

# COMMUNITY UPDATE

15 May 2020

## We are now at Level 2

Council acknowledges how well residents have adapted to the COVID-19 restrictions.

We welcome the move to Level 2 in Kawerau and look forward to reopening more Council services and facilities in a staged approach that ensures the health and safety of yourselves our residents, and staff.

It is not yet business as usual. The strict Level 2 measures that the Council and all businesses and organisations are working within, means we need to alter the way we work and offer services.

On Monday, the Council Offices will reopen to the public, but there will be limited numbers inside and physical distancing. In addition, contact tracing will be taking place at all Council facilities.

The Council continues to meet and work remotely to progress capital projects such as the stormwater retention project, which was blessed by our Tuwharetoa Kaumatua Amorangi Graham Te Rire on Wednesday, and is now underway. The building of the first six units at Porritt Glade Retirement Village resumed in Level 3 two weeks ago. Letters have been sent to those who registered their interest updating them on the progress.

In addition, we are looking forward to hearing back from the Government about the 'shovel-ready' projects we have submitted as part of a regional COVID-19 economic recovery plan.

Meanwhile, please stay safe, maintain physical distancing, practice good hygiene measures and if you are unwell please contact your doctor or health service.

- Mayor Malcolm Campbell

### Council Offices

Council offices will reopen on Monday, 18 May at 8am to 5pm weekdays.

Level 2 measures will be in place with a maximum of 8 people in the Council offices.

Please be patient if there is a wait time to enter the Council Offices and once inside please note the marked areas for waiting and service, to maintain safe physical distancing.

Contact tracing will be in place: all visitors and contractors will need to provide their name, address, contact phone or email and time of visit. The reason is in the event of there being a Covid-19 case the Bay of Plenty District Health Board (BOPDHB) can easily track people who may have been in close physical contact.

If you are unwell, or have been in contact with someone who is unwell or waiting on a Covid-19 test result please do not come into the office, but phone us for assistance on **07 306 9009** or email [kaweraudc@kaweraudc.govt.nz](mailto:kaweraudc@kaweraudc.govt.nz)

▶ [www.covid19.govt.nz](http://www.covid19.govt.nz)

▶ Need help with food or essential items  
**0800 884 222 (9am-5pm, 7 days)**

▶ Healthline **0800 611 611** or your Doctor

### Fourth Rates Instalment

Council is legally required to charge rates and they are essential for Council to continue to provide services and activities. Council appreciates some ratepayers may have suffered financial hardship as a result of the lockdown. If you wish, please phone us on **07 306 9009** to set up a payment plan to spread the payments across the next four instalments. In Level 2, the Council Offices are open to pay your rates or you can pay:

- Online [www.kaweraudc.govt.nz](http://www.kaweraudc.govt.nz)
- Credit card by phone **07 306 9009**
- Cheque Drop Box in Islington Street (open business hours)
- Queries Phone **07 306 9009**
- Email [kaweraudc@kaweraudc.govt.nz](mailto:kaweraudc@kaweraudc.govt.nz)

Council staff are not available for 'drop in' meetings. If you need to contact a particular staff member, please phone **07 306 9009** to arrange to meet by phone or video meeting.





**Our success is not down to luck;  
it's due to hard work from you all.**

**Unite  
against  
COVID-19**

## Kawerau District Council Level 2 reopening plan

The Council is pleased to be able to start to reopen more services and facilities to residents. However, we are required to operate under strict COVID-19 Level 2 measures so have had to make changes and cannot open everything as usual.



### District Office

- Reopening on Monday, 18 May.
- 8am to 5pm, Monday to Friday.
- 8 persons maximum in the office.
- Distancing restrictions.
- Contact tracing.
- Perspex screens installed at the counter.



### Maurie Kjar Memorial Pool Complex

- Reopening on Monday, 18 May in a staged approach.
- Contact tracing on entry.
- Main pool and kiddie's pool open.
- One toilet available.
- The following are not open: BBQ, Spa pools, splash pad, bouncy pillow and changing room are not open.
- No private hire available.
- Limited time and numbers in pool complex.



### i-SITE

- Reopening Monday, 18 May.
- 9am to 4pm weekdays; 9am to 1pm weekends.
- Maximum two people in the i-SITE at a time.
- Contact tracing.
- One in - one out system for public entry.
- i-SITE toilets closed.



### Council Facilities

- Council Facilities such as the Firmin Lodge, Town Hall, Concert Chambers and Bert Hamilton Hall remain closed at Level 2 until further notice.



### Ron Hardie Recreation

- Closed to the public.
- Operating as the COVID-19 Community Based Assessment Centre (CBAC).



### Playgrounds

- Open from Thursday 14 May 2020.



### Sir James Fletcher Museum

- Not physically open to the public.
- Requests processed via phone or online.
- No access to the collections.



### Library

- Reopening in stages from Wednesday, 20 May.
- Reduced hours from 10am to 1pm and 2pm to 4pm.

Thanks for your support with the reduced hours which give our library staff time to ensure book returns and new collections are sanitised, quarantined and safe for our Library users.

- Stage 1:
  - Book returns only.
  - No access to the building.
  - Reduced hours 10am to 1pm and 2pm to 4pm.
- Stage 2: Monday, 25 May
  - Open to collect requests and return books.
  - No access inside the building.
  - Contact tracing.



### Transfer Station

- As per Level 3.
- Open 12 midday to 4pm daily.
- No cash, Card payments only.
- Contact tracing in place.



### Public Toilets

- Ranfurly Court toilets open and cleaned regularly.
- i-SITE toilets closed.



### Kerbside Rubbish Collection

- Continues as per Levels 3 & 4.
- One bin being collected per household.
- No recycling crate collected.



### Regulatory & Planning Services

- All services in operation.
- Building – consenting and inspection services by appointment only.
- Animal Control - roaming dogs, rushes and attacks.
- Noise Control services.
- Planning and resource consent services.
- Food registration and liquor licensing services.
- Normal response to all enquiries and complaints.
- Physical distancing in place.