

# **Midtown Community Profile and Impact Assessment**

[www.progressakl.co.nz/midtown](http://www.progressakl.co.nz/midtown)

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# Introduction

## Purpose

When City Rail Link's Te Waihorotiu (Aotea) Station opens, the surrounding midtown area will become New Zealand's busiest transport hub, with tens of thousands of people using the station daily and connecting to frequent bus services. The station is located at the heart of the city centre area known as 'midtown' (See Figure 4). The planned revitalisation of Albert, Queen, Wellesley and Victoria Streets, and the Myers Park Underpass will occur within this 'midtown' area. Their purpose is to ensure the streetscape responds to the increased number of users and safe movement through the area.

The adverse impacts of council-driven change on those most affected are considered by some as unavoidable in pursuit of a greater public good. In addition to the social and economic impacts, this can also result in anger, frustration, resentment, and low trust in council, especially among those who bear the disproportionate burden of change. Council is planning ahead and looking at the steps it can take to mitigate and minimise the impacts of these planned works so that midtown remains an attractive place to live, work or visit during planning, construction and operation of these projects. By taking a development response approach which supports people through change, we'll demonstrate that we understand the effects we're having on people and take meaningful actions which ease the burden on those impacted, so that communities embrace change or disruption because they understand why we do what we do, trust that the benefits will be worth it, and that we're working in ways that have their interests in mind.

The purpose of this analysis is to provide project teams with evidence-based insights on the potential impacts of the upcoming construction works on the midtown community, to help inform good decision making throughout the planning and construction periods.

A separate parallel engagement process is underway with the stakeholders potentially impacted by these future projects. The sentiment and feedback obtained from stakeholders has also informs our report findings. The outputs from this report have and will be used to inform the strategy for engaging with impacted stakeholders.

## Midtown Projects

The midtown programme includes the following projects. Those marked with an asterisk are the core focus of this assessment:

- Wai Horotiu Queen Street Project
- Federal Street upgrade
- Te Ha Noa (THN) Victoria Street\*
- Wellesley Street Bus Improvements Stage 1 (WSBI)\*
- City Rail Link's Te Waihorotiu Station (Aotea)\*
- Myers Park Underpass
- Watercare sewer upgrades \*

More information about the projects in midtown can be found at [www.progressakl.co.nz/midtown](http://www.progressakl.co.nz/midtown) .



Figure 4 General extent of Midtown Projects (Draft)

## Interactions between projects

It is important to understand the wider midtown programme as there are a number of interactions between the projects. This means that stakeholders may be impacted by more than one project and the duration and extent of disruption may be larger than that which would be experienced by the individual project.

The number of projects happening concurrently in the city centre highlights the importance for aligned programming of works to ensure that there are not delays or additional costs to the programme but also to support a 'dig once' approach being advocated by council to reduce disruption to stakeholders. Refer to the Te Hā Noa Constructability Review and Access and Staging Requirements for more detail about the other projects and potential conflicts or interdependencies.

### Private development

Within the midtown area there are a number of large private developments which are also happening in conjunction with the urban realm and transport projects. Consideration of these projects is needed to understand the potential cumulative impact to stakeholders in the midtown area.

The number, nature and status of projects changes often, but several of note include:

- 369 Queen Street, 111 residences in a 12-storey development
- 51 Albert Street, 30 apartments on levels 29 – 41 of a 41-storey mixed-use development
- 65 Federal Street, 226 apartments in a 46-storey mixed-use development.
- Bledisloe House
- The Symphony Centre on the Corner of Wellesley St and Mayoral Drive
- The NDG development at the corner of Victoria and Elliot streets
- Redevelopment of SkyWorld Centre on the corner of Queen Street and Aotea Square

### Cumulative impacts

The cumulative effect of so many projects (transport, urban realm and private development) in the midtown area is not yet understood. This report identifies some of those key interactions but there is further work needed to identify the impact of overlapping or sequential development of these projects in midtown.

# Stakeholder mapping

## Who are the users of midtown?

### Midtown transport

The midtown area is located in the heart of the city centre. Close to the Aotea Centre and surrounding cultural venues there are a number of restaurants, cafes, and retail businesses as well as a number of entertainment venues. Midtown also has a growing number of residential buildings particularly on Victoria Street, Federal Street and Mayoral Drive. The area will be a key transport hub with the opening of the Te Waihorotiu Station in 2024, the upgraded Wellesley Street bus corridor and the Victoria Street Green Link.

Victoria Street East is one of the busiest locations for both traffic and pedestrians in the midtown area. Queen Street remains a key connector between Waitematā (Britomart) Railway Station and the midtown area which means people use this as a North-South connection.

High Street is also well used as connection between Waitematā Railway Station and Victoria Street East with both business and residential stakeholders noting the use of High Street and Lorne for daily movements.

Wellesley Street plays a critical role in the operation of the city centre bus network, as a key east-west corridor for buses. This transport corridor must remain function throughout the midtown programme.

Elliot Street is a the primary loading and servicing lane for the surrounding area and access must be maintained at all times.

Pedestrian count information<sup>1</sup> showed a higher pedestrian count at 210 Queen Street on the corner of Queen and Victoria Street East compared to the diagonally adjacent corner at 205 Queen Street and at High Street near Victoria Street East. The east-west connection along Victoria is likely to be used by people using Albert Park to reach Auckland University and the Toi O Tāmaki (Auckland Art Gallery). Pedestrian count data is limited to Queen Street and adjacent areas, so it is difficult to determine how many people are using Victoria Street as a connection.

Traffic movements on Victoria Street are around 8,400 annual daily movements<sup>2</sup>. However, there are significant changes occurring for roads in the city, this includes the 'Essential Vehicle Area' (EVA) on Queen Street, between Wakefield and Wellesley Streets. This will change how vehicles access and travel through the city. This is part of the shift to identifying midtown as a destination rather than a thoroughfare.

Other connections through the city will include Mayoral Drive, Customs Street, Wyndham Street and Shortland Street and there is the potential for these routes to have greater use in the future as well as a reduction in cars in the city area and potentially increased walking, cycling in the midtown area.

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<sup>1</sup> Average from between 2018 and 2022 based on pedestrian count data from heart of the city <https://www.hotcity.co.nz/city-centre/results-and-statistics/pedestrian-counts>

<sup>2</sup> From Auckland Transport, Count date June 11, 2019

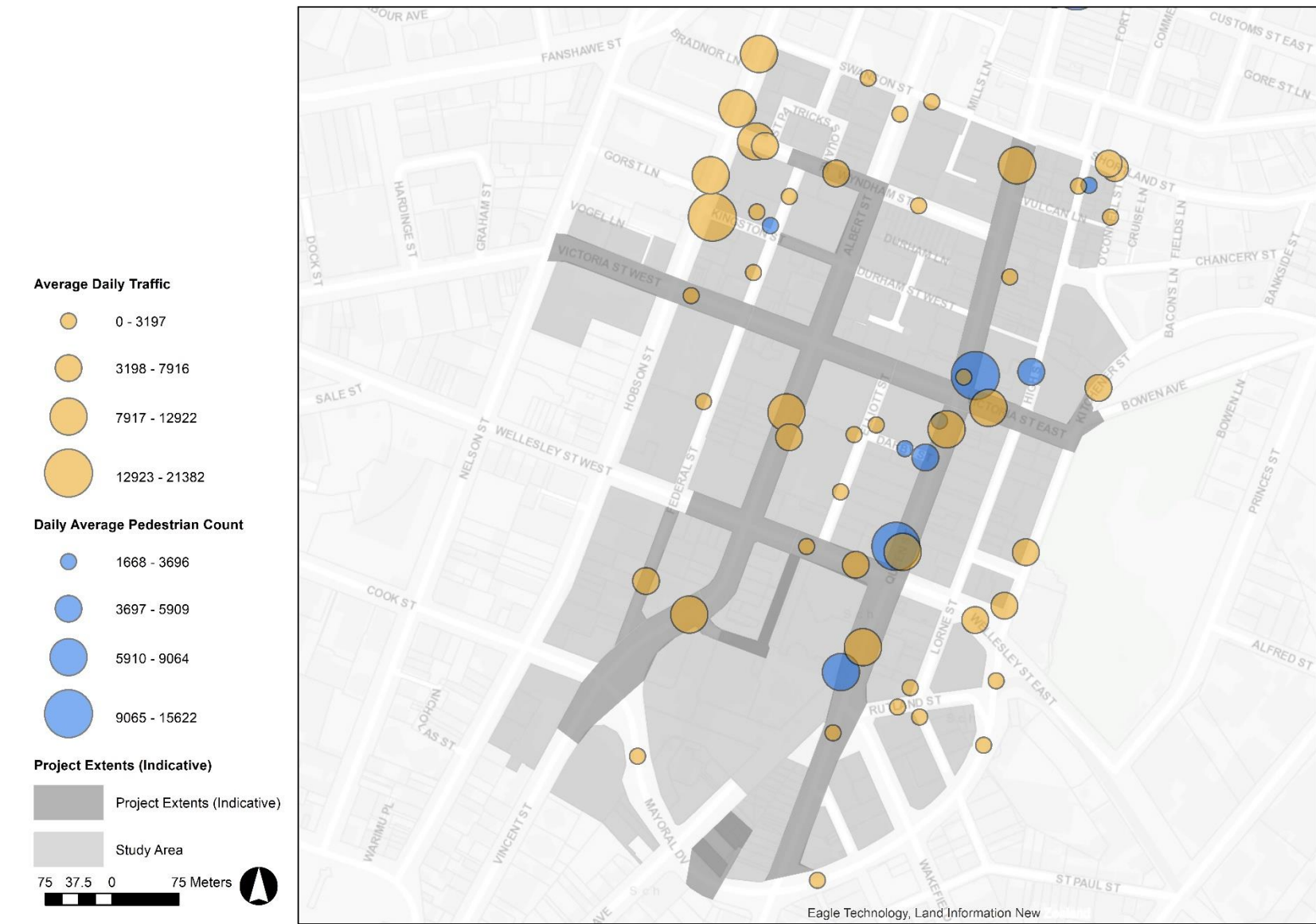


Figure 1 Pedestrian and traffic count data for the midtown area, quarter 2 2022

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## Cultural and civic spaces

The midtown area includes Toi o Tāmaki (Auckland Art Gallery), Auckland Central City Library, Aotea Square, Auckland Town Hall, Aotea Centre and the Civic Theatre. In addition to the normal amenities and events these venues there are a number of festivals and events held throughout the year.

Freyberg Place and the adjacent Ellen Melville Centre provide a space for community use and a place to sit and relax for workers during their lunch break. The space is actively used on weekends and evenings for events and community activities.

## Businesses in the midtown area

There is a wide range of businesses in midtown and several areas have their own unique identity. The High Street District is a mix of independent fashion boutiques, ‘high-street’ brands, restaurants, bars and creative and professional businesses. Queen Street remains a key shopping destination with a number of retail businesses including large anchor stores such as Smith & Caughey’s, Nike and Farmers.

Federal Street includes a range of hospitality and entertainment venues including the SkyCity entertainment complex.

The cultural quarter around Aotea Centre has a number of private art galleries, theatres and a cinema. These venues are supported by a variety of bars and restaurants. Victoria Street and Elliott Street have a number of cafes, restaurants which cater to officeworkers as well as those visiting the city for recreation.

A site walkover was undertaken on 23 September 2022 to identify the number of stakeholders on the ground and first floors who were likely to be most impacted by construction works in proximity. The walkover included:

- Kitchener Street near the intersection with Victoria Street
- Victoria Street between Kitchener Street and Federal Street
- Wellesley Street between Lorne Street and Federal Street
- Durham Street East and Durham Street West
- Kingston Street
- Wyndham Street between Queen and Federal Street
- High Street between Chancery Street and Victoria Street
- Lorne Street between Victoria Street and Wellesley Street
- Elliott Street
- Albert Street from Wellesley Street and Wyndham Street
- Federal Street from Mayoral Drive and Wyndham Street

The walkover did not include Queen Street unless those buildings were on the corners of those streets included in the walkover. There is an assumption that Queen Street businesses will not suffer from the same loss of footfall that other businesses in close proximity to the works will be getting the main north-south connection through the city.

Retail, hospitality and accommodation (hotels and backpackers) were considered to be the most sensitive to impacts although other businesses will also be affected during construction and post-completion. There are a large number of office buildings for example that will experience some impacts. The majority of offices are on upper floors and less likely to be impacted by works on the street.

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Table 1 Results of 2022 selected site walkover information for first floor and ground floor businesses

| Type of unit  | Number of units | Percentage  |
|---------------|-----------------|-------------|
| Hospitality   | 152             | 44%         |
| Retail        | 128             | 37%         |
| Accommodation | 29              | 8%          |
| Office        | 45              | 13%         |
| Recreation    | 10              | 3%          |
| Vacant        | 75              | 22%         |
| <b>Total</b>  | <b>348</b>      | <b>100%</b> |

### Vacant stores

Site walkover information found approximately 22% of first floor and ground floor business units were vacant as at 23 September 2022. During the preparation of the CRL SIBDDWP<sup>3</sup> a site walkover was also undertaken of the area adjacent to the CRL works on 30 November 2019.

#### Changes in vacancies in first floor and ground floor sites

| Location             | Nov 2019 | 23 Sept 2022 | Change |
|----------------------|----------|--------------|--------|
| Wellesley Street     | 4        | 9            | +5     |
| Victoria Street West | 4        | 4            | -      |
| Albert Street        | 4        | 7            | +3     |

It is acknowledged that the past few years have been particularly challenging for businesses in the city centre with significant impacts from both COVID-19 and CRL works.

The Ministry of Business Innovation & Employment<sup>4</sup> noted that Auckland region was significantly impacted by extended periods at higher COVID-19 Protection Framework restrictions resulting in a direct negative impact on the local economy and the community's wellbeing. The effect of restrictions combined with a lack of international visitors including international students and overseas migration was evident in the region's employment forecasts.

<sup>3</sup> [https://issuu.com/cityraillinkltd/docs/social\\_impact\\_and\\_business\\_disruption\\_delivery\\_wo/22](https://issuu.com/cityraillinkltd/docs/social_impact_and_business_disruption_delivery_wo/22)

<sup>4</sup> <https://www.treasury.govt.nz/sites/default/files/2021-02/effects-covid-19-regional-economies-nz-infometrics.pdf>



Figure 2 Ground and first floor businesses in the midtown area

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## Residents in the Midtown Area

There are a growing number of residents in the city centre, mostly in apartment buildings. Residential buildings have been identified either during the site walkover or through online databases for residential property sales in the past year. The buildings identified are shown in Figure 3. Within those buildings some are apartment buildings which are considered high density and will have a large number of residents.

A common request from residents is for greater respect for people living in the city centre, including consideration of noisy works and maintenance activities. The timing of work is important for residential stakeholders and should consider times when people are likely to be sleeping or unwinding – there is a perception that the needs of businesses is prioritised over those of residents, which is inequitable.

The features and standards of residential property in the city centre vary significantly. Some are heritage buildings with little noise-proofing and are more vulnerable to vibration. Others may have been built or retrofitted with features such as double-glazing, which reduces the impacts of exterior noise on the residents. It's important to note that even those with double-glazing may still be impacted by noise, especially in summer when windows are open. Project teams are encouraged to understand more about the residential facilities before considering evening or weekend work, and to be mindful of people working from home during traditional office hours.

### What the 2018 Census indicates about who lives in midtown<sup>5</sup>

#### *Population, Age Profile and Ethnicity*

- The total population for those who reported living in the midtown area (based on SA1 boundaries) was approximately 6,400 people.
- The median age of the SA1 was 31, lower than the median for Auckland region (34.7).
- There was a high proportion of people born overseas living in the SA1 approximately 80%. A high proportion of people in SA1 (54%) identified as Asian ethnicity compared to the Auckland region (21%). 31% of residents in the SA1 identified as European.

#### *Dwellings*

- There are a higher proportion of people who rent in the SA1 (77%) compared to the Auckland region (55%). In the SA1 78% of properties were occupied, 12% of properties were unoccupied and 10% were under construction.
- Generally most landlords are private landlords (91% in SA1), compared to 82% in the Auckland region. The median weekly rent is \$449 in similar to the Auckland Region (\$450).

#### *Employment and commuting*

- Employment rate in SA1 (48%) was slightly lower than Auckland Region (52%). The most common occupations of those living in SA1 were Professionals (26%), community and personal service workers (15%), and managers (15%).
- In the SA1 area approximately 27% of those normally resident were in full-time study and 5% were in part-time study.
- The average personal income for SA1 was \$31,700 below the median for the Auckland region (\$34,400)
- 64% of households in SA1 area had no car compared to 7% in the Auckland region. A higher proportion of residents in SA1 (52%) indicated they walked to work or caught public transport to work (25%) compared to the Auckland region (4% and 11% respectively).

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<sup>5</sup> 2018 Census data available at <https://www.stats.govt.nz/2018-census/>



Figure 3 Residential and accommodation properties in the midtown area



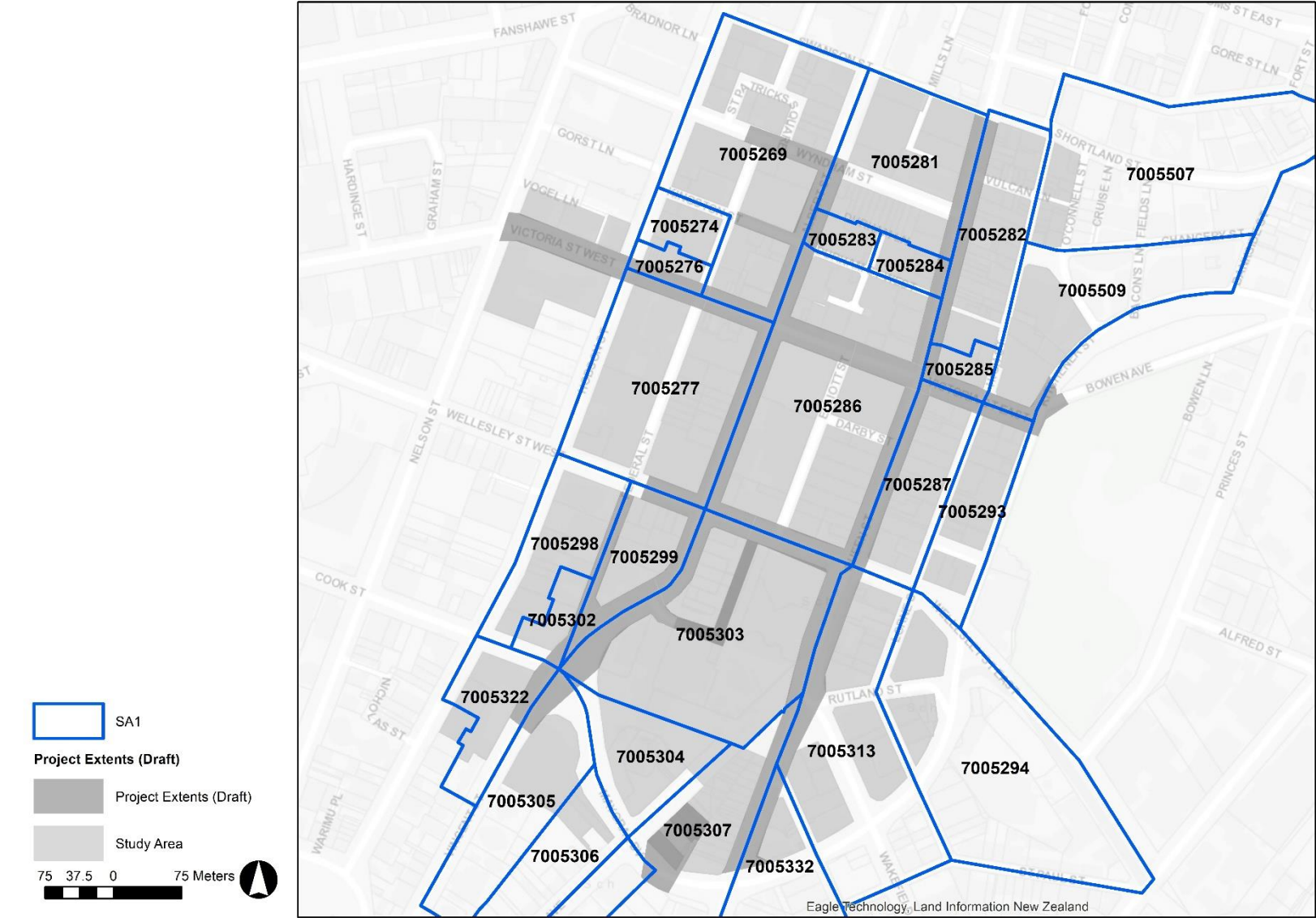


Figure 4 Census SA1 boundaries for the midtown area

# Impact Analysis

## Key themes of impacts

The report identifies those factors likely to result in disruption for those groups identified during construction. The factors and their resulting impacts shown under key themes in *Table 2*.

The severity of disruption on businesses will be dependent on duration, length of works, scale and type of works. In general construction effects to businesses are related to loss of foot traffic, noise and vibration, dust, access and deliveries. These effects result in reduced revenue and generate stress, anxiety and frustration for business owners and managers.

*Table 2 Potential disruption factors and social impacts for receivers in the midtown area used for impact assessment*

| Theme                         | Disruption factors  | Social Impact   |
|-------------------------------|---|---|
| Access, loading and servicing | <ul style="list-style-type: none"> <li>Footpath changes and closures reduce convenience for pedestrians and active modes</li> </ul>   | <ul style="list-style-type: none"> <li>Customers take a different route which reduced foot traffic in areas of construction reducing trade for nearby businesses</li> </ul>   |
|                               | <ul style="list-style-type: none"> <li>Access is not suitable for all people including those with disabilities or physical limitations such as the elderly, parents with prams or young children</li> </ul> | <ul style="list-style-type: none"> <li>People cannot get to their destination reducing their ability to access their homes as well as opportunities for work, education, healthcare etc, and reducing trade for nearby businesses</li> </ul>  |
|                               | <ul style="list-style-type: none"> <li>Pavements and surfaces are uneven and there are trip hazards</li> </ul>  | <ul style="list-style-type: none"> <li>Safety is reduced and there is an increased risk of injury negatively affecting health and wellbeing</li> <li>Vulnerable groups cannot access their destination, negatively impacting their way of life</li> <li>Loading and servicing become more difficult and less safe</li> </ul>        |
|                               | <ul style="list-style-type: none"> <li>Response times for emergency vehicles lengthen</li> </ul>  | <ul style="list-style-type: none"> <li>Increased risk of serious illness or death due to delayed emergency response</li> </ul>  |
|                               | <ul style="list-style-type: none"> <li>Detours or reduced traffic lanes generate congestion</li> </ul>  | <ul style="list-style-type: none"> <li>Vehicles take a different route reducing trade for nearby businesses and/or causing implications for the wider transport network</li> <li>Drivers do not respond to the conditions and there are increased accidents resulting in injuries and psychological and financial damage</li> </ul> |

| Theme                                     | Disruption factors   | Social Impact  |
|---|--|--|
|   | <ul style="list-style-type: none"> <li>The location of bus stops and pick-up/drop-off points are reduced or modified</li> </ul>                                | <ul style="list-style-type: none"> <li>Closed or relocated bus stops can be less convenient. Changes in access to public transport and pick-up/drop-off points disproportionately affect low-income, disabled, the elderly and other groups who may rely on the service.</li> <li>Changes to the public network have flow-on effects on pedestrian traffic and consequences for businesses who rely on that traffic</li> </ul>               |
| Access, loading and servicing (continued) | <ul style="list-style-type: none"> <li>The location of loading zones are reduced or modified</li> </ul>  | <ul style="list-style-type: none"> <li>Loading bays for businesses are used at all times during the day and the loss of loading zones or changes in loading zones can affect deliveries affecting their sales</li> <li>Loading zones downhill from the destination introduce difficulties in moving items uphill, and health and safety issues for the people moving them</li> </ul>   |
|   | <ul style="list-style-type: none"> <li>On-street stopping, or parking is reduced or removed.</li> </ul>  | <ul style="list-style-type: none"> <li>Loss of parking may contribute to illegal parking or parking on side streets / in residential parking</li> <li>Loss of parking can also deter customers resulting in impacts to businesses.</li> <li>For hotels and accommodation parking zones are needed for guests to come and go. Poor access to parking, coaches and pick-up/drop-off spaces can result in negative guest experience.</li> </ul> |
|   | <ul style="list-style-type: none"> <li>Waste may need to be collected from street frontages or access lanes which are blocked by construction works</li> </ul> | <ul style="list-style-type: none"> <li>Litter and rubbish is builds up which reduces the amenity of the area</li> <li>The business is unable to manage its waste, affecting its ability to operate.</li> </ul>   |
| Visibility and wayfinding                 | <ul style="list-style-type: none"> <li>Changes in the road / footpath network and fences, hoardings and cones</li> </ul>                                       | <ul style="list-style-type: none"> <li>Reduction in foot traffic because of detours or reduced amenity of the area affect business trading</li> <li>Safety and security concerns arise if spaces encourage antisocial behaviour or appear unsafe (CPTED principles)</li> </ul>   |
|   | <ul style="list-style-type: none"> <li>Plant, equipment, fences, hoardings obscure business signage</li> </ul>   | <ul style="list-style-type: none"> <li>Increased frustration, stress and fear for users unable to find a location, and reduction in customers for businesses</li> </ul>  |



| Theme                  | Disruption factors   | Social Impact  |
|------------------------|--|--|
| Timing and Duration    | <ul style="list-style-type: none"> <li>Ongoing construction in the city increasing exposure to noise, dust, changes in access and wayfinding etc.</li> </ul>   | <ul style="list-style-type: none"> <li>Construction fatigue and a growing sense of dissatisfaction with additional projects and extensions to projects, and lower tolerance for disruption</li> </ul>  |
|                        | <ul style="list-style-type: none"> <li>Noisy, dusty activities during peak times or seasons</li> </ul>   | <ul style="list-style-type: none"> <li>Summer season (December to March) is the peak season for many businesses especially hospitality and accommodation providers due to number of visitors to the city. Works at this time will be more disruptive.</li> <li>Some retailers are reliant on pre-Christmas trade to ensure profitability for the year. Works should be avoided near key retail locations in November and December.</li> </ul>  |
| Noise                  | <ul style="list-style-type: none"> <li>Noisy plant and equipment or activities e.g. rock breaking causes nuisance</li> <li>Noise from workers e.g. loud music, shouting</li> <li>Noise from nighttime works</li> </ul> | <ul style="list-style-type: none"> <li>Disturbance reduces attractiveness of businesses to customers</li> <li>Disruption impacts quiet enjoyment of spaces for residents and visitors</li> <li>Generates annoyance and interferes in conversation, reduces work efficiency and impacts learning</li> <li>Causes stress and effects mental health</li> <li>Results in poor physical health e.g. hearing loss, increased blood pressure resulting in wider community health impacts</li> </ul> |
| Dust                   | <ul style="list-style-type: none"> <li>Dust is deposited on buildings, cars, footpath</li> </ul>   | <ul style="list-style-type: none"> <li>Nuisance for residents, businesses resulting in financial costs</li> <li>Reduces the appeal of an area affecting how long people want to spend there, whether they want to live there, shop or eat there</li> </ul>   |
|                        | <ul style="list-style-type: none"> <li>Dust is emitted into the atmosphere</li> </ul>  | <ul style="list-style-type: none"> <li>Increased health impacts (respiratory disease) resulting in wider community health impacts</li> </ul>   |
| Quality of environment | <ul style="list-style-type: none"> <li>Lack of appropriate lighting</li> </ul>   | <ul style="list-style-type: none"> <li>Reduced appeal to walk through dark area</li> <li>Diminished perception of safety and increased fear of crime</li> <li>Encourages antisocial behaviour</li> </ul>   |
|                        | <ul style="list-style-type: none"> <li>Narrow/dark pathways and obscured sight lines</li> </ul>  | <ul style="list-style-type: none"> <li>Safety and security concerns arise if spaces encourage antisocial behaviour or appear unsafe (CPTED principles)</li> </ul>  |
|                        | <ul style="list-style-type: none"> <li>A number of shops close</li> </ul>  | <ul style="list-style-type: none"> <li>Loss of active frontages results in fewer people around and affects the use and vibrancy of street</li> </ul>   |

| Theme                         | Disruption factors   | Social Impact  |
|-------------------------------|--|--|
|                               | <ul style="list-style-type: none"> <li>Reduced foot traffic</li> </ul>   | <ul style="list-style-type: none"> <li>Increased graffiti resulting in reduced appeal of an area affecting how long people want to spend there, whether they want to live there, shop or eat there.</li> <li>Perception of decreased safety and increased fear of crime.</li> </ul>  |
| Stress and financial concerns | <ul style="list-style-type: none"> <li>Business access is disrupted affecting business operations</li> </ul>               | <ul style="list-style-type: none"> <li>Reduced revenue for businesses during construction works resulting in stress and financial pressures.</li> <li>This is particularly impactful for small businesses or those reliant on foot traffic / walk bys.</li> </ul>  |
|                               | <ul style="list-style-type: none"> <li>Loss of customers due to access, parking, detours and wayfinding factors</li> </ul> | <ul style="list-style-type: none"> <li>Reduced revenue for businesses during construction works resulting in stress and financial pressures. This is particularly impactful for small businesses or those reliant on foot traffic / walk bys.</li> <li>Reduced trust and confidence in council projects and declining social license for further works.</li> </ul> |
| Other                         | <ul style="list-style-type: none"> <li>Disruption to electricity, water, communications or other utilities.</li> </ul>     | <ul style="list-style-type: none"> <li>Inconvenience for residents and impacts their daily routines</li> <li>Impacts on businesses' ability to operate. Having to close means a loss of revenue resulting in stress and financial pressure.</li> </ul>   |

## Key insights for constructors and project teams in midtown

The following key themes should be considered by project teams to make the biggest difference to the people of midtown:

- Get each part done quickly – keep the disruption in each location as short as possible, and time work to minimise disruption in peak periods
- Limit sites to active areas – leave as much space as is practical, so there's more space for the city to carry on operating well around the site
- Ensure effective access for residents, businesses, customers, visitors, operations, services and emergency services at all times
- Consider Crime Prevention Through Environmental Design in site management, so people feel safe and comfortable around the site
- Don't forget about residents

**Focus on:**  
**Te Hā Noa**  
**Victoria Street**



## Impacted People on Victoria Street

An 'area of social influence' consists of the people potentially impacted by a project. The most significant social impacts, particularly those relating to community wellbeing and amenity values, are anticipated to occur in closest proximity to the project's construction footprint.

The full list of impacted stakeholders is included in Appendix 1. Note that this is a point-in-time snapshot and will evolve over time as new information comes to light.

A summary of the locations of those adjacent properties is shown in Figure 5 and a summary of the stakeholder types is shown in Figure 6. Within the identified stakeholders there are some groups who are most likely to be affected by disruption. These groups are set out in **Table 3** below.

*Table 3 Key groups for consideration for impact assessment*

| User       | Groups                                  | Location   | Comment   |
|------------|---|--|---|
| Businesses | Frontages adjacent to work zones        | <ul style="list-style-type: none"> <li>Block B</li> <li>Block D</li> <li>Block F</li> <li>Block E</li> <li>Block H</li> <li>Block I</li> </ul> | <ul style="list-style-type: none"> <li>Businesses adjacent to the works, on first floor and ground floor units are more likely to be severely affected by disruption.</li> <li>If businesses have only one entrance/exit which is adjacent to the works, the disruption is likely to be more severe. Some businesses on blocks B, D and E have frontages only onto to Victoria Street and require continual access for services and deliveries.</li> <li>Refer to the Te Hā Noa Construction Staging Plan and Appendix 1 for more detail</li> </ul>   |
|            | Businesses most reliant on foot traffic | <ul style="list-style-type: none"> <li>Block B</li> <li>Block D</li> <li>Block E</li> <li>Block H</li> <li>Block I</li> </ul>                  | <ul style="list-style-type: none"> <li>Disruption in access is likely to be a key factor. Businesses more reliant on foot traffic will be more severely impacted.</li> <li>Businesses more reliant on casual foot traffic include takeaway cafes and restaurants, convenience stores, bars</li> <li>Those businesses which are less reliant on foot traffic include high-end restaurants, banking, law firms, health practitioners, supermarkets</li> <li>Those which are somewhat dependent on foot traffic include hairdressers, real estate agents, destination retail stores</li> <li>Small-medium businesses may be less resilient to disruption effects and therefore be more severely impacted</li> <li>There are a number of businesses which have frontages to Victoria Street but of particular concern are those at the Kitchener end of Victoria Street and those on the corner of Victoria and Albert due to the challenges with wayfinding</li> </ul> |

| User                   | Groups             | Location   | Comment  |
|------------------------|--------------------|--|--|
| Residents and visitors | Project neighbours | <ul style="list-style-type: none"> <li>Block B</li> <li>Block H</li> <li>Block J</li> <li>Block M</li> </ul> | <ul style="list-style-type: none"> <li>Residents living adjacent to the works are more likely to be severely affected by disruption.</li> <li>Residential stakeholders are largely located on Victoria Street in the blocks between Queen and Kitchener and Federal and Nelson.</li> </ul>   |
|                        | Hotel guests       | <ul style="list-style-type: none"> <li>Block E</li> </ul>  | <ul style="list-style-type: none"> <li>The main temporary accommodation providers on Victoria Street are located on the northern side between Albert and Queen.</li> <li>The experience of guests staying in these facilities will be coloured by their experiences of any disruption, which may have financial implications for the operators.</li> </ul>   |
|                        | Street whanau      | <ul style="list-style-type: none"> <li>Block E</li> <li>Block G</li> <li>Block K</li> </ul>                  | <ul style="list-style-type: none"> <li>Rough sleepers, people who are begging and the wider street community tend to congregate outside Countdown in Block E, on Elliot St in Block G, and near the Sky Tower/Federal St in Block K. Construction in those areas has the potential to increase conflicts in confined spaces or to displace groups into neighbouring areas.</li> </ul>  |
|                        | Vulnerable groups  | <ul style="list-style-type: none"> <li>All Blocks</li> </ul>   | <ul style="list-style-type: none"> <li>Vulnerable groups for the purpose of this report include low-income groups, those with disabilities, the elderly, parents with prams or young children.</li> <li>Vulnerable groups are more likely to be affected by disruption.</li> <li>Vulnerable groups have not been assigned to a specific location. However further engagement with local stakeholders could identify any locations of concern.</li> </ul> |



Figure 5 Location of blocks with frontages on Victoria Street

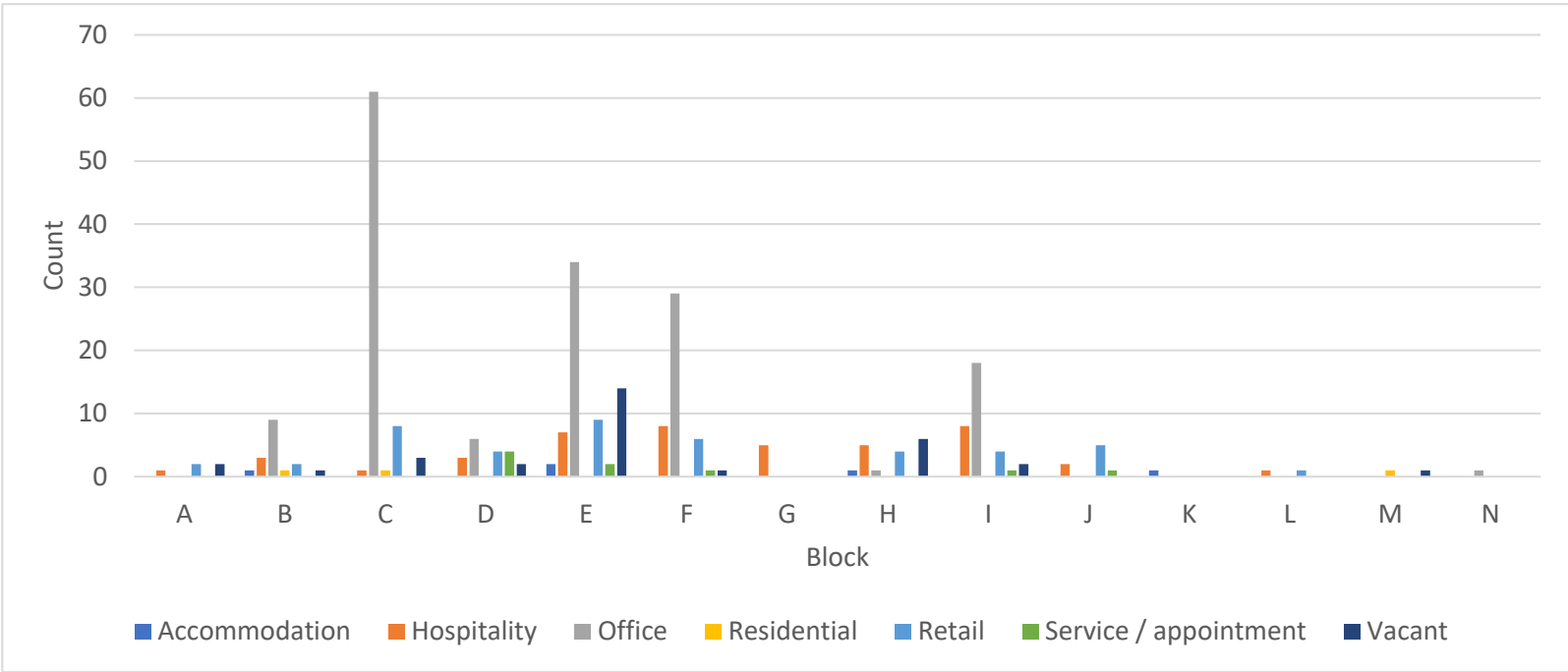


Figure 6 Types of stakeholders on Victoria Street

## Victoria Street Concerns and insights

Interviews with stakeholders in the Te Hā Noa area identified key concerns from these stakeholders, to inform planning and construction phases:

*Table 4 Stakeholder concerns – Victoria Street*

| Theme  | Concern raised by stakeholder  | Insights   |
|--------|--|--|
| Access | <ul style="list-style-type: none"> <li>Potential impact of traffic and congestion due to road changes</li> </ul>   | <ul style="list-style-type: none"> <li>Traffic and congestion results in frustration and stress for drivers. It also results in increased air emissions and reduced amenity</li> <li>Poor phasing of temporary lights etc. can impact people being able to enter and exit carparking buildings, particularly during peaks times e.g. 9am and 5pm</li> <li>Good traffic management practices are required and early notice of works should be made available to business, residents but also people who may be travelling through the city</li> </ul> |
|        | <ul style="list-style-type: none"> <li>Safety concerns for pedestrians and vehicles from general traffic and construction traffic under changed road conditions</li> </ul> | <ul style="list-style-type: none"> <li>Changed conditions, particularly where signage isn't clear, can result in frustration and stress for drivers</li> <li>In some instances it can also result in safety issues e.g. disobeying road rules and going the wrong way up a one way street</li> <li>Changes in road conditions should be clearly signed, traffic managers should be present to deter illegal traffic movements, early notice of works should be provided to business, residents and those travelling through the city</li> </ul>      |



| Theme | Concern raised by stakeholder  | Insights   |
|-------|--|--|
|       | <ul style="list-style-type: none"> <li>Limited access for building maintenance, repairs and fit out</li> </ul>                                 | <ul style="list-style-type: none"> <li>Building owners may need to carry out maintenance or repairs. Examples include painting, replacing facades or awnings and fit out of units. This is difficult with construction works happening adjacent to the building.</li> <li>The inability to carry out maintenance affects the feel of the environment and impacts current and existing tenants. It could make spaces more difficult to lease or tenants may move.</li> <li>It is important to understand any intentions for future works building owners may have and to work with them to identify when and how these works can be carried out e.g. it might be preferred to replace an awning after works have been completed to reduce the potential for damage or dust of the new awning</li> <li>Ongoing engagement with building owners and tenants will reduce frustration for building owners and result in improved outcomes for the area e.g. fewer vacant spaces, more vibrant street, less private disruption to completed streetscape</li> </ul> |
|       | <ul style="list-style-type: none"> <li>Access for emergency vehicles</li> </ul>  | <ul style="list-style-type: none"> <li>Emergency vehicles need to access businesses and homes quickly if something happens. Stakeholders wanted assurances that these vehicles would be able to get access to properties quickly if something happened.</li> <li>The social impact of delayed emergency response is increased risk of serious illness or death due to delayed emergency response. This can also impact employee mental health if there is a serious incident.</li> </ul>   |
|       | <ul style="list-style-type: none"> <li>Negative perceptions of the city centre as a result of the potential for disruption effects.</li> </ul> | <ul style="list-style-type: none"> <li>Poor access (as well as wayfinding and amenity issues) can result in people choosing not to visit the city centre because of previous poor experiences or fear of getting lost, not being able to park etc.</li> <li>This results in a decrease in visitation and ultimately effects businesses who have less customers and receive less revenue. Resulting in stress and financial pressures for these businesses. Residents may be less likely to receive visitors.</li> <li>Early notice of disruption or changes in the city should be widely notified and should consider the needs of a range of users including visitors to the city.</li> </ul>   |

| Theme                          | Concern raised by stakeholder  | Insights  |
|--------------------------------|--|---|
| Parking, loading and servicing | <ul style="list-style-type: none"> <li>How parking and loading zones will be managed.</li> </ul> | <ul style="list-style-type: none"> <li>Some businesses depend on on-street parking for their customers for any businesses e.g. hotels which are dependent on parking spaces / stopping zones</li> <li>Requiring guests to carry bags uphill to the entrance of a hotel/backpackers is not ideal both from a customer safety and convenience perspective and could lead to poor guest experience resulting in stress and frustration for guests but also for hotel staff</li> <li>There is the potential for negative effects on residents if construction traffic or parking is not adequately managed, including reduced safety for pedestrians and frustration caused by impeded access</li> <li>Loading zones and parking needs to be managed strategically and project managers should have a good understanding of the availability of parking and loading zones in the wider area</li> <li>Effective parking enforcement is critical</li> </ul> |
|                                | <ul style="list-style-type: none"> <li>Loss of loading zones</li> </ul>                          | <ul style="list-style-type: none"> <li>Loading zones are particularly important where the business has only one entrance off Victoria Street</li> <li>Loss of loading zones and loading zones provided too far away or downhill from businesses would result in delay or interruption to deliveries and impact business operations and potentially revenue</li> <li>Project managers should understand the needs of businesses and identify the nearest or best placed loading zones to meet that need. Ongoing consultation with businesses is required to ensure that disruption to business operations is minimised to reduce impacts on businesses</li> </ul>   |
|                                | <ul style="list-style-type: none"> <li>Parking for tenants in commercial buildings</li> </ul>    | <ul style="list-style-type: none"> <li>Building owners and managers will want to retain good access for their tenants. If parking is disrupted tenants will complain or leave which impacts on the building owners and managers through stress and frustration, the added impact of the tenants' negative experience</li> <li>While new developments no longer have minimum car parking requirements existing developments may have requirements to maintain a minimum number of carparks unless they have applied for a variation to their consent under the RMA</li> <li>Project managers should understand the parking requirements for specific buildings and work with building owners and managers as well as tenants to retain access and parking</li> </ul>   |

| Theme                     | Concern raised by stakeholder  | Insights   |
|---------------------------|--|--|
|                           | <ul style="list-style-type: none"> <li>Loss of coach parking</li> </ul>  | <ul style="list-style-type: none"> <li>Coach parking is essential for accommodation providers due to the needs of group travel. Loss of group travel results in a significant loss of revenue for these businesses. Loss of revenue generates stress and financial pressure for these businesses.</li> <li>Coach parking should be maintained. Specific access requirements for certain businesses at certain times e/.g/ to facilitate group travel may be required. Where possible this should be accommodated in the construction programme.</li> </ul>   |
|                           | <ul style="list-style-type: none"> <li>Parking for construction workers noting that without sufficient parking workers end up parking illegally which cause frustration and safety concerns</li> </ul> | <ul style="list-style-type: none"> <li>Residents in particular have raised a lack of enforcement for illegally parked vehicles and safety concerns with vehicles on the pavement</li> <li>A proactive response should be for the project manager to directly liaise with Auckland Transport enforcement team to resolve issues of illegal parking</li> <li>Contractor briefings should include parking i.e. to not park on sidewalks or in loading zones</li> </ul>  |
| Visibility and wayfinding | <ul style="list-style-type: none"> <li>Lack of public facilities</li> </ul>  | <ul style="list-style-type: none"> <li>Business noted it was essential to have wayfinding in place for public restrooms to avoid people trying to use their facilities</li> <li>Consider including public facilities in any wayfinding material and signpost around the site</li> </ul>  |
|                           | <ul style="list-style-type: none"> <li>The general presence of construction works, cones and fencing in the vicinity and how this affects the attractiveness of the environment</li> </ul>             | <ul style="list-style-type: none"> <li>During previous works, narrow footpaths caused problems from a visitor experience. Narrow footpaths resulted in dark, cramped walkways which were not appealing for visitors</li> <li>Give the maximum amount of space possible for walkways. Narrow walkways were also not necessarily accessible for parents with prams, people in wheelchairs</li> <li>Consider lighting, signage and other treatments to support the urban realm during construction</li> </ul>   |
|                           | <ul style="list-style-type: none"> <li>Lack of business signage</li> </ul>   | <ul style="list-style-type: none"> <li>Some businesses are reliant on foot traffic e.g. takeaway cafes and restaurants, convenience stores, bars. These businesses need good signage and clear routes to encourage people to walk past their store. A loss of foot traffic results in less revenue for the business causing stress and financial pressure.</li> <li>Many people visit the city centre and without clear signage guests and visitors who may not be familiar with the area may not be able to navigate it easily</li> <li>Ensure that business signage is clear and in the right place to help people find their way</li> </ul> |

| Theme               | Concern raised by stakeholder   | Insights  |
|---------------------|---|---|
| Timing and Duration | <ul style="list-style-type: none"> <li>Construction effects in some parts of Midtown will be prolonged as a result of consecutive or overlapping projects.</li> <li>There is already 'construction fatigue' which will be exacerbated by further disruption due to Midtown projects.</li> </ul> | <ul style="list-style-type: none"> <li>Significant concerns for the timing of projects and the potential for lengthy works</li> <li>Consider timing and staging which would result in a shorter duration of most intensive disruption</li> <li>Where possible construction timing should be informed by consultation with affected stakeholders. Known considerations include: <ul style="list-style-type: none"> <li>No or minimal disruption outside relevant retailers in November and December</li> <li>Minimal disruption to hospitality outlets preferred November to March</li> <li>Access to hotels is key in peak summer period November to April</li> </ul> </li> </ul> |
|                     | <ul style="list-style-type: none"> <li>Impacts of utilities works in addition to or after construction works.</li> </ul>  | <ul style="list-style-type: none"> <li>Examples of hospitality businesses having to close early on evenings resulting in loss of revenue and impacting on businesses</li> <li>Utilities works are disruptive, and the disruption is more changeable and can be unplanned</li> <li>The approach should advocate for 'dig once' to limit the potential impacts to stakeholders from this disruption</li> <li>Proactive response including working with utility operators where works are likely to cause significant disruption to local businesses in the area</li> </ul>  |
| Noise and dust      | <ul style="list-style-type: none"> <li>Contractor behaviour, particularly with regards to noise (loud music, shouting)</li> </ul>   | <ul style="list-style-type: none"> <li>Educating and informing construction workers around actions they can take to minimise disruption on a day to day basis</li> <li>Measures adopted for other projects include 'good neighbour' awards and recognition for going above and beyond</li> <li>There should be a focus on developing and maintaining relationships with stakeholders in the area as this will likely reduce complaints</li> </ul>   |
|                     | <ul style="list-style-type: none"> <li>Existing issues with noise from maintenance carried out by Auckland Council including water blasting and leaf blowing</li> </ul>   | <ul style="list-style-type: none"> <li>Timing of construction work and maintenance activities is important and should avoid periods when people are trying to sleep</li> <li>If works are required in evenings advance notice needs to be provided which includes clear justification for these works</li> </ul>  |
|                     | <ul style="list-style-type: none"> <li>Dust from construction works being deposited on buildings</li> </ul>   | <ul style="list-style-type: none"> <li>Cleaning of buildings is required to support the amenity of the area during construction.</li> </ul>   |

| Theme                  | Concern raised by stakeholder  | Insights   |
|------------------------|--|--|
| Quality of environment | <ul style="list-style-type: none"> <li>Where there are closures or spaces which are not leased during works this negatively impacts the feeling of the environment</li> </ul>          | <ul style="list-style-type: none"> <li>Loss of active frontages results in fewer people around and affects the use and vibrancy of street</li> <li>Consideration should be given to the use of empty units for site offices</li> </ul>   |
|                        | <ul style="list-style-type: none"> <li>Encouraging visitation to the area during construction works</li> </ul>   | <ul style="list-style-type: none"> <li>Loss of foot traffic due to a loss of visitation is likely to impact businesses</li> <li>Urban realm / activation measures including hoardings, lighting, pocket parks should be considered</li> </ul>  |
|                        | <ul style="list-style-type: none"> <li>Litter, dirt, graffiti further reduce the amenity of the area</li> </ul>  | <ul style="list-style-type: none"> <li>Mental health impacts from a poor quality environment (dirty, noisy, run down)</li> <li>Compounding effect of the impact of customers' bad experiences and frustration for businesses</li> <li>proactively raise the issue with council and in some instances even worked with council to deliver positive outcomes for stakeholders in their area e.g. extra street cleaning</li> <li>Cleaning and maintenance of the area would help keep up the area during construction and improve the quality of the environment</li> </ul> |
|                        | <ul style="list-style-type: none"> <li>Direct loss of outdoor seating due to construction works as well as reduced desirability for outdoor seating due to reduced amenity.</li> </ul> | <ul style="list-style-type: none"> <li>For some businesses this can be up to half their capacity and the loss will be significant in terms of their income</li> <li>Works in or adjacent to areas of outdoor seating should be as short as possible and the timing should be discussed with business owners e.g. to avoid summer peak</li> </ul>   |
|                        | <ul style="list-style-type: none"> <li>Area is not recognised as a residential area</li> </ul>   | <ul style="list-style-type: none"> <li>Need to respond and engage with residents specifically to ensure that resident's needs are included in the programming of works</li> <li>There should be a focus on developing and maintaining relationships with stakeholders in the area as this will likely reduce complaints</li> </ul>   |

| Theme                         | Concern raised by stakeholder  | Insights  |
|-------------------------------|--|---|
| Stress and Financial concerns | <ul style="list-style-type: none"> <li>Business support is needed for loss of revenue</li> </ul>               | <ul style="list-style-type: none"> <li>The Targeted Hardship Fund (THF)<sup>6</sup> and Small business programme<sup>7</sup> have been received positively</li> <li>Local procurement and spend including coffee Fridays, spend local to win, free parking vouchers for restaurants</li> <li>The loss of a number of businesses would result in business closures and would affect employment</li> </ul>  |
|                               | <ul style="list-style-type: none"> <li>Businesses are still recovering from the impacts of COVID-19</li> </ul> | <ul style="list-style-type: none"> <li>Businesses are still recovering from the financial impacts of COVID-19. For accommodation and hospitality businesses the lack of visitors to the city has result in significant financial pressure.</li> <li>The impact of future construction works and the potential for this to further impact of business operations and revenue was a source of stress and anxiety</li> <li>Business needs need to be considered during programming and planning of construction works to minimise impacts to these stakeholders</li> </ul> |

<sup>6</sup> <https://www.cityraillink.co.nz/targetedhardshipfund>

<sup>7</sup> [https://issuu.com/cityraillinkltd/docs/la0342\\_small\\_business\\_support\\_programme\\_info\\_pack](https://issuu.com/cityraillinkltd/docs/la0342_small_business_support_programme_info_pack)

## Appendix 1 – List of Stakeholders

| Block | Building / Unit name | Level | Business Address        | Business Name   | Receiver Type | What is the main activity of the business | Details (frontage, outdoor dining, hours etc)                         |
|-------|----------------------|-------|-------------------------|---|---------------|---|---|
| A     |                      | 1F    | 52 High Street          | Carpark   | Carpark       | Multi storey carpark                      | Carpark managed by AT access is from Kitchener and exit is on High St |
| A     |                      | G     | 52 High Street          | Habibi cafe and convenience store   | Retail        | Convenience Store                         |   |
| A     |                      |       | 62 High Street          | Vacant  | Vacant        | Vacant retail                             |   |
| A     |                      | G     | 54-62 High Street       | Empty units   | Hospitality   |   |   |
| A     |                      |       | 60-54 High Street       | Vacant  | Vacant        | Vacant retail                             |   |
| A     |                      | G     | 64-66 High Street       | The Brand Warehouse   | Retail        | Retail                                    |   |
| B     |                      | G     | 2 Lorne Street          | Ray white   | Office        | Real estate office                        |   |
| B     |                      | G     | 2 Lorne Street          | Sierra cafe   | Hospitality   | Café / coffee shop                        |   |
| B     |                      | 1F    | 23 Victoria Street East | Escapade  | Office        | Office                                    |   |
| B     | Victoria House       | 4     | 23 Victoria Street East | Frontier Studio   | Office        | Office                                    |   |
| B     | Victoria House       | 4     | 23 Victoria Street East | Healthy Design & Technology   | Office        | Office                                    |   |
| B     | Victoria House       | 3     | 23 Victoria Street East | Park Chambers - Bill Manning, Richard Thompson, Georgina Bowker, Michael Savage | Office        | Office                                    |   |
| B     | Victoria House       | 3     | 23 Victoria Street East | Paul Dacre  | Office        | Office                                    |   |
| B     | Victoria House       | 2     | 23 Victoria Street East | Ray White City Apartment Sales  | Office        | Office                                    |   |
| B     | Victoria House       | 3     | 23 Victoria Street East | Rosemary L. Thompson  | Office        | Office                                    |   |
| B     |                      | G     | 23 Victoria Street East | Vacant  | Vacant        | Office                                    |   |
| B     | Victoria House       | 4     | 23 Victoria Street East | Watermark Creative  | Office        | Office                                    |   |

## Midtown Community Profile and Impact Assessment

| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b> | <b>Business Name</b> | <b>Receiver Type</b> | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b>                         |
|--------------|-----------------------------|--------------|-------------------------|----------------------|----------------------|--|--|
| B            |                             | G            | 27 Victoria Street East | Frienz               | Accommodation        | Backpacker                                       |  |
| B            |                             |              | 27 Victoria Street East | Il brutto            | Hospitality          | Nightclub and bar                                |  |
| B            |                             | G            | 29 Victoria Street West | Vacant               | Vacant               | Vacant   |  |
| B            |                             | G            | 29 Victoria Street East | Shosha               | Retail               | Retail   | Operates 9am-10pm  |
| B            |                             | G            | 31 Victoria Street East | Victoria Liquor      | Retail               | Retail   | Operates 3pm-10pm  |
| B            |                             |              | 33 Victoria Street      | Residential          | Residential          | Residential                                      | 1 residential unit   |
| B            |                             | G            | 33 Victoria Street East | Scarecrow            | Hospitality          | Café / market / florist                          | No rear access. Deliveries and services from front of shop. Operates 8am-4pm |
| C            |                             |              | 59 High Street          | Vacant               | Vacant               | Vacant retail                                    |  |
| C            |                             | G            | 59 High Street          | Receptionist Coffee  | Hospitality          |  |  |
| C            |                             | G            | 59 High Street          | Siglo                | Retail               | Retail   |  |
| C            |                             | G            | 61 High Street          | A-Z                  | Retail               | Retail   |  |
| C            |                             | G            | 61 High Street          | Vacant               | Vacant               | Vacant   |  |
| C            |                             | G            | 61 High Street          | Prior                | Retail               | Retail   |  |
| C            |                             | G            | 61 High Street          | Zing                 | Retail               | Retail   | Operates 12pm-5pm  |
| C            | Southern Cross Building     | 2            | 59-67 High Street       | Academic Consulting  | Office               | Office   |  |
| C            | Southern Cross Building     | 11           | 59-67 High Street       | Ākarana Chambers     | Office               | Office   |  |
| C            | Southern Cross Building     | 11           | 59-67 High Street       | Alex McDonald        | Office               | Office   |  |
| C            | Southern Cross Building     | 10           | 59-67 High Street       | Andrew Gilcrest      | Office               | Office   |  |



## Midtown Community Profile and Impact Assessment

| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b> | <b>Business Name</b>                       | <b>Receiver Type</b> | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|-------------------------|--|----------------------|--|--|
| C            | Southern Cross Building     | 11           | 59-67 High Street       | Anthony Rogers                             | Office               | Office   |  |
| C            | Southern Cross Building     | 5            | 59-67 High Street       | Apple Uhak                                 | Office               | Office   |  |
| C            | Southern Cross Building     | 10           | 59-67 High Street       | Argo Environmental                         | Office               | Office   |  |
| C            | Southern Cross Building     | 10           | 59-67 High Street       | Aspire Executive Search                    | Office               | Office   |  |
| C            | Southern Cross Building     | 6            | 59-67 High Street       | Auckland Foundation                        | Office               | Office   |  |
| C            | Southern Cross Building     | 7            | 59-67 High Street       | Bendall & Cant Chartered Accountants       | Office               | Office   |  |
| C            | Southern Cross Building     | 5            | 59-67 High Street       | Blackwell Global Finance                   | Office               | Office   |  |
| C            | Southern Cross Building     | 8            | 59-67 High Street       | C&N Immigration Advisor & Asia Translation | Office               | Office   |  |
| C            | Southern Cross Building     | 11           | 59-67 High Street       | Chris Baird - Barrister                    | Office               | Office   |  |
| C            | Southern Cross Building     | 6            | 59-67 High Street       | Claudia Elliott Law                        | Office               | Office   |  |
| C            | Southern Cross Building     | 8            | 59-67 High Street       | Connect Infrastructure Ltd                 | Office               | Office   |  |
| C            | Southern Cross Building     | 1            | 59-67 High Street       | Creative NZ                                | Office               | Office   |  |

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| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b> | <b>Business Name</b>                       | <b>Receiver Type</b> | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|-------------------------|--|----------------------|--|--|
| C            | Southern Cross Building     | 8            | 59-67 High Street       | D K Wilson - Barrister                     | Office               | Office   |  |
| C            | Southern Cross Building     | 8            | 59-67 High Street       | D&D Financial Consultants                  | Office               | Office   |  |
| C            | Southern Cross Building     | 8            | 59-67 High Street       | Daniel Schellenberg - Barrister            | Office               | Office   |  |
| C            | Southern Cross Building     | 9            | 59-67 High Street       | David J Ross - Chartered Accountant        | Office               | Office   |  |
| C            | Southern Cross Building     | 10           | 59-67 High Street       | Dr Rodney Harrison QC                      | Office               | Office   |  |
| C            | Southern Cross Building     | 4            | 59-67 High Street       | Enhance Group Limited                      | Office               | Office   |  |
| C            | Southern Cross Building     | 1            | 59-67 High Street       | Enterprise Recruitment & Technical Futures | Office               | Office   |  |
| C            | Southern Cross Building     | 11           | 59-67 High Street       | Erin James                                 | Office               | Office   |  |
| C            | Southern Cross Building     | 6            | 59-67 High Street       | EuroAsia                                   | Office               | Office   |  |
| C            | Southern Cross Building     | 5            | 59-67 High Street       | Excella Property Rentals                   | Office               | Office   |  |
| C            | Southern Cross Building     | 10           | 59-67 High Street       | FIRN Analytics Ltd                         | Office               | Office   |  |
| C            | Southern Cross Building     | 11           | 59-67 High Street       | Gary Hughes                                | Office               | Office   |  |

## Midtown Community Profile and Impact Assessment

| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b> | <b>Business Name</b>                        | <b>Receiver Type</b> | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|-------------------------|---|----------------------|--|--|
| C            | Southern Cross Building     | 7            | 59-67 High Street       | Gerry Rea Partners - Insolvency Specialists | Office               | Office   |  |
| C            | Southern Cross Building     | 6            | 59-67 High Street       | Go Visa                                     | Office               | Office   |  |
| C            | Southern Cross Building     | 10           | 59-67 High Street       | GRC Partners                                | Office               | Office   |  |
| C            | Southern Cross Building     | 9            | 59-67 High Street       | Howard-Smith Pascoe                         | Office               | Office   |  |
| C            | Southern Cross Building     | 2            | 59-67 High Street       | Hudson                                      | Office               | Office   |  |
| C            | Southern Cross Building     | 11           | 59-67 High Street       | Ian Bassett - Barrister                     | Office               | Office   |  |
| C            | Southern Cross Building     | 5            | 59-67 High Street       | iVISALAW New Zealand Ltd                    | Office               | Office   |  |
| C            | Southern Cross Building     | 11           | 59-67 High Street       | James McLeod                                | Office               | Office   |  |
| C            | Southern Cross Building     | 10           | 59-67 High Street       | Louise Reed                                 | Office               | Office   |  |
| C            | Southern Cross Building     | 11           | 59-67 High Street       | McLeod & Associates - Immigration Lawyers   | Office               | Office   |  |
| C            | Southern Cross Building     | 1            | 59-67 High Street       | Ministry of Architecture + Interiors        | Office               | Office   |  |
| C            | Southern Cross Building     | 2            | 59-67 High Street       | Netsafe                                     | Office               | Office   |  |

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| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b> | <b>Business Name</b>             | <b>Receiver Type</b> | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|-------------------------|----------------------------------|----------------------|--|--|
| C            | Southern Cross Building     | 6            | 59-67 High Street       | New Millennium Group Ltd         | Office               | Office   |  |
| C            | Southern Cross Building     | 3            | 59-67 High Street       | New Zealand Symphony Orchestra   | Office               | Office   |  |
| C            | Southern Cross Building     | 2            | 59-67 High Street       | Nippon Travel Agency (NTA) N Ltd | Office               | Office   |  |
| C            | Southern Cross Building     | 11           | 59-67 High Street       | Paul Murray                      | Office               | Office   |  |
| C            | Southern Cross Building     | 11           | 59-67 High Street       | Peter Moses - Barrister          | Office               | Office   |  |
| C            | Southern Cross Building     | 8            | 59-67 High Street       | Peter Twist - Barrister          | Office               | Office   |  |
| C            | Southern Cross Building     | 4            | 59-67 High Street       | Recruit IT Group Ltd             | Office               | Office   |  |
| C            | Southern Cross Building     | 6            | 59-67 High Street       | Richard Wood - Lawyer            | Office               | Office   |  |
| C            | Southern Cross Building     | 11           | 59-67 High Street       | Roimata Smail                    | Office               | Office   |  |
| C            | Southern Cross Building     | 3            | 59-67 High Street       | Royal New Zealand Ballet         | Office               | Office   |  |
| C            | Southern Cross Building     | 5            | 59-67 High Street       | Silverstripe                     | Office               | Office   |  |
| C            | Southern Cross Building     | 3            | 59-67 High Street       | Simply                           | Office               | Office   |  |

## Midtown Community Profile and Impact Assessment

| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b> | <b>Business Name</b>               | <b>Receiver Type</b> | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|-------------------------|------------------------------------|----------------------|--|--|
| C            | Southern Cross Building     | 8            | 59-67 High Street       | Stephen Piggin - Barrister         | Office               | Office   |  |
| C            | Southern Cross Building     | 9            | 59-67 High Street       | Steven Lock - Barrister            | Office               | Office   |  |
| C            | Southern Cross Building     | 11           | 59-67 High Street       | Stuart Ryan                        | Office               | Office   |  |
| C            | Southern Cross Building     | 2            | 59-67 High Street       | Sun & L New Zealand Ltd            | Office               | Office   |  |
| C            | Southern Cross Building     | 4            | 59-67 High Street       | Tech 5 Recruitment Ltd             | Office               | Office   |  |
| C            | Southern Cross Building     | 6            | 59-67 High Street       | Tech Mahindra Limited              | Office               | Office   |  |
| C            | Southern Cross Building     | 3            | 59-67 High Street       | Tenco                              | Office               | Office   |  |
| C            | Southern Cross Building     | 4            | 59-67 High Street       | Tuscancity Property Management Ltd | Office               | Office   |  |
| C            | Southern Cross Building     | 4            | 59-67 High Street       | Walker Associate Lawyers           | Office               | Office   |  |
| C            |                             |              | 210 Queen Street        | Farmers                            | Retail               | Retail   | Operates 9am-7pm                                     |
| C            |                             |              | 210 Queen Street        | Lotus Foreign Exchange             | Retail               | Foreign exchange                                 |  |
| C            |                             |              | 210 Queen Street        | Vacant                             | Vacant               | Construction site/under renovation               |  |
| C            |                             | 3-6          | 6 Victoria Street East  | Residential                        | Residential          | Residential                                      |  |
| C            |                             | Level 1      | 10 Victoria Street East | The Cosmetic Store                 | Retail               | Retail   |  |

| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b>   | <b>Business Name</b>   | <b>Receiver Type</b>  | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|---------------------------|--|-----------------------|--|--|
| C            |                             |              | 10A Victoria Street East  | Look Sharp Store   | Retail                | Retail   |  |
| D            |                             | G            | 214 Queen Street          | Starbucks  | Hospitality           | Café / coffee shop                               | Operates 6am-9pm                                     |
| D            |                             | G            | 5 Victoria Street East    | Puffing kiwi   | Retail                | Retail   |  |
| D            |                             | G            | 7 Victoria Street East    | Sail City Mart   | Retail                | Retail   |  |
| D            |                             | G            | 9 Victoria Street East    | Vacant   | Vacant                | Vacant   |  |
| D            |                             | 1F           | 9 Victoria Street East    | Auckland Rentals Ltd   | Office                | Office   |  |
| D            |                             | G            | 9 Victoria Street East    | Vacant   | Vacant                | Vacant   |  |
| D            |                             | 1F           | 9 Victoria Street East    | Vacant   | Vacant                | Vacant   |  |
| D            |                             | 1F           | 9 Victoria Street East    | The Show Business / Veronica Fox Studio                              | Office                | Office   |  |
| D            |                             | G            | 11 Victoria Street East   | Dumpling House   | Hospitality           |  | Open 11am to 2pm                                     |
| D            |                             | G            | 13 Victoria Street East   | Yoshizawa  | Hospitality           |  | Open 11am to 9pm                                     |
| D            |                             | G            | 15 Victoria Street East   | Vacant   | Vacant                | Vacant   |  |
| D            |                             |              | 15 Victoria Street        | Office   | Office                | Office   |  |
| D            |                             | G            | 17 Victoria Street East   | Matthew's Eyewear  | Retail                | Retail   | Open 10am to 3pm                                     |
| D            | Lister Building             | 7            | 9-17 Victoria Street East | Apex Dental, B.D.S. Dental Surgeon                                   | Service / appointment | Dentist  |  |
| D            | Lister Building             | 9            | 9-17 Victoria Street East | Argo International Ltd (Importer & Exporter)                         | Office                | Office   |  |
| D            | Lister Building             | 8            | 9-17 Victoria Street East | Auckland Street Clinic (Stress management, nutritionist, naturopath) | Service / appointment | Medical  |  |
| D            | Lister Building             | 5            | 9-17 Victoria Street East | Leader Investment Group Ltd  | Office                | Office   |  |
| D            | Lister Building             | 7            | 9-17 Victoria Street East | Midtown Handtherapy  | Service / appointment | Hand therapy / physio                            |  |
| D            | Lister Building             | 7            | 9-17 Victoria Street East | Midtown Physiotherapy  | Service / appointment | Physio   |  |
| D            | Lister Building             | 6            | 9-17 Victoria Street East | Nigel L. Faigan, LLB; Barrister & Solicitor                          | Office                | Office   |  |

| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b> | <b>Business Name</b>        | <b>Receiver Type</b> | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|-------------------------|-----------------------------|----------------------|--|--|
| E            |                             |              | 98 Albert Street        | Vacant                      | Vacant               | Vacant   |  |
| E            |                             |              | 98 Albert Street        | Vacant                      | Vacant               | Vacant   |  |
| E            |                             |              | 98 Albert Street        | Vacant                      | Vacant               | Vacant   |  |
| E            |                             | G            | 100 Albert Street       | Vacant                      | Vacant               | Vacant   |  |
| E            |                             |              | 102 Albert Street       | Surf n Snow Backpackers     | Accommodation        | Backpackers                                      | Business census has address as 98                    |
| E            |                             | G            | 103 Albert Street       | City Convenience Store      | Retail               | Retail   |  |
| E            |                             | G            | 16 Durham Lane          | Vacant                      | Vacant               | Vacant   |  |
| E            |                             | G            | 22 Durham Street West   | BBQ King                    | Hospitality          | Hospitality                                      |  |
| E            |                             | G            | 22 Durham Street West   | Chi way wok                 | Hospitality          | Hospitality                                      |  |
| E            |                             |              | 22 Durham Street West   | Vacant                      | Vacant               | Vacant retail                                    |  |
| E            |                             |              | 22 Durham Street West   | Vacant                      | Vacant               | Vacant retail                                    |  |
| E            |                             | G            | 22 Durham Street West   | Kushi Japanese              | Hospitality          | Hospitality                                      |  |
| E            |                             | G            | 22 Durham Street West   | Midtown mini supermarket    | Retail               | Retail   |  |
| E            |                             |              | 22 Durham Street West   | One Shot Korean Restaurant  | Retail               | Retail   |  |
| E            | Canterbury Building         | 7            | 203 Queen Street        | 1Place International        | Office               | Office   |  |
| E            | Canterbury Building         | 11           | 203 Queen Street        | Amicorp New Zealand Limited | Office               | Office   |  |
| E            | Canterbury Building         | 4            | 203 Queen Street        | BONACCI Group               | Office               | Office   |  |
| E            | Canterbury Building         | 6            | 203 Queen Street        | CBD Office Limited          | Office               | Office   |  |
| E            | Canterbury Building         | 6            | 203 Queen Street        | Cramer Law                  | Office               | Office   |  |
| E            | Canterbury Building         | 6            | 203 Queen Street        | Fredon Air NZ Limited       | Office               | Office   |  |

## Midtown Community Profile and Impact Assessment

| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b> | <b>Business Name</b>                               | <b>Receiver Type</b> | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|-------------------------|--|----------------------|--|--|
| E            | Canterbury Building         | 7            | 203 Queen Street        | Go4nz Education Immigration                        | Office               | Office   |  |
| E            | Canterbury Building         | 4            | 203 Queen Street        | HeyTour Group                                      | Office               | Office   |  |
| E            | Canterbury Building         | 11           | 203 Queen Street        | IDC New Zealand                                    | Office               | Office   |  |
| E            | Canterbury Building         | 6            | 203 Queen Street        | LLB US Tax Limited                                 | Office               | Office   |  |
| E            | Canterbury Building         |              | 203 Queen Street        | Mecca  | Retail               | Skincare & beauty products                       |  |
| E            | Canterbury Building         | 6            | 203 Queen Street        | Pacific Eagle Capital                              | Office               | Office   |  |
| E            | Canterbury Building         | 8            | 203 Queen Street        | Queen City Law                                     | Office               | Office   |  |
| E            | Canterbury Building         | 6            | 203 Queen Street        | Rimpro-Tec Limited                                 | Office               | Office   |  |
| E            | Canterbury Building         | 8            | 203 Queen Street        | Sapere Research Group Limited                      | Office               | Office   |  |
| E            | Canterbury Building         | 5,9          | 203 Queen Street        | Te Tupu Ngātahi (Supporting Growth) Project Office | Office               | Office   |  |
| E            | Canterbury Building         | 7            | 203 Queen Street        | The Co-Operative Bank                              | Office               | Office   |  |
| E            | Canterbury Building         |              | 203 Queen Street        | Office   | Office               | Office   |  |
| E            |                             | 11           | 19 Victoria Street West | Archway Recruitment                                | Office               | Office   |  |
| E            |                             | 16           | 19 Victoria Street West | BEI Group Limited                                  | Office               | Office   |  |
| E            |                             | 5            | 19 Victoria Street West | Chelmer Ltd  | Office               | Office   |  |
| E            |                             | 13           | 19 Victoria Street West | Dave Clark Design Associates                       | Office               | Office   |  |
| E            |                             | 11           | 19 Victoria Street West | Hospoworld   | Office               | Office   |  |



| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b> | <b>Business Name</b>                       | <b>Receiver Type</b>  | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b>                             |
|--------------|-----------------------------|--------------|-------------------------|--|-----------------------|--|--|
| E            |                             | 11           | 19 Victoria Street West | HUD Studio Limited                         | Office                | Office   |  |
| E            |                             | 6            | 19 Victoria Street West | Jetstar                                    | Office                | Office   |  |
| E            |                             | 5            | 19 Victoria Street West | Medical and Aesthetic Training ACAD (MATA) | Office                | Office   |  |
| E            |                             | 6            | 19 Victoria Street West | Qantas Airways Limited                     | Office                | Office   |  |
| E            |                             | 8            | 19 Victoria Street West | Queen City Law NZ limited                  | Office                | Office   |  |
| E            |                             | 11           | 19 Victoria Street West | Retailworld                                | Office                | Office   |  |
| E            |                             | 11           | 19 Victoria Street West | RWR Health                                 | Office                | Office   |  |
| E            |                             | 12           | 19 Victoria Street West | Southern Travelnet                         | Office                | Office   |  |
| E            |                             | 15           | 19 Victoria Street West | Te Ara Ahunga Ora Retirement Commission    | Office                | Office   |  |
| E            |                             | 12           | 19 Victoria Street West | The Walshe Group                           | Office                | Office   |  |
| E            |                             | 5            | 19 Victoria Street West | WD Security                                | Office                | Office   |  |
| E            |                             |              | 19 Victoria Street West | Office                                     | Office                | Office   |  |
| E            | Canterbury Arcade           |              | 27 Victoria Street West | Belgar Barber Club                         | Service / appointment | Barber   | No rear access. Waste collection alternative will be required. Operates 10am-6pm |
| E            | Canterbury Arcade           |              | 27 Victoria Street West | City Star Convenience Store                | Retail                | Retail   | No rear access. Waste collection alternative will be required.                   |
| E            | Canterbury Arcade           |              | 27 Victoria Street West | Vacant                                     | Vacant                | Vacant retail                                    | No rear access. Waste collection alternative will be required.                   |

## Midtown Community Profile and Impact Assessment

| Block | Building / Unit name | Level   | Business Address        | Business Name                         | Receiver Type         | What is the main activity of the business                     | Details (frontage, outdoor dining, hours etc)   |
|-------|----------------------|---------|-------------------------|---------------------------------------|-----------------------|---|---|
| E     |                      | G       | 27 Victoria Street West | Vacant                                | Vacant                | Vacant  | No rear access. Waste collection alternative will be required.  |
| E     |                      | Level 1 | 37 Victoria Street West | Body & Skin Care BS International Ltd | Retail                | Retail  | No rear access. Waste collection alternative will be required.  |
| E     |                      | G       | 37 Victoria Street West | Tony's Lord Nelson Restaurant         | Hospitality           | Restaurant  | Durham lane staff only access. Unsure if waste collection is from rear or Victoria. Operates 12pm-2.30pm and 5pm-10pm |
| E     |                      |         | 39 Victoria Street West | Vacant                                | Vacant                | Vacant retail   |   |
| E     |                      | G       | 39 Victoria Street West | Mr Katsu                              | Hospitality           |   | Open 9am to 7pm   |
| E     |                      | G       | 41 Victoria Street West | Vacant                                | Vacant                | Vacant  |   |
| E     |                      | 1F      | 41 Victoria Street West | Giga Internet Cafe                    | Other                 | Other (e.g. public building, theatre, convention centre, gym) | Open 9am to 11pm  |
| E     |                      | 1F      | 43 Victoria Street West | Oasis hairdressing                    | Service / appointment | Hairdresser   | No rear access. Waste collection alternative will be required. Operates 10am-7pm                                      |
| E     |                      | G       | 43 Victoria Street West | Xiao Rourou                           | Hospitality           |   | No rear access. Waste collection alternative will be required.  |
| E     |                      | G       | 45 Victoria Street West | Liquor city                           | Retail                | Retail  |   |
| E     |                      | G       | 47 Victoria Street West | City Photo                            | Retail                | Retail  | No rear access. Waste collection alternative will be required.  |

## Midtown Community Profile and Impact Assessment

| Block | Building / Unit name | Level | Business Address           | Business Name                                | Receiver Type | What is the main activity of the business | Details (frontage, outdoor dining, hours etc) |
|-------|----------------------|-------|----------------------------|--|---------------|---|---|
|       |                      |       |                            |  |               |   | Operates 10.30am-5.30pm                       |
| E     |                      | G     | 49 Victoria Street West    | Vacant                                       | Vacant        | Vacant                                    |   |
| E     |                      | G     | 27-35 Victoria Street West | President Hotel                              | Accommodation | Hotel                                     | Lobby on G floor                              |
| E     |                      | G     | 19-25 Victoria Street West | Countdown                                    | Retail        | Retail                                    | Open 7am to 10pm                              |
| F     |                      | G     | 9 Darby Street             | Vacant                                       | Retail        | Retail                                    |   |
| F     |                      | G     | 8/18 Darby Street          | Mali Thai                                    | Hospitality   | Hospitality                               |   |
| F     |                      | 1F    | 8/18 Darby Street          | Sustainable Business Network                 | Office        | Office                                    |   |
| F     | Tower 2              | 15    | 205 Queen Street           | AFC Group/ AFC                               | Office        | Office                                    |   |
| F     | Tower 1              | G, 1  | 205 Queen Street           | ANZ National Bank Ltd                        | Office        | Office                                    |   |
| F     | Tower 2              | 1     | 205 Queen Street           | Arup   | Office        | Office                                    |   |
| F     | Tower 2              | 6     | 205 Queen Street           | Asia New Zealand Foundation Te Whātau Tūhono | Office        | Office                                    |   |
| F     | Tower 1              | 17    | 205 Queen Street           | Bank Of China (New Zealand) Ltd              | Office        | Office                                    |   |
| F     | Tower 1              | 9     | 205 Queen Street           | Brookfields Lawyers                          | Office        | Office                                    |   |
| F     | Tower 1              | 6     | 205 Queen Street           | Champion Flour Milling Ltd                   | Office        | Office                                    |   |
| F     | Tower 1              | 5     | 205 Queen Street           | commercebuild                                | Office        | Office                                    |   |
| F     | Tower 2              | 7     | 205 Queen Street           | Cover-More (NZ) Ltd                          | Office        | Office                                    |   |
| F     |                      | G     | 205 Queen Street           | Daily grind                                  | Hospitality   | Café / coffee shop                        | Closed  |
| F     |                      | G     | 205 Queen Street           | Dominos Pizza                                | Hospitality   | Restaurant / takeaways                    |   |
| F     |                      |       | 205 Queen Street           | Flight Centre                                | Retail        | Tourism                                   |   |
| F     | Tower 2              | 11    | 205 Queen Street           | Flourishing Property Company Ltd             | Office        | Office                                    |   |
| F     | Tower 2              | 16    | 205 Queen Street           | Fortuna Forest Products Limited              | Office        | Office                                    |   |

## Midtown Community Profile and Impact Assessment

| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b> | <b>Business Name</b>                | <b>Receiver Type</b>  | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|-------------------------|-------------------------------------|-----------------------|--|--|
| F            | Tower 2                     | 9            | 205 Queen Street        | GL Futures Development Ltd          | Office                | Office   |  |
| F            | Tower 2                     | 3            | 205 Queen Street        | Global Medics                       | Office                | Office   |  |
| F            |                             |              | 205 Queen Street        | Ground café                         | Hospitality           | Café / coffee shop                               |  |
| F            |                             |              | 205 Queen Street        | Hikoco                              | Retail                | Skincare & beauty products                       | Operates 11am-6pm                                    |
| F            | Tower 1                     | 4            | 205 Queen Street        | Karstens                            | Hospitality           | Venue hire                                       |  |
| F            | Tower 1                     | 12           | 205 Queen Street        | Korean Consulting in Auckland       | Office                | Office   |  |
| F            | Tower 2                     | 10           | 205 Queen Street        | Malaysia Tourism Promotion Board    | Office                | Office   |  |
| F            | Tower 2                     | 3            | 205 Queen Street        | Medacs Healthcare                   | Office                | Office   |  |
| F            | Tower 1                     | 2            | 205 Queen Street        | New Zealand Green Building Council  | Office                | Office   |  |
| F            |                             |              | 205 Queen Street        | NZ Lawson                           | Office                | Office   |  |
| F            | Tower 1                     | 3            | 205 Queen Street        | Pioneer Group                       | Office                | Office   |  |
| F            | Tower 1                     | 13           | 205 Queen Street        | Planning Focus                      | Office                | Office   |  |
| F            |                             |              | 205 Queen Street        | Recycle Boutique                    | Retail                | Second hand clothing                             |  |
| F            | Tower 2                     | 13           | 205 Queen Street        | Reserve Bank of New Zealand         | Office                | Office   |  |
| F            |                             | G            | 205 Queen Street        | Vacant                              | Vacant                | Vacant   |  |
| F            | Tower 1                     | 3            | 205 Queen Street        | Sitel New Zealand Limited           | Office                | Office   |  |
| F            | Tower 2                     | 10           | 205 Queen Street        | Skyline Tech Limited                | Office                | Office   |  |
| F            | Tower 1                     | 6            | 205 Queen Street        | SSP (New Zealand) Limited           | Office                | Office   |  |
| F            |                             |              | 205 Queen Street        | Superb Massage                      | Service / appointment | Massage  | Confirmed on walkover                                |
| F            |                             | G            | 205 Queen Street        | Sushi pac                           | Hospitality           | Restaurant / takeaways                           |  |
| F            | Tower 2                     | 15           | 205 Queen Street        | Taipei Economic and Cultural Office | Office                | Office   |  |
| F            |                             | G            | 205 Queen Street        | Tank Juice                          | Hospitality           | Juice bar  | No rear access. Alternative waste collection point   |

## Midtown Community Profile and Impact Assessment

| Block | Building / Unit name           | Level | Business Address        | Business Name            | Receiver Type | What is the main activity of the business | Details (frontage, outdoor dining, hours etc) |
|-------|--------------------------------|-------|-------------------------|--------------------------|---------------|---|---|
|       |                                |       |                         |                          |               |   | required. Operates 8.30am-6pm                 |
| F     |                                |       | 205 Queen Street        | The Body Shop            | Retail        | Skincare & beauty products                |   |
| F     |                                | G     | 205 Queen Street        | The Tandoor              | Hospitality   | Restaurant / takeaways                    |   |
| F     | Tower 2                        | 5     | 205 Queen Street        | Younity Limited          | Office        | Office                                    |   |
| F     |                                |       | 205 Queen Street        | Office                   | Office        | Office                                    |   |
| F     | The Colonial Building          |       | 205 Queen Street        | Office                   | Office        | Office                                    |   |
| F     |                                | G     | 225 Queen Street        | Body shop                | Retail        | Retail                                    |   |
| G     |                                |       | 5 Elliott Street        | Vietnamese Street Food   | Hospitality   | Restaurant                                |   |
| G     |                                |       | 7 Elliott Street        | Frankie & Fries          | Hospitality   | Restaurant                                |   |
| G     | Elliott Street plaza / Carpark | G     | 11 Elliott Street       | Coffix                   | Hospitality   | Takeaway coffee                           |   |
| G     | Elliott Street plaza / Carpark | G     | 11 Elliott Street       | The sausage box          | Hospitality   | Takeaways                                 |   |
| G     | Elliott Street plaza / Carpark | G     | 11 Elliott Street       | Top rolls                | Hospitality   | Takeaways                                 |   |
| G     |                                |       | 11 Elliott Street       | Wilson Parking           | Carpark       | Carpark                                   |   |
| H     |                                |       | 62 Federal Street       | VNG Rentals              | Office        | Office                                    |   |
| H     |                                |       | 64 Federal Street       | Vacant                   | Vacant        | Vacant retail                             |   |
| H     |                                |       | 64 Federal Street       | Vacant                   | Vacant        | Vacant retail                             |   |
| H     |                                |       | 64 Federal Street       | Star Serviced Apartments | Accommodation | Serviced apartments                       |   |
| H     |                                |       | 53 Victoria Street West | Photo Image              | Retail        | Retail                                    |   |

## Midtown Community Profile and Impact Assessment

| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b>  | <b>Business Name</b>                       | <b>Receiver Type</b> | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|--------------------------|--|----------------------|--|--|
| H            |                             |              | 55 Victoria Street West  | Kebab Time                                 | Retail               | Retail   |  |
| H            |                             |              | 63 Victoria Street West  | City dollar dealers                        | Retail               | Retail   |  |
| H            |                             |              | 59 Victoria Street West  | Café Midnight Express                      | Hospitality          | Retail   |  |
| H            |                             |              | 57 Victoria Street West  | Vacant                                     | Vacant               | Vacant retail                                    |  |
| H            |                             |              | 67 Victoria Street West  | Mexican Café                               | Hospitality          | Café   | Operates 5pm-late                                    |
| H            |                             |              | 67 Victoria Street West  | Victoria News Agency                       | Retail               | Retail   |  |
| H            |                             |              | 69 Victoria Street West  | Hell Pizza                                 | Hospitality          | Restaurant / takeaways                           | Operates 11.30am-10pm                                |
| H            |                             |              | 71 Victoria Street West  | The Fiddler Irish Bar                      | Hospitality          | Bar  | Operates 3pm-Late                                    |
| H            |                             |              | 75 Victoria Street West  | Vacant                                     | Vacant               | Vacant retail                                    |  |
| H            |                             |              | 75 Victoria Street West  | Vacant                                     | Vacant               | Vacant retail                                    |  |
| H            |                             |              | 75A Victoria Street West | Vacant                                     | Vacant               | Vacant retail                                    |  |
| H            |                             |              | 75C Victoria Street West | La Taqueria                                | Hospitality          | Restaurant / takeaways                           | Operates 11am-late                                   |
| I            |                             |              | 99 Albert Street         | AA Centre                                  | Retail               | Automobile services                              |  |
| I            |                             | 8            | 99 Albert Street         | CIVIX                                      | Office               | Office   |  |
| I            |                             |              | 99 Albert Street         | Daebak BBQ                                 | Hospitality          | Restaurant                                       |  |
| I            |                             | G            | 99 Albert Street         | Office                                     | Office               | Office   |  |
| I            |                             | G            | 99 Albert Street         | Peppers Café                               | Hospitality          | Café / coffee shop                               |  |
| I            |                             | 11,13        | 99 Albert Street         | SkyCity                                    | Hospitality          | Entertainment                                    |  |
| I            |                             | 16           | 99 Albert Street         | The New Zealand Automobile Association Inc | Office               | Office   |  |
| I            |                             |              | 78 Federal Street        | The Glass Goose                            | Retail               | Retail   |  |

| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b> | <b>Business Name</b>                    | <b>Receiver Type</b>  | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|-------------------------|---|-----------------------|--|--|
| I            |                             | Unit 3       | 62 Victoria Street West | Accord Barbers                          | Service / appointment | Barber   | Operated 9am-6pm, walk-ins                           |
| I            |                             | 10           | 62 Victoria Street West | Aspire 2 Group Limited                  | Office                | Office   |  |
| I            |                             | 3            | 62 Victoria Street West | Aspire2 Buisness WorkPlace Communicaton | Office                | Office   |  |
| I            |                             | 9            | 62 Victoria Street West | Culture & Theory                        | Office                | Office   |  |
| I            |                             | Unit 4       | 62 Victoria Street West | EZ Cash                                 | Retail                | Retail   | Operates 10am-5pm, walk-ins                          |
| I            |                             |              | 62 Victoria Street West | Fuga Modern Japanese Brasserie          | Hospitality           | Restaurant / takeaways                           | Operates 11am-9.pm                                   |
| I            |                             | 2            | 62 Victoria Street West | Hasselfree Tours Ltd                    | Office                | Office   |  |
| I            |                             | 7            | 62 Victoria Street West | Internet NZ                             | Office                | Office   |  |
| I            |                             | 5            | 62 Victoria Street West | Mātai Chambers                          | Office                | Office   |  |
| I            |                             | 8            | 62 Victoria Street West | MPF Parking NZ Ltd                      | Office                | Office   |  |
| I            |                             | 7            | 62 Victoria Street West | Ramboll New Zealand                     | Office                | Office   |  |
| I            |                             | 6            | 62 Victoria Street West | Retail Arena                            | Office                | Office   |  |
| I            |                             | 4            | 62 Victoria Street West | Sentinel Chambers                       | Office                | Office   |  |
| I            |                             | 2            | 62 Victoria Street West | Smartone Travel                         | Office                | Office   |  |
| I            |                             | Ground Floor | 62 Victoria Street West | Subway                                  | Hospitality           | Restaurant / takeaways                           |  |
| I            |                             | Unit 5       | 62 Victoria Street West | The Coffee Club                         | Hospitality           | Café / coffee shop                               | Operates 7am-5pm                                     |
| I            |                             | 1            | 62 Victoria Street West | The Glass Goose                         | Hospitality           | Restaurant                                       |  |



## Midtown Community Profile and Impact Assessment

| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b>    | <b>Business Name</b>     | <b>Receiver Type</b>  | <b>What is the main activity of the business</b> | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|----------------------------|--------------------------|-----------------------|--|--|
| I            |                             | 8            | 62 Victoria Street West    | ThinkPlace Ltd           | Office                | Office   |  |
| I            |                             | 6            | 62 Victoria Street West    | Traffic Digital          | Office                | Office   |  |
| I            |                             | 2            | 62 Victoria Street West    | US Global Tax            | Office                | Office   |  |
| I            |                             | Unit 3       | 62 Victoria Street West    | Vacant                   | Vacant                | Vacant retail                                    |  |
| I            |                             |              | 62 Victoria Street West    | Office                   | Office                | Office   |  |
| I            |                             |              | 66 Victoria Street West    | Vacant                   | Vacant                | Vacant retail                                    |  |
| I            |                             |              | 68 Victoria Street West    | 77 Convenience Store     | Retail                | Retail   |  |
| I            |                             |              | 68 Victoria Street West    | Good times coffee        | Hospitality           | Café / coffee shop                               |  |
| J            |                             |              | 87 Victoria Street West    | Gold House               | Retail                | Retail   |  |
| J            |                             |              | 101 Victoria Street West   | Chen Sheng Hao Pu'er Tea | Retail                | Retail   |  |
| J            |                             |              | 103 Victoria Street West   | 77 Convenience Store     | Retail                | Retail   |  |
| J            |                             |              | 77-85 Victoria Street West | 101 Salon                | Service / appointment | Hair and beauty                                  |  |
| J            |                             |              | 77-85 Victoria Street West | Kiwi Plaza Souvenirs     | Retail                | Retail   |  |
| J            | Victoria City Apartments    |              | 77A Victoria Street West   | Auckland Print Shop      | Retail                | Retail   |  |
| J            |                             |              | 77B Victoria Street West   | Barby's Bakery           | Hospitality           | Bakery   | Closed   |
| J            | The Wiltshire on Victoria   |              | 97-99 Victoria Street West | Wongkok Café & Bar       | Hospitality           | Café / bar                                       | Building says they're # 89-95                        |

## Midtown Community Profile and Impact Assessment

| <b>Block</b> | <b>Building / Unit name</b> | <b>Level</b> | <b>Business Address</b>      | <b>Business Name</b>     | <b>Receiver Type</b> | <b>What is the main activity of the business</b>                     | <b>Details (frontage, outdoor dining, hours etc)</b> |
|--------------|-----------------------------|--------------|------------------------------|--------------------------|----------------------|--|--|
|              | Apartment Building          |              |                              |                          |                      |  |  |
| K            |                             |              | 72 Victoria Street West      | Sky City Hotel           | Accommodation        | Accommodation (e.g. hotel, serviced apartments, hostel, backpackers) |  |
| L            |                             |              | 51-53 Hobson Street          | Denny's                  | Hospitality          | Restaurant / takeaways   |  |
| L            |                             |              | 105-113 Victoria Street West | Lawson Convenience Store | Retail               | Retail   |  |
| M            |                             |              | 117 Victoria Street West     | The Peaks Apartment      | Residential          | Residential  | 57 residential units                                 |
| M            |                             |              | 135 Victoria Street West     | Vacant                   | Vacant               | Construction site/under renovation                                   |  |
| N            | Huawei Centre               |              | 100 Victoria Street West     | TVNZ                     | Office               | Office   |  |

## Appendix 2 – Social Impact Interviews

The purpose of the interviews was to Purpose of the meeting:

- Provide an overview of the Te Hā Noa Victoria Street linear park programme
- Understand any concerns to assist in construction planning to get underway in 2023 to 2025
- Understand how Auckland Council can work with property managers, businesses and tenants throughout construction
- Establish key points of contacts for sharing information

A summary of these interviews is set out in Table 5.

*Table 5 Meeting notes from social impact interviews*

| Property / Occupier | Stakeholder type     | Meeting Date | Feedback  |
|---------------------|----------------------|--------------|---|
| Heart of the City   | Business Association |              | <ul style="list-style-type: none"> <li>• Loss of income (reduced foot traffic/visibility, Noise/dust)</li> <li>• Mental health (from environmental experiences plus perceived or real financial losses/impacts on customers feel of burden of their bad experiences)</li> <li>• Higher risk of closures (or spaces not be leased) during works period which reduces the overall positive environment</li> <li>• Risk of increased safety issues leading to fear for businesses</li> <li>• Being part of an area that is simply not positive for the duration of the works</li> <li>• Loading is major in particular and causing significant stress</li> <li>• For these works more ‘construction fatigue’ for the city centre’ impact could be wider than the immediate area of works</li> <li>• Early dialogue and ability for businesses to input in the project (design as well as construction buy in and a better understanding of what to expect) and then what they can do/benefit get involved in beyond the completion</li> <li>• Being explicit about the expected level of impact</li> <li>• Be bespoke and multi channels what works for one business will not work for others regular/frequent face to face contact is very important. Understanding language and cultural needs is also important.</li> </ul> |

| <b>Property / Occupier</b>                  | <b>Stakeholder type</b> | <b>Meeting Date</b> | <b>Feedback</b>  |
|---|-------------------------|---------------------|--|
| Link Alliance                               | Partner                 | 5 October 2022      | <ul style="list-style-type: none"> <li>• Accessibility and encouraging visitation to the area has been a more significant issue. In particular narrow footpaths cause problems from a visitor experience.</li> <li>• The lack of public facilities available creates problems for businesses.</li> <li>• Utilities can cause significant disturbance in terms of amenity (dust, noise) but also timeframes as these works are more changeable and can be unplanned.</li> <li>• The small business programme has been incredibly successful, positive response from businesses and large uptake.</li> <li>• Stakeholder tours have been incredibly powerful at getting stakeholder to understand the nature and scale of works. Other tools like flyovers and media which can show the big picture are also helpful.</li> </ul> |
| President Hotel, 27-35 Victoria Street West | Business                | 4 October 2022      | <ul style="list-style-type: none"> <li>• Concern for guests <b>arriving at the hotel and the need for loading zones or stopping zones outside.</b></li> <li>• <b>The hotel has a focus on group travel and the need for coaches to arrive and unload.</b></li> <li>• Loss of group travel would significantly impact the businesses.</li> <li>• Majority of bookings are online so less reliance on foot traffic.</li> <li>• Concern for emergency vehicle access.</li> <li>• Need for wayfinding signage to enables guests to find the hotel. Visitors may not know the area well.</li> </ul>   |
| Scarecrow, 33 Victoria Street East          | Business                | 5 October 2022      | <ul style="list-style-type: none"> <li>• Utilities investigations earlier in the year were disruptive for the business.</li> <li>• Financial pressures of COVID still present.</li> <li>• Loading zones are essential for operation. Need to consider the distance but also uphill/downhill of Victoria Street.</li> <li>• Road and footpath changes, cones and detour signs impact foot traffic. This business is somewhat dependent on foot traffic.</li> </ul>  |
| Residents, 9 Victoria Street East           | Resident                | 7 October 2022      | <ul style="list-style-type: none"> <li>• Noise and disturbance from maintenance activities. Timing and equipment is not sensitive to residents living nearby.</li> <li>• Adequate noise mitigation is required and consideration of timing of noisy works.</li> <li>• Concern for ground investigations / excavations close to the buildings and for information to be shared on these.</li> </ul>   |

| <b>Property / Occupier</b>           | <b>Stakeholder type</b> | <b>Meeting Date</b> | <b>Feedback</b>  |
|--------------------------------------|-------------------------|---------------------|--|
|                                      |                         |                     | <ul style="list-style-type: none"> <li>Residents rely on local businesses and these provide natural surveillance and add vibrancy to the area. Wouldn't want to lose these.</li> </ul>   |
| Building owner, 98-102 Albert Street | Business                | 14 October 2022     | <ul style="list-style-type: none"> <li>Number of vacant businesses which effect the revenue for the building owner. Building owners are not able to benefit from THF or small business support. Potential to consider a rates reduction for periods of construction.</li> <li>Getting access to the building to do maintenance e.g. painting and fit out is challenging due to works on both Victoria Street and Albert Street.</li> <li>The general area feel run down with graffiti, litter, dirt and dust. Greater street cleaning could help the area feel nicer.</li> </ul> |

## Appendix 3: Research Methodology

### Research Purpose

The purpose of this research is to identify the nature and scale of the disruption and what these effects will be for stakeholders. This information will be used to support development of their programming and development response measures for these future works. Understanding these impacts will enable better decision making with stakeholder needs in mind.

### Summary of methodology

The social impact research methodology as requested and agreed with Auckland Council comprises the following core assessments:

- Defining Affected Communities:
  - Identifying an area of social influence
  - Identifying key stakeholders for engagement.
- Communications and Engagement:
  - Review of previous engagement undertaken.
- Stakeholder Mapping:
  - Desktop assessment to identify:
    - Movements in the Midtown Area
    - Business in Midtown Area
    - Residents in Midtown Area
  - Refinement of stakeholders based on site walkover information.
- Impact identification and classification:
  - Consideration of construction effects
  - Identification of impacts
  - Assessment of impacts using the Auckland Council Severity Index
- Key findings and insights

### Research methods

The research methods adopted to inform preparation for this report include:

- Review of foot traffic information and vehicle movement information where available to identify key intersections.
- Site walkover of the Midtown area.
- Review of stakeholder and community engagement material and reports.
- Review of stakeholder survey results.
- Face to face engagement with businesses and residents and key stakeholders.
- Interviews with key stakeholders including HOTC, Link Alliance and CRL on lessons learnt.

## Identifying impacted communities

An 'area of social influence' consists of the people potentially impacted by a project. The most significant social impacts, particularly those relating to community wellbeing and amenity values, are anticipated to occur in proximity to the project's construction footprint.

However, the location of affected people may be wider than the geographic boundaries of the environmental impact of a project. Indirect impacts will occur from individuals living in the wider region who visit the area to access for example community facilities and employment opportunities.

The area of social influence for the midtown area has been categorised into the following groups:

- **Project neighbours** – those properties located adjacent to the project where people will experience the most severe effects such as example construction noise and vibration, construction dust, access changes etc.
- **Directly affected community** – the area located in proximity to the project where the users are not immediately adjacent to works but will still experience disruption. This captures properties which are accessed via the project corridor(s).
- **Indirectly affected community** – areas outside the local area which may be indirectly affected by the project, particularly in terms of access and connectivity between their homes and places of work, study, recreation and essential services and facilities.

## Identifying and engaging with key stakeholders

Some stakeholders have a broader interest in the midtown area and the impacts of these projects. This includes groups like resident and business associations. The key groups of stakeholders which have been engaged with for the purposes of this research are set out in Table 6.

*Table 6 Identification of key stakeholders*

| Issue                          | Description  | Stakeholder  |
|--------------------------------|--|--|
| Other key projects             | Need to integrate and coordinate projects to minimise impacts on receivers and consider cumulative impacts           | Private developers   |
|                                |  | Utility providers (vector)                                 |
| Businesses                     | Concerns of businesses including business disruption as a result of proposed works and potential mitigation measures | Heart of the City  |
|                                |  | Businesses identified as impacted through mapping exercise |
| Residents                      | Concerns of residents including as a result of proposed works and potential mitigation measures                      | City Centre Residents Association                          |
|                                |  | Residential buildings identified through mapping exercise  |
| Visitors, commuters, employees | Concerns of visitors including as a result of proposed works and potential mitigation measures                       | Commuters / employees                                      |
|                                |  | Visitors / visitor accommodation                           |

Refer to the Midtown Communications and Engagement Strategy for more information.



