landscapes (ONFs and ONLs).
▶ Development of a rule framework that protects the ONFs and ONLs of the district from inappropriate subdivision, use and development. For example increasing the minimum lot sizes, reducing the maximum height of buildings and structures, increasing the setbacks from public roads and areas, introducing a maximum building coverage/ gross floor area for buildings.
▶ Introduce a defined farm base area which enables more intensive development within a defined area, subject to performance standards.
▶ Proposed changes to rules relating to forestry within amenity landscapes.
▶ Encouraging appropriate land management practices, which foster protection and enhancement of ONF’s and ONL’s, through the work of individuals and community groups.
▶ Providing for existing activities and limited new activities within ONF’s and ONL’s in appropriate circumstances.
▶ Geo-preservation sites are proposed to be identified as a new overlay within the new District Plan. This would enable council to develop a rule framework which recognises specific requirements for these sites.
▶ Restricting some activities in the most sensitive landscapes such as built development, forestry and the irrigation of land.

A geo preservation site is a site or landscape of geological significance.
Let’s set out new provisions to make sure subdivisions are designed and located appropriately.
SUBDIVISION

The subdivision provisions of the District Plan set out the details on the creation of new parcels of land (lots), how these parcels are integrated with infrastructure (sewerage, water and roads) and where they are located to ensure environmental and cultural impacts and natural hazard risks are managed.

KEY ISSUES

► Subdivision outcomes are not always directed by good design. Current subdivision design including lot sizes and resulting buildings does not always make the best of the available land.

► Infrastructure has not always been planned and integrated to achieve sustainable outcomes.

► The cohesion of infrastructure (roading, water and waste) between different land parcels can be limited, causing problems with connecting roads and the locking of land from future development.

► Lack of consideration given to earthworks or sediment control at the subdivision stage.

► In non-serviced areas limited consideration is given to the productive capacity of the land, suitability of building platforms and the ground suitability.

► The Council has the opportunity to secure esplanade reserve and strips where subdivision occurs on lots with frontages to waterways and the coastline. A clearer rule framework needs to be developed to address esplanade reserve and strip requirements on subdivisions with lots that are greater than 4 hectares.

DRAFT RESPONSES TO KEY ISSUES

► **New provisions** to make sure subdivisions are designed and located to suit the role and function of the particular zone.

► **Linkage of earthwork and sediment** control provisions to subdivision requirements.

► **Subdivision design** will need to provide connected and integrated infrastructure, be sustainable with low-impact design outcomes and provide adequate infrastructure servicing and open space/amenity.

► **Incorporate infrastructure design standards** into the District Plan or have them sit outside the plan.

► Focus on taking esplanade reserves and strips for access, conservation or recreational purposes only along specifically identified waterways and coastlines.

► **Development of subdivision design guidelines and stormwater guidelines** for developers.

Note: The new District Plan will contain a stand-alone chapter to provide clear direction on the subdivision requirement.
Rules need to be set and agreed on about things like: activities on the surface of water and within the coastal environment, earthworks, light and noise pollution, signage and events.
KEY ISSUES

► A number of waterbodies are recognised as outstanding natural landscapes.
► The rivers within the Waitaki District support the breeding of nationally and internationally recognised birds.
► The waterbodies within the Waitaki District support salmon and trout spawning.
► Recreational and commercial activities have the potential to cause a variety of adverse effects, including cumulative effects.
► Structures can reduce public access, availability of river/lake space and affect the natural character of lakes, rivers and their margins.
► The natural character of lakes, rivers, wetlands and their margins can be adversely affected by surface water activities.
► The use of powered craft can have noise effects unsuitable for the surrounding environment.

DRAFT RESPONSES TO KEY ISSUES

► **New policies** that provide for the management of surface water activities that may adversely affect the values of these waterbodies.
► **Additional rules** that control motorised recreational and commercial surface water activities adjacent to, or within cultural or naturally significant habitats.
► **New rules** that control recreational and commercial surface water activities during the salmon spawning seasons.
► An updated policy, and new rules for managing adverse effects of commercial activities across all waterbodies of the Waitaki District.
► **New noise standards** specific to noise emanating from powered surface water activities.

There are many types of waterbodies within the Waitaki District, that each enable specific surface water activities:

- Glacial-fed lakes
- Braided Rivers
- Lowland Rivers
- Hydro canals and lakes
- Significant wetlands
- Spring-fed streams

ACTIVITIES ON THE SURFACE OF WATER

Surface water activities include the use of craft, structures and contact recreation on the inland waters of the District: being the surface of lakes, rivers and wetlands.
**COASTAL ENVIRONMENT**

The Coastal Environment is defined to include the inland extent of the coastal environment: estuaries and low lying coastal areas including mapped coastal hazard areas, the tidal reach, the top of escarpments and the landform that is a product of coastal processes. Also visually prominent headlands are included in the definition of the coastal environment.

**KEY ISSUES**

- The current planning controls do not reflect the diversity within the current Significant Coastal Landscape (SCL).
- The current District Plan does not contain any rules relating to the use and development of land subject to coastal erosion.
- Elements of the Cape Wanbrow landscape have been identified as requiring protection. How development in and around Cape Wanbrow is best managed to reflect the natural and historic features of the harbour area and its importance.
- Updating and integrating recently identified geopreservation sites within the coastal areas.
- Development pressures including the expansion of built development within the coastal environs. Changing land use can result in landscape change.
- Exotic tree planting, and forestry pressures can adversely affect the natural character of the coast.
- Provision of utilities and associated infrastructure, is this appropriate and at what scale within the coastal environs.
- Additional ‘significant coastal’ and ‘outstanding natural landscapes’ have been identified for possible inclusion in the District Plan.

**DRAFT RESPONSES TO KEY ISSUES**

- **Updating and extending** the significant coastal overlay to reflect the conclusions reached in commissioned landscape reports.
- **Incorporation of Outstanding Natural Features** within the coastal landscape overlay (Moeraki and Katiki).
- **Protection of the visual and natural values** of the Cape Wanbrow headland by limiting urban expansion in some areas and allowing for further residential development within some parts of the Cape.
- **Management of utilities and related infrastructure within the coastal landscape.** This may include additional controls around the design and scale of buildings and earthworks.
- Protection of natural features/coastal processes to assist with **mitigation of natural hazards**. This may include rules that encourage conservation activities. New rules for encouraging natural defences such as wetlands and vegetated dunes.
- The incorporation of additional rules around **esplanade reserves and strips** to maintain and enhance access to coastlines and other identified waterbodies.
- Develop a rule framework to **incorporate the coastal landscape through the subdivision process**, such as limiting subdivision to larger lots where the areas involved include the coastal landscapes in rural areas.
- Change the activity status dependant on the **classification of the coastal area** eg. non-complying activity in higher value areas such as an ONL or ONF.
- Making **provision for Takata Whenua input** in the assessment of land use or development proposals.
- Providing for limited new activities within the significant coastal landscape, ONF’s and ONL’s in appropriate circumstances.
EARTHWORKS

The current District Plan has earthworks provisions that relate to the rural zone only. The National Planning Standards now require earthworks to be addressed in a separate chapter. The new Earthworks chapter will also address general mining, quarrying and gravel extraction activities.

Note: The Oceana Gold Ltd mining area will be addressed as a Special Purpose Zone in the new District Plan.

KEY ISSUES

► The existing earthworks provisions only relate to activities in the rural zones. The District Plan currently has no controls over earthworks in the residential, rural residential, township or commercial zones.
► Earthworks in all zones have the potential to create adverse effects if they are not managed to control sediment run-off and can damage natural landforms, biodiversity, and areas that are important to the community, including takata whenua. Earthworks can also result in large stockpiles of removed material that can affect visual amenity and cause dust problems.
► The current District Plan provisions do not allow for the consideration of earthworks to be given at subdivision consent stage. This can result in large scale earthworks taking place prior to a subdivision application being made that are not effectively managed and can result in adverse effects on residential amenity from run-off, dust, noise and vibration.
► Currently, any earthworks over 50m² in area require a resource consent in the rural zones. This low threshold often means that otherwise permitted activities need a resource consent solely for earthworks. This creates additional time and cost for an activity that may have low environmental effects.
► Mining, quarrying and gravel extraction activities can often generate effects that are experienced beyond their site boundaries, such as noise, dust, vibration, damage to roads and traffic safety.
► There are currently no setback requirements for earthworks in relation to network utilities and national grid infrastructure. This can pose a risk to health and safety and the potential for damage to utilities. National guidance requires District Plans to ensure that earthworks do not adversely affect the operation of the national grid.

DRAFT RESPONSES TO KEY ISSUES

► **New earthworks provisions** to ensure that earthworks in all zones are managed to control silt and sediment run-off and do not result in any adverse environmental effects such as dust, erosion, vibration etc. Controls will also address earthworks as part of the subdivision process.
► **Increase the minimum threshold for permitted earthworks** in the rural zones where these take place on flat ground, are not publicly viewable, are a suitable distance away from a waterbody and outside of any overlay areas (areas of significant landscape, coastal, geological or biodiversity value).
► **Strengthen the rule framework for mining, quarrying and gravel extraction** to limit the number of truck movements, noise, dust, hours of operation and setbacks from sensitive activities such as residential. Also require site landscaping and site restoration measures.
► **Introduce setback rules for earthworks adjacent to the national grid energy infrastructure.**

DO YOU AGREE THAT THERE SHOULD BE CONTROLS ON EARTHWORKS IN THE RESIDENTIAL ZONE AND ALL OTHER ZONES OF THE DISTRICT PLAN?
LIGHT

Light effects have the potential to adversely affect health and general wellbeing and public safety. Council has the ability through the District Plan to manage these effects to protect amenity and safety values.

KEY ISSUES

► Requirement for a standalone chapter to address the effects of light and glare (national direction).
► Limited lighting and glare provisions in the current plan.
► Growing awareness of the value of “dark skies” across the District.

DRAFT RESPONSES TO KEY ISSUES

► Stand-alone chapter for all light and glare related matters.
► Encourage new activities sensitive to light and glare to be designed and/or located to minimise conflict and reverse sensitivity effects.
► Encourage external lighting to be designed in accordance with industry best practice standards to minimise glare and nuisance effects.
► Ensure illumination onto transport corridors does not distract users or interfere with traffic signals.
► Clear policy guidance for the consideration of new activities generating light and glare effects.
► Best practicable option approach where the internalisation of light and glare effects cannot be wholly achieved.

The Dark Skies movement is the recognition of pristine skies which are essentially free from light pollution at night.

Intrusive lighting and glare

An example includes: light from floodlights or security lights causing a nuisance to other people.
NOISE

Council is required to manage the effects of noise emissions under the RMA 91 through the District Plan. Almost all land use activities generate some degree of noise and can affect the health, safety and amenity of the district’s residents and visitors.

KEY ISSUES

► New national direction requires a standalone noise chapter, and standardised methods for assessing noise.
► Noise standards in the current District Plan do not align with industry best practice.
► No noise limits for aircraft eg. helicopter take-offs and landings and temporary activities eg. construction, demolition, events.
► No rules to manage potential noise effects from bird scaring and frost fans in the rural areas.
► No provisions around vibration (relevant for construction and demolition activities).
► Recreational activities are exempt from any noise standard provisions.
► A reactive enforcement approach taken by Council with noise issues generally dealt with reactively upon a complaint being received.

DRAFT RESPONSES TO KEY ISSUES

► All noise related matters in a standalone Noise chapter.
► Adopt up-to-date national noise standards and technical descriptors.
► New standards to better manage reverse sensitivity effects of noise at the interface between the living and working areas and on the urban/rural fringe.
► Use of other mechanisms, such as, noise control boundaries, buffer areas or building setbacks, internal sound insulation requirements as appropriate tools to protect existing or future noise sensitive activities surrounding existing strategic infrastructure eg. major transport corridors, airport.
► Require high noise generating activities to provide suitable mitigation measures up front at the resource consent stage.
► New noise standards for aircraft and helicopter landings (excluding intermittent and infrequent rural production activities and emergency use operations).
► New vibration standards for stationary machinery, construction and demolition machinery, explosives use and blasting in higher amenity areas and/or adjacent to noise sensitive activities.
► New noise standards for temporary activities (eg. construction, demolition).
► Ensure noise associated with activities in Council public recreational areas is appropriate to the amenity values anticipated in the surrounding environment.
► Clear policy guidance/ direction for activities that do not meet permitted (as of right) standards and require resource consent.

Excessive noise can detract from the character and amenity values associated with the local environment. Noise generating activities can also be restricted by noise ‘sensitive’ activities close-by that seek a higher level of amenity (reverse sensitivity). Activities sensitive to noise can include residential activities, homes for the elderly including retirement villages and in-house aged care facilities, visitor accommodation and hospitals.
**Signs**

Signage contributes to the social and economic wellbeing of the Waitaki District by supporting the needs of business, infrastructure, providing information and identifying places. District Plan signage provisions apply district-wide but may be individualised in more sensitive locations. Relevant controls around signage are needed in the District Plan to manage potential adverse effects of signage such as too many signs in one place, or inappropriate signs for the location.

**Key Issues**

- Lenient rules for off-site signage (advertising of goods and services not sold on the site where a sign is located) with up to two (off-site) signs allowed as of right, resulting in a high volume of signs advertising commercial activities along the main road leading into Ōamaru.
- Signage provision for the Ōamaru Historic Area do not respond to its historical context.
- Controls for non-illuminated signage is limited to design and appearance only, there is a requirement for a resource consent for interpretation signage. Illuminated signage is considered on a case-by-case basis and there is a narrow scope to assess the effects of new signs.
- Unclear policy direction for temporary signage, resulting in uncertainty of plan interpretation.
- Duplication between District Plan Bylaw provisions for signage.
- Limited guidance for assessing the effects of a new sign including considering the cumulative effects.
- Need to consider signage requirements for the Alps to Ocean cycle trail.

**Draft Responses to Key Issues**

- **Stronger rules** around off-site signage to better manage visual cluttering effects.
- **Clear performance standards** for temporary signage to better manage their effects.
- **More lenient provisions for interpretative signage** on heritage buildings or in historic areas subject to meeting appropriate standards.
- **Stronger rules around digital or moving signage** on listed heritage buildings and in historic areas.
- **Development of guidelines around what signage is appropriate in heritage areas.**
- **Clear provisions** to more effectively manage illuminated, flashing, moving and digital signs in all zones.
- **Remove the requirement** for a land use consent for sandwich boards, magazine signs, merchandise displays, display stands in public places and signage attached to trailers and instead rely on Bylaw provisions.
- **Revise standards and rules** for signage in the Commercial and Industrial zones to reflect acceptable amenity levels in these zones.
- **New provisions** for signs in the Open Space Zone including clearer provisions around sponsorship signage.
- **Clear provisions** around assessing the effects of signage including the consideration of cumulative effects.

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**Signage Definition:**

Any device, character, graphic or electronic display, (temporary or permanent) for identification, information about an activity, site or structure, directions, promotion of goods, services or upcoming events.
TEMPORARY ACTIVITIES

A temporary activity only lasts for a short period of time. Adverse effects of temporary activities are usually managed through their infrequency, short duration, limited scale and the benefits that they bring to the District. However, it is important to manage temporary activities that generate significant adverse environmental effects.

KEY ISSUES

► Current provisions do not provide for the take-off and landing of helicopters leading to uncertainty around the requirements and standards for this activity and the inability to control adverse effects appropriately.
► No provisions for temporary storage eg. shipping containers.
► No current rules to manage temporary events resulting in possible short term adverse effects if not managed appropriately.
► Limited permitted activity standards for temporary buildings associated with construction or development projects which may result in effects that are not able to be managed appropriately.
► Limited policy direction for discretionary activities which can limit the ability of Council to assess the effects of a proposal appropriately.
► Large scale commercial filming in sensitive locations may result in more than minor effects on the environment.

DRAFT RESPONSES TO KEY ISSUES

► Introduce new standards for the temporary take-off and landing of helicopters (excluding emergency purposes).
► Introduce new restrictions for temporary storage in residential and rural residential zones.
► Introduce new standards for large scale temporary events on private and public land to ensure cumulative environmental effects are not created over and above the management by other Council departments.
► Revise standards for temporary structures and buildings associated with events to better manage their effects.
► Remove current provisions for relocated buildings for educational purposes on existing school sites (these will be covered under the relevant Education designation of the site).
► Introduce additional permitted activity standards for temporary buildings associated with building and construction projects.
► Transfer the relevant provisions around temporary telecommunications and/or radio communication activities into the Utilities chapter of the plan.
► Include a more comprehensive list of assessment matters for temporary activities to ensure that all relevant effects have been assessed.
► Additional restrictions on commercial filming activities and ancillary/incidental structures - lasting more than 3 days, located in sensitive landscapes or environments or involving more than 200 people.
How do we want land to be used? Where are our Residential, Rural, Commercial and mixed use zones? What about Industrial land, our open spaces and recreational zones? What are our future needs?
RESIDENTIAL ZONED LAND

The District Plan currently has Residential zoned land in the townships of Ōamaru, Palmerston, Kurow, Otematata, Omarama and Ohau Village. Most of the existing residential zoned land has a minimum lot size of 300m², with a small pocket of larger residential lot sizes in Bluestone Drive, Ōamaru (600m²).

KEY ISSUES

► National requirement for new Residential zone terminology.
► Shortage of Residential zoned land in some areas of the District.
► Growing demand for affordable housing, and housing options to suit an aging and more culturally diverse population.
► Increasing demand for flexible working options.
► Ongoing need to manage residential activities to ensure amenity effects are minimised.

DRAFT RESPONSES TO KEY ISSUES

► Review current capacity of Residential zoned land and ensure there is sufficient opportunity for future demand with infrastructure available to support new development.
► Review current residential section sizes (currently minimum lot size of 300m²) to ensure there is opportunity for flexible housing options while maintaining good amenity levels.
► Higher density housing options and zoning in appropriate locations.
► Incentivise new well designed residential developments with less regulatory hurdles.
► Better facilitate retirement and aged care facilities, and provide options for ageing in place within our urban areas, while ensuring provisions align with industry best practice.
► Link open spaces with residential areas by facilitating good recreational linkages between new and existing residential areas/developments.
► Enhance sustainable living by facilitating low impact energy and water use, and on-site small-scale energy generation in existing and new developments.
► Manage the effects of non-residential activities in residential areas including revised standards around opening hours, vehicle movements, parking and noise.

New Terminology for Residential Zoned Land

► General residential zone: Residential activities with a mix of building types and other compatible activities.
► Medium density residential zone: Residential activities with moderate concentration and bulk of buildings eg. detached, semi-detached and terraced housing, low-rise apartments and other compatible activities.
► Low density residential zone: Residential activities and building consistent with a suburban scale and subdivision pattern eg. one to two storey with yards.
► Large lot residential zone: Residential activities and buildings eg. detached houses on lots larger than the low density residential and general residential zones where there are particular landscape characteristic, physical limitations or other constraints to more intensive development.
KEY ISSUES

► Pressures for residential subdivision in rural areas can result in the fragmentation of large rural land holdings, the loss of productive rural land and reverse sensitivity issues such as dust, noise and odour from existing farming operations. Increased demand for infrastructure such as roads, water and sewerage as a result of increased development can effect rural character and amenity.

► Increased development and diversification in the rural areas can result in the loss of landscape and Takata Whenua values, rural character and biodiversity functions and values.

► Visitor accommodation in the Rural zones is restricted to homestay or farmstay accommodation of no more than 5 people. Demand for visitor accommodation in rural areas is increasing.

► High class soils are identified but not currently protected from earthworks or development.

► Intensive farming practices are changing landscape and biodiversity values in the district. The definition of ‘intensive farming’ in the current District Plan needs refinement to reflect this.

► Land preparation for forestry activities are not regulated under the National Environmental Standards for Plantation Forestry. This allows Councils to better regulate these activities.

► The minimum lot size of 1 hectare in the existing Rural residential zone is not always practical to maintain for lifestyle purposes.

► Climate change – increased drought and fire risk

DRAFT RESPONSES TO KEY ISSUES

► The National Planning Standards provide for a General rural zone and a Rural production zone. The Rural production zone provides for more intense rural production activities than the General rural zone.

► Review minimum lot sizes in the Rural production, Rural scenic, Rural lifestyle and Settlement zones to better provide for the intentions of each zone.

► New provisions to protect high class soil areas.

► Stronger provisions for intensive rural activities (eg. increased setbacks) to enable their effects to be better assessed and managed, particularly within and near to sensitive areas.

► Strengthen land preparation provisions to ensure that biodiversity and landscape/scenic values are maintained as a result of afforestation.

► Increase the maximum numbers of guests allowed for visitor accommodation in the Rural zones but ensure potential effects are addressed including reverse sensitivity, parking, signage, parking, noise etc.

High class soils have a critical role in supporting food production and the provision of ecosystem services such as reducing nutrient loss, filtering water, breaking down pollutants, regulating greenhouse gas emissions and are a fundamental part of the water cycle.

Note: Please see separate discussion papers on earthworks and mining activities. These activities will no longer be addressed under the Rural Zone provisions.
COMMERCIAL AND MIXED USE ZONES

Commercial and mixed use zones are currently known as Business zones in the current District Plan and are found in various scales from the commercial heart of Ōamaru’s Thames Street and the historic hub Harbour Street, to the town centres of Palmerston and Kurow and in pockets eg. local neighbourhood dairies and cafes usually. These areas provide a diverse range of activities and services for the community which support both residents and visitors.

KEY ISSUES

► New national direction requires new zone names for our commercial areas - including removal of the current Travellers Accommodation zone (B6), and separating the current B4 and B5 zones into a new Industrial zone chapter of the plan.

► Requirements to give effect to Regional Policy Statements including promoting better design and encouraging the use of low impact design techniques.

► Town centres of the district do not have a high profile in current policy provisions.

► A growing number of empty buildings in the current mixed use commercial areas (known as B3) in Humber Street Ōamaru.

► Competition for on street carparking in Humber Street, Ōamaru - conflicts between parking space for workers and commuters.

DRAFT RESPONSES TO KEY ISSUES

► Align current zone names with national direction.

► Review the supply and demand of Commercial zoned land for future business development across the District.

► Ensure land is zoned correctly to maximise its use for the intended or existing activities, and manage the effects on the environment and the surrounding neighbourhood from these land use activities.

► Ensure that town centres remain vibrant and their identity and character is retained through appropriate policy.

► Provide more guidance for new commercial development to better support good planning and urban design, and appropriate integrated infrastructure.

► Facilitate the adaptive re-use of vacant Commercial/ mixed use zoned land areas eg. carparking, and workers accommodation for large industries, comprehensive residential re-development.

► Review parking requirements of commercial and mixed use land in the Ōamaru central and Humber Street Area,

New Commercial Zones for Waitaki

► Commercial zone: broad range of commercial activities, associated activities that are not sensitive to the effects generated from commercial activities.

► Town centre zone: diverse range of commercial activities and associated community, recreation, and residential activities which support both residents and visitors. A destination for shopping, entertaining, events, dining and night life, visitor accommodation, arts, culture and tourism activities.

► Neighbourhood commercial zone: small-scale commercial activities that directly support the immediate residential neighbourhood.

► Local commercial: provide primarily for range of commercial activities that provide for daily/weekly shopping needs of a residential catchment.

► Mixed use zone: mix of residential, commercial and/or light industrial activities, and may also provide for recreational and community activities that serve residents and the wider community.
INDUSTRIAL LAND

Most of the district’s industrial land is located in Ōamaru’s north-end, in Weaver Street Ōamaru and at Pukeuri (north of Ōamaru). There is also a small industrial zone in the north-west corner of the Palmerston township.

KEY ISSUES

► Council is required to have specific Industrial zones in the new District Plan. This includes new zone labelling.

► The council is required to have regard to the National Policy Statement – Urban Development and the Canterbury and Otago Regional Policy Statements.

► We need to ensure we zone our land correctly to maximise its use for industrial activities, but just as importantly, manage the effects on the environment and the community from these landuse activities.

► Some of the current Industrial zoned land in Ōamaru is located in areas prone to flooding. We are reviewing the flooding hazard layers of the plan, and the hazardous substances rule provisions. There is also limited vehicle access to some of our current Industrial zoned land off State Highway 1 and relying on the market to bring forward internal infrastructure has been slow to come about.

► Some industries are currently identified as Scheduled Activities in the District Plan with unique rules to suit their specific requirements eg. Gillies Metal Tech (Tyne Street) and Canterbury Spinners (Weaver Street). Other industries are located in non-industrial zones including Firth Industries (Itchen Street), and McKeown Group (Ōamaru Harbour). Care needs to be taken to ensure that the effects from these industries do not cause reverse sensitivity issues (affecting the amenity of neighbours and the community).

► Current policy in the District Plan does not allow for access from TY Duncan Road, north Ōamaru.

► The current District Plan does not provide for residential living and visitor accommodation in the Industrial zones. There is an increasing need to accommodate workers in our large industries as close as possible to their employment.

DRAFT RESPONSES TO KEY ISSUES

► Ensuring there is sufficient Industrial zoned land in the right places (especially in Ōamaru and Palmerston).

► Analyse market demand for industrial space through analysis of past statistics and the consideration of future growth scenarios.

► Review the housing needs of workers linked to our key industries and investigating if there are other locations suitable for residential living more close by.

► Better managing the effects from industrial activities on the surrounding environment including through more specific standards and rules eg. minimum building setback from water bodies, minimum permeable surfaces, outdoor storage of goods and materials and screening, landscaping requirements on internal buildings, minimum lot sizes, site coverage and setbacks from other zones, bulk fuel storage facility risk assessment criteria.

► Better understanding the interaction with current and future transport networks to ensure industrial landuse is facilitated appropriately.

New Zoning Terminology for Industrial Zone

► Light industrial: limited range of industrial activities more compatible with sensitive locations

► Industrial: provide primarily for industrial activities, also provides associated activities that are not sensitive to effects generated from industrial activities

► Heavy industrial: provide primarily for industrial activities that may be incompatible with sensitive activities
OPEN SPACE AND RECREATIONAL ZONES

Open space is a significant recreation, community and environmental resource to the Waitaki District and requires protection from inappropriate activities that could degrade its qualities, character and values. In addition to this zone, there are other “district-wide” rules that may apply to open spaces and reserves including: amenity, significant and outstanding natural and coastal landscapes, historic precincts, sites and areas of significance to Māori, ecosystems and indigenous biodiversity, natural character, coastal environment, natural features and landscapes, public access, historical heritage, subdivision, natural hazards, contaminated sites, hazardous substances, earthworks, signage, notable trees, temporary activities, noise and light.

KEY ISSUES

► The national planning template requires specific Open space zoning*. Under the current District Plan, all open space areas default to the underlying zone eg. Residential or Township in urban areas, Rural or Rural scenic in rural areas.

► There are a number of open space and recreation areas designated under the current District Plan; however, due to inadequate designation details, planning permission is still required to undertake works for management purposes eg. new public toilets.

► The Waitaki Reserves Management Plan 2014 deals with the day to day management of reserves under the Reserves Act and Local Government Act.

DRAFT RESPONSES TO KEY ISSUES

► Assigning new Open spaces zoning to match the national planning framework (to open spaces managed for public use, but excluding private open spaces eg. golf clubs) and developing tailor made objectives and policies for each zone.

► Removing Recreation designations on reserves from the District Plan.

► Providing for activities provided for as “permitted” or “managed” within the Waitaki Reserves Management Plan as permitted activities subject to meeting standards eg: maximum height, building setbacks from boundary, maximum gross floor area and impervious surfaces, parking/access, noise, artificial glare/light (and meeting relevant building consent requirements).

► Managing the effects of new large-scale developments eg. indoor sports stadiums or community facilities appropriately according to the purpose and character of the zone.

► Managing the effects of incompatible recreation and open space activities and uses.

New Open Space and Recreation Zone Statements (national planning template)

► Natural open space zone: areas where the natural environment is retained and activities, buildings and other structures are compatible with the character of the zone.

► Open space zone: range of passive and active recreational activities, along with limited facilities and structures.

► Sport and active recreation zone: range of indoor and outdoor sport and active recreational and associated facilities and structures.
This discussion document outlines the issues and potential responses to those issues.

The new District Plan focuses on introducing new strategic policy direction for the Waitaki District. Detailed rules and mapping has not been prepared yet. We want to make sure we have things on the right track before we progress further.

We are only at the 2nd Stage of the District Plan review. YOU will get more opportunities to provide us with feedback once we have developed more detailed rules – this will be presented to the community in the form of a DRAFT District Plan which will be released in 2020.

TOGETHER WITH YOUR FEEDBACK, WE WILL HELP SHAPE THE DRAFT RULES AND THE CONTENTS OF THE PLANNING MAPS FOR THE NEW DISTRICT PLAN.

Please provide your feedback by the 5th August 2019

Provide your feedback online at waitaki2030.waitaki.govt.nz
Contact our offices and talk to a planner at Ph: 03 433 0300
Fill in a printed feedback form and return it to us