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Lake Hayes Estate and Shotover Country Community Forum – Sunday 26th and Monday 27th August 2018.

The information contained within this report is summarised from 113 survey responses, 17 forum attendees and information from Shotover Primary and Wakatipu High School students.

Consideration was given to existing information on the community gathered through the QLDC 10-year plan process by the Lake Hayes and Shotover Country Community Association and online information around public transport, parking and speed limits.

Due to low attendance at the community forums the decision was made not to take this report to taskforce stage.



Contents

Executive Summary	3
Overview	6
Current Situation (Baseline) 2018	6
An ideal future community.....	7
Community Values	9
Current challenges.....	9
Key Priorities	10
Transport – active travel, parking, public transport	11
Community, Commercial, Sporting and Education Facilities.....	14
Green spaces / local environment.....	17
Governance / Decision Making.....	18
Infrastructure.....	19
Affordable Housing.....	19
Growth.....	20

Executive Summary

The information contained within this report is summarised from 113 survey responses, 17 forum attendees (August 2018) and information from Shotover Primary and Wakatipu High School students.

Consideration was given to existing information on the community gathered through the QLDC 10-year plan process by the Lake Hayes and Shotover Country Community Association and online information around public transport, parking and speed limits.

The community shared their desire for a safe, connected, healthy and environmentally sustainable future where people can live, work and play within their local community.

The area has grown rapidly and is earmarked for further development, the rate of growth and the planned additional housing areas e.g. Ladies Mile has residents concerned that infrastructure – transport, 3 waters, recreation and educational needs of the community will be compromised without robust future planning.

Along with growth, affordable housing was raised as of high concern, the impact of Airbnb on rental stocks, and high occupancy rates of dwellings and the number of additional 1-2bed flats attached to main dwellings has led to the lack of affordable housing for families, an increase in congestion and parking issues.

The feedback identified four key areas that are priorities for the community. Suggestions include actions in the short, medium and long term.

1. Transport Infrastructure

Improvements to congestion, parking, active travel, connectivity and public transport provision were raised as key priorities for the community. Suggested actions included:

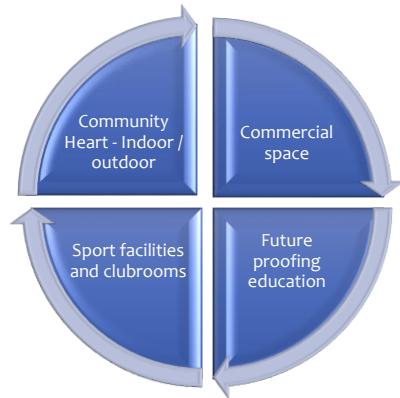
- ≈ Direct bus service to Queenstown (this may include a loop e.g. Arrowtown, Five Mile, Frankton, Queenstown). Park and Ride options investigated.
- ≈ Alternative, innovative options explored for public transport e.g. Ferries, Gondola in conjunction with robust community consultation on the impacts / benefits for the community.
- ≈ Upgrade and development of new active transport links e.g. LHE – Wakatipu High School. Recommendation for an overall active transport strategy for the area, identifying connectivity gaps e.g. LHE / Lake Hayes underpass, safe crossing points.
- ≈ Reduction in the speed limit in Shotover Country / Lake Hayes Estate
- ≈ Investigation of additional entry / exit points for Shotover Country / Lake Hayes Estate for safety (major events) and congestion.
- ≈ Parking congestion was raised a priority issue especially in Shotover Country. As of December 2018, a new by-law has been adopted by QLDC which will restrict parking on verges. The ramifications of this will need to be better understood and dealt with.



2. Community, Education and Commercial Facilities

With a rapidly growing population and little provision for recreational, commercial and/or community facilities residents expressed a need for places to meet, socialise, recreate and work within the area, removing the need to travel and enabling the establishment of a strong, healthy, connected community. Providing quality education with adequate planning for growth was raised as very important to the community.

*“Live, work and play at home in Lake Hayes
and Shotover Country”*



Actions suggested:

- ≈ A working group is established to investigate land options, funding, design and needs of the community.
- ≈ Sport and recreation areas to be identified, protected and developed - this may include sports fields, clubrooms, picnic areas, additional bike park / trails, skateboard park, fitness areas, swimming pool.
- ≈ Development of Shotover Country commercial area with the potential opportunity for community space.
- ≈ The capacity of Shotover Primary School is taken into consideration with any new development. Immediate planning is needed to ensure alternative education options are available if any further development goes ahead.

3. Green Spaces / Environment

Respondents, especially the young people, expressed a close connection with the local natural environment including the river and existing green spaces.

They were concerned at the amount of rubbish in the area and maintenance of some of the older parts of Lake Hayes e.g. lights on trails, street lights, street signage.



Actions Suggested:

- ≈ Planting of more trees in existing green spaces and along the streetscapes (especially Shotover Country)
- ≈ Reserve and green space to be protected and well maintained
- ≈ Investigation of communal composting / gardens

4. Decision-Making

Respondents expressed a desire for a stronger voice in decision making, including any new development, that affects the community.

Actions Suggested:

- ~ New development is considered in the context of the wider area including the impact on infrastructure e.g. roading.
 - ~ Community Facilities and green space are prioritised in any further development.
 - ~ Robust consultation and dialogue on any proposals prior to approval.

“Success can be measured if people are happy and love the community and surroundings”



Lake Hayes Estate and Shotover Country Map 2018

Overview

Shaping our Future Inc carried out two public forums in the August 2018 and an online survey for the Lake Hayes and Shotover Country Community in order to gather information from community members on their key priorities, goals for the future and assess the current challenges for the area.

The number of respondents was slightly higher from Shotover Country residents and where issues were of particular concern only for that area it is noted in the report.

The report outlines the current situation in 2018/19, community values, key priorities, challenges and suggested actions for improvement.

As a relatively young and rapidly expanding community a number of residents have only just moved to the area and are still assessing what it is that would make it a great place. There are challenges in building a “sense of community” when there is a lack of community facilities to support a current population of almost 3,000.

Current Situation (Baseline) 2018

- ≈ Rapidly growing population QLDC growth figures put the 2018 population at 2,969 estimated to double to 4,220 by 2028.
- ≈ Public Transport is available, provided by Orbus. Additional services were added to peak times in the morning and evening but they are not well patronised and a changeover at Frankton means the services are not attractive or convenient for the community.
- ≈ Proposals for a gondola or ferry service are currently being assessed.
- ≈ The community have grown rapidly with additions at different times which has led to some factions (e.g. Shotover Country vs Lake Hayes Estate) rather than one community
- ≈ There is one café (The Hayes) with an adjacent small dairy and minimal commercial space. Shotover Country has space zoned for commercial activity, however this is yet to be developed. The community lacks infrastructure e.g. community meeting places, sports fields, activities, commercial areas.
- ≈ Infrastructure pressures due to rapid and lack of overall spatial planning for Ladies Mile e.g. wastewater systems, freshwater systems, parking, district wide transport options
- ≈ Community Engagement in decision making – as a relatively young community time pressures mean they are not as engaged as they could be.
- ≈ Lack of commercial area for local businesses and community facilities to provide opportunities to interact.
- ≈ Increased growth planned with Ladies Mile SHA proposing approx. 2000 additional houses. See <https://www.qldc.govt.nz/your-council/your-views/future-of-ladies-mile/> for full details.
- ≈ Reviewed parking strategy released for consultation in December 2018 would remove parking on the verges. <https://www.qldc.govt.nz/your-council/your-views/proposed-traffic-and-parking-bylaw/>
- ≈ Engaged online community with two main pages for the community Shotover Country Community 2089 members & Lake Hayes Estate Community (2528). Lake Hayes and

Shotover Country Community Association (724 members). There is crossover between memberships but they are generally fairly engaged online.

- ~ Queenstown Country Club is currently under development, situated between Lake Hayes Estate, Shotover Country and Ladies Mile the full plans for the Country Club include a hospital, swimming pool, main street, clubhouse and dementia unit along with a range of housing options. <https://www.sandersongroup.co.nz/villages/queenstown-country-club/>

An ideal future community

Respondents were asked to provide one word to describe their ideal future for the area which has presented in the wordle below:



In addition, forum attendees were asked to expand on their vision for the future of the community and what they would like to be able to say in 2050:

- ≈ “An inclusive, safe, family orientated, friendly community that values sustainability. A community well connected to each other, trails, walkways and green spaces with efficient transport connections to the wider district.”
 - ≈ “Community day attracts 1000 residents!”
 - ≈ “Twin Rivers wins New Zealands most liveable community – and its waste free!”

When asked to expand further forum attendees outlined more what the community could look like in 2050. The results related to four main areas:

Community Facilities:	Connectivity
<ul style="list-style-type: none"> • Café, commercial and community activity • Places to gather • Well-designed outdoor spaces (reserves that are more than empty lots) • More trees • Attractive neighbourhoods • Community Hub • Self-sufficient – schools, shops, library, work, recreation able to happen within the community. The ability to live, work and play within the area • Education – provision of amazing education, 	<ul style="list-style-type: none"> • All ages able to easily and safely move around the area, • Secure, safe bike trails • Transport options available – mass transit, trails, ferry, buses • Connections to the wider district

Sense of Community	Sustainable
<ul style="list-style-type: none"> • Safe and secure neighbourhood, well-lit streets, friendly neighbours that look out for each other. • Pride in the neighbourhood, peaceful and quiet • Well-connected neighbours • Friendly, clean neighbourhoods • Feeling of belonging e.g. sports in our community • A happy community where people feel connected, loved and supported • Lake Hayes Estate, Shotover Country, Bridesdale, Queenstown Country Club all feel connected as one community or town. • Community events – celebration of the community, chance for everyone to get together 	<ul style="list-style-type: none"> • Conscious of ecological footprint, • Respect for the environment • Balanced – housing, facilities, green spaced and growth

Community Values

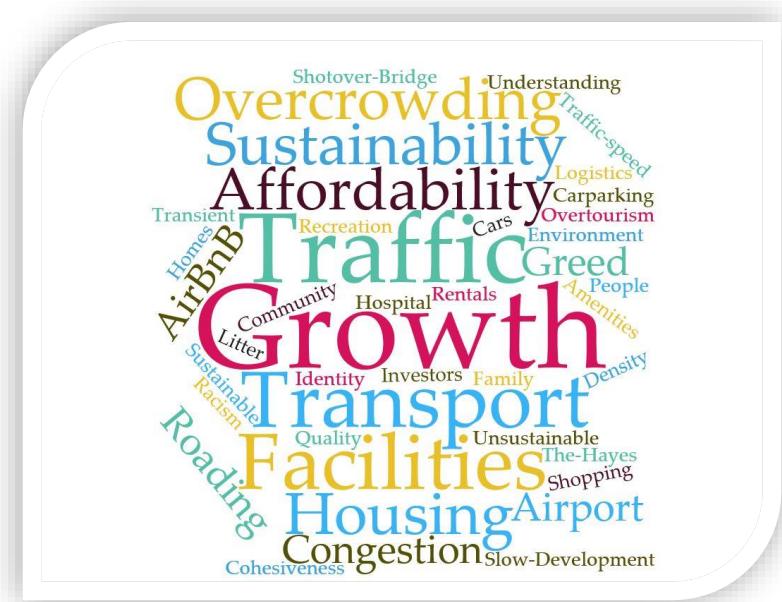
“People who care, share and support”

Online respondents were asked what they value most about the area. The responses generally fell into five different areas:

- ≈ Safety – a safe, low crime area. Children able to safely visit friends, bike / scooter to school.
- ≈ Community / Neighbourly – an appreciation for a sense of community, neighbours helping each other, a mix of demographics and a family friendly / orientated community. Mostly residential rather than transient population.
- ≈ Location – “out of the ratrace”, peaceful area with amazing views and outlooks
- ≈ Environment – access to the outdoors, an environmentally responsible community, green spaces, access to the trails and walking tracks.
- ≈ Amenities – school, café, playgrounds within the area.

Current challenges

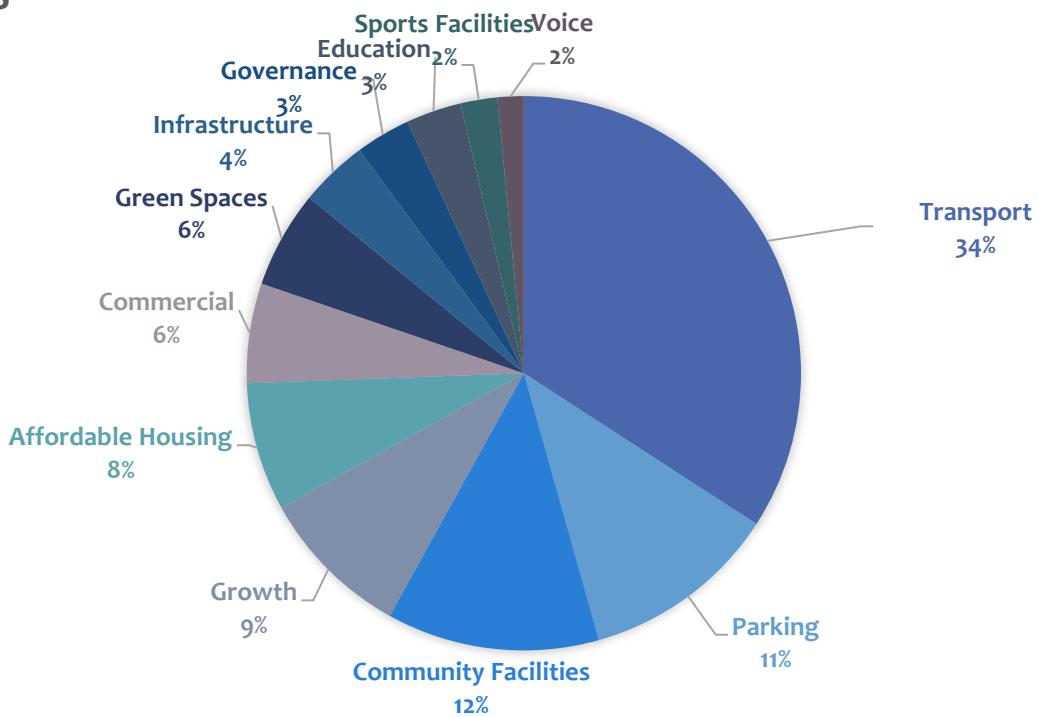
Respondents were asked to provide one word that described the biggest challenge currently facing the area. The results were collated into a wordle:



Key Priorities

Respondents were asked to explain what they believed the current ‘big issues’ or current priorities were for the community and then asked to rate them in order of importance 3 = most important 1 = least important. The results below are combined from online and forum attendees.

KEY PRIORITIES



Note:

- Transport includes Active Transport, congestion and public transport
- Parking was raised as a specific issue online and predominantly for the Shotover Country area.
- Community Facilities includes sporting facilities
- Governance includes local / national decision making and the ‘voice of the community’

Other key areas raised for action and the future:

1. Access to healthcare, mental health services, social services desirable within the community.
2. Our environment – sustainability, cleanliness, pride in our surroundings, potential community composting and gardens, recycling
3. Airport noise – encroaching on liveability of outdoor areas, especially if any increase in air traffic
4. Affordability – a number of comments around being able to afford to live in the area i.e. they are so busy working, trying to make ends meet that they are missing out on enjoying the district and what it has to offer.

Transport – active travel, parking, public transport

Transport Congestion and Connectivity	Rating	Notes	Suggestions	Measures
<p>Stakeholders:</p> <ul style="list-style-type: none"> • QLDC • NZTA • Residents • ORC • CODC (Cromwell connection) • National Government (funding) • Tourism Agencies • LHESCCA 	223	<ul style="list-style-type: none"> • The main point was current congestion on the roads as a result remote residential development. Over half of the vehicles on the Shotover Bridge at peak AM are from LHE/SC • Includes public transport connections • Desire for more convenient, suitable public transport options including ferries • Connectivity for walking /cycling tracks, safe access and connections e.g. underpasses, LHE / SC to Frankton / schools away from main roads. • Connection to Ladies Mile e.g. only 1 exit/entry for each area. 	<ul style="list-style-type: none"> • Direct bus service to Queenstown or loop services Arrowtown / LHE / Five Mile / Queenstown. • Environmentally friendly public transport that caters for sports equipment / pets. • Covered dedicated bus stops. • Bus priority lanes • Ferries / alternative innovative mass transit options • Cromwell / Wanaka park n ride or public transport. • Future planning – infrastructure before development • Second bridge over the Shotover River. • Additional entry / exit for LHE and / or Shotover • Local carpooling options 	<ul style="list-style-type: none"> • Reduced congestion • Attractive, cost effective, convenient public transport options available and used by residents. • Reduction in car ownership numbers. • Public Transport the preferred method of travel.

Active Transport	Rating	Notes	Suggestions	Measures
<p>Stakeholders:</p> <ul style="list-style-type: none"> • Queenstown Trails Trust • NZTA • QLDC • Private landowners / developers • Schools • LHESCCA 		<ul style="list-style-type: none"> • Connectivity for walking /cycling tracks. • Safe access and connections e.g. underpasses, LHE / SC to Frankton / Queenstown / schools away from main roads. • Accessible, safe, commuter and recreational opportunities. 	<ul style="list-style-type: none"> • Active travel business case tied to the health of the community – funded and achieved. • Future development to have connections established early e.g. underpasses • Current safe connections established e.g. Lake Hayes track underpass • LHE / SC – high school / Frankton high spec trail without crossing main roads / bridges • Schools / employers encourage active transport. • Better signage on trails for tourists, rubbish bins and facilities. 	<ul style="list-style-type: none"> • Less congestion with cars • Increase in cycle commuters • Active QTT strategy in place • Trails safe enough for 8-year olds. • 25% of school children bike/cycle to school. • Key areas or commuter trails are to a high standard, safe and lit • Trails are grade separated. • Additional options for cycling e.g. new parks, trails catering for different levels. • True multi-modal transport options available.

Parking Congestion	Rating	Notes	Suggestions	Measures
<p>Stakeholders:</p> <ul style="list-style-type: none"> • QLDC • Private landowners / developers • Residents • LHESCCA 	75	<ul style="list-style-type: none"> • This issue was more prevalent for Shotover Country residents and featured strongly in the online responses. • Parking on verges, overcrowding at houses meaning more vehicles • Housing density without allowing for parking spaces • Safety – narrow streets, parking on / over footpaths, in unsuitable places leading to safety issues. 	<ul style="list-style-type: none"> • Increased public transport options / active transport options to reduce car dependency. • Education of safe parking • Discouragement of Airbnb and large house rentals e.g. 6 cars per tenancy. • Parking restrictions (note results were mixed for parking on verge) 	<ul style="list-style-type: none"> • Reduction in car ownership • Proper allowance for parking space on sections.



Community, Commercial, Sporting and Education Facilities

Community Facilities	Rating	Notes	Suggestions	Measures
<p>Community Facilities for people to meet - café, meeting space, multipurpose space</p> <p>Stakeholders:</p> <ul style="list-style-type: none"> • Community Group to drive funding / organisation (LHESCCA?) • QLDC • Developers (QCC / Stalkers / Future development) 	81	<ul style="list-style-type: none"> • Community Facilities – a place for clubs, groups and people to come together, multi-purpose and may include indoor / outdoor facilities. E.g. library, Skids, meeting spaces, playgrounds. • Could be social enterprise or include a café etc that draws people in to meet and socialise. • Provide an area for youth to meet, safely and socialise. • Lack of suitable land availability and zoning. 	<ul style="list-style-type: none"> • Update on commercial area for Shotover Country. Push for inclusion of community space. • Redevelop Nerin Square – connect café and playground to space inside Nerin Square (ie redesign of road and space). • Talk to QCC about public access to buildings that are not fully utilised. • Consideration of whole of Ladies Mile as a ‘town’ and not just a dormitory suburb. • Appropriate land identified and allocated, funding, building, design. 	<ul style="list-style-type: none"> • People connecting with each other. • A sense of identity, pride and village feel. • Integration of SC / LHE / Bridesdale / QCC as one community. • Increased resilience as an independent connected community.

Sporting / Recreation Facilities	Rating	Notes	Suggestions	Measures
Sports Facilities, fields, skatepark, all-purpose sports/community club	14	<ul style="list-style-type: none"> Opportunity for sports fields, skateparks, all-purpose sports / community clubs (that could also be a community asset). Sports clubs etc assist with a feeling of belonging and connection to the local community. Currently the children have to travel outside of the area for sports practice, games, opportunities (leading to increased congestion) 	<ul style="list-style-type: none"> Investigate possibility of facility at the sports field (Widgeon Place) Sports facilities e.g. rugby clubroom or sports clubroom to create intergenerational opportunities and social opportunities. Upgrade of McBride Park for sporting and recreation purposes including parking 	<ul style="list-style-type: none"> Establishment of sporting groups, clubs, meeting space for the local and wider community.

Commercial Facilities	Rating	Notes	Suggestions	Measures
Commercial Zoning for more shops, retail etc	38	<ul style="list-style-type: none"> Shotover Country commercial area Increase in commercial area for Lake Hayes Estate To allow for retail, café, bar but also business hub, meeting spaces, encourage live work and play within the community. Noted the need to travel by car to access recreation, shopping, social opportunities (other than The Hayes) 	<ul style="list-style-type: none"> Development proceed with Shotover Country Commercial area with dialogue on potential for multi-purpose spaces. Investigation of Nerin Square use / potential options. 	<ul style="list-style-type: none"> Residents are able to live, work and play within their community.

Education Facilities	Rating	Notes	Suggestions	Measures
<p>Education - protect the school and quality of education – future planning for growth.</p> <p>Stakeholders:</p> <ul style="list-style-type: none"> • Shotover Primary School • QLDC • Ministry of Education 	21	<ul style="list-style-type: none"> • School currently growing quickly, expected to have a role of over 650 at the start of 2019. • Restricted green areas, sports fields for increasing role. • Lack of forward long-term planning. 	<ul style="list-style-type: none"> • Any new development must take include additional education services (i.e. not expecting Shotover Primary to be able to take them) • Lobby ministry of Education to progress expansion plans. • Consideration of land availability within close proximity to the school to allow for expansion. • Provision of sports fields within the community for sports teams etc to practise without having to travel. 	<ul style="list-style-type: none"> • Shotover Primary School is fit for purpose and able to provide an exceptional education to local children.



Green spaces / local environment

Green Spaces	Rating	Notes	Suggestions	Measures
Green Spaces Stakeholders: <ul style="list-style-type: none"> • QLDC • Developers • Queenstown Trails Trust • Wildlife Trust • LHESCCA 	37	<ul style="list-style-type: none"> • Beautiful, clean open spaces / green areas. • Reserves well maintained • Clean lakes and rivers • Residents appreciated the ability to be able to access the local trails, river and lakes. • The youth especially would like to see more green space, trees, usable reserves. 	<ul style="list-style-type: none"> • Strategic Plan for reserves – remaining green spaces. • Planting of more trees through the area (particularly Shotover Country) • Maintenance of reserves to a high standard and fit for purpose (McBride Park) including bins, beautification. • Development of reserves and river area to include recreational areas for all ages, safe swimming or river access. • Ecological restoration and pest control. • Community Events 	<ul style="list-style-type: none"> • Greens spaces are protected and maintained to a high standard for the use of the community. • Increasing use of reserves for community purposes • Residents are well informed of potential options / opportunities and participate in decision making. •

Governance / Decision Making

Governance	Rating	Notes	Suggestions	Measures
<p>Governance</p> <ul style="list-style-type: none"> Includes making sure residents are informed and have a voice in any decisions that impact on the community. <p>Stakeholders:</p> <ul style="list-style-type: none"> QLDC Queenstown Community Housing Trust National Government Developers LHESCCA 	21	<ul style="list-style-type: none"> Better regulation & control & design for dense development to include more green space Planning for density, how it will be managed, impact on existing communities. Planning for transport routes from the outset. Planning and allowance for community facilities at the beginning taking into account the whole area not pocket development e.g. SC / Bridesdale / LHE / proposed Ladies Mile development 	<ul style="list-style-type: none"> Overall plan for the district including the whole of Ladies Mile – assessing the needs of the community. Provision of affordable, convenient public transport. Roading solutions to handle additional traffic (not just from LHE/SC but Cromwell / Wanaka / tourism. Not everyone is able to take public transport. 	<ul style="list-style-type: none"> New development is considered in the context of the wider area. Community Facilities prioritised. Robust consultation and dialogue on any proposals prior to approval.
A voice that is heard e.g. covenants	10	<ul style="list-style-type: none"> QAC had just completed consultation on the proposed increase in noise boundaries for the airport – this would have a big impact on the area, in particular Shotover Country. 	<ul style="list-style-type: none"> Consideration given to how information is communicated and the views of the community incorporated into any consultation. 	

Infrastructure

Infrastructure – 3 waters	Rating	Notes	Suggestions	Measures
Utilities - fibre, reliable power, 3 waters	26	<ul style="list-style-type: none"> • 3 waters, power, fibre fit for purpose. • Additional developments e.g. Bridesdale putting pressure on systems. 	<ul style="list-style-type: none"> • Review of infrastructure and vulnerabilities e.g. power outages, wastewater, stormwater and wastewater. • Future development to include upgrades to systems where necessary. 	<ul style="list-style-type: none"> • Reliable provision of services with no impact from further development.

Affordable Housing

Affordable Housing	Rating	Notes	Suggestions	Measures
Affordable housing Stakeholders: <ul style="list-style-type: none"> • Developers • Queenstown Community Housing Trust • National Government • QLDC 	49	<ul style="list-style-type: none"> • Increase in Airbnb / short term / units attached to houses putting pressure on parking and decrease in long term rental availability • High density from rental homes leading to congestion on roads and parking e.g. 8 people per house, 8 cars • Lack of housing confidence for long term rental enabling people to confidently feel part of a community – especially families 	<ul style="list-style-type: none"> • Restrictions on short term rentals in residential areas. • Increase in allowance for affordable housing space. • Long term rental availability. 	<ul style="list-style-type: none"> • A community that knows their neighbours and contributes. • Reduced congestion.

Growth

Growth	Rating	Notes	Suggestions	Measures
Growth - overdevelopment / density / over tourism	58	<ul style="list-style-type: none"> Growth in the district was raised throughout the responses and related to not only local residential growth but also growth in tourism and the impact that is having on residents. QAC proposed noise boundary revision to include all of Shotover Country was raised. 	<ul style="list-style-type: none"> Further development in the area is put on hold until infrastructure, including roading can be put in place. 	<ul style="list-style-type: none"> Development is planned with infrastructure in place, and the impact on existing residents being given priority.

2018|19 Headlines

- “Queenstown tops house price growth expectations”
- “Thousands more houses needed as Queenstown booms”
- “Details about massive Queenstown housing area revealed”
- “Another new school for Queenstown area”
- “Affordability issues felt in southern house prices”
- “Queenstown residents are struggling to cope with the region's massive growth”
- “Traffic jams causing headaches in Queenstown”

