

Te Poari ā-Rohe o Waitematā Te Rīpoata ā-Tau 2024/2025

WAIEMATĀ LOCAL BOARD ANNUAL REPORT 2024/2025



Volume
2.20

Mihi

Mai i Te Waitematā ki tai,
nau mai rā e Te Waitematā ki uta.
Hei taumarumarū koe mō te pū o te wheke
kua huaina nei, ko te tāone nui o Tāmaki Makaurau.
Titiro ki te Pourewa Tūkoi ki te rangi e titi mai rā
i te manawa tonu o Horotiu,
tipua o te ao kōhatu kua memeha kē,
kua taupokihia e te ao kua kōhatu.
Ko Te Wai o Taikēhu kei te rāwhiti ōu,
ko Tuki-tuki-muka te kaihere i tō hope i te uru.
E rere ki tuawhenua, ka ū atu koe ki Te Wai-orea,
kei kō tata mai ko te Rae o Kāwharu
e eke ai koe ki Te Uru Karaka.
Heke whakatemaui ko Ngā Kauae Whati,
e piki ake ai koe ki Te Rimu-tahi.
Titiro whakaiho koe, ko Waiatarau,
ko te Waikōkota.
E tahuri tō haere mā te ara Kārangaranga o Hape
kia tū anō koe i te kokotinga o te Ara Kuini.
E whakamaui ō kamo ki te āhuru mōwai
e hora ake nā i mua i a koe.
E mīharo ki tā te ringa tangata i hanga ai
hei kākahu i tā te ringa atua.
E takahi rā koe mā runga i ngā tapuwae o te tini –
pō te ao, ao te pō,
kia tau rawa atu koe ki te huinga mai
a te mano ki Te Rerenga-ora-iti.
Ki reira koe whakatau ai i te iwi,
nau mai e taku iti, nau mai e taku rahi ki ahau,
ki Te Waitematā i uta, ki Te Waitematā i tai.

From Waitematā at sea
to Waitematā on shore, welcome.
May you be a safe haven at the centre
of this metropolis called Tāmaki Makaurau.
Gaze up to the Sky Tower
that rises out of the heart of Horotiu,
relic of the age of stone,
now covered over by a world of stone.
Te Wai o Taikēhu marks your eastern bounds,
while Tuki-tuki-muka binds your western boundary.
Flowing inland, you reach Wai-orea
though close-by is Te Rae o Kāwharu,
en-route to present-day Newton.
Glancing to your left lies Grey Lynn,
and up a rise you come to Ponsonby.
Looking below, there is Freemans Bay,
there too, is Waikōkota.
Your journey takes you now to Karangahape Road
across to where it intersects with the Queen’s byway.
Cast your eyes over the sheltered haven
that lies before you.
Marvel at what the human hand has created
to embellish what was created by the hand of god.
Follow in the footprints of the many now passed –
dawn till dusk and dusk till dawn,
until you too arrive amongst the hustle and bustle
of the throngs at Britomart.
There you can bid the people,
welcome one and all unto me,
Waitematā on shore, Waitematā at sea.

He kōrero mō tēnei rīpoata

About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Waitematā Local Board area from 1 July 2024 to 30 June 2025.

You can read about our progress, expenditure, service performance and challenges faced in 2024/2025. It’s part of the wider annual reporting package for the Auckland Council Group and meets our Local Government Act 2002 obligations to report on our performance against agreed measures. It reports against the council’s Long-term Plan 2024-2034 and the Waitematā Local Board Agreement 2024/2025.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It features a story about a council or community activity that adds special value to the area and demonstrates how **together we’re delivering for Auckland.**

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▼ Grey Lynn Bike Hub



He kōrero mai i te heamana

From the chairperson

This past year we advanced some long-standing projects, most notably the completion of the fantastic multi-functional community space Te Rimutahi on Ponsonby Road. The Heard Park civic space is on track to be completed in September, offering an exciting artful play element while still allowing for community events and activations.

We have seen real progress in the Leys Institute seismic strengthening and restoration project. The board approving the revised developed design option, with seismic funding secured after extensive board advocacy since the building closed in 2019.

We supported the Grey Lynn Business Association who were successful in their BID establishment project ready for the 2025/2026 financial year.

The extreme weather events of the last few years placed undeniable importance on preparing our communities for adverse weather, flooding and how to mitigate effects where possible. The board proudly adopted its own Emergency Readiness and Response Plan in December 2024 to ensure our community are resilient and better prepared for future events.

Safety has been a consistent theme in the years since COVID, and the board has continued to fund community-led programmes to improve perceptions of safety, particularly in the city centre and city fringe. We will also be receiving a boost to funding safety initiatives with the allocation of ‘Proceeds of Crime’ funding over the next three years.

Looking ahead, we will continue advocating for the improvement of the urban realm around Maungawhau Station in preparation for the CRL opening, and investigation into major community facilities being partially or fully regionally funded to lessen the mounting cost pressures on this local board. Efforts in our natural environment will continue to be prioritised with planting, weeding, stream restoration and water quality improvement projects being funded.

Ngā mihi,

G. Sage

Genevieve Sage
Chairperson,
Waitematā Local Board



Te Poari ā-Rohe o Waitematā

Waitematā Local Board



▲
(L to R): Richard Northey, Anahera Rawiri, Genevieve Sage (Chairperson), Allan Matson, Greg Moyle (Deputy Chairperson), Sarah Trotman, Alexandra Bonham.

Contact us



Town Hall, 301-317 Queen Street



By appointment



Auckland Council
Private Bag 92300, Auckland 1142



09 301 0101



Waitematalocalboard@aucklandcouncil.govt.nz



aucklandcouncil.govt.nz/Waitematā

Ngā kaupapa me ngā whakapaipai ake

Waitematā projects and improvements

Key to current and planned projects

✓
Delivered projects

- 1 Te Rimutahi - civic space at 254 Ponsonby Road
- 2 Grey Lynn Public Toilets - renewal and seismic upgrade
- 3 Campbell Free Kindergarten building - internal refurbishments
- 4 Albert Park Toilets - refurbishment
- 5 Karangahape Road - Toilet Installation
- 6 St Stephens Cemetery Path renewal
- 7 Arch Hill slip remediation
- 8 Dove Myer Robinson Park - renew pathways

🚶
Current projects

- 1 Sargeson Centre (Fraser Art Gallery) - interior and exterior refurbishments
- 2 Freemans Bay Community Centre - roof replacement and solar panel installation
- 3 Central Library - renew air handling units
- 4 Meola Reef - renew fencing and pathways
- 5 Grey Lynn Park - renew spectator seating
- 6 Heard Park - develop civic space
- 7 Bayfield Park to Wharf Road Boardwalk
- 8 Highwic House - renew surrounding pathways, carpark
- 9 Leys Institute (seismic strengthening)

Map legend

- Local board office
- Public open space (Unitary Plan)
- Motorway
- Major road
- Arterial road
- Medium road
- Minor road



Waitematā has **104** parks, **8** community places, **4** libraries and **5** pools



A population of **81,546** ranking it 10th in population size in Auckland's 21 local board areas

100,000 people commute to the city centre



53 per cent of commuters use public transport, cycling or walking

Data sources: Council Growth model i11v6 (August 2020). Statistics New Zealand 2018 Census. Council Growth Scenario AGS23v1 (Feb 2024), StatsNZ Census 2023 (initial release May 2024)

Tā mātou pūrongo whakahaere mahi

Our performance report

KEY
●●●● Achieved ●●●● Substantially achieved (+/-2% slim margin) ●●●● Not achieved ●●●● Not measured

For more information on our service performance judgements and assumptions please refer to pages 122-123 of Volume 1 of this Annual Report.

Local Community Services

We supported strong, diverse and vibrant communities through libraries and literacy, arts and culture, sports and recreation. We continued funding and maintaining local parks, community halls, and recreational facilities for our residents. We contributed to community groups through community and accommodation grants. We funded events, including the Parnell Festival of Roses and ANZAC services, which were delivered through a mix of council services, community group partnerships and volunteers. We funded a variety of local initiatives including addressing homelessness, rangatahi leadership, improving perceptions of safety and making parks, places and spaces livelier.

Enable a range of choices to access community services and recreation opportunities

The number of visits to library facilities	●●●●	Target	Result
	2025	720,000	863,106
	2024	710,000	810,965

The annual target was comfortably exceeded, demonstrating the ongoing demand for library services. Customer satisfaction across the board was 92.2 per cent.

Percentage of time physical library services are accessible to the community ¹	●●●●	Target	Result
	2025	100%	99.8%
	2024	New measure	New measure

Waitematā libraries had two closures this year totalling 21 hours, relating to door repairs at the Leys Institute Little Library. Despite these minor disruptions, our libraries remained operational and continued to serve their communities effectively.

Number of visits to Pool and Leisure Centres	●●●●	Target	Result
	2025	521,000	556,350
	2024	New measure	New measure

Visitor numbers exceeded the target this year, partly due to attendance and behaviours returning to pre-COVID levels. Tepid Baths recorded an 18 per cent increase in membership in 2024/2025, with a net gain of 198 members. From May 2025, the Olympic Pools and Fitness Centre also began reporting fitness user visits in addition to pool user visits.

Percentage of time main Pool and Leisure Centre services are accessible to the community ¹	●●●●	Target	Result
	2025	95%	99.3%
	2024	New measure	New measure

Percentage of local community facility asset components that are not in poor or very poor condition ²	●●●●	Target	Result
	2025	80%	89%
	2024	New measure	New measure

Within the building portfolio, a significant proportion of roof system assets, including roof panels, gutters, fascias, and downpipes, are currently in average condition, and expected to deteriorate further as part of standard asset lifecycle. These components are anticipated to require renewal work over the coming years and will be incorporated into our renewals planning process.

Number of local community events delivered	●●●●	Target	Result
	2025	5	7
	2024	New measure	New measure

Provide opportunities for communities to lead and deliver their own initiatives

Number of partner organisations and groups funded to deliver placemaking activities	●●●●	Target	Result
	2025	16	29
	2024	New measure	New measure

Targets were set conservatively as this is a new measure; however, outcomes surpassed expectations, supported by local board funding and reflecting strong community interest.

Provide urban green spaces (local parks, paths and ngahere) and access to the coast

Percentage of local parks, facilities and spaces meeting maintenance quality standards ³	●●●●	Target	Result
	2025	90%	96.4%
	2024	New measure	New measure

Percentage of local open space asset components that are not in poor or very poor condition	●●●●	Target	Result
	2025	95%	91%
	2024	New measure	New measure

7.1 per cent of assets are currently rated as poor, and 1.5 per cent as very poor. While most poor-condition assets have been renewed, a significant proportion of land fixture assets - such as bins, fitness equipment, drinking fountains and seating - have deteriorated from average to poor or very poor condition. These will form part of our renewals planning.

Number of trees planted in the Urban Ngahere programme ⁴	●●●●	Target	Result
	2025	73	82
	2024	New measure	New measure

When setting targets, we use average market rates for tree stock and labour costs. During actual delivery, however, we focus on achieving the best value for money, both in tree costs and labour. This approach allows us to plant more trees within the same budget. The overall budget doesn't change; rather, we find ways to optimise costs and achieve higher planting numbers

1. This measure compares actual opening hours to advertised opening hours to achieve a result.
2. We spent more than expected on capital projects and payments to staff and suppliers, which required an increase in borrowings in this local board. These increases have been offset by reductions in other local boards and Group of Activities.
3. Maintenance quality standards are defined through SOP (Standard Operating Procedures) and asset maintenance contracts. These standards are monitored by staff who have received specialised training and are audited through a quality process to ensure consistent scoring.
4. Urban Ngahere delivers specimen trees intended to be over 3m tall. Additional plantings occur outside this programme.

Local planning and development

We collaborated with the six Business Improvement Districts (BIDs) in Waitematā to improve local economic development. We provided funding to support the establishment of the Grey Lynn BID which will start operating in the next financial year.

Support a strong local economy

Percentage of Business Associations meeting their Business Improvement District (BID) targeted rate grant agreement obligations	●●●●	Target	Result
	2025	100%	100%
	2024	100%	100%

Local environmental management

We continued investing in the restoration of Waititiko / Meola Creek and the Waipapa, Waipāruru and Newmarket Streams. We partnered with Urban Ark to enable and co-ordinate community conservation groups and schools to improve native biodiversity in our area. We continued support for the community to live more sustainability through initiatives such as diverting construction waste from landfill, community recycling and the Queens Wharf Bike Hub.

Protect, improve and minimise risks to the natural environments and cultural heritage

Number of participants in sustainable initiative programmes	●●●●	Target	Result
	2025	8,680	8,000
	2024	New measure	New measure

The target was set using the best information available at the time, but actual delivery was lower than expected.

Number of planting events for biodiversity enhancement	●●●●	Target	Result
	2025	10	6
	2024	New measure	New measure

The target included Te Wai Orea / Western Springs and Waipāruru stream however no infill planting was required this year. In addition, two more plantings were planned for the Newmarket/Middleton stream but these were unable to occur as the area was heavily impacted by prior year floods.

Local governance

Activities support the local board to engage with and represent their communities and make decisions on local activities including providing strategic advice, developing local board plans, agreements and work programmes, community engagement including relationships with mana whenua and Māori communities, and democracy and administrative support.

Respond to the needs and aspirations of mana whenua and Māori communities

Number of local activities that deliver moderate to high outcomes for Māori as outlined in ‘Kia Ora Tamaki Makaurau’ (Council’s Māori outcomes framework).	●●●●	Target	Result
	2025	Set baseline	8
	2024	New measure	New measure



▲ City centre



▲ Grey Lynn Library

Te āhuatanga ā-rohe

Local flavour

Thousands of pests have been removed from Auckland’s inner suburbs thanks to Urban Ark – Manawa Taiao, an organisation which receives funding from Waitematā Local Board.

Urban Ark - Manawa Taiao supports the mahi (work) of local volunteer groups to help our native plant and bird life flourish. It operates in central suburbs providing tools, resources and advice for pest trapping, weeding and planting, along with educating school children on local ecology.

Urban Ark recently celebrated its fifth birthday, and in that time nearly 12,000 pests have been caught in traps distributed to volunteers.

“We’ve got about 3,000 traps currently out, some in reserves, mostly in people’s back gardens,” says Urban Ark Operations Manager Paul Whitfield.

Paul explains that trapping and weed control is important because introduced pest plants and animals have negative impacts on our native flora and fauna.

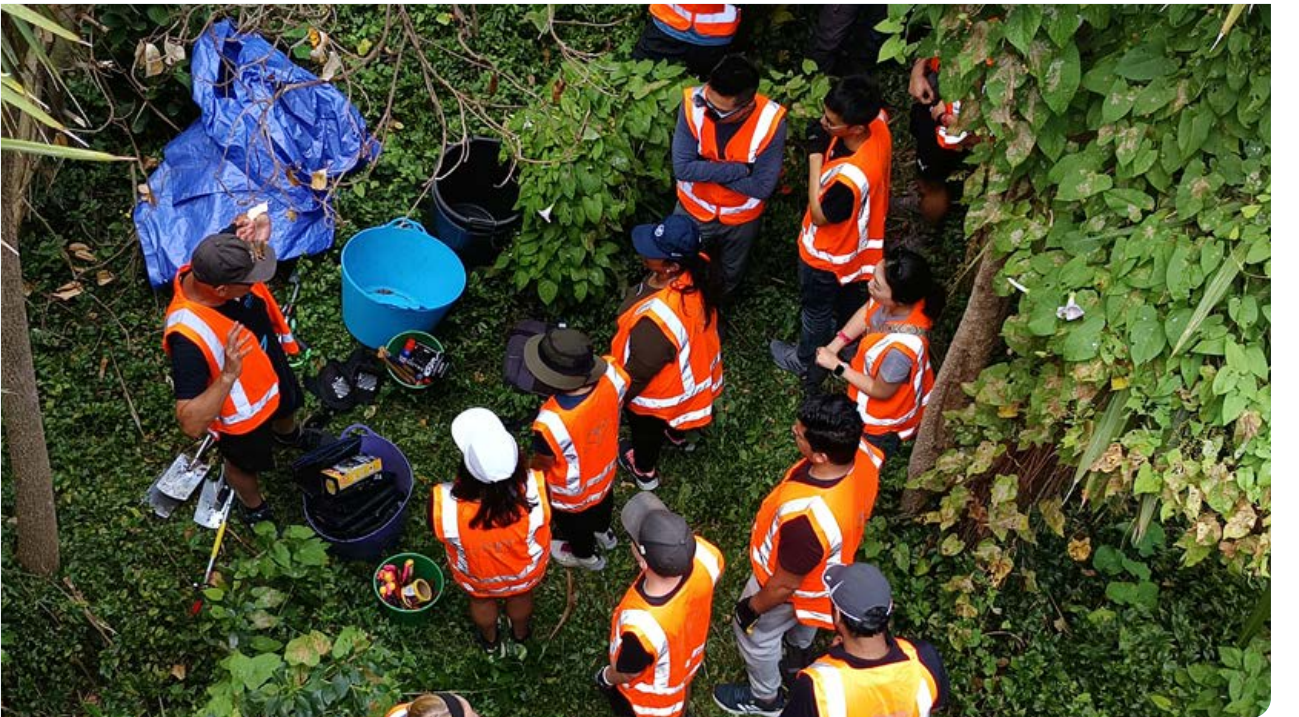
“We do the trapping because we’ve brought rats, possums, and a whole load of other animals that significantly impact our native biodiversity. That’s obvious things like birds and skinks and weta, but also the forest itself.”

Historically, there hasn’t been as much of a focus on pest control in urban areas as there has in areas like the Waitākere Ranges and Hauraki Gulf Islands.

“By encouraging more and more people to trap, and reducing the number of rats and possums around, we can give our native biodiversity a real helping hand in these urban areas too.”

Urban Ark receives funding through Waitematā Local Board’s environmental work programme to support the community with crucial pest and weed control to help our native biodiversity thrive.

▼ Urban Ark volunteer briefing



Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2025

\$000s	Notes	Actual 2024/2025	Annual Plan 2024/2025*	Annual Plan 2023/2024
Sources of operating funding:				
General rates, UAGCs, rates penalties		24,437	24,437	25,049
Targeted rates		9,728	10,203	9,748
Subsidies and grants for operating purposes		36	36	35
Fees and charges		2,337	2,773	2,620
Local authorities fuel tax, fines, infringement fees and other		610	397	409
Total operating funding		37,149	37,846	37,860
Applications of operating funding:				
Payments to staff and suppliers	1	34,710	32,155	30,907
Finance costs		1,945	1,945	1,158
Internal charges and overheads applied		3,311	3,311	3,804
Other operating funding applications		0	0	0
Total applications of operating funding		39,965	37,411	35,868
Surplus (deficit) of operating funding		(2,816)	435	1,992
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt	2	15,687	10,258	7,625
Gross proceeds from sale of assets		0	0	0
Lump sum contributions		0	0	0
Other dedicated capital funding		0	0	0
Total sources of capital funding		15,687	10,258	7,625
Application of capital funding:				
Capital expenditure:	3			
- to meet additional demand		342	357	1,012
- to improve the level of service		7,310	4,795	2,548
- to replace existing assets		5,219	5,542	6,058
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		12,871	10,693	9,617
Surplus (deficit) of capital funding		2,816	(435)	(1,992)
Funding balance		0	0	0

* Same target as the Year 1 of the Long-term Plan 2024-2034

Variance explanation Actual 2024/2025 to Annual Plan 2024/2025

1. We spent more than planned on staff and supplier payments, mainly due to living wage adjustments, higher utility costs caused by rising market prices and greater facility maintenance costs. Also, while some staffing budgets for libraries and council-run pools and leisure centres were held regionally, the actual costs were charged to individual centres.
2. We spent more than expected on capital projects and payments to staff and suppliers, which led to a shortfall in funding. As a result, we had to borrow more than originally planned.
3. We spent more than expected on capital projects mainly because of the Leys Institute seismic strengthening, which wasn't included in the original budget. We also finished Te Rimutahi, a new public space in Ponsonby, with more spending this year than planned. In addition, we completed some upgrades earlier than scheduled, including the Albert Park toilets and the Freemans Bay Community Centre.

► Studio One Toi Tū



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