

BEFORE THE QUEENSTOWN LAKES DISTRICT COUNCIL

IN THE MATTER

of the Resource Management Act 1991

AND

IN THE MATTER OF

Queenstown Lakes Proposed District Plan – Queenstown
Mapping Hearings Stream T14

**STATEMENT OF EVIDENCE OF REBECCA DAWN HOLDEN
ON BEHALF OF THE FOLLOWING SUBMITTERS:**

560 – Spruce Grove Trust

Wiltshire Street/Arrow Lane, Arrowtown

13 June 2018

1. INTRODUCTION

1.1. Qualifications and Experience

- 1.1.1. My name is Rebecca Dawn Holden. I hold the qualifications of Bachelor of Arts (Hons) in Geography and Anthropology which I obtained from the University of Canterbury in 2004. I reside in Queenstown.
- 1.1.2. I have been employed as a resource management planning consultant with Southern Planning Group for approximately one and a half years. Prior to this, I held roles as both a Senior Policy Planner and Senior Consent Planner at Queenstown Lakes District Council (“QLDC”) over the span of approximately two and a half years.
- 1.1.3. In my role as Senior Policy Planner at QLDC, I was the reporting officer for Hearing Stream 7, Chapter 37 – Designations as well as Chapter 17 – Airport Zone which formed part of Hearing Stream 8 – Business Zones. I have also represented clients in relation to the Queenstown Mapping Hearings held in July-September 2017.
- 1.1.4. From the variety of working roles that I have performed as described in the preceding paragraphs, I have acquired a sound knowledge and experience of the resource management planning issues that are faced in the Queenstown area and the wider District.
- 1.1.5. Since 2005, I have been an Associate Member of the New Zealand Planning Institute primarily working in a Local Government context in both the United Kingdom and New Zealand where I have held a number of planning roles associated with resource consent processing, policy development and monitoring and research.
- 1.1.6. While I acknowledge that this is a Council hearing, I confirm that I have read the Code of Conduct for Expert Witnesses outlined in the Environment Court’s Consolidated Practice Note 2014 and have complied with it in preparing this evidence.
- 1.1.7. I have read the Section 42A reports and supporting documentation prepared by the Council officers and their experts with respect to the Arrowtown Mapping Hearings of the Proposed District Plan (“PDP”). I have considered the facts, opinions and analysis in this documentation when forming my opinions which are expressed in this evidence.
- 1.1.8. I confirm that the matters addressed in this brief of evidence are within my area of expertise except where I advise otherwise and that I have not omitted to consider material facts known to me that might alter or detract from my opinions.

1.2. Scope of Evidence

1.2.1. I have been engaged by submitter 560 – Spruce Grove Trust to prepare planning evidence for Hearing Stream T14 – Wakatipu Basin (Arrowtown Mapping). Although I did not prepare the submission filed with the Council on the 23 October 2015, I have read this submission and agree with the contents therein.

1.2.2. My evidence will deal with the following:

- a) Background
- b) Analysis
 - Strategic Background
 - Effects on Arrowtown’s Character and Residential Amenity
 - Historic Heritage Values
 - Association with the Arrowtown Town Centre
 - Traffic effects
- c) Summary of my opinions

1.2.3. I rely and refer to the following evidence in the assessment of the re-zoning request provided below:

- a) Section 42A Report of Luke Thomas Place on behalf of the Queenstown Lakes District Council, Arrowtown Urban Rezoning – Stage 1 and Stage 2 Submissions, 30 May 2018¹.
- b) The recommending report of the Independent Hearings Panel (Panel) for Chapter 10 – Arrowtown Residential Historic Management Zone (“ARHMZ”).²
- c) The decision version of Chapter 10 – ARHMZ³.
- d) Evidence of Robin Alexander Keith Miller, Origin Consultants Ltd, 12 June 2018 (**Appendix [D]**).
- e) Commercial Leasing Market Commentary prepared by Mary-Jo Hudson of Colliers International (**Appendix [E]**).
- f) Arrowtown Design Guidelines 2016⁴.

¹ Document found at:

<https://www.qldc.govt.nz/assets/Uploads/Planning/District-Plan/PDP-Stage-2/Stream-14-Section-42A/S2239-QLDC-T14-Place-L-Evidence-30691649-v-1.pdf>

² Hearing of Submissions on Proposed District Plan, Report 9A, Report and Recommendations of Independent Commissioners Regarding Chapter 7, Chapter 8, Chapter 9, Chapter 10 and Chapter 11.

³ Document found at:

<https://www.qldc.govt.nz/assets/Uploads/Planning/District-Plan/PDP-Stage-1-Decisions/Chapters/Chapter-10-Arrowtown-Residential-Historic-Management-Zone.pdf>

⁴ Reference Document – Arrowtown Design Guidelines 11 June 2018 found at:

<https://www.qldc.govt.nz/planning/district-plan/proposed-district-plan-stage-1/decisions-stage-1/>

- g) Shaping Our Future, Arrowtown Community Visioning 2017 (**Appendix [C]**)⁵
- h) Arrowtown Workshop, Part One: The Workshop Report, Report of the community planning workshop sessions, 22-23 February 2003 (appended to **Appendix [C]**)⁶.
- i) Arrowtown Charrette, A Community Planning Process, 19-22 November 1994⁷
- j) Business Development Capacity Assessment 2017, Queenstown Lakes District (dated 15 March 2018 – draft final).⁸

Executive Summary

- 1.3.1. Spruce Grove Trust engaged Southern Planning Group to prepare a submission on the Proposed District Plan (PDP) as notified on 26 August 2015, namely the proposed zoning and the provisions within Chapter 10 – Arrowtown Residential Historic Management Zone. The submitter owns land within Arrowtown contained within the block bound by Arrow Lane to the north, Wiltshire Street to the south and east, and Berkshire Street to the west (the subject site).
- 1.3.2. The submitter seeks that this block of land is zoned within the Arrowtown Town Centre Transitional Overlay (ATCTO) of the Arrowtown Residential Historic Management Zone (“ARHMZ”). This relief is supported on the basis that the ATCTO reflects the existing and historic land uses within this block, which support the functioning of the Arrowtown Town Centre (“ATC”). Additionally, the existing and historic character of this area of land is not purely residential in nature, containing a mix of land uses which adjoin two arterial roads.
- 1.3.3. In terms of the historic values present within the subject site, I consider that the proposed zoning of the site to be within the ATCTO would better reflect the historical and present land uses contained within this area of land. I am of the view that the underlying bulk, location, design and appearance provisions within the decision version of Chapter 10 of the PDP will ensure that existing character, amenity and historic heritage values of the ARHMZ will be retained.

⁵ This document can be found at: <https://www.shapingourfuture.org.nz/action/arrowtown-community-visioning/>

⁶ This document can be found under the heading “Additional Appendix information” at: <https://www.shapingourfuture.org.nz/action/arrowtown-community-visioning/>

⁷ This document can be found under the heading “Additional Appendix information” at: <https://www.shapingourfuture.org.nz/action/arrowtown-community-visioning/>

⁸ Forming Item 1 of the QLDC Planning and Strategy Committee Meeting held on 10 May 2018, found at:

<https://www.qldc.govt.nz/assets/Uploads/Council-Documents/Committees/Planning-and-Strategy-Committee/10-May-2018/Item-1-Attachment-A-Business-Capacity-Assessment-2017-Final-1.5.2018.pdf>

- 1.3.4. For the reasons elaborated upon within this evidence, I recommend that the ATCTO be applied to the subject site.

2. **BACKGROUND**

2.1. **Site Description**

- 1.2.1. Spruce Grove Trust ("the submitter") owns a number of properties that are contained in the block of land located between Arrow Lane and Wiltshire Street, Arrowtown (refer to Figure 1 below).
- 1.2.2. The first property is located at 20 Wiltshire Street contains the historic Summers Cottage. The legal description of this property is Lot 3 DP 16609 with an area of 559m².
- 1.2.3. The second property is contained within Lot 1 DP 23743, with an area of 2019m². This property has been split into a number of unit titles. The physical addresses associated with this property are 10 Arrow Lane and 10 and 16 Wiltshire Street. This property contains a mixture of buildings and land uses, namely an early childcare education facility and residential activities.
- 1.2.4. Both of these properties are contained within the ARHMZ within the Operative District Plan ("ODP"), to the south of the ATC. The Proposed District Plan ("PDP") also zones this land ARHMZ as shown on Planning Maps 27 and 28 notified as part of Stage 1 of the PDP. Arrow Lane separates this area of land from the town centre. The properties contained in this area comprise a mixture of residential and non-residential uses.
- 1.2.5. This block of land is bound by Berkshire Street to the west, Wiltshire Street to the north and east, and Arrow Lane to the south ("the subject site"). The full extent of these properties is shown in Figure 1 below, and within the plan contained within **Appendix [A]** which also shows nearby non-residential land uses on land similarly zoned ARHMZ.



Figure 1: The area of land subject to submission 560

2.2. Operative District Plan

2.2.1. As mentioned, under the ODP the subject area identified in Figure 1 above is located within the ARHMZ.

2.3. Proposed District Plan – Stage 1

2.3.1. Planning Maps 27 and 28 of the PDP identified the site as being within the ARHMZ. An Arrowtown Town Centre Transitional Overlay (“ATCTO”) was identified over a discrete area of commercial development in this zone along Buckingham Street in the location of the Miner’s Cottages (“Buckingham Street/Merioneth Street”).

2.3.2. As outlined in submission 560, the submitter requests that the ATCTO be imposed to the immediate south of Arrow Lane to encompass the land bound by Berkshire Street, Arrow Lane and Wiltshire Street (the subject site), as shown on the map contained within **Appendix [A]**.

2.3.3. Of relevance, the decision version of Chapter 10 of the PDP pertaining to the ARHMZ was notified by Council on 7 May 2018. Although the mapping of Arrowtown is subject to this hearing, the provisions within Chapter 10 provide for a transition overlay area within which limited scale non-residential activities that support the role of the Town Centre Zone are permitted.

2.4. Relief Sought

2.4.1. As mentioned above, the submitter seeks the extension of the ATCTO over the block of land located between Arrow Lane and Wiltshire Street, Arrowtown, as seen in Figure 1 above.

2.5. Council Recommendation

2.5.1. The Section 42A Report prepared by Mr Luke Place on behalf of the Queenstown Lakes District Council for Arrowtown Urban Rezoning requests recommends that the submitter's request be rejected by the Hearing Panel. Mr Place does not consider that the area subject to submission 560 is comparable to the Buckingham Street/Merioneth Street ATCTO (containing the Miner's Cottages) in terms of its association with the ATCZ or land use characteristics.

2.5.2. In particular, Mr Place notes that while accessible from Buckingham Street, in his opinion it is not closely associated with this core part of the ATC. Further, Mr Place is of the view that while the Montessori School operates from this location, residential activities are the predominant land use with town centre activities not being present in the same way that they are within the identified ATCTO (Buckingham Street/Merioneth Street).

2.5.3. The analysis below will discuss evidence and provide an assessment to the contrary.

3. ANALYSIS

3.1. Strategic Background

3.1.1. An assessment of the relief sought against the relevant higher order strategic objectives and policies is included within the Section 32 evaluation attached as **Appendix [B]** specific to the rezoning of the subject site. This report complements the Section 32 evaluation prepared by the Council for Chapter 10 – Arrowtown Residential Historic Management Zone.

3.1.2. As outlined in the Section 32 evaluation, the proposal is considered to be consistent with the objectives within Chapter 3 – Strategic Direction and the policies within Chapter 4 – Urban Development. The proposal is also considered to give effect to the objective and policies within Chapter 10 – Arrowtown Historic Residential Management Zone.

3.1.3. The following assessment groups the matters addressed under the following categories:

- a. Effects on Arrowtown 's Character and Residential Amenity
- b. Effects on Historic Heritage Values
- c. Association with the ATC

- d. Parking and Traffic considerations

3.2. **Effects on Arrowtown's Character and Residential Amenity**

Chapter 10 – Arrowtown Residential Historic Management Zone

3.2.1. As outlined above, the subject area is located within the ARHMZ. This zone covers the older part of the residential settlement of Arrowtown, evolving from the development pattern set at the time of early gold mining in the District.

3.2.2. Chapter 10 of the PDP contains provisions relating to the ARHMZ. As for all of Stage 1 of the PDP, the decision version of this chapter was notified on 7 May 2018 and therefore now has legal effect. At the time of writing this evidence the appeal period on decisions had not closed, therefore these provisions cannot be treated as operative until it is confirmed that no appeals have been received (or any appeals have been resolved).

3.2.3. As outlined in the decision version for Chapter 10, the purpose of this zone is to:

“allow for the continued sensitive development of the historic area of residential Arrowtown in a way that will protect and enhance those characteristics that make it a valuable part of the town for local residents and for visitors attracted to the town by its historic associations and unique character.”⁹

3.2.4. As such, all buildings within this zone require resource consent with consideration being given to the Arrowtown Design Guidelines 2016 (“ADG”)¹⁰. In addition, bulk and location standards for development within the ARHMZ have been incorporated into Chapter 10 of the PDP to ensure that the historic character and amenity values of the zone are retained. The ADG are included within the decision version of Chapter 10 by reference whereby Rule 10.4.6 requires a restricted discretionary consent for the construction or external alteration of any building. The ADG are to be used as the principal tool when considering the merit of proposals, within the restrictions of discretion.

3.2.5. Given there are provisions within the decision version of Chapter 10 that control the bulk and location, design and appearance of buildings, in this regard, I consider that any future development in terms of physical appearance will be sensitive to the historic area of residential Arrowtown in a way that will enhance and protect those characteristics (discussed further below). This view is supported by Mr Miller in paragraph 8.4 of his evidence.

⁹ Chapter 10 – Arrowtown Residential Historic Management Zone, Zone Purpose, decision version notified 7 May 2018.

¹⁰ The ADG were considered as part of Hearing Stream 06A – Variation 1 to Stage 1 of the PDP.

3.2.6. The key issue therefore defaults to whether non-residential use of built form (existing or future) is appropriate in this area.

Background to ADG 2016

3.2.7. In terms of the ADG, three ‘character’ areas have been identified, including ‘Old Town Residential’ which aligns with the boundaries of the ARHMZ. These guidelines include criteria relating to the design of new buildings, building materials, appropriate tree species, and the location and design of residential units within the ARHMZ.

3.2.8. The Old Town Residential (or the ARHMZ) was the first residential area developed to support the establishment of Arrowtown as an early mining town. This area reflects the historic layout and contains a large number of heritage buildings, features and plantings. This area is identified as providing context for ATC, comprising six neighbourhoods. The area subject to this submission is identified as Neighbourhood 1 being the area above the Town Centre located on the terrace face to the south of the ATC.

3.2.9. As way of background, the foundation of developing the ADG came from a number of community planning workshops held in Arrowtown approximately every 10 years since 1994¹¹. At these ‘charrettes’ or workshops, the desired future of Arrowtown was discussed by the community. Appended to this evidence is the report from the latest workshop held in 2015 (**Appendix [C]**)¹².

3.2.10. An outcome at all three workshops held in 1994, 2003 and 2015 was reference to allowing some adjacent compatible mixed use development, “*as already occurs in adjacent residential zones such as above Arrow Lane and the Cottages precinct*”¹³. Similarly, the summary of key themes/issues from the 2003 Charrette notes that professional and other offices should be considered along the top side of Arrow Lane¹⁴.

3.2.11. The 1993 charrette report describes the character of Arrow Lane as follows:

¹¹ 19-22 November 1994; 22-23 February 2003; and 26-27 August 2015.

¹² Page 18, Visioning Forum References, Shaping Our Future, Arrowtown Community Visioning 2017.

¹³ Refer to Page 18 of the Arrowtown Community Visioning Draft Report 2017 (**Appendix [C]**)

¹⁴ Refer to Appendix 9, page 60 of Visioning Forum References, Shaping Our Future, Arrowtown Community Visioning 2017 (Part one, Workshop Report, Report of the community planning workshop sessions 22-23 February 2003) – **Appendix [C]** to this evidence.

“As Arrow Lane presents the greatest insight into the original structures of the main street, that this heritage and its visibility be carefully conserved along with the Lane’s small-scale, back door character. Cross links to Buckingham Street also need to be retained.”¹⁵

3.2.12. Reflecting the comments documented at the 1994, 2004 and 2015 charrettes, the ADG speak prolifically about the character of Arrow Lane as having a ‘backyard character’.

Non-residential character of the site and surrounds

3.2.13. I am of the view that by applying the ATCTO over the subject area, the ‘backyard character’ of Arrow Lane will not be undermined given the bulk and location requirements of Chapter 10 and this area’s direct association with the ATC both geographically, historically, and functionally. Further, the wider environment within the vicinity of the subject site contains a number of non-residential land uses. These points are elaborated upon in the following paragraphs below.

3.2.14. It is noted that within the ADG, a key threat to Neighbourhood 1 has been identified as pressure for commercial expansion into the residential area. Notwithstanding the description of ‘Neighbourhood 1’ as being “distinctly non-commercial”, I provide evidence to the contrary which is supported by the evidence of Mr Robin Miller (**Appendix [D]**). Although much of this block does contain recent residential development, this has only been a character of this area since the 1980’s-1990’s. The following non-residential activities are also located within the area subject to this submission:

- a. 16 Wiltshire Street - Montessori Childcare Centre – community
- b. 4 Arrow Lane – Assembly Architecture Limited – commercial (office)
- c. 12 Arrow Lane – Utility – commercial (office)
- d. 3 Berkshire Street – Stone House Cottage – visitor accommodation (commercial)

3.2.15. In addition, along this terrace at the junction of Berkshire Street and Wiltshire Street are a number of other commercial activities that add to the mixed use character of this area. These include another architectural office established in the former church (Anna-Marie Chin Architecture), the Arrowtown Garage, an art gallery and opposite these businesses, the RD Petroleum site. In addition, the Rose Douglas Park is located opposite the subject site along Wiltshire Street as is the Bowling Green, the Arrowtown Pool and the fire station. As Wiltshire Street descends to meet Buckingham Street, opposite the subject area toward the east is located the Arrowtown Library at the Village Green, and the Masonic Lodge on the site

¹⁵ Paragraph 12, Section 7 Area Proposals, Heritage Protection Area, “Arrowtown Charrette, A Community Planning Process”, 19-22 November 1994.

adjoining which has a consented commercial activity within¹⁶ (cycle hire). These non-residential land uses are depicted on the plan contained within **Appendix [A]**.

- 3.2.16. I further note that the area of land itself is bound by Wiltshire Street to the north and east and Berkshire Street to the west. Both Wiltshire and Berkshire Streets are identified within both the ODP and PDP as Arterial Roads. As such, the adjoining road classifications emphasise the fact that this block of land is not a quiet residential area particularly in terms of views over the ATC, the amount of people and pedestrian/vehicle traffic within the wider environment.
- 3.2.17. Furthermore, as noted within Mr Miller's evidence, "*residential activities on the site have only become the predominant use since the 1980s and the longer-term predominate use for more than 100 years before that was agricultural and ancillary services use in connection with uses in Buckingham Street.*"¹⁷
- 3.2.18. In terms of the early subdivision pattern and streetscape of Arrow Lane identified within Chapter 10 of the PDP (decision version), as outlined in the evidence prepared by Mr Robin Miller (**Appendix [D]**), this block of land has traditionally been agricultural in nature, containing the historic 'Royal Oak Garden' until the 1980's and 1990's where more modern residential development started to appear (as did small scale commercial and community use). Mr Miller identifies that since the mid-1870's, the site contained low-level residential use, but the majority of the site was agricultural in nature or contained ancillary services connected with businesses within the Town Centre.
- 3.2.19. Overall, it is considered that allowing mixed use in the block of land above Arrow Lane would not be out of character with the immediately surrounding area in terms of residential amenity and Arrowsmith's historic character given the existing land uses and development standards contained within Chapter 10 of the PDP.

3.3. Historic Heritage Values

- 3.3.1. In his statement of evidence, Mr Robin Miller details the historical development of the site and its historical connection with the core of the town centre. The heritage values of the site have also been identified, and comment on whether the controls within Chapter 10 – ARHMZ provisions are sufficient to protect the heritage values within the site has been made. When forming and expressing my views as outlined below, I rely on this evidence.

¹⁶ Resource consent RM160142.

¹⁷ Refer to paragraph 9.2 within the Statement of Evidence prepared by Mr Robin Alexander Keith Miller, 11 June 2018.

3.3.2. Although the subject area sits outside of the Town Centre Heritage Precinct, there are a number of heritage values present within the subject area, including listed heritage features and protected trees. Figure 2 below shows those confirmed by the Stage 1 decisions¹⁸:

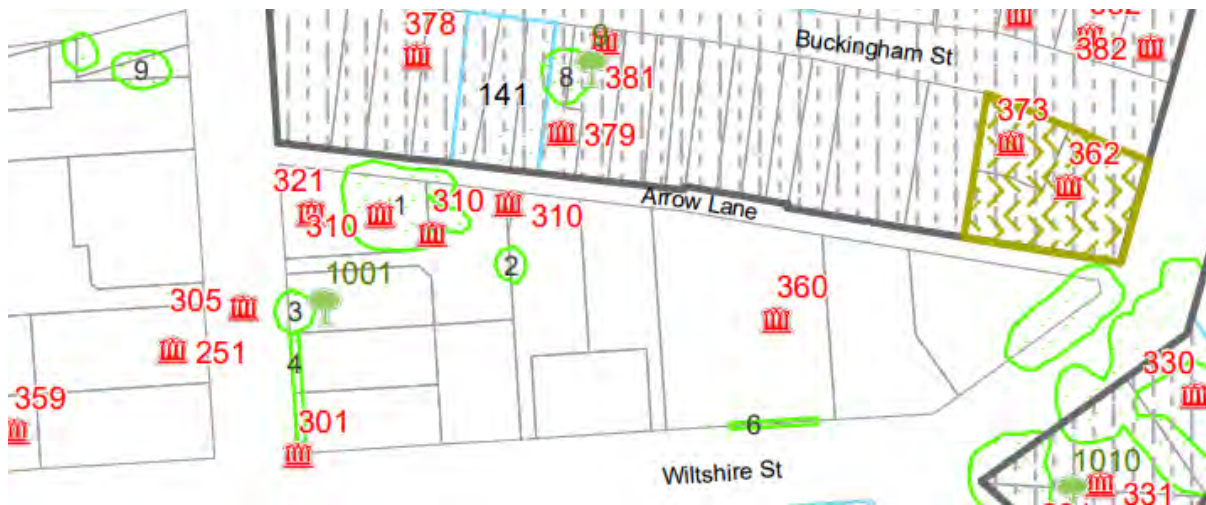


Figure 2: Historic Features and Protected Trees within the subject area¹⁹

3.3.3. The protected heritage features are detailed as follows:

- e. Item 301 - King Edward VII Memorial Lamp, Corner Wiltshire Street and Berkshire Street, Arrowtown (Heritage NZ Category No 2/2107, QLDC Cat 3)
- f. Item 310 - Stone Wall, Arrow Lane Arrowtown (QLDC Cat 3)
- g. Item 321 - Cottage, 3 Berkshire Street Arrowtown (HNZ Category No 2 / 2122, QLDC Cat 2)
- h. Item 360 - Summers Cottage 16 Wiltshire Street, Arrowtown (QLDC Cat 2)

3.3.4. There are also a number of protected Character Trees within the subject site including the following:

Item	Address	Species	Contribution
1	3 Berkshire Street 5 Berkshire Street	Hawthorn hedge (Crataegus monogyna) English Oak (Quercus robur) cluster	Contributes to amenity of Arrow Lane and Town Centre
2	5 Berkshire Street	Cypress (Cupressus sp)	Tall columnar distinctive evergreen
3	7 Berkshire Street	Norway Spruce	Tall landmark tree

¹⁸ Decision Version Map 28 Arrowtown.

¹⁹ Planning Map 28 (decision version) notified by Council on 7 May 2018.

		(Picea abies)	planted by settlers. Heritage and amenity values
4	9 Berkshire Street 11 Berkshire Street	Hawthorne hedge (Crataegus sp)	Heritage and amenity value on Berkshire St
5	2 Arrow Lane	Sycamore (Pseudoplatanus Common Elm (Ulmus procera)	Collectively significant grouping to character and amenity of lower Wiltshire St, Buckingham St and Library Green. Follows first terrace
6	16, 18 Wiltshire Street	Hawthorne hedge	Heritage and amenity

- 3.3.5. Mr Miller is of the view that the site has a moderate to high heritage significance. This assessment is outlined in Section 7 of Mr Miller's evidence. It is noted that the rules that relate to these features and trees have legal effect therefore are protected from any future development within the area.
- 3.3.6. The primary heritage items of concern that relate to the subject area include item 321 being the stone cottage, which Mr Miller has described as being the original stables building associated with Robert Pritchard who owned a store with a rear warehouse within the ATC²⁰. In addition, Summers Cottage which is listed as heritage feature 360.
- 3.3.7. In terms of the pattern of subdivision and streets, Mr Miller identifies that the existing street pattern which bound the subject land, being Wiltshire Street, Berkshire Street and Arrow Lane, are clearly shown on the Arrowtown Crown Grant Index Map published in 1867. Four people originally owned the ten sections within this block; with photographic imagery clearly showing that this block of land remained predominantly free of buildings until the 1960's when a small number of buildings appeared (see Figures 3-5 of Mr Miller's evidence). However, as noted by Mr Miller, residential development within the eastern portion of the site didn't establish until the 1980's onwards.
- 3.3.8. As outlined within Mr Miller's evidence, the subject site has a clear historical association in terms of its use with the town centre. In summary, the eastern portion of this block of land contained fruit trees/buses associated with the Royal Oak Hotel, as well as the building known as 'Summers Cottage' which was a five-bedroom cottage built as early as 1874. The

²⁰ Refer to Paragraph 6.7 of Mr Miller's evidence.

western portion of the site comprised of fenced paddocks, being used in conjunction with Pritchard's stables building which was located on the corner of Arrow Lane and Berkshire Street (item 321 in the PDP, as identified above). This building still exists today, being used as for visitor accommodation purposes. Overall, it has been demonstrated that low levels of residential use were contained within this block of land.

3.3.9. Overall, the evidence prepared by Mr Miller does not support the comment made within the evidence prepared by Mr Place on behalf of QLDC, that this area of land is not closely associated with the core part of the ATC. Clearly, there is a strong association, particularly in relation to historic land owners and the businesses they owned within the town centre, and the use of the land which complemented and supported town centre activities including the stables building, store rooms and the Royal Oak Hotel orchard. Residential development of the site was only small in scale until at least the 1980's.

3.3.10. Further, at paragraph 8.3 of Mr Miller's evidence he notes that:

"the principle of adaptive reuse is well-established in heritage conservation practice. Historic places and sites need to adapt to ensure that they remain relevant and valued. Historic town centres are no exception to this and it is crucial to their continued survival that they provide a range of local services and employment opportunities."

3.3.11. Taking this view into consideration which aligns with Policy 10.2.4.1 of the PDP (decision version), by applying the ATCTO over the subject site, the opportunity for commercial activities compatible with the established residential scale, character and historical pattern of development is provided. I concur with Mr Miller's conclusion in respect of the historic values of the site that:

*"In order to reflect the true historic heritage values of the site, I consider that the site should be included in the ATCTO. Its inclusion solely in the ARHMZ would deny its identity over 100 years or more."*²¹

3.3.12. In summary, it is my opinion that the historic values present on the site, both in terms of the physical and historical connection with the town centre will be supported and retained through the application of the ATCTO zoning across this block of land. Further, as outlined above and within Mr Miller's evidence, the subject site has a high historic significance for its association

²¹ Refer to Paragraph 9.4 within the Statement of Evidence of Robin Alexander Keith Miller, 11 June 2018.

with some of the early pioneers of the Arrowtown business community, representing an important pattern in the settlement history of the town²².

3.4. Association with ATC

- 3.4.1. Within Chapter 10 and on Notified Planning Maps of the PDP, a Town Centre Transition Overlay is identified over a discrete area of the ARHMZ whereby limited expansion of commercial activities associated with the town centre is provided for. The overlay formalises existing commercial land uses over an area that is no longer residential in nature. This ATCTO is shown on Planning Maps 27 and 28 of the notified PDP as being along Buckingham Street and Merioneth Street.
- 3.4.2. As outlined in the section 42A report prepared by Mr Place on behalf of QLDC, Council considered that this location (Buckingham Street/Merioneth Street) was well suited to the purpose of the ATCTO given its association with the ATCZ and current land use characteristics.
- 3.4.3. As outlined above, in the s42A report, Mr Place does not consider that the area subject to submission 560 was comparable to Buckingham Street/Merioneth Street ATCTO “*in terms of its association with the ATCZ or land use characteristics*”. Mr Place considered this area to be disassociated with the core part of the ATC, identifying residential activities as the predominant land use. Mr Place was of the view that town centre uses were not present in the same way as they are in the Buckingham Street/Merioneth Street ATCTO. Therefore, Mr Place has recommended to the Panel that submission 560 be rejected.
- 3.4.4. Although the land uses within this block are not purely commercial in nature like they are within the Miner’s Cottages, I oppose Mr Place’s recommendation, noting that the subject site currently contains a mix of land uses including residential, community and commercial, as outlined above. I consider that the application of the ATCTO over the site will provide land for non-residential activities that provide local employment and commercial services to support the role of the ATC, a key outcome sought by Objective 10.2.4 (decision version).
- 3.4.5. Furthermore, the evidence of Mr Miller which I rely in forming my views outlines the historical purpose of the site, which clearly supported the role of the ATCZ in past days gone by. In my opinion, the application of this overlay would reflect current land uses which support the role of the ATC, having efficiency gains in the future administration of the District Plan (refer to the s32 evaluation contained within **Appendix [B]**). The effects of this application are discussed in detail above with reference to historic and anticipated land uses of this area.

²² Refer to Paragraph 7.3 within the Statement of Evidence of Robin Alexander Keith Miller, 11 June 2018.

- 3.4.6. Further, within the ADG, Neighbourhood 1 is described as overlooking the town, forming an important backdrop which contrasts with the ATC. It is further noted that the ADG describe Neighbourhood 1 as “relating more to the Town Centre than Old Town Residential”, therefore further supporting the application of the ATCTO over this area²³. The site’s historical significance with the ATC is further outlined within the evidence of Mr Miller who identifies the high historic significance of the site in terms of its association with some of the early pioneers of Arrowtown and the business community. Mr Miller identifies one of the key attributes of the site which should be retained and protected is “*the historic relationship of the site with the town centre rather than with the surrounding residential neighbourhoods*”²⁴.
- 3.4.7. It is noted that there is an apparent contradiction between the outcomes of the community workshop reports that form the foundation of the ADG and the provisions within the PDP (and the outcomes within the ADG for as they relate to Neighbourhood 1). The community workshop reports consistently identify the mixed use character of development along the southern side of Arrow Lane whereby limited commercial expansion of the Town Centre mixed with residential use was considered appropriate (refer to **Appendix [C]**). As such, it is considered appropriate to apply the ATCTO over the subject area noting that any contradiction with the ADG already exists in relation to Neighbourhood 3 whereby commercial expansion is identified as a key threat.
- 3.4.8. To support this view, appended to this evidence is a commercial leasing market commentary prepared by Ms Mary-Jo Hudson of Colliers International (**Appendix [E]**). As outlined by Ms Hudson, the central commercial area of Arrowtown is currently fully leased whereby there is limited supply of medium sized, boutique spaces to satisfy demand. This view is supported by the business land capacity study carried out by QLDC in 2017 whereby no capacity (vacant business land) was identified within the ARHMZ and ATC.²⁵
- 3.4.9. The types of businesses requiring commercial space within the commercial area of Arrowtown include “food and beverage (cafes and restaurants), gifts, galleries, fashion plus professional services requiring office premises in the Arrowtown area”. The 2004 charrette report support Ms Hudson’s views whereby pressure in ATC for commercial properties was identified.

²³ Refer to Section 2.5.2 of the ADG 2016.

²⁴ Paragraph 7.10 of the Statement of Evidence of Robin Alexander Keith Miller, 11 June 2018.

²⁵ Refer to page 20 of the draft Business Development Capacity Assessment 2017: <https://www.qldc.govt.nz/assets/Uploads/Council-Documents/Committees/Planning-and-Strategy-Committee/10-May-2018/Item-1-Attachment-A-Business-Capacity-Assessment-2017-Final-1.5.2018.pdf>

- 3.4.10. It is further noted that within the 2003 charrette workshop notes, demand for office space within Arrowtown is identified as a key issue. These notes also recognise retail expansion into residential areas as a major threat and inappropriate, but “limited dispersed locations in residential areas OK if appropriate design and scale”²⁶. The top side of Arrow Lane (i.e. the subject area) was an area to be considered for this commercial (office) expansion, noting that this has already occurred above Arrow Lane and the Cottages precinct. Outside of these identified areas, applications for commercial development in residential areas were regarded as inappropriate²⁷. As discussed in the preceding paragraphs, the bulk and location provisions contained within Chapter 10 ensure an appropriate design and scale of built form.
- 3.4.11. Notwithstanding this comment by Ms Hudson, it is noted that within the notified provisions within decision version of Chapter 10 – Arrowtown Residential Historic Management Zone, commercial activities (except where specified for retail activities) within the ATCTO of the ARHMZ are identified as being permitted²⁸, and Retail Activities require a Discretionary Activity resource consent (except for retailing restricted to goods manufactured on site and ancillary products, and comprising no more than 10% of the gross floor area²⁹ which is permitted). These provisions align with the aspirations of the community outlined in historic community workshop reports if the ATCTO was applied to the subject site³⁰.
- 3.4.12. Any expansion of the Arrowtown commercial area should ideally be physically connected to the existing commercial core to enable free flow of pedestrian traffic throughout the extended precinct. As is the case for the ATCTO being applied to the Miner’s Cottages, the land south of Arrow Lane is similarly connected to the Town Centre through multiple pedestrian capillaries linking to Buckingham Street below.
- 3.4.13. I consider that given the site’s association with the ATCZ, both historically and via existing commercial land uses located within this area, there is strong association with the ATCZ land use characteristics. This view is at odds with that of Mr Place’s opinion outlined in the s42A report. I agree with the outcomes of the previous Arrowtown community workshops that an extension of limited commercial activities into this area south of Arrow Lane would be logical and complementary to the functioning of the ATC, given the limitations imposed via the notified provisions contained within Chapter 10.

²⁶ Refer to Page 6, The workshop report 2003:

<https://www.shapingourfuture.org.nz/assets/Arrowtown-Forum/Appendix-9-Arrowtown-Community-Plan-The-workshop-report-2003.pdf>

²⁷ Page 28 of Arrowtown Community Plan, The Workshop Report, 2003.

²⁸ Rule 10.4.13 (decision version notified 7 May 2018).

²⁹ Rule 10.4.17 (decision version notified 7 May 2018).

³⁰ Refer to **Appendix [C]** - Shaping Our Future, Arrowtown Community Visioning 2017.

3.5. Traffic effects

- 3.5.1. The application of the ATCTO over the site to enable commercial development on the periphery of the ATC could result in an increase in vehicle movements and parking demand along Arrow Lane and surrounding streets.
- 3.5.2. However, this is unlikely given the proximity of the site to the ATC whereby 'pedestrian capillaries' provide linkages from Buckingham Street to Arrow Lane. Although commercial activities outside of the Town Centre would trigger parking requirements under the District Plan, this is a consideration to be made at the time of resource consent. Given the ADG must be considered for any development of buildings within the ARHMZ, and these guidelines seek to "minimise vehicle dominance in Arrow Lane and encourage pedestrian thoroughfare"³¹, traffic and parking effects particularly as they relate to Arrow Lane must be considered.
- 3.5.3. Within Mr Miller's evidence, it is noted that "*Arrow Lane has always provided a crucial transportation link for servicing the town centre. Reference to the historical images in the Appendix shows that, in addition to Arrow Lane, there have historically been pedestrian routes from the site to the town centre, across Arrow Lane, that have connected the two locations.*"³²
- 3.5.4. It is noted that within the Charrette workshop documents, the Old Town area is recognised as primarily a walking town for residents. Ms Hudson in her economic commentary (**Appendix [E]**) also states that "office demand often comes from business owners living in Arrows town and wanting to work there as well". In any case, parking requirements are outlined by the District Plan whereby any activity not providing sufficient parking would be required to obtain resource consent. The effects of a parking shortfall would then be considered at this time.
- 3.5.5. Further, as outlined in the section 32 evaluation (**Appendix B]**), the Strategic Direction of the PDP seeks to promote local service and employment functions outside of the Queenstown and Wanaka town centres and to actively encourage urban development that enhances connections to active transport networks, providing for local residents of Arrows town the opportunity to walk or cycle to work if further non-residential development is allowed to develop within this area.

³¹ Revised wording recommended on page 26 of Report 9B - Report and Recommendations of Independent Commissioners Regarding Arrows town Design Guidelines 2016

³² Refer to Paragraph 7.4, Statement of Evidence of Robin Alexander Keith Miller, 11 June 2018.

3.5.6. Overall, in terms of traffic effects, it is my opinion that the application of the ATCTO to the subject site will have potential adverse effects on the environment that are no more than minor and that the proposal is consistent with the Strategic Direction chapters of the PDP.

4. CONCLUSION

4.1.1. Overall, it is my opinion that the proposed application of the ATCTO to the subject site is appropriate given the historical and existing association with the core part of the ATC, including the past and present land uses. The context of the site and surrounds is mixed use, and the provisions of the PDP will ensure that the proposed re-zoning is consistent with the purpose and principles of the RMA and the strategic direction of the PDP.

4.1.2. Overall, the proposed re-zoning is considered to be more efficient and effective than the notified ARHMZ Zoning, however the provisions within the ARHMZ and Historic Heritage Chapters of the PDP are sufficient to protect the heritage values of the site if it were to be included within the ATCTO.

4.1.3. Mr Miller has confirmed that the effects on historic heritage values of commercial development in this area are acceptable and therefore consistent with the Objectives and Policies of the PDP contained within Chapter 3 (Strategic Direction) and Chapter 4 (Urban Development) which seek to encourage the protection of heritage values from subdivision and development and built on historical settlement patterns.

4.1.4. The proposed re-zoning will result in efficiency gains in administering the District Plan with zoning that aligns with existing environmental creep of town centre activities into this area.

4.1.5. Overall, the proposed re-zoning enables a more efficient and effective use of the land than the ARHMZ while at the same time adequately mitigating the potential adverse effects on heritage values, amenity, and transport.

4.1.6. As such, I consider that the proposal accords with the direction of the higher order statutory documents and the purpose and principles of the RMA.



Rebecca Holden

13 June 2018

APPENDICES

Appendix A – Plan Showing Site and Surrounds

Appendix B – Section 32 Evaluation for proposed changes

Appendix C – Shaping Our Future, Arrowtown Community Visioning Report 2017

Appendix D – Heritage Evidence – Robin Miller

Appendix E – Arrowtown Market Commentary

APPENDIX A – PLAN SHOWING SITE AND SURROUNDS

Appendix A: Area subject to submission 560



★ Non-Residential Land Uses surrounding the Subject Land, similarly zoned Arrowtown Residential Historic Management Zone

APPENDIX B – SECTION 32 EVALUATION FOR PROPOSED CHANGES

Section 32 Evaluation Report

Consideration of the Arrowtown Town Centre Transitional Overlay on an area of land to the south of Arrow Lane as sought by the Spruce Grove Trust

1 Purpose of this report

Section 32 of the Resource Management Act 1991 (the Act) requires objectives in plan change proposals to be examined for their appropriateness in achieving the purpose of the Act, and the policies and methods of those proposals to be examined for their efficiency, effectiveness and risk in achieving the objectives.

Accordingly, this report provides an analysis of the key issues, objectives and policy response and the methods that are proposed in relation to the zoning of land to the south of Arrow Lane.

As required by section 32 of the RMA, this report provides the following:

- An overview of the applicable Statutory Policy Context
- Description of the Non-Statutory Context (strategies, studies and community plans) which have informed proposed provisions
- Description of the Resource Management Issues which provide the driver for proposed provisions
- An Evaluation against Section 32(1)(a) and Section 32(1)(b) of the Act, that is:
 - Whether the objectives are the most appropriate way to achieve the RMA's purpose (s32(1)(a)).
 - Whether the provisions (policies and methods) are the most appropriate way to achieve the objectives (S32(1)(b)), including:
 - identifying other reasonably practicable options for achieving the objectives,
 - assessing the efficiency and effectiveness of the provisions in achieving the objectives, and
 - summarising the reasons for deciding on the provisions.
- A level of detail that corresponds to the scale and significance of the environmental, economic, social and cultural effects that are anticipated from the implementation of the proposal (s32(1)(c))
- Consideration of Risk

2 Background

The proposed change to the Proposed District Plan (“PDP”) is in relation to the zoning of a block of land situated between Arrow Lane and Wiltshire Street, Arrowtown shown in Figure 1 below:



Figure 1: The area of land subject to submission 560

Under the Operative District Plan (“ODP”) this area is located within the Arrowtown Residential Historic Management zone (“ARHMZ”).

Under Stage 1 of the PDP as notified on 26 August 2015 this area was similarly proposed to be zoned ARHMZ. Chapter 10 – Arrowtown Residential Historic Management Zone was notified as part of Stage 1 pertaining to this area. Within the notified chapter, provisions relating to the Arrowtown Town Centre Transitional Overlay (“ATCTO”) were included.

As outlined in Section 10.1 – Zone Purpose of the decision version of Chapter 10 of the PDP, the ATCTO provides for “for limited expansion of commercial activities in an identified location adjoining the town centre. Any modifications to existing buildings or properties are expected to retain the historical character and qualities of the Old Town Residential Area.”

The hearings on this chapter were held in October 2016. On 7 May 2018, Council notified the decisions on the submissions and further submissions in relation to Chapter 10. These provisions now have legal effect although it is noted that the appeal period does not end until 19 June 2018.

Submissions in relation to Arrowtown Mapping are to be heard under Stage 2 of the PDP, which was notified in November 2017.

3 Proposal

The relief sought by submission 560 is that the ATCTO be imposed to the immediate south of Arrow Lane to encompass the land bound by Berkshire Street, Arrow Lane and Wiltshire Street, as shown in Figure 1 above.

The evidence of Mr Robin Miller from Origin Consulting Limited and Ms Mary-Jo Hudson of Colliers International in relation to the proposal are relied upon in the assessment of the proposal in terms of section 32.

4 Statutory Context

Section 32(1)(a) of the Resource Management Act (the Act) requires that a section 32 evaluation examine the extent to which the proposed objectives are the most appropriate way to achieve the purpose of the Act.

The purpose of the Act requires an integrated planning approach and direction:

5 Purpose

- (1) *The purpose of this Act is to promote the sustainable management of natural and physical resources.*
- (2) *In this Act, sustainable management means managing the use, development, and protection of natural and physical resources in a way, or at a rate, which enables people and communities to provide for their social, economic, and cultural well-being and for their health and safety while –*
 - (a) *sustaining the potential of natural and physical resources (excluding minerals) to meet the reasonably foreseeable needs of future generations; and*
 - (b) *safeguarding the life-supporting capacity of air, water, soil, and ecosystems; and*
 - (c) *avoiding, remedying, or mitigating any adverse effects of activities on the environment.*

The assessment contained within this report considers the proposed provisions in the context of advancing the purpose of the Act to achieve the sustainable management of natural and physical resources.

Section 31 of the Act provides the basis for objectives, policies and methods within a District Plan to manage the effects of use, development or protection of land and associated natural and physical resources of the District. Section 31 is further supported by the National Policy Statement (“NPS”) on Urban Development Capacity which came into effect on 1 December 2016. The NPS directs Council’s on how to provide for sufficient development capacity for current and future housing and business demand under the Act.

Key objectives and policies of this NPS which are relevant to the relief sought by submission 560 include:

Objective Group A – Outcomes for planning decisions

- OA1: *Effective and efficient urban environments that enable people and communities and future generations to provide for their social, economic, cultural and environmental wellbeing.*
- OA2: *Urban environments that have sufficient opportunities for the development of housing and business land to meet demand, and which provide choices that will meet the needs of people and communities and future generations for a range of dwelling types and locations, working environments and places to locate businesses.*
- OA3: *Urban environments that, over time, develop and change in response to the changing needs of people and communities and future generations.*

Objective Group B – Evidence and monitoring to support planning decisions

- OB1: *A robustly developed, comprehensive and frequently updated evidence base to inform planning decisions in urban environments.*

Objective Group C – Responsive planning

- OC1: *Planning decisions, practices and methods that enable urban development which provides for the social, economic, cultural and environmental wellbeing of people and communities and future generations in the short, medium and long-term.*
- OC2: *Local authorities adapt and respond to evidence about urban development, market activity and the social, economic, cultural and environmental wellbeing of people and communities and future generations, in a timely way.*

Objective Group D – Coordinated planning evidence and decision-making

OD1: Urban environments where land use, development, development infrastructure and other infrastructure are integrated with each other.

OD2: Coordinated and aligned planning decisions within and across local authority boundaries.

PA3: When making planning decisions that affect the way and the rate at which development capacity is provided, decision-makers shall provide for the social, economic, cultural and environmental wellbeing of people and communities and future generations, whilst having particular regard to: a) Providing for choices that will meet the needs of people and communities and future generations for a range of dwelling types and locations, working environments and places to locate businesses;

PA4: When considering the effects of urban development, decision-makers shall take into account: a) The benefits that urban development will provide with respect to the ability for people and communities and future generations to provide for their social, economic, cultural and environmental wellbeing; and b) The benefits and costs of urban development at a national, inter-regional, regional and district scale, as well as the local effects.

Consequently, a balanced and strategic approach is required to manage future growth while still promoting the sustainable management of the values landscape, nature conservation, productive land and infrastructure resources.

5 Regional Planning Documents

Operative Regional Policy Statement 1998

Section 74 of the Act requires that a District Plan “give effect to” any operative Regional Policy Statement (RPS).

The operative RPS contains a number of objectives and policies of relevance to this plan change, specifically Objectives 5.4.1 to 5.4.4 (Land) and related policies which, in broad terms promote the sustainable management of Otago’s land resource by:

- Maintaining and enhancing the primary productive capacity and life supporting capacity of land resources;
- Avoid, remedy or mitigate degradation of Otago’s natural and physical resources resulting from activities utilising the land resource;
- Protect outstanding natural features and landscapes from inappropriate subdivision, use and development.

Objectives 9.4.1 to 9.4.3 (Built Environment) and related policies are also of relevance. Objective 9.4.1 seeks to promote the sustainable management of Otago’s built environment in order to meet the present and reasonable foreseeable needs of the community and to meet the present and reasonably foreseeable needs of Otago’s people and communities, provide for amenity values and recognise and protect heritage values..

Objectives 9.4.2 and 9.4.3 seeks to avoid, remedy or mitigate the adverse effects of Otago’s built environment on Otago’s natural and physical resources, and to promote the sustainable management of infrastructure.

These objectives and policies highlight the importance of the ARMZ resource in terms of the zone’s unique character that is renowned internationally and in terms of the limited commercial space available within the ATC which is in close proximity to residential areas, meeting the present and reasonably foreseeable needs of people and communities.

Proposed Regional Policy Statement 2015

Section 74 of the Act requires that a District Plan must “have regard to” any proposed policy statement.

The Proposed RPS (PRPS) was notified for public submissions on 23 May 2015. Decisions on submissions were released on 1 October 2016. The majority of the provisions of the Decisions Version have been appealed and mediation is currently taking place. Accordingly, limited weight can be provided to the Decisions Version of the Proposed RPS. However, the provisions of the Proposed RPS are relevant in highlighting the direction given toward local authorities managing land use activities in terms of the protection and maintenance of landscape, infrastructure, hazards and urban development.

The following objectives and their associated policies of the PRPS (decisions version 1 October 2016) are considered to be of relevance to the proposed change to the zoning of the land:

- 2.2 *Otago's significant and highly-valued natural resources are identified, and protected or enhanced*
- 3.4 *Good quality infrastructure and services meets community needs*
- 3.7 *Urban areas are well designed, sustainable and reflect local character*
- 3.8 *Urban growth is well designed and integrates effectively with adjoining urban and rural environments*
- 4.2 *Historic Heritage resources are recognised and contribute to the region's character and sense of identity.*

The evaluation of the proposed zoning change has had regard to the PRPS.

6 Proposed District Plan

The PDP's strategic objectives and policies are contained within Chapters 3 – 6, with the objectives within Chapters 3: Strategic Direction and the policies in Chapter 4 – Urban Development being of most relevance to the proposed change to the zoning. Further, the provisions within Chapter 10 – Arrowtown Residential Historic Management Zone are relevant to the subject site. The decision version of Chapters 3, 4, and 10 were notified on 7 May 2018 and are currently subject to appeals.

The relevant provisions within the decision version of the PDP are copied below:

Chapter 3 – Strategic Direction

- 3.2.1 *The development of a prosperous, resilient and equitable economy in the District.*
 - 3.2.1.1 *The significant socioeconomic benefits of well designed and appropriately located visitor industry facilities and services are realised across the District.*
 - 3.2.1.5 *Local service and employment functions served by commercial centres and industrial areas outside of the Queenstown and Wanaka town centres, Frankton and Three Parks, are sustained.*
 - 3.2.1.6 *Diversification of the District's economic base and creation of employment opportunities through the development of innovative and sustainable enterprises.*
- 3.2.2 *Urban growth is managed in a strategic and integrated manner.*
 - 3.2.2.1 *Urban development occurs in a logical manner so as to:*
 - a. *promote a compact, well designed and integrated urban form;*
 - b. *build on historical urban settlement patterns;*

- c. *achieve a built environment that provides desirable, healthy and safe places to live, work and play;*
- d. *minimise the natural hazard risk, taking into account the predicted effects of climate change;*
- e. *protect the District's rural landscapes from sporadic and sprawling development;*
- f. *ensure a mix of housing opportunities including access to housing that is more affordable for residents to live in;*
- g. *contain a high quality network of open spaces and community facilities; and.*
- h. *be integrated with existing, and planned future, infrastructure.*

3.2.3 *A quality built environment taking into account the character of individual communities.*

3.2.3.1 *The District's important historic heritage values are protected by ensuring development is sympathetic to those values.*

3.2.6 *The District's residents and communities are able to provide for their social, cultural and economic wellbeing and their health and safety.*

Chapter 4: Urban Development

Wakatipu Basin Specific Policies

Policy 4.2.2.13 Define the Urban Growth Boundary for Arrowtown, as shown on the District Plan Maps that preserves the existing urban character of Arrowtown and avoids urban sprawl into the adjacent rural areas.

Policy 4.2.2.20 Ensure that development within the Arrowtown Urban Growth Boundary provides:

- a. *an urban form that is sympathetic to the character of Arrowtown, including its scale, density, layout and legibility, guided by the Arrowtown Design Guidelines 2016;*

Chapter 10 – Arrowtown Residential Historic Management Zone

Objective 10.2.1 - Development retains or enhances the historic character and amenity values of the zone, which is characterised by larger sites, low scale and single storey buildings, the presence of trees and vegetation and limited hard paving.

Policies

10.2.1.1 Apply development controls around building location, scale and appearance, and landscaped areas, to ensure the special character of the area is retained or enhanced.

10.2.1.2 Encourage buildings to be located and designed in a manner that complements the character of the area guided by the Arrowtown Design Guidelines 2016.

- 10.2.1.3 *Control the subdivision of land and regulate density to ensure the character resulting from the existing large lot sizes and historical subdivision pattern is retained.*
- 10.2.1.4 *Ensure that any commercial and non-residential activities, including restaurants, maintain or enhance the amenity, quality and character of the zone and surrounding area.*
- 10.2.1.5 *Avoid non-residential activities that would undermine the amenity of the zone or the vitality of Arrowtown's commercial zone.*
- Objective 10.2.2 *Community activities that are best suited to a location within a residential environment close to residents are provided for.*

Policies

- 10.2.2.1 *Enable the establishment of small scale community activities where adverse effects on the character and amenity values of the area in terms of noise, traffic and visual impact can be avoided or mitigated.*
- Objective 10.2.3 *Development efficiently utilises existing infrastructure and otherwise minimises impacts on infrastructure and road networks.*

Policies

- 10.2.3.1 *Ensure vehicle access and parking is located and designed to optimise efficiency and safety, and designed in sympathy with the character of the area.*
- 10.2.3.2 *Encourage low impact approaches to stormwater management.*
- Objective 10.2.4 *The Arrowtown Town Centre Transition Overlay provides for non-residential activities that provide local employment and commercial services to support the role of the Town Centre Zone.*

Policies

- 10.2.4.1 *Provide for commercial activities that are compatible with the established residential scale, character and historical pattern of development within the Arrowtown Town Centre Transition Overlay.*
- 10.2.4.2 *Limit retailing in the Town Centre Transition Overlay to ensure that the Town Centre Zone remains the principal focus for Arrowtown's retail activities.*

It is considered that the application of the ATCTO zoning to the site is the most appropriate way to achieve the objectives and policies of the PDP.

7 Resource Management Issues

Surrounding Context

The subject land was notified as being included within the ARHMZ. No ATCTO was identified over the land despite its mixed use nature.

The purpose of the ARHMZ as detailed in Section 10.1 of the PDP is:

"This zone covers the older part of the residential settlement of Arrowtown. The area has a distinctive character and atmosphere which has evolved from the development pattern set at the time of early gold mining in the District.

The purpose of this zone is to allow for the continued sensitive development of the historic area of residential Arrowtown in a way that will protect and enhance those characteristics that make it a valuable part of the town for local residents and for visitors attracted to the town by its historic associations and unique character.

In particular the zone seeks to retain the early subdivision pattern and streetscape, and ensure future development is of a scale and design sympathetic to the present character.

Unlike other residential zones, infill housing is not anticipated. However, as with the remainder of the District's residential zones, Residential Flats are provided for as a fundamental part of a standard residential unit to increase the diversity of residential accommodation in the zone as well as recognise the diverse household types and preferences within the District.

The Town Centre Transition Overlay provides for limited expansion of commercial activities in an identified location adjoining the town centre. Any modifications to existing buildings or properties are expected to retain the historical character and qualities of the Old Town Residential Area.

In addition to the sources of information outlined in the Council's s32 evaluation for Chapter 10 of the PDP, the resource management issues set out in this section have been identified from the following sources:

- Arrowtown Charrette, A Community Planning Process, 19-22 November 2004
- Arrowtown Workshop, Part One: The Workshop Report, Report of the community planning workshop sessions 22-23 February 2003.
- Shaping Our Future, Arrowtown Community Visioning 2017
- Colliers International, Commercial Leasing Market Commentary, Arrowtown, 6 June 2018
- Heritage Evidence, Statement of Evidence of Robin Alexander Keith Miller, Origin Consulting Limited, 11 June 2018

The zoning of the land proposed within the ATCTO of the ARHMZ is considered to achieve the purpose of the zone, providing for limited expansion of commercial activities in an area which directly adjoins and has a strong association (both historically and presently) with the Arrowtown Town Centre. Any modification to existing buildings or properties will retain the historical character and qualities of the Old Town Residential Area given the underlying provisions applicable to bulk, location, design and appearance of buildings within this zone.

Broad options considered to address the key resource management issues outlined in Section 7 above

Option 1: Retain the ARHMZ zoning of the land (as notified)

Option 2: Apply the ATCTO to the land (recommended)

Option 3: Extend the Arrowtown Town Centre Zone (ATCZ)

	Option 1: ARHMZ as notified	Option 2: Apply the ATCTO to the land	Option 3: Rezone as ATCZ
Costs	<ul style="list-style-type: none"> The provisions within Chapter 10 of the PDP do not take into account the existing land uses present along the southern side of Arrow Lane which include a mix of residential and commercial activities. Does not allow the submitters to develop their land consistent with that which has occurred on the adjoining land therefore affecting their social and economic wellbeing. Creates less certainty through the resource consent process for non-residential activities to be established close to the town centre of Arrowtown. Does not help alleviate demand on the town centre for commercial space (excluding retail). The issues identified would not be addressed in terms of association with the Town Centre, demand for commercial space and existing non-residential land uses in this location. Would not support the strategic purpose of the PDP to increase the viability and vibrancy of urban areas through allowing appropriately located mixed-use development. 	<ul style="list-style-type: none"> Loss of residential coherence within the ATCTO area however this is already established within the majority of the area identified within the overlay. Residential based amenity of inhabitants could be adversely affected from the effects associated with commercial activities. Re-zoning would result in minor inconsistencies between the PDP and the notified Arrowtown Design Guidelines 2016 (key threats identified to Neighbourhood 1 include commercial expansion). 	<ul style="list-style-type: none"> Inclusion of land within the ATCZ is outside of the scope of submission 560 therefore would disadvantage potential submitters. This area of land presently contains a mix of residential and non-residential land uses therefore zoning the entire area ATCZ could result in adverse effects on amenity of existing residents as the permitted nature and scale of activities has not been assessed. Does not reflect the historic use of this land which was the “backyard” to the ATCZ.
Benefits	<ul style="list-style-type: none"> Would ensure that residential amenity is 	<ul style="list-style-type: none"> Maintains the emphasis to retain 	<ul style="list-style-type: none"> Benefits the submitter in terms of future

	<p>maintained although not taking into consideration the existing land uses within the area south of Arrow Lane.</p> <ul style="list-style-type: none"> • Would reduce the potential for further commercial development and the associated pressure in terms of infrastructure, parking and transport. • Low costs of change to Council in terms of staff time. 	<p>historic heritage and high levels of amenity.</p> <ul style="list-style-type: none"> • The provisions provide more certainty for the Council and persons contemplating activities within the zone. • Easier path for commercial activities within the ATCTO area. • Maintains the cultural and historic heritage values. • Utilises existing physical linkages with the town centre including the 'pedestrian capillaries' extending from Buckingham Street. • Is in accordance with the Strategic Direction of the PDP. 	<p>land use within this area of land.</p> <ul style="list-style-type: none"> • Would provide additional area for town centre activities to expand and cater for current demand.
Ranking	2	1	3

8 Scale and Significance Evaluation

The level of detailed analysis undertaken for the evaluation of the proposed change in zoning has been determined by an assessment of the scale and significance of the implementation of the proposed zoning and provisions. In making this assessment, regard has been had to the following:

- Result in a significant variance from the PDP.
- Have effects on resources that are considered to be a matter of national importance in terms of Section 6 of the Act.
- Adversely effect those with specific interests.
- Involve effects that have been considered implicitly or explicitly by higher order documents.
- Impose increased costs or restrictions on individuals, communities or businesses.

The level of detail of analysis in this report is low – moderate being that the subject land area is discrete no significant changes are proposed to the ARHMZ.

It is proposed to amend the zoning of the land area in order to reflect the existing and historic association with the ATC. No amendments to the strategic or zone objectives or policies are considered necessary.

Evaluation of Proposal – Section 32(1)(a)

Proposals	Appropriateness
<p>Inclusion of the land south of Arrow Lane within the ATCTO.</p>	<p>The proposed ATCTO zoning of the land is considered to be the most appropriate way to achieve the purpose of the Act because it takes into account the existing mix of land uses in this location and is reflective of community aspirations for this area of Arrowtown (refer to the 1993, 2004 and 2015 Arrowtown Community Workshop reports).</p> <p>The objectives, policies and methods that apply to the ARHMZ will ensure that development retains or enhances the historic character and amenity values of the zone including assessing the appearance of buildings and effects on residential amenity to ensure that development is appropriate.</p> <p>The proposal is therefore considered to be consistent with the following: PDP Strategic Directions objectives 3.2.1, 3.2.1.1, 3.2.1.5, 3.2.1.6, 3.2.2, 3.2.2.1, 3.2.3, 3.2.3.1 and 3.2.6. PDP Urban Development policies 4.2.2.13 and 4.2.2.20 PDP Arrowtown Residential Historic Management Zone objectives (and associated policies) 10.2.1, 10.2.2, 10.2.3, 10.2.4.</p> <p>The proposal is also considered to give effect to RPS objectives 5.4.1, 5.4.3, 9.4.1 – 9.4.3 and regard has been given to PRPS objectives 2.2, 3.4, 3.7 and 3.8.</p> <p>Regard has also been had to Sections 6 and 7 of the Act.</p>

Evaluation of Proposal – Section 32(1)(b)

The following considers whether the proposal is the most appropriate way to achieve the relevant PDP objectives. The relevant PDP objectives and policies are listed in Section 6 above. The costs and benefits of the proposed provisions and whether they are effective and efficient is also assessed.

Proposed provisions	Costs	Benefits	Effectiveness & Efficiency
<p>Inclusion within the ATCTO</p>	<p>Environmental</p> <ul style="list-style-type: none"> Loss of residential coherence within the ATCTO area however this is already established within the majority of the area identified within the overlay through establishing non- 	<p>Environmental</p> <ul style="list-style-type: none"> Maintains the emphasis to retain historic heritage and high levels of amenity. <p>Economic</p> <ul style="list-style-type: none"> The provisions provide more certainty for the Council and 	<ul style="list-style-type: none"> The proposed provisions introduce clearer parameters for permitting anticipated activities, while providing direct policies to gauge the appropriateness of non-residential or community activities, or

	<p>residential activities.</p> <p>Economic</p> <ul style="list-style-type: none"> • Administration costs for Council to edit Planning Maps 27 and 28. <p>Social & Cultural</p> <ul style="list-style-type: none"> • Residential based amenity of inhabitants could be adversely affected from the effects associated with commercial activities. 	<p>persons contemplating activities within the zone.</p> <ul style="list-style-type: none"> • Easier path for commercial activities within the ATCTO area. The proposed ATCTO formalises the existing creep of town centre activities beyond the Town Centre Zone boundary, and enables residential activities within the overlay area to continue <p>Social & Cultural</p> <ul style="list-style-type: none"> • Maintaining the unique and valued heritage and amenity resources of the zone provides for the zone's inhabitants, district and visitors social wellbeing. • Maintains the cultural and historic heritage values. 	<p>activities that can have a significant impact on amenity.</p> <ul style="list-style-type: none"> • There will be efficiencies within the ATCTO area for commercial activities, while the provisions will be effective at limiting the scale of activities to ensure the viability of the Town Centre zone is not diminished.
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9 Efficiency and effectiveness of the provisions

The above provisions are drafted to specifically address the resource management issues identified for the area of land to the south of Arrow Lane. The proposal provides greater certainty than the notified PDP zoning and provisions and takes into account the existing surrounding context and therefore will create a more efficient consent process

10 The risk of not acting

Section 32(c) of the RMA requires an assessment of the risk of acting or not acting if there is uncertain or insufficient information about the subject matter of the provisions. It is not considered that there is uncertain or insufficient information about the proposal. The issues identified and options taken forward are the most appropriate way to achieve the purpose of the RMA.

APPENDIX C – SHAPING OUR FUTURE, ARROWTOWN COMMUNITY VISIONING REPORT 2017



ARROWTOWN
COMMUNITY VISIONING 2017

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1 EXECUTIVE SUMMARY

The Arrowtown Community Visioning taskforce has worked through the information gathered at public forum and considered previous community workshops and charrettes. This report outlines a long-term vision (30+yrs), and objectives and recommendations towards achieving the vision. More detail on each of the key areas is included in the body of the report and appendices.

Arrowtown is a unique village with a close-knit community.

Key characteristics of 2016/17 include:

- Growth within the village and wider Wakatipu Basin is putting pressure on housing, health services, education, and economic and recreational infrastructure within the town
- Arrowtown currently has a resident population of under 3,000 with an expected increase to 3,500 by 2058. Dwelling capacity (1574 dwellings) is expected to be reached by 2023
- The need to balance the heritage, character, environmental and community needs of the village into the future¹
- Increasing numbers of visitors from a peak day of 3,622 in 2018 to a projected 4,351 in 2058 putting pressure on transport/parking/infrastructure.²

ARROWTOWN COMMUNITY VISION 2050 AND BEYOND

The taskforce proposes the following long term vision for the Arrowtown Community.

“A vibrant, diverse community that is engaged in managing its future in a way that values and protects its heritage, character, lifestyle and the natural environment sustainably.”

- Arrowtown is a spirited community that is connected, inclusive and engaged in making our collective home a desirable place to live and visit
- Arrowtown is a village that is safe, uncomplicated and an accessible place to live, work and play where the past is respected in the future we create.

Residents and visitors will see and experience a unique blend of old and new, open space and thoughtful build design, low key infrastructure that blends with the natural environment and a community centric approach to changing land use.

This is supported by four key pillars of heritage, character, community and environment. Each of the pillars has a vision, objectives and recommendations towards achieving the vision. The key pillars are interrelated which leads to some repetition of objectives and recommendations.

Key Recommendations:

- The current Arrowtown urban boundary is maintained and protected. See Appendix 8.
- Arrowtown Planning Advisory Group adopts an expanded role addressing density and design within Arrowtown, including the application of the Arrowtown Design Guidelines. The group must be representative of the community and/or consult with the community. The group needs to be structured as an Urban Design Group funded by QLDC

1/2 QLDC Growth Projections 2017 – www.qldc.govt.nz/assets/OldImages/Files/District_Plan_Changes/Plan_Change_29_downloads/Discussion_Document/Arrowtown_Growth_Boundary_Discussion_Document.pdf

- Arrowtown continues to have a representative to influence council decision-making regarding education, health, transport and technology
- QLDC rigorously uses its statutory documents (District Plan and Arrowtown Design Guidelines), to ensure that the rich heritage status of Arrowtown continues to be maintained. This includes buildings, plantings, features and landscapes in order to action recommendations of the Heritage Sub-Group Plan
- QLDC/ORC provides a regular, cost effective public transport system that enables easy access between Arrowtown and other districts in the region
- An Arrowtown Environment Stakeholder Group is established to work collaboratively towards a better future for the town.
- QLDC and Queenstown Lakes Housing Trust create a plan to ensure affordable housing is available
- QLDC to lobby the District Health Board for more comprehensive health services in the Wakatipu Basin
- Support for the establishment of an Economic Development Agency to diversify the local economy.

2 OVERVIEW

This report summarises the outcomes of two forums held in Arrowtown on Wednesday 26th and Thursday 27th August 2015 over two evenings. A total of 126 people attended the forums. Forum attendees were asked to share their views on a vision for the future of Arrowtown and to identify barriers and issues that need to be addressed.

Biggest Challenge:



Successful Future:



In March 2016 community volunteers established the Arrowtown Community Visioning Taskforce. Their role was to consider the views raised at the forum, create a long term vision and recommend steps for the community to achieve the vision.

In developing their recommendations the taskforce considered the key themes raised and workshopped at the forums – Growth, Heritage and Character, Environment, Economy/Infrastructure and Community. The full forum workshop notes are available in Appendix 8.

The taskforce also considered the Arrowtown Charrette 1994, Arrowtown Workshop 2003, APBA brand workshop 2003, and APBA Strategic Plan 2015. Available in Appendix 11.

3 SCOPE

- This review encompasses the geography of the Arrowtown township as defined by *Queenstown Lakes District Council's* Arrowtown Urban Growth Boundary. It is recognised that the people who make up the Arrowtown community may live outside the town boundary
- This includes permanent residents and regular holiday visitors that live in the surrounding rural area who work and/or use facilities in Arrowtown on a regular basis
- While efforts have been made to gain views from across the entire community it is noted that the views of young adults (20-35 yrs) who have lived in the community for many years have been difficult to canvas
- The time frame being considered is 30-50 years into the future. This extended time frame requires general observations and solutions to be offered as the detail of what will be relevant this far in the future is difficult to state with any confidence
- Medium Density zoning in the recent Proposed District Plan is a cause for concern, as identified in the key issues within this document. The Shaping our Future Arrowtown Task Force has submitted to the proposed Arrowtown Design Guidelines³. The intention is that the careful management of growth will be supported in a way that is sustainable
- The taskforce were guided by the Terms of Reference set out by the Shaping our Future Steering Group. The full Terms of Reference are available in Appendix 7
- A sustainable community is one that is economically, environmentally, and socially healthy and resilient. It meets challenges through integrated solutions rather than through fragmented approaches that meet one of those goals at the expense of the others.⁴



3 Arrowtown Design Guidelines – www.qldc.govt.nz

4 Institute for Sustainable Communities – www.iscvt.org

4 VISION ARROWTOWN COMMUNITY 2050+



Our vision for the Arrowtown Community for 2050 and beyond is as follows:

“A vibrant, diverse community that is engaged in managing its future in a way that values and protects its heritage, character, lifestyle and the natural environment sustainably.”

Based on the visioning forum, we have developed a strategic plan that is divided into four valued key areas: Heritage, Character, Community and Natural Environment. For each key area we have outlined a sub vision, objectives and recommendations towards achieving the sub-vision. More detailed work carried out by each sub-group can be seen in Appendix 1–5.



5 GROWTH

Managing the consequences of Growth is recognised as Arrowtown's greatest challenge. The issues surrounding Density and Growth are critical issues relating to Arrowtown's future. The question of expansion vs increased density has been to the fore since the first Community Planning Workshop (Charette) held in 1994.

At present Arrowtown has a controlled urban growth boundary and proposed development outside that growth boundary has largely been declined, although pockets of development have continued for example McDonnell Rd and Manse Rd. There is potential for growth within the town boundaries through selective infilling and spot zoning. Growth from outside the town is also putting pressure on local authorities to extend Arrowtown's Urban Growth boundary.

There is no one correct answer to the implications of growth and density, and the forum results show that the community has differing views. Density and growth were considered for each of the key pillars examined in this report.

It is recognised that house/living affordability and the need to have a mixed diverse community is vital for the ongoing success of Arrowtown. However, it is also recognized that this should not be addressed by ad hoc/knee jerk responses and that community involvement is vital in planning ongoing growth. It is accepted that housing affordability can be exacerbated by boundary restrictions, but opening up the boundaries to Greenfield expansion may do nothing to solve affordability and could lead to a loss of Arrowtown's special character.

There are many concerns related to both increased expansion and increased density in Arrowtown. A comprehensive list of these can be found in Appendix 5.

Visitor numbers to Arrowtown are managed in a sustainable way. There should be a balance between tourism promotion and tourism management.

Conclusion:

Arrowtown's desirability as a place to live work and visit is quite finely balanced and can be easily eroded through insensitive expansion and/ or intensification. The question is, how big is too big?

Key Recommendations:**Urban Growth Boundary**

- The current Arrowtown Urban boundary is maintained and protected.

Density

- Arrowtown Planning Advisory Group adopts an expanded role addressing density and design within Arrowtown, including the application of the Arrowtown Design Guidelines. The group must be representative of the community and/or consult with the community. The group must have adequate funding to carry out the role.
- QLDC allocates an Arrowtown specific town planner that is an expert on Arrowtown Design Guidelines and can prepare reports
- Intensification should be accompanied by policies on sustainability and best environmental policy
- Any new development/intensification should be accessible through walking/ biking/public transport friendly over the predominance of cars.

6 FOUR PILLARS

The Heritage and Character of Arrowtown are often the most recognised 'features' by visitors to Arrowtown. For the Arrowtown community they are interlinked but equally important in creating the look, feel and sense of being an 'Arrowtown'. The following four sections on Heritage, Character, Community Natural Environment look to the future of Arrowtown in 50 years' time.

6.1 HERITAGE

Arrowtown’s strong sense of identity is based on its streetscape, landscape and social heritage; a legacy created from gold mining times through to post war holiday homes. Trees also provide an important heritage element originating from planted European varieties. Thus heritage becomes intertwined with the character, lifestyle and environment of Arrowtown.



Heritage Vision:

“Arrowtown is a living, ever-changing town that respects, retains and celebrates its heritage, character and amenities. Heritage continues to be an economic driver for Arrowtown.”

Heritage – something inherited from the past and valued enough today to leave behind for future generations.

Value – the amount of worth we place on something; can be understood in an aesthetic, cultural, spiritual, sensory or financial way.

Key Objectives:

- Arrowtown continues to grow sustainably retaining its rich heritage status.
- Elements of both built and landscape heritage continue to be apparent throughout the town with sympathetic infrastructure.

Success in the Future

- Arrowtown has grown sustainably, retaining its rich heritage status
- Heritage elements are visible throughout the town.

KPI's

- Infrastructure needs are met with heritage values incorporated e.g. footpaths, curbs, parking etc.
- Our natural heritage is valued, protected and planned e.g. Heritage trees, autumn colours
- Our river margins are protected from invasive species allowing native plants to thrive
- The Arrowtown Design Guidelines, are fit for purpose, used and enforced
- Heritage buildings are protected, preserved and have adaptive reuse
- Heritage continues to be one of the economic drivers for Arrowtown.

Gap with today	Possible Impediments to delivering
<ul style="list-style-type: none"> - Arrowtown Design Guidelines (2006/16) are not rigorously applied throughout the whole town - Maintaining intergenerational interest in protecting heritage elements. 	<ul style="list-style-type: none"> - Conflict between heritage retention and development and contemporary design - Pressure for commercial expansion - Lack of planning for protection and future proofing of heritage elements e.g. buildings, trees, stone walls - Pressure for modern engineering solutions e.g. footpaths, parking, overdevelopment of green fields.

Heritage Recommendations:

- QLDC rigorously uses its statutory documents (District Plan and Arrowtown Design Guidelines), to ensure that the rich heritage status of Arrowtown continues to be maintained. This includes buildings, plantings, features and landscapes in order to action recommendations of the Heritage Sub-Group Plan in Appendix 1
- QLDC develops a long-term infrastructure plan for Arrowtown, including funding, for the immediate and projected infrastructure needs of residents and visitors. Any infrastructure plan should take into consideration the heritage and character values of Arrowtown.

6.2. CHARACTER

There are a number of elements that make up the character of Arrowtown including its heritage, natural features, scale, buildings, style elements and structural features. As the town continues to develop and evolve, emphasis needs to be on keeping the key character elements for the future while allowing for the future needs of residents and visitors.



Character Vision:

“The character and amenities valued by Arrowtown residents and visitors today, are carried forward into the future. The town’s scale respects the natural landforms, and new and old sit comfortably together.”

Key Objective:

QLDC reflects the voice of the Arrowtown community in the formulation of planning rules and guidelines, and in all planning decisions affecting Character. (See previous forum reports. See Appendix 6).

Success in the Future	KPI's
<ul style="list-style-type: none"> - The town centre and historic zone are protected and preserved - Re-development and new development complement and respect the surroundings - Vegetation in the old town has significant scale and reflects the history - Autumn colours are still prevalent with wilding pines controlled - The local village feel and ease of access are not dominated by vehicles or future transport modes - Amenity and character are protected and maintained. 	<ul style="list-style-type: none"> - Listed historic sites, trees and buildings are not lost to redevelopment - District Plan is sensitive to preserving character - High canopies and large trees continue to dominate with plantings and open green space characteristics expanded to the new town - Wilding pines are under control - Parking options sensitive to the character and efficient public transport options are available for residents and visitors.
Gap with today	Possible Impediments to delivering
<ul style="list-style-type: none"> - Not all historic buildings and sites are protected - Pressure from new development is affecting the scale and natural characteristics of Arrowtown - Minimal planting of large trees within new development areas - Open space within the surrounding natural landscape is impacted by wilding pines - Parking space is scarce, particularly at peak times. Traffic is encouraged to arrive into the Town Centre to find parking that often isn't available. 	<ul style="list-style-type: none"> - Subdivision, development and pressure on housing resulting in higher density - Lack of adherence to the District Plan - Funding to protect historic sites, buildings and plantings and to control wilding pines, broom etc. - Lack of affordable, convenient public transport connecting Arrowtown to the district and country.

Character Recommendations:

- QLDC extends the mandatory application of the proposed Arrowtown Design Guidelines to the whole of Arrowtown
- QLDC allocates an Arrowtown specific town planner that is an expert on Arrowtown design guidelines and can prepare reports
- Intensification should be accompanied by policies on sustainability and best environmental policy with consideration given to walking/cycling accessibility over the predominance of cars
- A multi-purpose green belt is established around Arrowtown to mark the town boundary. The green belt is also used for community purposes. E.g. rec ground, community gardens.

6.3 COMMUNITY

This section examined the future health, education, recreation and commercial needs within Arrowtown. It is recognised that our sense of community is impacted by our scale, history, feeling of belonging, community events and desire to live in Arrowtown.



Community Vision:

“Community spirit is at the heart and soul of Arrowtown. Our community enjoys a safe, accessible town that encourages us to connect as we live, work and play. We feel a sense of belonging, share common values, support and care about each other and are proud to live here. Visitors are welcomed and embraced.”

Key Objectives:

- Walking and biking are the preferred modes of transport within Arrowtown
- A regular, cost effective public transport system that enables easy access between Arrowtown and other districts in the region
- The Arrowtown community stays connected through access to the latest technology
- Ensure that Arrowtown maintains and develops dedicated spaces and buildings for social, recreational, educational and health purposes
- Keep the diversity of people within the community.

Success in the Future	KPI's
<ul style="list-style-type: none"> – The community is thriving with diversity – youth through to elderly engaged in the community. – Connectivity - safe and accessible walkways, cycle ways etc. connecting within Arrowtown and to the local natural environment – Connectivity to the rest of the district through convenient, reliable and affordable public transport for visitors and residents – People are considered as the top priority e.g. Buckingham Street as a shared space – Technology – Arrowtown has access to the latest technology for business and personal use. 	<ul style="list-style-type: none"> – 75% of locals utilize the town facilities on a regular basis e.g. tracks, library, recreation, community meetings and skatepark – Connected trails and footpaths, allowing accessibility throughout the town – Safe, affordable, accessible public transport options are available and utilized – Arrowtown residents have access to the latest technology for business and personal use.

Success in the Future	KPI's
<ul style="list-style-type: none"> - Governance – Arrowtown continues to have adequate representation at Councillor level - Housing – diverse range of housing stock that is affordable and maintains population diversity - Education – Arrowtown children have access to quality, local education with up to date technology, facilities and a strong community feel - Health – Arrowtowners have access to comprehensive health care and medical facilities utilizing the latest technology - Economy – Arrowtown and the wider district has a strong, diverse economy with the opportunity to live, work and play within the community - Community Events - local small and large scale events eg markets and Autumn Festival continue to be run/ owned by the community - Volunteering - Local organisations mentor and actively encourage volunteers and participation in community events - Recreation/Community Interaction – sport, recreation and community facilities and grounds are available, protected and future proofed providing a wide variety of options for the community to meet and interact. 	<ul style="list-style-type: none"> - Residents are engaged and heard in governance decisions - Housing, health, education and recreational facilities are available, accessible and convenient for all residents - Organizations are supported by well- mentored volunteers to ensure the success of local events - A calendar of events supports community interests and draws in those from the wider district.



Gap with today	Possible Impediments to delivering
<ul style="list-style-type: none"> - Car-centric transport is affecting the ambience of the town with parking and congestion - Footpaths and tracks are not all connected, safe or accessible for all throughout the town - No affordable, convenient public transport options - Technology is taking too long to reach Arrowtown e.g. internet speeds impacting on business - Housing affordability affecting the balance and diversity in the community i.e. too expensive for young families - Planning decisions do not reflect the voice of the community - Little succession planning for events, volunteers, intergenerational knowledge - Healthcare i.e. birth to death is not available within the district. Lack of suitable housing for young/old. 	<ul style="list-style-type: none"> - Parking prioritized over people needs - Scale of Arrowtown and its growth rate compared to the wider Lakes District in funding decisions - Demand for land making it more attractive to develop for housing/ commercial rather than community e.g. recreational, educational, health, community groups and green spaces e.g. community gardens - Difficulties in engaging all aspects age-groups of the community in decision making for the future - Housing costs pushing out the young, elderly and families - Volunteer fatigue for community events.

Community Recommendations:

- Arrowtown continues to have a representative to influence council decision-making regarding education, health, transport and technology (See Appendix 3)
- QLDC/Otago Regional Council provides a regular, cost effective public transport system that enables easy access between Arrowtown and other districts in the region
- QLDC undertakes a mapping exercise to identify needs for pathways, bike stands, walking strips and lower speed limits
- QLDC and the Queenstown Lakes Community Housing Trust create a plan to ensure affordable housing is available
- Organizations provide mentoring to ensure the succession of new volunteers
- Land and buildings are protected by QLDC and Queenstown & District Historic agencies for the community purposes of future generations
- QLDC to lobby the District Health Board for more comprehensive health services in the Wakatipu Basin
- Support for an Economic Development Agency to diversify the local Arrowtown community.

6.4 ENVIRONMENT

The natural and built environment in and around Arrowtown is related to the heritage, character and desire to live in Arrowtown. This section on environment considers air, water, land and housing environmental factors.



Environment Vision:

“Arrowtown’s natural environment is valued as a foundation of community well-being. We care for our town’s drinking water, clean air, native flora/fauna, natural landscape, town greenscapes, and we accept the shared responsibility to ensure these are sustained and enriched.”

Key Objective:

- Arrowtown is known on the world-stage for being a cutting-edge sustainable town – zero waste, walking and cycling take priority, homes are energy efficient, low water usage and healthy - with a proud and caring community engaged in the environment.

Success in the Future	KPI's
<ul style="list-style-type: none"> – Zero pollution from heating by 2050 – Quality untreated drinking water and mandatory grey water re-use – River management – the community is actively engaged in increasing river water quality and the surrounding native environment – Housing – smart, low energy housing and shared spaces – Natural environment – native plants and birds flourish in the river surrounds and where possible within the town Greenbelt/open spaces and community gardens dominate over housing – Waste – Arrowtown is known for being sustainable – zero waste, walkable and green 	<ul style="list-style-type: none"> – Future air quality standards are achieved and exceeded – Reduced car use and increased use of Public Transport options reducing carbon footprint – Untreated drinking water available to all residents. – Reduction in reticulated water use and increase in gray water re-use – Improved quality and quantity of river water. Surrounding land is rich in native flora and fauna – Built footprint is static but use of urban land/energy and infrastructure is maximized in specific areas – Reduction in house sizes and sections. – Reduction in energy use over the whole town – Ongoing investigation and utilisation of alternative energy sources

- Green belt around the town encourages native plant and bird species and a place for community orchards and community interaction.

- Native flora and fauna established and monitored (baseline needs to be established)
- Zero wilding pines and broom evident
- Low car usage; waste and recyclable bins throughout the town, community compost system established, green waste recycling dominates with an active zero waste policy.

Gap with today

- Lack of knowledge and action on the use of alternative heating options
- Reticulated water supply losses, increasing demand from residents and visitors on current water supplies
- Minimal community engagement in river management; lack of native vegetation along the river
- Pressure to develop surrounding green spaces, resistance to smaller sections/ housing. Older housing stock being redeveloped
- Lack of convenient recycling options, lack of education and knowledge by local community and visitors
- Native plants only flourish in specific areas, balance between autumn colours and native plantings.

Possible Impediments to delivering

- Poor quality housing/older/large housing encourages wood/coal burning. The cost of installation of alternative heating sources
- Source contamination and lack of statutory mechanisms to encourage water conservation
- QRC is responsible for river quality. They have displayed a lack of community knowledge and engagement
- Developer/demand for large/format housing driving development over environmental priorities
- Provision for greenbelt, community areas and funding to maintain them. People availability and desire from the community to engage in increasing native flora and fauna
- Potential resistance to zero waste policy by locals, commercial businesses and uneducated tourists. Lack of infrastructure e.g. bins.

Natural Environment Recommendations:

An Arrowtown Environment Stakeholder Group is established to work collaboratively towards a better future for the town. Responsibilities would include:

- Community education and consultation
- Collecting and/or lobbying for effective baseline environmental measures
- Sourcing funding and applying collaboratively for funding
- Waste reduction and recycling strategies
- Monitoring baseline and measuring achievements e.g. air and water quality
- Establishing native flora and fauna strategy and co-ordination of wilding pine eradication.

APPENDICES

- Appendix **1** **HERITAGE** Sub-group additional information
- Appendix **2** **CHARACTER** Sub-group additional information
- Appendix **3** **COMMUNITY** Sub-group additional information
- Appendix **4** **ENVIRONMENT** Sub-group additional information
- Appendix **5** **GROWTH/DENSITY/INFRASTRUCTURE** additional information
- Appendix **6** **Arrowtown Forum Notes**
- Appendix **7** **Arrowtown Taskforce Terms of Reference**
- Appendix **8** **Arrowtown Charette 1994**
- Appendix **9** **Arrowtown Workshop 2003**
- Appendix **10** **APBA Brand Workshop**
- Appendix **11** **APBA Strategic Plan 2015**
- Appendix **12** **SOF Arrowtown Design Guidelines 2016 Submission**
- Appendix **13** **Arrowtown Urban Growth Boundary 2017**

1 HERITAGE Sub-group Work

Vision:

“Arrowtown is a living, ever-changing town that respects, retains and celebrates its heritage, character and amenities. Heritage continues to be an economic driver for Arrowtown.”

Definitions:

Heritage – something inherited from the past and valued enough today to leave behind for future generations.

Value – the amount of worth we place on something; can be understood in an aesthetic, cultural, spiritual, sensory or financial way.

Current Situation (Baseline Analysis):

Arrowtown has a strong sense of identity based on its streetscape, landscape and social heritage. This legacy has been created and cherished by local residents first following the gold mining times and then, after WWII, by New Zealand holiday makers who bought sections and built holiday houses. From the 1970s onwards with the development of tourism, this heritage fabric has come under increasing pressure. This pressure has been managed by the creation of heritage zones in what is known as the old town and through rules in the District Plan. Community workshops in 1994 and 2003 have sought to protect the town’s heritage through rules in the plan and through the production of the Arrowtown Design Guidelines 2006 and the 2016 rewrite currently under council consideration.

Trees provide an important heritage element in Arrowtown with planted European varieties giving significant aesthetic and economic value through the provision of autumn colour, shade, sculptural elements and by sustaining birdlife.

Visioning Forum References:

Long term aspirational goals for Heritage:

2.b. Designated Historic areas are protected by design controls developed by the appropriate experts and administered/regulated by people with specialist knowledge of Arrowtown.

2.c. Trees, streetscapes and greenspaces are protected and enhanced to reflect the character of Arrowtown – continually maintaining the heritage of buildings, greenspaces and local environment.

Key issues for Heritage from 126 attendees:

- Heritage protection and village character. ie Protecting the heritage of the whole town eg cribs; character of buildings, new buildings, redevelopment of buildings in the historic zone. 56
- Retain Heritage Precinct controls –heritage status ie expand or maintain CBD area, architectural integrity. 22
- Protect heritage status of buildings and trees. 12

What does success look like?	KPI's – how do we measure success?	What is the gap with today?	Impediments to delivering the vision	Recommendations
<p>Arrowtown continues to grow sustainably retaining its rich heritage status</p> <p>Elements of heritage will be apparent throughout the town.</p>	<p>Heritage values are retained through sensitive development</p> <p>Heritage buildings, including listed buildings, are protected, preserved and have adaptive reuse; Creative solutions are actioned for Arrowtown's infrastructure pressure ie footpaths, kerbs, parking; Visitors and locals show appreciation and are drawn to the heritage areas; Heritage trees are protected and avenues under-planted; Autumn colour is retained</p> <p>Heritage landscapes on river margins behind town are protected from wilding trees and the return of native varieties is apparent; The Design Guidelines and other statutory mechanisms are used and enforced.</p>	<p>Maintaining intergenerational protection of Arrowtown's heritage</p> <p>Identifying future heritage management areas for Arrowtown</p> <p>The Arrowtown Design Guidelines (2006/16) are not rigorously applied throughout the whole town.</p>	<p>Conflict could exist between desirability for retention of heritage throughout the whole town and the desire to create a more contemporary holiday feel</p> <p>Neglect and demolition of heritage buildings by owners; Redevelopment of heritage buildings –private, civic, Local Body/ Govt owned;</p> <p>Pressure for commercial expansion into residential zones; Ghost houses/ absentee owners</p> <p>Loss of heritage trees with no replacement planning; Scale of new buildings; Harsh engineering solutions –paths, kerbs; Poor lighting and signage; Development that is not sympathetic in character to its immediate environment; Pressure for more parking; Over promotion of tourism</p> <p>Loss of stone walls and other features</p> <p>Loss of view shafts</p> <p>Overdevelopment into green fields</p> <p>Delegation by QLDC of work to volunteer groups eg Museum and Historical Society.</p>	<p>QLDC planning department consistently enforces building consents and has a high benchmark regarding Design Guidelines and community plans</p> <p>The next generation is engaged re. heritage through schools, museum education programmes and community awareness</p> <p>Council initiatives such as rate relief and low interest loans are developed to ensure heritage buildings are preserved and adaptively reused</p> <p>An ongoing programme is undertaken to protect and replant recognized heritage trees in Arrowtown</p> <p>Resources are coordinated to eradicate wilding trees from heritage landscapes.</p>

2 CHARACTER Sub Group Work

Vision:

“The character and amenity valued by residents and visitors today is carried forward into the future. The town’s scale respects the natural landforms and new and old sit comfortably together.”

Current Situation (Baseline Analysis):

- Previous Community driven studies and workshops continue to be relevant and recognized. The Arrowtown Community has spoken out on what it values about Arrowtown’s unique character in a number of forums in the past:
 - Arrowtown Charrette 1994
 - Arrowtown Workshop 2003
 - APBA Brand Workshop 2003
 - APBA Strategic Plan 2015
 - Arrowtown Community Visioning Forum 2015
- The pressure on housing is seen as a Wakatipu wide issue requiring Wakatipu solutions. The Character of Arrowtown is strongly linked with the town’s scale. It is unlikely that the current scale can be significantly increased without detrimental impact on the town’s unique village character and the lifestyle residents expect when living in Arrowtown
- In the ‘new town’ a greater degree of design control but less prescriptive than in the historic zone is seen as desirable on infrastructure and building development.

Visioning Forum References:

Shared-vision comments

- Heritage protection and village character - Building character should be recognized in new building as well as re-development of existing buildings in the historic zone
- Protecting the heritage and character of the whole town is seen as important i.e. not just the mining and cottage character but more recent styles e.g. cribs
- Heritage status and controls are adhered to and maintained. Retain tight CBD but allow some adjacent compatible mixed use (as already occurs in adjacent residential zones e.g. above Arrow Lane and Cottages precinct)
- Preserve architectural integrity
- Protect heritage status of buildings and trees.

Related key issues comments:

The character of Arrowtown is defined by the heritage of the town.

The historic part of the town has set a template for scale that is a significant contributor to the town’s character. Small, simple building forms on large sites. Large, mature trees and green spaces further enhance the low impact the built environment has on the landscape.

Key traits that combine to form Arrowtown’s unique character;

Buildings

- Buckingham Street vista
- Avenue and cottages
- CBD (layout)
- Key historic buildings – churches, masonic hall
- Chinese Village
- Mary McKillop’s Cottage
- Athenaeum Hall
- Post Office
- Masonic Lodge
- Red post box and telephone booth
- Lakes District Museum
- 58 Listed historic buildings

Natural Features

- Autumn colours
- Tobin’s Escarpment and enclosing mountains that provide the town’s setting
- Backcountry on doorstep
- Arrow River and Reserve, trail systems and high country access

Style Elements

- Authenticity / not contrived
- Not tourist tacky
- Diversity arts, culture, outdoors, dining, shopping
- Walking town – connected spaces

Structural Features

- Informal nature of roading and other infrastructure, not perfect
- Lack of footpaths and concrete curbs
- Dominance of local natural materials in construction
- Phased development of the town that reflects the time.
- A green town, lots of mature planting
- A contained village with defined boundary to rural or recreational land use
- Gateway with library on one side and the Fork and Tap on the other
- Hedges, stonewalls and gates

<i>What does success look like?</i>	<i>KPI’s – how do we measure success?</i>	<i>What is the gap with today?</i>	<i>Impediments to delivering the vision</i>	<i>Recommendations</i>
The Town Center and Residential Historic Zone is protected and preserved.	Listed historic sites, trees and buildings are not lost to redevelopment.	Not all historic buildings and sites are protected.	<p>Subdivision, development and pressure on housing resulting in higher density</p> <p>A trend towards replacing smaller dwellings with larger</p> <p>Subdivision of larger sites. The high cost of preserving older buildings/ earthquake strengthening requirements.</p>	<p>The District Plan is adhered to in all cases</p> <p>Continual identification of buildings and features worthy of protection</p> <p>Continued local vetting of new applications for building and landscape i.e. local planning advisory group.</p>

What does success look like?	KPI's – how do we measure success?	What is the gap with today?	Impediments to delivering the vision	Recommendations
Redevelopment/new development in the historic zone should complement and respect the surroundings.	New buildings sit comfortably alongside old Adherence to a District Plan that is sensitive to preserving Arrowtown's character.	Pressure from new development is affecting the scale and natural characteristics of Arrowtown.	Inappropriate design proposals and poor application of the District Plan.	The District Plan is based on local community feedback regarding the preferred approach to future development.
Vegetation in the old town has significant scale and reflects the home land of the early settlers.	High canopies and large trees continue to dominate with plantings and open green space characteristics expanded to the new town.	No consideration of replacement planting recognizing that many large trees are getting close to end of life Minimal planting of large trees within new development areas.	Funding to protect historic sites, buildings and plantings and to control wilding pines, broom etc. Smaller section sizes and larger building footprints leave little space for large trees.	Incorporate appropriate landscaping requirements as a district plan requirement Encourage at least 1 large tree to be planted per property Plant and maintain large trees in streets and reserves.
Autumn colours are still prevalent with wilding pines controlled.	Wilding pines are under control.	Open space within the surrounding natural landscape are impacted by wilding pines.	Not controlling wilding conifers.	Get on top of wilding trees through a concerted effort coordinating ORC, QLDC and the local community.
Vehicles and parking do not dominate the historic zone or impact on peoples' ability to move about the town Biking and walking are the preferred means of transportation moving around the town.	Sensitive parking options and efficient public transport options are available for residents and visitors.	Parking space is scarce, particularly at peak times. Traffic is encouraged to arrive into the Town Centre to find parking that often isn't available.	Business interests require vehicle access to the Town Centre Lack of affordable, convenient public transport connecting Arrowtown to the district and country.	Maintain and encourage cycle and walking trails throughout the town Lobby QLDC to establish an affordable and sustainable public transport system throughout the Wakatipu meeting the needs of visitors and residents.
Amenity and character is protected and maintained.	Open space and quality of open space is maintained.	Current spaces work well. Further development needs to continue to provide for such spaces.	Pressure on land for residential building Cost of maintenance.	Ensure the District plan accounts for connected public spaces in any large land developments.
Wilding Trees (in particular conifers) are controlled.	Vistas and spaces are not dominated by a mono culture of trees – where trees are plentiful they represent a variety of species.	Many previously open spaces in the hills surrounding Arrowtown are being taken over by wilding conifers.	A sense of urgency required to tackle the establishment of wilding conifers Funding required to manage the issue.	ORC and QLDC need to actively lead other agencies and the community to mobilise against wilding conifers.

3 COMMUNITY Sub-group Work

Vision:

“Community spirit is at the heart and soul of Arrowtown. Arrowtowners continue to be proud to live here. We feel a sense of belonging, share common values, support and care about each other.

Our community enjoys a safe, accessible town that encourages us to connect as we live, work and play. Visitors are welcomed and embraced.”

Definitions:

Social – the elements that enable people to come together

Connectivity – the way people interact within a community

Current Situation (Baseline Analysis):

Arrowtown’s natural beauty and environment provides residents, holiday makers and tourists with the setting to enjoy a wide variety of lifestyle opportunities. With the population of Arrowtown increasing, these lifestyle opportunities are coming under threat.

Visioning Forum References:

1. Growth

- a. Growth is managed with community input.
- b. Boundaries take into account needs of the community eg social, educational, recreational, commercial.
- d. Established greenbelt around Arrowtown (multi-purpose to include recreational ground). Development e.g. retirement Village outside of boundary. Densities, tourism growth, planning for population growth, maintaining character, values and uniqueness of Arrowtown.

3. Environment – 3 waters, air, flora and fauna

- e. Arrowtown will have healthy and beautiful green environment that visitors and residents will cherish.
- f. Walkways and cycleways are well maintained with the appropriate infrastructure in place e.g. toilets, rubbish bins.

4. Economy/Infrastructure

- a. Tourism, commercial and residents needs are balanced
- b. Funding for infrastructure is established e.g. bed tax, visitor levy,
- c. Parking is sympathetic to the town centre and well maintained/signed.

5. Community

- a. The community is thriving with diversity – youth through to elderly engaged in the community.
- b. Housing, education, recreation, commercial and health needs can be met within the community.

Connectivity - safe and accessible walkways, cycle ways etc. connecting within Arrowtown and to the local natural environment

Community Values:

Elders

- Safety
- Informal/relaxed pace
- Able to get places
- Knowing people/recognition

- Quality design & amenities
- Nature
- History
- Arts & Culture
- Friendly/recognition
- Get places
- Work opportunities
- Green Spaces

Youth

- Fun/socializing
- Environment/Activity
- Connectivity/technology

Families

- Affordable homes
- Safety
- Social opportunities
- Child-friendly amenities
- Neighbourhood support
- Work opportunities

Connectivity:

<i>What does success look like?</i>	<i>KPI's – how do we measure success?</i>	<i>What is the gap with today?</i>	<i>Impediments to delivering the vision</i>	<i>Recommendations</i>
<p>WITHIN ARROWTOWN</p> <p>Walking Town Safe pathways, making it easy to access town centre, leisure tracks/river and transport</p> <p>Put pedestrians first.</p> <p>Buckingham St A shared space focusing on putting people first and allowing for mobility and delivery access.</p>	<p>75% of residents utilize the town facilities on a regular basis e.g. River, skate-park, library, shops, movies etc.</p> <p>Safe pathways – lighting – verge or footpaths, making it easy to access town centre, leisure tracks/river and transport</p> <p>All members of the community have continued access to all parts of Arrowtown.</p>	<p>Increased volume of traffic</p> <p>Safety – footpaths inadequate – poor street lighting</p> <p>Lack of common agreement on balance between safety and look/feel</p> <p>Maintenance costs.</p>	<p>Parking is an issue</p> <p>Volume of people</p> <p>Resistance of the community to change</p> <p>Restricted access of vehicles to businesses</p> <p>Community opinions around – footpaths – cost/supply of housing</p> <p>Infill housing – car numbers on verges/roads etc.</p>	<p>Mapping exercise to identify pathway needs</p> <p>QLDC is to bring footpaths and walking strips up to the standards set in the Arrowtown Design Guidelines</p> <p>Review of speed limits</p> <p>Discourage the use of cars in the town centre</p> <p>Research funding for a Community Shuttle.</p>
<p>TO DISTRICT</p> <p>Easy access to Frankton/Queenstown/education/health</p> <p>Locals and Visitors utilize public transport nationally and locally.</p>	<p>Public transport – affordable, accessible, regular, reliable, efficient and fast.</p>	<p>Private car is currently the preferred option/ most accessible.</p>	<p>Resistance to changing the current mode of transport.</p>	<p>ORC/QLDC connect Arrowtown to other districts.</p>
<p>TECHNOLOGY</p> <p>Optimal access to the latest technology.</p>	<p>All businesses and most households have access to the latest technology and services.</p>	<p>Current services do not meet the needs of the business community.</p>	<p>Making sure Arrowtown is not left behind, prioritized due to our smaller scale.</p>	<p>AVA and APBA continues to lobby providers for faster connectivity.</p>

Social:

<i>What does success look like?</i>	<i>KPI's – how do we measure success?</i>	<i>What is the gap with today?</i>	<i>Impediments to delivering the vision</i>	<i>Recommendations</i>
<p>CONSULTATION</p> <p>Arrowtowners continue to have a voice.</p>	<p>Most of our Community participate in giving feedback on issues that effect Arrowtown.</p>	<p>Planning decisions made without taking into account Arrowtown Community feedback.</p>	<p>Lack of awareness – what's happening? What decisions need to be made?</p> <p>Lethargy</p> <p>Meeting times don't suit all groups</p> <p>We don't know best way to engage different groups.</p>	<p>Assign a Ward to take responsibility for engaging the community</p> <p>Arrowtown Ward/ Councillor is retained or an equally dedicated Arrowtown voice, in council decision-making</p> <p>Find a way to coordinate the efforts of the various groups (AVA, APBA etc) to prevent repetition of work.</p>
<p>Housing will be affordable so that our population remains diverse.</p>	<p>Age groups across the lifespan are domicile in Arrowtown</p>	<p>Housing affordability affecting the balance and diversity in the community ie too expensive for young families.</p>	<p>High rent</p> <p>Earning capacity is limited due to nature of employment and reliance on tourism (low wage).</p>	<p>QLDC and Housing Trust create a plan to ensure affordable housing is available</p> <p>Philanthropists may also provide housing for artists in residence.</p>
<p>Arrowtown has a strong network of volunteers due to good succession planning.</p>	<p>Organizations and events are well supported by volunteers who feel valued and supported.</p>	<p>Little succession planning.</p>	<p>Insufficient numbers of 40 -60 year olds in the community</p> <p>Some volunteers feeling overburdened.</p>	<p>Organizations and groups Implement succession planning by mentoring new volunteers and raising their profile and needs through local media.</p>
<p>TRANSPORT</p> <p>More people in town with fewer vehicles</p> <p>Ease of access to the town for all residents.</p>	<p>Increasing numbers of both visitors and residents coming to Arrowtown utilizing public transport</p> <p>Less space taken up by vehicles</p> <p>Other forms of futuristic transport options are available with less carbon emissions.</p>	<p>Current parking space is highly congested</p> <p>Pathways are not up to walking standard.</p>	<p>Likely resistance to the cost of change and the length of time needed to make changes.</p>	<p>QLDC to provide easy, regular, cheap transport alternatives from Queenstown/ Frankton to Arrowtown</p> <p>QLDC is urged to bring footpaths and walking strips up to standards in the Arrowtown Design Guidelines.</p>
<p>COMMUNITY EVENTS</p> <p>Autumn Festival</p> <p>Local events run/ owned by the community</p> <p>Markets.</p>	<p>Arrowtown community has a rich calendar of community events targeting locals.</p>	<p>No regular farmer's market.</p>	<p>Increasing costs to hold events</p> <p>Council permission/ licences</p> <p>Ability to maintain a base of volunteers.</p>	<p>Maintain key knowledge of local volunteers through links with QLDC.</p>

What does success look like?	KPI's – how do we measure success?	What is the gap with today?	Impediments to delivering the vision	Recommendations
<p>PLACES AND REASONS TO MEET</p> <p>Community groups continue to meet</p> <p>Green areas that people go to socialize</p> <p>Accessible, suitable land/ buildings available for social activities for all age groups.</p>	<p>Sports and Social clubs etc still exist and are supported</p> <p>Community is engaged.</p>	<p>Impediment – value of land becomes more attractive to develop.</p>	<p>Council to fund and maintain green areas.</p>	<p>Recreational land/buildings is protected for future generations and is designated for community/ social purposes eg youth centre with free games, chess boards; social centre for retirees.</p>
<p>Community garden.</p>	<p>Community gardens are operating.</p>	<p>No current community garden.</p>	<p>Lack of suitable site/land to grow gardens fruit trees</p> <p>Understanding the rules.</p>	<p>Educating the community of the rules around communal fruit trees</p> <p>Reserve land for community garden.</p>
<p>EDUCATION</p> <p>Facilities exist and are well maintained.</p>	<p>School will be a gathering point for socialization of children</p> <p>A local school operates and is used by the wider community.</p>	<p>School is under-utilized by the wider community.</p>	<p>Education could become too individualized.</p>	<p>Technology will determine and influence the frequency, timing and structure of learning.</p>
<p>HEALTH</p> <p>The Arrowtown community has access to hospital and medical facilities within a close vicinity providing comprehensive health services.</p>	<p>Health providers able to respond to emergency requirements utilizing up to date technology.</p>	<p>Most investigative procedures, operations and long term palliative care cannot be provided in the district.</p>	<p>Health care costs</p> <p>Very specialized care is only provided in designated centres outside the Wakatipu Basin.</p>	<p>Work with QLDC to lobby the District Health Board for more comprehensive health services in the Wakatipu Basin.</p>
<p>ECONOMY</p> <p>Arrowtown and the wider district has a strong, diverse economy.</p>	<p>High wage employment opportunities available to the youth and residents of Arrowtown.</p>	<p>The district, and by association Arrowtown, are highly reliant on tourism (often low wage and exposed to global events).</p>	<p>Diversification in the districts economy, continuing reliance on tourism.</p>	<p>Support for an Economic Development Agency in the Queenstown Lakes District (SoF 2011) to diversify and seek alternative sources of income.</p>
<p>Opportunity and space (buildings) for Arrowtowners to work within their community.</p>	<p>Shared work spaces, meeting places, office provision for Arrowtown.</p>	<p>Limited commercial space available for locals.</p>	<p>Value of commercial space in being used for tourism activities.</p>	

4 ENVIRONMENT Sub-group Work

Vision:

"In 2050 Arrowtown's natural environment is valued as a foundation of community well-being. We care for our town's drinking water, clean air, native flora/fauna, natural landscape, town green spaces, and we accept the shared responsibility to ensure these are sustained and enriched."

Current Situation (Baseline Analysis):

Air and water quality, landscape, land use and housing design all impact on the quality of life for people living in Arrowtown.

Air: Based on ORC monitoring high levels of particulate matter from household heating, appliances pollute the atmosphere in Arrowtown during winter months. On many occasions in 2017 the NZ Air Quality PM10 daily limit was exceeded. The local topography and lack of wind exacerbates the problem.

Water: A community consultation process began in June 2017 with ORC investigating water allocation from the Arrow River. Domestic water is supplied from shallow bores in the Bush Creek river bed as well as from the Arrow River. Water is drawn from the river for irrigation purposes, and is used for recreational activity.

Episodes of water contamination do occur. QLDC has allowed in its Annual Plan for possible chlorination of all domestic water, mostly as a result of the Havelock North 2016 water contamination experience.

Sewage/wastewater is pumped to the Shotover treatment plant.

Storm water is discharged through drains to the Arrow River and soak pits. River discharge picks up pollutants such as products of combustion, decayed vegetation and car wash residue.

Landscape: There are few native trees planted in the immediate neighbourhood. Trees in general are at risk with a push for smaller sections. The environment surrounding Arrowtown is naturally returning to woody species. The issue is that several introduced species are threatening the remaining biodiversity. However, the exotic deciduous species also provide a colourful autumn backdrop which has become valued by the community. Strategies are currently being investigated to create a compromise. Initiatives are also being undertaken to make Arrowtown predator free.

Housing: In the historic zones, Arrowtown is characterized by large sections with smaller houses due to the site coverage requirements. In the new town there has been a tendency to build larger houses on relatively large sections. Both situations have long term sustainability issues and there is potential in both zones to increase density on a case by case basis. Homes are predominantly heated by wood burners and heat pumps. Arrowtown is constantly under pressure to 'sprawl' into surrounding green areas.

Key Recommendations:

- Set up an Arrowtown Environment Group that actions the recommendations below
- Hold a series of free forums, with expert guest speakers (pecha kucha style), to inspire, educate and engage the whole community in the concept of environmental sustainability
- Establish a community centre (could be part of eco-centre) that provides a place for education, information, discussion, inspiration and experimentation around enhancing our natural environment and sustainability
- Identify baseline data in order to track progress on air and water quality, traffic, cyclists, pedestirans, population expansion, tourism increases, spread of weed species, numbers of native species planted/supported etc.

Visioning Forum References:

3. Environment – 3 waters, air, flora and fauna

- a. Arrowtown has clean air/water/rivers with effective wastewater systems. Pollution is measured and reported on to the community.
- b. Housing is sustainable and uses efficient heating systems.
- c. Native plant species are actively planted and nurtured in the historic and new areas.
- d. Invasive plant species are eradicated, managed over time.
- e. Arrowtown will have healthy and beautiful green environment that visitors and residents will cherish.
- f. Walkways and cycleways are well maintained with the appropriate infrastructure in place eg toilets, rubbish bins.

Related key issues comments:

Protect the natural environment – wilding pines. Score 30

Protect the environment. Score 29.

Preserving green spaces and deciduous trees/remove wilding pines/broom. Score 23

Clean Air and Water. Score 14

Maintain greenways and walkways. Score 1.

Sustainability was cited as an issue

<i>What does success look like?</i>	<i>KPI's – how do we measure success?</i>	<i>What is the gap with today?</i>	<i>Impediments to delivering the vision</i>	<i>Recommendations</i>
<p>AIR</p> <p>Achieve and exceed current air quality standards</p> <p>Zero pollution from heating by 2050</p> <p>Zero carbon heating systems for every home and building</p> <p>Zero emissions from transport.</p>	<p>Trend to decrease in current levels and exceedances</p> <p>Main form of heating is from solar or non-emission alternatives</p> <p>PM10 is measured by ORC</p> <p>Diminishing reliance on wood and electricity</p> <p>Reduced use of cars in village</p> <p>Increased use of public transport into/out of AT.</p>	<p>We have already exceeded standards this winter</p> <p>Information is not widely publicized</p> <p>Little uptake of alternatives (eg solar, ground source and passive housing)</p> <p>Wood and electricity are the preferred modes of heating</p> <p>Lack of awareness of alternative heating systems and their accessibility and affordability.</p>	<p>Poor quality housing encourages wood/coal burning</p> <p>Large houses encourage need for heating/more heating</p> <p>Lack of compliance – people continuing to burn coal and green wood – Lack of clean heating alternatives</p> <p>Expense – no incentives.</p>	<p>Establish natural environment task force to educate, demonstrate and advocate around air quality improvements</p> <p>Pollution levels are known and publicized (eg. Through websites, the Loop, social media)</p> <p>Rethink current delivery - explore clean heating options as a community (does clean heat warm homes still exist?) eg group solar panels</p> <p>Lobby for greater compliance and rules that support smaller houses and smart heating systems</p> <p>Establish natural environment group to explore zero carbon alternatives: solar, walkability, biking</p> <p>Increase use of public transport.</p>
<p>SUSTAINABLE HOUSING</p> <p>Smart housing – low energy (passive), shared spaces, walkability, houses that add value to the community.</p>	<p>Built footprint of Arrowtown remains the same as today – ie. maximise use of urban land/energy/infrastructure</p> <p>Reduction in energy use per capita</p> <p>Reduction in house sizes/sections.</p>	<p>Large sections, increasingly large houses</p> <p>Lack of excellent local examples of smaller/compact housing, low carbon developments</p> <p>Pressure to develop surrounding green fields.</p>	<p>Gap between what is sustainable into the future (higher density residential) and market/ developer demand and supply</p> <p>Lack of imagination, leadership and robust statutory framework.</p>	<p>Establish natural environment task force to provide information and support on sustainable housing</p> <p>Step Programmes. NZ standard?</p> <p>Adopt Home Star framework as development assessment tool as opposed to just reaching building code compliance.</p>
<p>NATIVE PLANTS</p> <p>Native plants growing in abundance</p> <p>Green belt around town</p> <p>Proliferation of native birds.</p>	<p>Record # of natives planted by council/ WRT etc annually</p> <p>Physical green belt</p> <p>Bird count.</p>	<p>Natives infrequently planted in public places</p> <p>No green belt provided for</p> <p>Native birds returning?</p>	<p>Council/community buy in</p> <p>No mechanism for green belt.</p>	<p>Establish natural environment task force to engage in advocacy, planting and enhancement in whole town</p> <p>Annual bird count.</p>

What does success look like?	KPI's – how do we measure success?	What is the gap with today?	Impediments to delivering the vision	Recommendations
<p>DRINKING WATER</p> <p>Untreated, excellent quality drinking water</p> <p>Mandatory grey water re-use.</p>	<p>Untreated quality drinking water accessible to all of Arrowtown</p> <p>Seek accurate measures of aquifer</p> <p>Household water use is reduced</p> <p>Less waste water, grey water re-use.</p>	<p>Reticulated water supply loses 40%?</p> <p>Lack full understanding of increasing population and tourist demand on water supply?</p> <p>Lack base measure of today's drinking water quality and supply</p> <p>Lack of knowledge around water reduction technology and water re-use.</p>	<p>Lack of statutory mechanisms to encourage alternative water collection and reuse (eg rainwater harvesting and grey water recycling)</p> <p>Incomplete understanding of climate change impact on water quality and supply</p> <p>Community assumption that water is unlimited resource?</p>	<p>Establish natural environment task force to educate the community on sustainable water use</p> <p>Lobby for statutory framework on water reduction and water re-use technology.</p>
<p>RIVER WATER</p> <p>The community is engaged in river management</p> <p>Water quality and quantity of rivers and streams is better than today</p> <p>River environment has been protected and enhanced with native planting.</p> <p>Native species flourish in and alongside river.</p>	<p>Research base-line measures of:</p> <p>River water quality</p> <p>River water quantity</p> <p>Presence of native flora & fauna.</p> <p>Robust river management regime.</p>	<p>Awareness of river values - mauri</p> <p>Lack of native vegetation</p> <p>Minimal community engagement in river management.</p>	<p>Lack of easily-accessible base-line information</p> <p>No one agency looking after the river environment – community not engaged in river management</p> <p>Agency capture</p> <p>Community understanding of what a healthy river is.</p>	<p>Set up a Group that includes stakeholder agencies to manage the river and environment</p> <p>Engage the community in enhancing the river environment.</p>
<p>INVASIVE PLANTS</p> <p>Our landscape is devoid of weed species.</p>	<p>Transformation of landscape from today.</p>	<p>Exotics prevail in the landscape.</p>	<p>Community/council resistance.</p>	<p>Establish natural environment group to engage in advocacy, removal of weeds and enhancement in whole town/area.</p>
<p>SUSTAINABILITY</p> <p>Arrowtown is known on the world stage for being a cutting edge sustainable town – zero waste, walkable, green and with a proud and caring community</p>	<p>See 3a, 3c and 3d</p> <p>Carless town</p> <p>Waste AND recyclable bins throughout the town (but ideally zero waste)</p> <p>Community compost system</p> <p>Commercial recycling and green waste collection</p>	<p>Focus is on heritage</p> <p>Cars rule</p> <p>Waste generation is not related to commercial activity</p> <p>Tourist waste generation not provided for</p>	<p>Community resistance – why change?</p> <p>Requires infrastructure change.</p>	<p>Establish natural environment group – hold community workshops</p> <p>Overhaul of waste collection system</p> <p>NO waste strategy.</p>
<p>TRANSPORT</p> <p>Walking/biking is cool and the preferred mode of transport.</p>	<p>Pedestrians and cyclists and public transport take precedence over vehicles</p> <p>Network of walking and cycle ways through green spaces.</p>	<p>Cars and roads rule – poor pedestrian/cycling infrastructure.</p>	<p>Community resistance</p> <p>Lack of understanding on impacts of increased car movements</p>	<p>Strategy to transition to a pedestrian and cyclist friendly town .</p>

5 DENSITY/GROWTH/INFRASTRUCTURE Sub group work

The issues surrounding Density and Growth are critical issues relating to Arrowtown's future. The question of expansion vs increased density has been to the fore since the first Community Planning Workshop (Charette) held in 1994. At present Arrowtown has a controlled urban growth boundary and proposed development has largely been declined, although pockets of development have continued and a SHA retirement village has been granted consent on McDonnell Road.

There is no one correct answer to the issue of growth and density and the forum results show that the community has differing views.

Density and growth were considered for each of the key pillars examined in this report.

Concerns about increased expansion:

- Ribbon development along the entrances to Arrowtown
- Reducing/impacting on the Village character of Arrowtown. Population of 2600 now. What is the maximum population Arrowtown can cope with?
- Infrastructure concerns - 3 waters, additional parking, cars
- Substandard sub division, as has been appearing in other parts of the district (unsympathetic development altering the character and amenity of Arrowtown)
- Potential for expanded development to continue to be 'mini Millbrooks'
- Air Quality issues
- Impact of residents/tourists and associated noise. This is already noticeable in the last 10 years. Expansion increases the population thus lessening the desirability of living here.

Positives relating to increased expansion:

- Housing affordability - Mixture of housing prices/lot sizes
- Allows diversity in the community - Arrowtown has to be able to cater for families to ensure a viable community - ie schools/pre-schools/ community services.

Concerns about increased density:

- Destruction of character and amenity especially in the heritage zones (large leafy sections and smaller houses)
- 'If you can't go out you need to go up' theory. The impact of this on sun, sight lines, neighbours
- Impact on transport infrastructure. Parking/street verge destruction
- Air quality issues.

Positives relating to increased density:

- Affordability - Smaller living units on smaller sections
- Increased density is often seen as a better solution to 'greenfields' ribbon development
- May allow families to support other members into housing to allow family members to stay living here (Fonzie Flats)
- Some areas of Arrowtown can support redevelopment and higher density. ie older 1970's housing stock.

Conclusions:

Arrowtown's desirability as a place to live work and visit is quite finely balanced and can be easily eroded through insensitive expansion and/ or intensification. The question is, how big is too big?

Urban Growth Boundary

Ribbon development and/ or significant subdivision beyond the urban growth boundaries is not supported, with the exception of the Jopp Street council owned land which was mooted in the Charettes to have the ability to support some additional housing (very carefully planned and developed in a comprehensive way).

A town belt of planting and/or a green belt including the golf courses and private land that remains largely undeveloped is supported to retain Arrowtown as a defined town.

Recommendation:

- The current Arrowtown Urban boundary is maintained and protected.

Density

Mid and high density zoning is a blunt instrument and a case by case scenario is more desirable across all parts of Arrowtown although the Historic Management zones should be subject to a much more rigorous scrutiny.

Any density changes needs to be on a case by case basis and accompanied by relevant/ specific design controls that comply with the Arrowtown aesthetic/character

Recommendations:

- Arrowtown Planning Advisory Group adopts an expanded role addressing density and design falling outside of the Arrowtown Design Guidelines. The group must be representative of the community and/or consult with the community. The group needs to have adequate funding to carry out the expanded role.
- QLDC allocates an Arrowtown specific town planner that is an expert on Arrowtown design guidelines and can prepare reports.
- Intensification should be accompanied by policies on sustainability and best environmental policy.
- Any new development/intensification should be accessible through walking/ biking/public transport friendly over the predominance of cars.

Housing Affordability

It is recognised that house/living affordability and the need to have a mixed diverse community is vital for the ongoing success of Arrowtown but that this should not be addressed by ad hoc/ knee jerk responses and that community involvement is vital in planning ongoing growth. It is accepted that housing affordability can be exacerbated by boundary restrictions, but opening up the boundaries to greenfield expansion may do nothing to solve affordability and could lead to a loss of Arrowtown's special character.

Arrowtown Community Visioning Forum

Wednesday 26th August 2015 - 70 attendees

Thursday 27th August 2015 - 56 attendees

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Introduction

The aim of this report is to capture the outcomes of the Arrowtown Community Visioning Forum in a way that can help the Taskforce shape its recommendations. The same format was used for both nights of the forum and the information has been combined. It records the community's long term aspirations, their views about current challenges facing Arrowtown, priority issues and issues that need to be addressed in the shorter term.

A Shared Vision for the Future:

The input from the forum showed some long term aspirational goals that were generally agreed. They are summarised below:

1. **Growth –**
 - a. Growth is managed and planned with community input.
 - b. Development boundaries are established/maintained/ planned growth areas to take into account the needs of the community eg social, educational, recreational, commercial
 - c. Infill/density are managed within building design and streetscape guidelines.
 - d. Established greenbelt around Arrowtown (multi-purpose to include recreational ground). Development eg Retirement Village outside of boundary. development boundaries, retirement village, densities, tourism growth, planning for population growth, maintaining character, values and uniqueness of Arrowtown
2. **Heritage and Character –**

- a. Authentic character of Arrowtown as a village is maintained by appropriate planning and growth management.
- b. Historic areas are protected by design controls developed by the appropriate experts and administered/regulated by people with specialist knowledge of Arrowtown.
- c. Trees and streetscapes are protected and enhanced to reflect the character of Arrowtown – enhancing, protecting and maintaining the heritage of Arrowtown – buildings, green spaces and environment.

3. Environment – 3 waters, air, flora and fauna

- a. Arrowtown has clean air and water with effective wastewater systems. Pollution is measured and reported on to the community.
- b. Housing is sustainable and uses efficient heating systems.
- c. Native plant species are actively planted and nurtured in the historic and new areas.
- d. Invasive plant species are eradicated, managed over time.
- e. Arrowtown will have healthy and beautiful green environment that visitors and residents will cherish
- f. Walkways and Cycleways are well maintained with the appropriate infrastructure in place eg toilets, rubbish bins

4. Economy/Infrastructure

- a. Tourism, commercial and residents needs are balanced.
- b. Funding for infrastructure is established eg bed tax, visitor levy,
- c. Parking is sympathetic to the town centre and well maintained/signed

5. Community

- a. The community is thriving with diversity – youth through to elderly engaged in the community.
- b. Housing, education, recreation, commercial and health needs can be met within the Arrowtown community.

Vision for the Future

Everyone was asked to provide two words that they would want to see included in a short aspirational vision statement for the Arrowtown community. The following words were offered:

Vision for the Future (from post it notes)

Affordable	Family x 6	Infrastructure	Quiet	Trails
Authentic x 4	Free	Innovative x 3	Recreation	Tranquillity
Balance x 2	Friendly x 3	Lifestyle x 3	Relaxation	Uncrowded
Beautiful x 10	Fun	Multi-generational	Respect	Understanding
Boutique	Green x 2	Maintained	Resilient	Unique x 3
Boundary	Growth	Mighty	Safe x 19	Unpolluted
Character x 12	Happy	Natural/Native x 6	Smallness	Vibrant x 2

Charm	Harmonious x 4	Peaceful x2	Social	Village x 7
Clean x 6	Healthy x 3	Positive Planning	Spacious	Walking
Clever	Heritage x 6	Preservation x 4	Self – Sufficiency x 2	Youth
Community x 14	Historic x 6	Pride	Smokefree	
Content x 2	History x3	Progressive	Sustainable x 17	
Constant Scale	Home x 2	Prosperity x 2	Technology	
Creative	Idyllic/Ideal	Quaint x 2	Thriving	
Diverse x 3	Invigorating	Quality		
Easy				
Employment x 2				
Environment x 3				

Describing Future Success

Forum attendees were invited to supply their ideal ‘headline’ for the Lakes District in 2035. The following themes and ideas were put forward. ** indicates where an idea was described more than once. This is an exercise to focus attendees on the long term future of Arrowtown

Whats the Headline in 2035 that says ‘We’ve done it”

- Iconic NZ values preserved*
- Arrowtowns unique family character maintained*
- Arrowtown again voted top community to live in in NZ/Australasia***
- Arrowtown most tech savvy community in New Zealand*
- Arrowtown comes together for best community festival in 65 years
- Community spirit in historic in Arrowtown still present
- Autumn colours saved
- Clear air, clean heating, sustainable (check!)
- Arrowtown wins world heritage status*
- Avenue trees celebrate 200th birthday
- Arrowtown the Village that was and is
- Arrowtown, the envy of New Zealand
- New Zealands most beautiful, clean town
- 50th Anniversary of Autumn Festival
- Celebration of 15yrs of the Retirement Village in Arrowtown
- Character of Arrowtown unchanged despite population growth/retains it’s heritage/charm despite growth ***
- Last conifer gone
- Arrowtown goes off the grid*
- Arrowtown a model of Sustainability
- Arrowtown the new silicon valley
- Arrowtown Museum goes digital
- New chairlift opens from Arrowtown to Cardrona
- Place for all generations

- Environment at the forefront of Arrowtown Village with enviable native parks, flora, fauna**
- Arrowtown leads the way with walkways and cycleways**
- Last fire extinguished in Arrowtown
- Autumn Festival gets a Golden Globe for 50yrs
- Wilding Pines exterminated
- Arrowtown model of sustainability
- Record numbers of tourists don't affect character of Arrowtown
- Arrowtown named top town in New Zealand
- Genetically modified trees provide colour
- 1 million deciduous trees planted

All attendees were asked to give one word that described a successful outcome for Arrowtown. These were compiled into a wordle:



What are the big issues for Arrowtown

Everyone attending the forum was asked to give one word that they described as the biggest challenge facing Arrowtown today. The words were combined into a wordle:



Attendees were asked to discuss in their groups the big issues/priorities in the mid-short term for Arrowtown. They then voted to assess the highest priorities/importance, the higher the score the more importance placed on the priority by forum attendees. **The key themes were then explored further in the following exercise.**

Theme	Issue	Score	Comments/Details
Growth	Growth – Population and Development	125	Harmful effects of growth Population limit Housing affordability Development and natural boundaries
	Plan for sustainable growth in the Wakatipu	39	Wakatipu needs plan for growth, balance of developers/private sector, effects on natural environment, cost of housing, land,
	Population Growth – maintaining character and maintaining growth within the boundaries of Arrowtown	34	Planned growth to protect character of Arrowtown. Wider planning of growth within the Wakatipu not just Arrowtown
	Managed growth to ensure balance between history, nature and tradition	28	
Heritage	Heritage protection and village character	56	Building character, new building, redevelopment of buildings in the historic zone. Protecting the

			heritage of the whole town eg cribs
	Retain Heritage Precinct controls – heritage status	22	Expand or maintain CBD area, architectural integrity,
	Protect heritage status of buildings and trees	12	
Community	Retaining community facilities	44	Quality and Diversity
	Identifying values and criteria for the future of Arrowtown	20	
	Youth involvement in community affairs	6	
	A community that works/balanced for community and visitors	7	Includes commercial space – business park? Good diversity – age, nationality, disability, single/families/elderly. Communal market place,
	Safe and Friendly community	1	Encourages diversity, schooling, township etc
Infrastructure / Development	Infrastructure to manage growth	36	Roading/water system/sewage system. balancing tourism with resident needs.
	Elderly Care	32	Retirement Village in town
	Ribbon Growth – along empty roads	9	
	Keep the current boundaries	9	
	Education	6	Schooling, facilities at capacity
	Worker Accommodation	5	
	Design guidelines for new development	5	
	Retain low density housing	4	
	Parking/Transport/Public Transport for locals and visitors	3	
	Pressure on local infrastructure	2	Eg parking for visitors, how to pay for infrastructure – eg park n ride, tolls, visitor tax
	Elderly care, retirement village	2	
	Inadequate broadband	0	

Environment	Protect the natural environment – wilding pines	30	
	Protecting the environment	29	Clean air/water/rivers Control of wilding pines etc ORC enforcement of air pollution
	Preserving Green spaces and deciduous trees/remove wilding pines/broom	23	
	Clean Air and Water	14	
	Maintain greenways and walkways	1	
Economy	Maintaining a balanced and diverse economy / housing affordability	27	
	Develop more local jobs	3	
	Economic diversification	3	Over reliance on tourism
	Tourism Destination Management	2	
	Arrows town to attract higher spending visitors	0	
Governance	Governance	29	Long term strategic thinking/community participation in strategic decision making
	Maintain Arrow Ward representation	3	More community participation in community decision making
	Disaster Planning	0	

Key Issues

Attendees were asked to workshop the key issues (the following is in no particular order). Attendees were asked to consider the issue, critical driving influences, ideal future outcomes and some potential solutions or next steps.

Issue	Critical Driving Influences	Ideal Future Outcomes	Solutions/Next Steps
Diluting what makes Arrowtown Special – Design Control	Quick Decisions made by QLDC to fix things without relating it to any controls	Having a healthy and beautiful green environment People will still love Arrowtown and comment on it as 'beautiful'	Defining what makes Arrowtown beautiful – in words and document Creating a design guidelines for all of Arrowtown which control future development on 'What makes Arrowtown beautiful'. Having a design review board which not only decides on big development but also on small ones eg benches, lighting etc Designs are sustainable eg no tropical hardwood. Design review board should handle/agree on all design impacts QLDC decides, The DRB should consist of different groups of the community and should be voluntary eg architects, landscape architects, business owners, school, community groups.
Managing Growth (4 groups info combined – was very similar)	Demand for living 1. Retired, youth, families – need for range of housing 2. Pressure from local government	Establish a permanent greenbelt Satellite retirement village Infill on case by case basis	Satellite towns in Wakatipu Basin Capped population for Arrowtown Greenbelt becomes a community resource eg recreational spaces <i>Housing – infill, tax empty holiday homes, range of housing options,</i>

	<p>3. Appeal of Arrowtown as a place to live</p> <p>4. Rate of growth relative to current boundary limit</p> <p>5. Planning for growth of residents and visitors</p> <p>6. Capping population could be a negative outlook</p> <p>7. Quality of life/values/accessibility</p>	<p>Redevelopment of existing sections</p> <p>Build on empty sections</p> <p>Building design control</p> <p>Streetscape design including trees</p> <p>Potential medium/high density area eg bottom of Manse Rd</p> <p>Jobs for locals</p> <p>Land planned and zoned for specific purpose eg housing, school, commercial, recreation, reserves</p>	<p>2nd primary school and establish high school</p> <p>Tax empty holiday homes, encourage use.</p> <p>Establish a sustainable population without disturbing the character of Arrowtown</p> <p><i>Integrated community planning – schooling, health, social support</i></p> <p><i>Govt policy to allow diversity</i></p> <p><i>Long term thinking and planning in place –</i></p> <p><i>Plan for diversity</i></p> <p><i>Tourism</i></p> <p><i>Leadership</i></p> <p><i>Plan for growth</i></p> <p><i>Diverse community</i></p> <p><i>Visioning</i></p> <p>More community input into growth – community board.</p> <p>Incremental increases in boundary</p>
<p>Adverse effects of growth</p>	<p>Demand for Arrowtown.</p> <p>Growing district economy</p> <p>Inadequate/inferior planning</p> <p>QLDC/DQ/Business</p> <p>Community/Developers/Central Government</p> <p>District/Regional Plans not flexible enough to move with times.</p>	<p>Arrowtown remains a great place to live.</p> <p>Preserved heritage area</p> <p>Green spaces maintained</p> <p>Houses reflect the character of Arrowtown.</p> <p>Diverse population</p> <p>Modern technology in place.</p>	<p>Planned growth – does a housing cap need to be put in place.</p> <p>Maintain present Heritage centre</p> <p>Analysis tools established and measure</p> <p>Rigorous planning controls and systems.</p> <p>The community needs to be involved via the government – local and regional</p>

	<p>Growth not managed well by committee Building of houses/subdivisions not suitable for the environment</p>	<p>Established measurement tools: Census, Tourist count, housing count/affordability, enjoyment/satisfaction measure</p>	<p>Community has a strong voice – campaigns and petitions during the democratic process to QLDC and regional councils.</p>
<p>Character – maintaining the character of the village</p>	<p>Boundary – puts pressure on infill housing, releasing boundary creates spread. Increasing population increases demand on housing. Town planning rules</p>	<p>Authentic character of Arrowtown as a village maintained by appropriate planning and growth management.</p>	<p>Establish what character is – defined characteristics, values, village vs town. Planned development and guidelines for village.</p>
<p>Retaining historic character throughout the whole town.</p>	<p>Aesthetics Tourism Magnet Town culture Development pressures How – design guidelines and enforcement Rates relief and support for owners Streamlined consent process for heritage owners, Adaptive reuse of existing heritage buildings</p>	<p>All development should reflect the central otago vernacular Maintain heritage to a very high level - Sensitive signage - Street furniture - Plantings/fencing etc - Council maintenance, Measure – if the town still retains its character of the past, development is sensitive. Trees and streetscapes are protected.</p>	<p>Enforcement of guidelines for parts of the town. <i>Arrowtown specific planning advisory group to assess all development with power to co-opt specialists</i> <i>Planners who are well versed in particular design issues relevant to Arrowtown esp heritage buildings</i> <i>All stakeholders need to be part of planning eg DOC, QLDC, Community</i> Protect the name Arrowtown</p>

<p>Environment – protection and enhancement of green spaces (two groups)</p>	<p>Impact of Growth Zero tolerance to encroachment on green spaces Council Management Community ownership and responsibility Long term planning/specialist knowledge Invasive species Damage from 4WD to river beds Visual protection of skyline – eg building on hilltops, ridgelines</p>	<p>Plan for species eradication, protection of natural environment eg historic trees 90% of wilding pines gone within 5 years 100% in 10 years Review of advisory board Maintenance of green spaces, increased native planting Maintenance and development of walking/cycling tracks and facilities eg toilets Historic trees protected/maintained and expanded Native species flourishing with increased areas of native planting</p>	<p>Management and planning for protection of green environment flora and fauna Protection and enhancement of green spaces as public facilities, eg walkways, cycleways Long term planning – QLDC Encourage planting of natives, amendment to the historic zone guidelines for this. Housing developments allow for green spaces Arrowtown Advisory Group is more transparent. DOC/Volunteers/Council to work together on managing and eradicating invasive species More rubbish bins/toilets eg Lake Hayes pavilion, Whitechapel bridge, Chinese village Native planting – Wakatipu reforestation, volunteers</p>
<p>Environment – air</p>	<p>Wet firewood Wood burners / old wood burners Badly insulated homes</p>	<p>2035 – Fresh air all year around Air quality measurements in place Houses and heating suitable for the area</p>	<p>Regulation of firewood supplies – confirm it is dry Sign off of existing burners – if old must replace Encourage use of clean burning eg pellet fires, alternative options Regulation of new houses – insulation etc, higher standards, energy efficiency</p>

<p>Infrastructure</p> <ul style="list-style-type: none"> - Parking, poor signage - Funding of supersized infrastructure needed for tourism and growth - Walking/train signage/cycling tracks - Water quality 	<p>Parking</p> <p>Funding – small population/high costs</p> <p>Walking/Cycle signage</p> <p>Water quality - poor</p>	<p>Parking is clearly sign posted and maintained.</p> <p>Parking established outside of main town/short walk</p> <p>Sensitive upgrade of current parking facilities</p> <p>Reduced traffic in main area</p> <p>Funding – visitor tax/environmental tax?</p> <p>Entry fees?</p> <p>Pay to poo</p> <p>Walking/Cycling trails well maintained and signposted</p> <p>Water Quality – robust testing – information shared with community.</p> <p>Maintain rivers health</p>	
<p>Retirement Village (Wed night only) – ageing population that currently must go out of the district for care or options</p>	<p>No age care facilities currently</p> <p>Ageing population/growing demand</p> <p>People want to live/die in Arrowtown and the basin</p> <p>Needs to be affordable</p>	<p>Anderson/Monk proposal meets much of the needs of the district.</p> <p>Staff accommodation available in the area</p> <p>Families to be integrated into the community (not all agreed).</p> <p>Measures of progress</p> <p>Retaining elderly within their community</p>	<p>Retirement village and aged care hospital build</p> <p>Village residents will come from the local area. 80% local 20% Otago/Southland</p>

<p>Housing Affordability – market driven pricing, limited space and high demand</p>	<p>Keeping entry level pricing in Arrowtown Ownership of housing stock by non-residents Families finding area desirable – schooling, walking environment etc Lack of worker accommodation in Arrowtown.</p>	<p>Decent PT system, affordable Worker Accommodation available and affordable External boundary of town Retirement Village outside of town Private school on Hogans Gully Road</p>	<p>Infill, look at smart ways to fill in spaces eg flat above garage, residential unit Manage opposing views, Plan for the next 50-100 years, public transport, population increase, green fields, housing areas Limit on new subdivisions and cap density.</p>
<p>Development Boundary</p>	<p>Population Growth Desirability of Arrowtown Council, local community and government are all stakeholders Council pressure from Govt Passion about the community</p>	<p>Retain current boundaries/ managed growth with strong/appropriate design guidelines Measures – desirability to live here, infrastructure that is adequate and in line with any growth.</p>	<p>Defend boundaries / keep low density but allow for some managed growth. Community Groups (potentially AVA) to represent the whole community</p>
<p>Economy - mix of tourism and residents</p>	<p>Population Growth Type of tourists – FIT and Domestic High commercial rents Parking Infrastructure</p>	<p>Successful local economy attractive to tourists supporting employment, landlords, business owners, local users and tourism. Quality build environment – safety, lighting, beauty Vibrant mix of business Integrated</p>	<p>Special commercial zone policies for AW Check AW community plan – is it still relevant/up to date Look at other attractive international tourism destinations – what do they do, how do they control/guide tourism, achieve a mix of community values/heritage and tourism, economic factors</p>

		Excellent IT provision, Free wifi, More commercial tenancies Tourism experience is guided by the AW community	

Arrowtown Visioning Taskforce

Goals:

1. To lead a community discussion on the long term future of Arrowtown (50+ years)
2. Identify key objectives, recommendations, priorities and actions to form a pathway to achieving a long term collaborative vision for Arrowtown.
3. To prepare a draft Arrowtown Community Vision document for community discussion through public forum.

Scope: Taskforce to agree on the scope of the report – inclusions/exclusions

Considerations:

- Consider Shaping our Future Vision and Priorities
- Consider other Shaping our Future Reports and their relationship to Arrowtown
- Consider forum information, current baseline and undertake gap analysis
- Consider consultation with other groups or bodies to inform the final report
- Consider the previous Arrowtown Community Plans and reports
- Consider Arrowtown in the context of the greater Queenstown Lakes District
- Consider any other similar geographic locations
- Focus on long term visioning and then steps to achieving the vision

Deliverables:

1. Preparation of a draft Arrowtown Future Report (please view SoF suggested report template).
 - a. This paper may include, but is not limited to:
 - i. An overriding vision for the future (think 30+ years)
 - ii. Current Arrowtown situation including current challenges facing the community (base analysis)
 - iii. Consideration of historic and current information (where relevant eg Community Plan, APBA and AVA)
 - iv. Potential solutions and steps towards achieving the vision and favoured outcomes for the community
 - v. What will be the success factors, measures of success and ideal Arrowtown situation.
 - vi. Recommendations for action to achieve the vision.
 - b. SWOT analysis of Arrowtown, present and future (if required, it may only inform the final report)
 - c. Critical Success Factors and related measure for Arrowtown need to consider:
 - i. In context of supporting the Shaping our Future Vision and Priorities
 - ii. In context of Arrowtown forum priorities and vision

- d. Recommendations need to be to specific agencies to enable the vision to be achieved. Recommendations to be SMART (specific, measurable, assignable, realistic, time-related)

Scope / Jurisdiction of the Arrowtown Taskforce:

- Arrowtown Taskforce reports to the Shaping our Future Steering Group.
- Clarification of the terms of reference to be referred to the SoF Steering Group.
- Public comments or press releases made only after discussion and approval of SoF Steering Group.

Task Force Group Facilitation:

- Task Force is supported by Anita Golden, executive at Shaping our Future.
- The Chairperson is Amanda Woolridge

Governance:

Using Shaping our Future’s model of consensus decision making, the task force will seek to make its decisions and recommendations based on the consensus of its participants.

Should the taskforce group wish to appoint more members, or sub groups, they are to be discussed with the SoF Steering Group.

Timelines:

- 17 February first meeting of the Arrowtown Task Force in Arrowtown
- Followed by at least monthly meetings. Dates and venues to be set at the first meeting.
- Draft deliverables to be agreed if possible by second meeting.
- Present first draft of Strategy paper to SoF Steering Group by Feb 2017
- Refinement of strategy paper between task force and Steering Group
- Present strategy paper for feedback to the Arrowtown community (TBA)
- Refinement of Strategy paper based on forum feedback (TBA)
- Ratification of Strategy paper and action plan (TBA)
- Submission of Strategy paper and SMART recommendations to appropriate agencies (TBA)

DRAFT SHAPING OUR FUTURE VISION FOR THE DISTRICT

“Spectacular environments, enterprising people, exceptional solutions”

Individuals and groups committed to finding creative ways to build better lives, for now and for generations to come. A district embracing the concepts of Kaitiakitanga and Manaakitanga.

KAITIAKITANGA means guardianship, care and protection. It includes the management of natural, cultural, and built environment resources for current and future generations.

MANAAKITANGA implies a reciprocal responsibility upon a host, and an invitation to a visitor to experience the best we have to offer. Applying these values reflects our intention to move forward together, based on a shared approach.

DRAFT PRIORITIES FOR THE DISTRICT

Preserve and enhance the environment

Protection of water, air and landscape. Restoration of native and other ecosystems. Maintain and increase accessibility to wild places

Engagement in Governance

Increase participation, remove barriers, encourage local influence, encourage voices to be heard, comprehensive spatial planning, District Plan to clearly express community vision.

Community Development

Working together, improve: connectedness, neighbourliness, community spirit, communication. Create facilities to gather, educate & socialise and preserve attractions of living here

Diverse Economy

Strong local economy, affordability, right use of natural resources, events destination, increasing self sufficiency of economy, economic diversification

Education

Innovation centres (sports, arts, business), incubators, lifelong learning, niches

Infrastructure / Facilities

High performance facilities for sports, culture, education, health, care for young and old. Sewerage & water and stormwater

Build Self Sufficiency

Local energy, local food production, land use, building design. Move away from 'ship in, ship out' systems.

Connectivity

Internet (broadband), transport, public transport, tracks and trails

Tourism

Build high value, contributing tourism. Create respectful markets, such as through long stay tourism.

Town Development

Community hubs, sensible response to climate change threats and opportunities, locally sourced energy such as micro generation, warm healthy houses, high environmental standards for development.

History

Value and retain the towns and heritage. Strengthen heritage connections



Public Forum – a forum is held, sometimes in multiple geographic locations in the district with information combined together and maintained as separate parts. The forum is open to all members of the public and determines the general focus and scope of the topic. It is created in a World Café style and is inclusive of all members of the public.

Task Force – a group is formed of volunteers that are charged with the responsibility of putting together, further researching and consolidating the information on the topic. The task force is made up of interested members of the community and a selection of experts that can offer experience and guidance of the group. They may seek further time and resources to undertake the report. The report is assisted where needed from the Steering Group.

Report Feedback from Steering Group – Draft report from the taskforce is provided to the Steering Group for feedback. This helps for consistency of the reporting.

Return to Public Forum – the taskforce report is then returned to public forum for the community to adopt or provide feedback. Review of the report may be needed after the community forum.

Report to Agencies – delivered by the Steering Group with a chance for the task force to talk to the report at agency level. The agencies will make decisions about the recommendations and whether or not to implement the report advice.

Re-Assess Performance – upon the implementation the task force and where needed the steering group ensure that the implementation of the recommendations is achieved to measurable standards. If required the Forum may be called again by the steering group in order to assess any ‘new standard’ or other changing conditions (adaptable future). This is envisaged as being an ‘as required’ stage. There is no set period in which a ‘new’ public forum might be revisited.

ARROWTOWN CHARRETTE

A COMMUNITY PLANNING PROCESS

19-22 November 1994

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1. BACKGROUND

Organised through the Regulatory Committee, Queenstown Lakes District Council (QLDC), with support from Otago Regional Council (ORC) and Department of Conservation (DOC), as a result of concerns at:

- the perceived threat that existing policies may not protect the integrity of historic sites;
- a perceived need to upgrade footpaths, parking, stormwater disposal, etc. in the commercial area;
- concern from some residents at destructive use of Arrow River/Bush Creek;
- street tree-planting design being underway needing public input;
- concern from some residents that wishes of local community were not being heard; and,
- the perceived need to make sure management is co-ordinated and well-focused.

Following public notification of the impending Arrowtown Charrette, QLDC established a local charrette committee, a brief was then developed, and there was some publicity in the community. The 4-day charrette process involved gathering a panel comprising facilitation and design expertise to work with the community throughout a weekend workshop followed by two days of documentation of the outcomes. With an "open-door approach" for three full days through to 7pm, about 80 people contributed to this charrette process.

The workshop generated high agreement and goodwill among participants. The community agreement achieved in the workshop is recorded in this report and the accompanying 8 drawings, developing the decisions into concept designs, all drafted by the panel by the end of the 4-day exercise. The concepts now require further community consultation.

2. BRIEF

Specific tasks were suggested by the brief, in summary:-

1. Evaluate of the heritage and aesthetic asset.
2. Identify incompatible activities and devise strategies to minimise their impact on the quality and character of the site.
3. Establish river management procedures.
4. Define absorption capabilities.
5. Design and maximise pedestrian amenity.
6. Produce a concept for public space.
7. Develop strategies for managing public effect of amenities on private land; examine existing rules and the Arrowtown Style Book; consider the likely efficacy of a Heritage Precinct; make recommendations, as far as is possible in the form of draft rules (if appropriate), draft pattern book (if appropriate), etc.
8. Produce overall site plans especially for the river; town centre plans; sketches for spaces, materials, details; and, report including workshop responses, draft rules and regulatory responses for public space.

3. TECHNICAL RESOURCES

Technical and design team included Di Lucas (facilitator); Mike Pritchard; Ian Bowman (conservation architect); Phillip Blakely, Ralf Krüger, and Ines Stäger (landscape architects); Bill Nagle; Max Wild (architect).

As well as the knowledge and expertise from QLDC, ORC and DOC staff involved, the Arrowtown Charrette Committee, and the technical/design team, relevant documents provided included Marilyn Lusk's sub-thesis "*Arrowtown's Special Development Zone*" (1974); Dave Johnston's "*Central Arrowtown Stylebook*"; the Johnston and Hatfield planning proposals for Arrowtown (1976); Synaxon Architects "*Arrowtown Survey*" (1982); and, the transitional Queenstown Lakes District Plan.

4. WORKSHOP PROCESS

The workshop was introduced with a presentation on sense of place, appropriateness and celebration of natural and cultural heritage to set the scene for consideration of Arrowtown within the Wakatipu basin, within Central Otago, and within New Zealand.

ASSETS

Developed within small groups, participants identified what is special, appealing and positive about the resources of Arrowtown - why they choose to be in the town.

CHANGE

Workshop groups addressed the change that has occurred in the town, current change, and possible future change. Whether change was positive or negative was noted. They therefore identified a range of issues, opportunities and threats to the character of Arrowtown.

THEMES

From the issues identified, a group from the community along with a technical/design person each addressed a different theme area of the town:

- buildings in the town centre;
- buildings outside the centre;
- public space within the built town;
- public space beyond the built town;
- vegetation within and around the town;
- connection between town and river; and,
- the context of the town.

Issues, options and preferred solutions were explored for each theme area.

Unresolved themes were further workshopped as specific tasks, in particular:

- replica building materials, street furniture, lighting and signs;
- Ramshaw Lane, parking, street hierarchy definition;
- river vegetation management, vehicle access, rubbish management.

PLACES

Proposals for the future of Arrowtown and environs were then developed using plans and notes for:

- Town Centre including the R6 zone;
- Bush Creek and River; and,
- Arrowtown environs.

Each group took as givens the agreement reached in previous sessions, they defined locational issues, explored options, developed preferred solutions and suggested allocation of responsibilities.

The agreed outcomes are presented and developed as proposals for:

1. Heritage Protection Area (H.P.A.)
2. Old Town Management Area (O.T.M.A.)
3. New Development
4. Town Belt, including rivers.

The outcomes and products from the Charrette go to QLDC and to ORC and DOC, for initiating implementation following appropriate public notification processes.

5. SUMMARY

Arrowtown has a special character from its discrete location. It is not widely displayed on an open shore like other towns of the District. The town is tucked into a corner of the dramatic glaciated Arrowtown Basin, behind Feehlys Hill, and surrounded by mountains and the glacial plateau of Crown Terrace. Its topographic containment has meant it has traditionally been come upon by surprise, a pleasant surprise easily accessible within the wider basin. The rural and dramatic moraine lands provide a cushion or buffer to different developments and different pressures elsewhere in the basin and elsewhere in Central.

Developed on a flight of river terraces which are followed by the street and building pattern, Arrowtown rises as an amphitheatre above the Arrow River, the town is framed by mountains and hill. It appears as a snug location for a town, giving it a strong sense of place.

The town also has a special additional value from its unique built heritage. The town proudly displays and celebrates its age. Its origins. Then known as Fox's, the town sprang up in 1862 with the gold rush in the Arrow River. Arrowtown has since been rural service town, holiday town for cribbers and campers, visitor town, and, home to workers from Queenstown. However, for the heart of Arrowtown, the mining town origin remains a proud heritage.

The expressions of the early town, in the historic main street and commercial buildings, tiny cottages, great trees, spaciousness, low key streets, have a cohesion. There is a sense of equality in the town rather than grand individual houses or grounds. A people place. A family place. Quiet and peaceful - especially in the evenings. A walking town. A place for living, not posturing.

A town at home in its location, with buildings arising from that place, in stone, cob and wood. Hugging terraces. Surfaces of earth and gravel. Vegetation in spontaneous abundance. A very green town, strongly seasonal. Beyond the cottage garden, primness spurned. Managed wildness welcomed. Naturalistic.

ARROWTOWN WORKSHOP

Part one: THE WORKSHOP REPORT

Report of the community planning workshop sessions
22 – 23 February 2003

Arrows town Atheneum Hall
Buckingham Street, Arrows town

Part Two, The Arrows town Plan,
Sets out the community's proposals for their place
developed through the work of the Project Team.

Part one – Contents

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Introduction

In January 2002 Council agreed that a strategic plan for the district would be produced through a series of community plans, developed through a workshop process, designed to encourage maximum community participation.

With the memory of the very successful 1994 Arrowtown charette in mind, it was agreed the workshop to be held in Arrowtown would take the form of a review of that 1994 charette.

The Arrowtown workshop was held over the weekend of 22 – 23 February, with a report back to the community 25 February.

As the workshop was to be a review of the 1994 Arrowtown charette, it was decided to reassemble as far as practical the project team responsible for that workshop and report. Di Lucas, of Lucas Associates, Christchurch, was appointed as facilitator. The full project team is listed below.

The workshop consisted of discussion sessions, reviewing the summary and recommendations of the 1994 charette, then working through current issues as they relate to each of the District Plan zones in Arrowtown. It was attended by around 120 members of the public, with many attending through both days.

The record of their discussions forms the majority of Part 1 of this report. Part 2 is the record of the responses of the Project Team, as reported back to the community, and subsequently refined by the facilitator, taking community comments into account.

As anticipated, the majority of the conclusions reached in 1994 remain valid. Current circumstances have been taken into account, and design and planning responses proposed further the expressed aspirations of the Arrowtown community.

Steering Committee

David Clarke (Chairman),
Ian Bowie
Melanie Hill
Barry Lawrence
Taylor Reed
John Wilson

Project Team

Di Lucas	(Facilitator)
Kobus Mentz	(Urban Designer)
Philip Blakely	(Landscape Architect)
Jeremy Head	(Landscape Architect)
Ralf Kruger	(Landscape Architect)
Max Wild	(Architect)
Ken Gousmett	(Consultant, Reserves and Facilities)
Chris Gregory	(Infrastructure Specialist -IMTECH)
Jenny Parker	(Policy Planner – Civiccorp)
Helen Tait	(Project Manager Community Planning, QLDC)

Summary themes/issues from Discussion Sessions - Saturday

Values

- consistent with 1994. Heritage and landscape key drivers
- protection of unique character is vital

Roles

- low key tourism. Working heritage town, not museum

Town Centre

- general agreement on importance of compactness and heritage character
- question to be resolved as to whether any expansion of commercial activity outside present zone should occur
- concerns re through traffic and parking require further resolution

Historic Residential Area

- character has generally been maintained. zone works well
- spacious feel, large sections favoured
- wide grass verges, no kerb and channel favoured

New Town - Low Density Residential Area

- character not unique to Arrowtown. too many aspects of typical suburbia – specially high fences
- a range of traffic issues was identified, specially near the school and speed at town entrances
- distinctive and clearly defined town entrances are required
- uncontrolled infill in residential areas not favoured because of impact on spacious open character, but some flexibility was felt worth exploring. infill preferred to expansion

Summary and Themes – Sunday

Town Edges and Surrounds

- present size of town generally favoured. Protect McDonnells Rd as edge.
- three golf courses seen as a good buffer
- town access points to be better defined and designed
- river areas left wild but tidied and weeds cleared

Trees and Paths

- backdrop of autumn colours highly valued – deciduous trees appropriate
- some formed paths on main streets are required, but low key in style
- maintenance and planting regimes required for town trees

Retail Expansion

- generally keep within the limits of the present Town Centre
- retain heritage character eg. No fast food franchises
- no expansion of present limited retail in residential areas

Professional and Other Offices

- limited dispersed locations in residential areas OK if appropriate design and scale
- consider the top side of Arrow Lane

Community Needs

- walking tracks extended and developed
- swimming pool to be repaired
- provision for elderly persons housing favoured
- camping ground to be retained, but with more recreational access

Arrowtown Promotion and Business Association Brand Workshop Findings

13 May 2013

Facilitated by Feast Creative: Scott Conway and Louise Vicente
Attended by: Sue Patterson, Scott Julian, Brian Spicer, John Lapsley, Owen William, Kim Carpenter

//products

Small historic town with the following products / themes:

1. The outdoors / environment
2. Restaurants, cafes + bars
3. Unique shopping facilities
4. Walking / hiking trails
5. Biking hub Queenstown - Trail and other tracks
6. Golf hub - 3 courses on doorstep
7. Arts + culture
8. Events + festivals
9. Relax and unwind - spas, retreats, yoga etc

//discovery SESSION

summerise Arrowtown's products

//demographics

- » 19% (360k travellers per year) of Queenstown visitors come to Arrowtown, it is unknown how many come to stay in Arrowtown of their own accord.
- » 72% are 40+
- » Mainly couples and small groups
- » 50 / 50 domestic versus international (25% of which are Australian)

//target groups Arrowtown

//current visitor categories:

1. Tour groups / buses usually visit for 20mins to 1hr, low spenders, have a quick look around and leave, mostly internationals.
2. Free + independent travellers / short stay visitors 2hrs to half day, coffee, lunch, leisurely browser, sedentary / passive adventurer, short walks, museum, Chinese village. Usually on way to or from Queenstown. Most likely to be first time visitor. Mostly international.
3. Free + independent traveller / Arrowtown as base 1 night +, based in Arrowtown, eat, drink, shop, activities. Most likely to be second time visitor. Could be international or domestic.
4. Hiking + biking adventurer, attracted to Arrowtown for proximity to trails, likely to stay, eat, drink. Most likely to be local (Queenstown / Wanaka) or domestic (Auckland / Christchurch).

//families

Looking for old fashioned kiwi holiday, self contained, value, plenty to do outside (lake, river, pool, park, cinema, skatepark, bike, ski), use Arrowtown as base to explore local area. Parents can feel good about their kids being care free, allowing kids can be kids, old fashioned family fun.

//luxury active travellers

Discerning travellers looking for a high end, yet real experience away from the hussle and bussle of Queenstown. Staying at Millbrook or luxury accommodation, like golf, hiking, biking, good food and wine, relax and rejuvenation.

//arts + cultural travellers

For the creative traveller, Arrowtown is the perfect setting for those interested in the arts (get your creative fix) be it painting, drawing, writing, photography and music, and those interested in historic and cultural aspects of Arrowtown. An eclectic mix of galleries, craft shops, combined with the inspirational outdoor setting with boutique accommodation and a fine eateries, wine and great coffee, what more could creative types need.

//future target groups Arrowtown

//cyclists and outdoor adventurers

Arrowtown is at the centre of the Queenstown Trail National Cycleway, therefore the ideal base for cyclists or outdoor adventurers who prefer being on foot. With a plethora of accommodation, eating and drinking options, bike hire and outdoor stores, hitting the trail has never been closer or easier.

//golfers

Award winning Millbrook resort, The Hills and Arrowtown Golf Course all within a few (?) sqm's, need we say more, combine this with great transport links, luxury accommodation options and fine eateries, Arrowtown is like golf heaven.

//snow tourists

The close proximity of Coronet Peak, Cardrona and The Remarkables means Arrowtown is perfect for snow tourists looking to remove themselves from the chaos of Queenstown in Winter.

//other

- » Return visitors choosing Arrowtown over Queenstown
- » Those visiting friends and family members in Arrowtown
- » Weddings

//future target
groups
Arrowtown

//competitors

With whom is Arrowtown competing against for time and money?

- » Queenstown
- » Milford Sound
- » Wanaka
- » Glenorchy
- » Clyde

//peers

Similar destinations in NZ and Rest of World:

- » Hanmer Springs
- » Akaroa
- » Port Chalmers, Otago
- » Greytown, Wairarapa
- » Carmel, California
- » Williamsburg, Virginia,
- » Jackson Hole, Wyoming
- » Santa Fe, New Mexico
- » Siena, Tuscany

//competitors
/ peers
Arrowtown

//swot analysis

Arrowtown

//strengths

- » History / heritage
- » Buckingham Street
- » Natural beauty of surrounding areas
- » Authenticity / not contrived
- » People / community
- » 4 very distinct seasons
- » Autumn colours
- » Trails biking / hiking
- » Compactness of village and closeness of outdoors (hub)
- » Affluent / rich
- » Sophisticated
- » Not tourist tacky
- » Diversity arts, culture, outdoors, dining, shopping
- » Proximity to Queenstown
- » Museum
- » Chinese Village

//weaknesses

- » Lack of awareness
- » Seasonal downturn
- » Ease of getting to AT from Queenstown
- » Perception of lack of accommodation
- » Queenstown's little brother syndrome
- » Parking
- » Tourist info iSite, website, brochure
- » Lack of branding / marketing in Queenstown
- » ABPA lack of resources, funding and commitment of members

//threats

- » Exchange rates / natural disasters etc
- » Weather / airport disruptions
- » Bad commercial developments (McDonalds etc)
- » High retail rentals pushing out independent businesses
- » Peak visitation times too many tourists, flow of traffic, need sustainable travel
- » Protection of historic centre
- » Wanaka Autumn festival mixed messaging / confusing consumers/ oversaturation
- » Funding cuts
- » Lack of communication and participation from board and members, feeling of disconnect needs - reasons to be cheerful

//opportunities

- » Increase overall tourist numbers and length of visit / bed nights
- » Special Interest Marketing
- » Ski, Golf, Biking, Arts+Culture, Weddings
- » Revenue generation / increase funding streams merchandise (calendar, tshirts, book), events / fundraisers
- » External events and festivals
- » Historic plaques on buildings
- » UNESCO World Heritage Status?
- » Leveraging better from DQ / TNZ
- » Leverage opportunities around NZPGA
- » Golf / TNZ
- » Leverage new ownership of Motatapu (Queenstown)
- » Promote Heritage, Museum and Chinese
- » Village
- » Partnerships eg Queenstown Airport

//swot analysis

Arrowtown

//unique selling points

- » 58 Listed historic buildings in ? sqm's
- » Buckingham Street historic precinct not your average high street
- » Arrowtown River, centrally placed, historic and fun, binds the community everyone uses the river
- » Gold History and Chinese Village
- » Combination of heritage, natural environment, community feel, compact / centralised hub, charming and quaint ambience, unique shopping, world class food and wine, biking and golf, accessible skiing
- » Distinct 4 seasons and in particular autumn Colours
- » Lakes District Museum

//selling points (not unique)

- » Mix of accommodation from 5* luxury resorts to traditional kiwana cribs
- » International feel, not parochial
- » Town is the attraction
- » Town and Arrowtown brand is owned and driven by the people that live and work there
- » Kiwi owned and run, authentic
- » Combination of old / historic and modern and new

//distilling your unique selling points

Arrowtown

BRAND VISION
BRAND PURPOSE
BRAND VALUES
BRAND VOICE
BRAND POSITION
BRAND PROOF
BRAND ESSENCE

//brand summary session

All goals must be specific,
measurable, achievable, realistic
and timed (SMART)

//vision

Definition: Your vision represents your reason for being. The 'why' of your business. It should be simple and easy to remember. Think big and don't be restrictive, your vision should inspire your consumers and stakeholders.

Role: Internal - Long term, but can change.
The bold and defining goal used to inspire and align your company

Examples:

Target - To be Australia's leading retailer

LG - to have a product in every home
Australian Home by 2015

Five years from now, Arrowtown will be the no.1 visitor destination for Queenstown tourists by continuing to be recognised as a place to visit for historic, nature based and cultural tourism as well as a hub for golf, biking and snow related activities.

//purpose

Definition: Your brand purpose explains why the organisation exists, your reason for being. It infuses your brand with meaning and shapes and inspires employees and stakeholders.

Role: Internal - should be unchanging
To express the spirit of the company

Examples:

Target - To own the 'value' space in
Australian retailing

LG - To harness the power of digital
technology to enrich everyday life

Sharing the charm of Arrowtown

To inspire, engage and charm visitors through the unique heritage and landscape of Arrowtown.

Respecting the past whilst harnessing the future.

//values

Definition: Our guiding principles, unchanging, deeply held and define the company.

Role: Internal - unchanging
Used to guide the behaviour
in a unique organisational culture

Examples:

Target - Trust, genuine, real, friendly,
unpretentious, always striving

LG - Future innovation, integrity,
partnership, openness

Valuing a strong community and our people, respecting our pioneering heritage and the natural environment surrounding us. Providing an authentic experience in a real, living, breathing destination, quality and integrity at the heart of everything we do.

//brand voice

Definition: Your brand voice is your personality and is a combination of how you see ourselves, who you aspire to be, and how you'd like other people to see you.

Role: External / Internal - can be revised
How the Brand Personality is projected

Examples:

Target - fun, happy, quirky,
clever, likeable, energetic

LG - visionary, approachable, clever, fun

Charming, quirky and full of colourful character.
Authentic, independent and innovative, whilst
always friendly and welcoming to all.

*These personality characteristics translate directly
into the Arrowtown brand voice. But remember,
people won't believe our traits just because we say
we are charming and quirky.*

*They'll only believe it if we speak, write and behave
in a way that demonstrates we are and these traits
should be presented through the entire fabric of
the brand, product and organisation.*

//brand positioning

Definition: Brand Positioning is the way your brand is perceived within a given competitive set in the consumers mind. Consider your competitors and what makes your brand different and the benefits of this difference to your target audience.

Role: Internal / external link - will evolve
Justifies the brand

Examples:

Target - Stylish clothing and housewares at affordable prices, the good value store

LG - Futuristic innovation at an affordable price

Arrowtown - The best of the old combined with the new

//proof points

Definition: A brand's proof points are the 'reasons to believe' that the brand delivers the benefits that it promises to deliverer, benefits should be true and credible.

Role: External - can be revised
Communicated to demonstrate claims
and challenge perceptions

Examples:

Target - It's smart to save. You don't have to shop high street and pay high street prices to look good and feel good.

LG - Creating the future, hero products, lower range of prices, stylish design, sales person endorsement

//heritage

- » Arrowtown steeped in history! We are proud to have 58 listed historic buildings in so few sqm
- » The Chinese Village has endured the testament of time, our gold history reminds us to respect the past and stay true to our pioneering origins
- » Show stopping Buckingham Street, no ordinary high street, the first point of call for most and enables visitors learn about our past whilst also enjoying the current day environment
- » A sense of time and place is brought to life by the Lakes District Museum

//nature

- » The closeness and ease of the outdoors encourages ongoing connections to our natural environment whilst refreshing and recharging
- » Celebrating the uniquely defined seasons and the ever changing landscape that will take your breath away
- » Accessible bike & hike trails for everyone, young or old

//community & business

- » Arrowtown has an international feel, rather than parochial small town
- » With a world class selection of activities In particular golf and biking facilities
- » We have a unique flavour of shopping, cafes, dining and the arts, a combination of which is not to be found anywhere else
- » Proud to be owned and driven by the people of Arrowtown

//brand essence

Definition: A brands essence is the distillation of the brands philosophy into a clear, enduring thought, the heart and soul of a brand. Usually stated in two or three words.

Role: Internal with external
Links - unchanging
The ultimate expression of the brand

Examples:
Target - Accessible quality and style
LG - the future today

//brand essence (a selection)

- » A charming blend of then and now
- » Respecting the past whilst harnessing the future
- » A charming contrast of old and new
- » A charming contrast of then and now
- » Best of the old and new
- » Simply Charming

2015 Arrows town Strategic Plan



Mission Statement

- *"To promote and advocate the historical and natural character of Arrows town while achieving responsible and sustainable growth."*

Core Values

- Authenticity
- Protection of the natural and built (historic) environment
- Friendly and welcoming
- Village atmosphere
- Other - Quality - Superior - Sophisticated - Integrity – Accessibility



Vision Statement

To receive international recognition as a visitor attraction and a shining example of an historic/ heritage town in a natural environment

Guiding Principles

- Protecting what is intrinsic about the town - Natural environment, historic heritage, walking environment
- Managed growth/sustainability
- Independent / separate voice
- A charming and friendly, welcoming town that encourages managed and sustainable growth
- A natural environment that encourages accessible walking
- Maintenance of the historical heritage

Arrows town Brand Personality

"Arrows town is charming and full of colourful character. Authentic, independent and innovative, whilst always friendly and welcoming to all."



Touch Points

- Buckingham Street
- Avenue and cottages
- CBD
- Key historic buildings – churches, masonic hall
- Chinese Village
- Mary McKillop's Cottage
- Athenaeum Hall
- Post Office
- Masonic Lodge
- Red post box and telephone booths
- Gateway with library on one side and the Fork and Tap on the other
- Tobin's Escarpment
- Arrow River Reserve, trails systems and high country access
- Owen Marshall Reserve below bakery
- View from Soldier's Memorial
- Lakes District Museum

Key Stakeholders

- APBA members
- Arrowtown residents
- Event planners and participants
- Arrowtown Village Association
- Destination Queenstown and Queenstown Lakes District Council

Target Audience

Existing

- 50/50 International Domestic
- Queenstown day visitors
- NZ families
- Australian
- Experiential
- Adventure seekers
- Tour bus
- Asian – Chinese

Future

- Winter – Family Skiers
- Shoulder visitors
- High daily spend – Millbrook, Hills guests
- Special Segments – golfers, bikers, wine enthusiasts, skiers
- Traditional European and North American
- South American
- Families
- First time visitors
- Returning Visitors
- Special Event Visitors

Key APBA Goals

- Increasing shoulder and winter visitors while sustainably managing the peak spring/ summer/ autumn periods
- Four season destination
- Seek additional funding for key projects

Objectives and Rules

- To promote and develop Arrowtown's visitor business in a manner which achieves responsible, seasonally diversified, and sustainable growth for the town's businesses and its community.
- To protect the township's historic character and its natural surrounds.
- To represent its members as an advocate to government, and to other organisations, whose influence and decisions may affect the well-being of Arrowtown.
- To develop the ability of the society, and its members, to achieve the society's objectives.



Priorities

- Identify and Increase visitation and Visitor Spend
- Review budget requirements including potential rollout of Electronic / Digital Media Campaign
- Identify potential Shoulder Season programs to increase visitation
- Develop programs to encourage increase in the Chinese FIT Visitor Market
 - Develop winter marketing , accommodation and food/beverage
 - Lobby Council to Develop Long Term Infrastructure Plan including parking, broadband, etc.
 - Support development of Eco and Natural Environment Centre
 - Continue to investigate Special Heritage status for Arrowtown
 - Successfully manage peak periods
 - Develop additional events
 - Continue to understand our guests' needs
 - Investigate improvements to Buckingham Street pedestrian traffic movement.

Action Plan

Review Budget, including Digital Media

- Work with Darren Craig of Fully Charged Media to develop a digital media strategy. Upon submittal of the strategy document, review next year's budget and rebalance initiatives to insure an effective marketing campaign.

Annual Survey

- Review potential Annual Guest Survey (with John Lapsley's help), and form questions (advice from DQ Tintin Xie, TIA, consult with APBA Board) for an early 2016 survey. Cover 40-65 years, longer stay, higher spend, motivational factors, content to drive demand, driving referrals from Arrowtown.com to our businesses' websites

Shoulder Season Events and Promotions

- Continue to work with Julie Hughes and other event planners to develop a winter Magic and Light Festival, grow the Spring Arts Festival and other events as appropriate.
- Lock into DQ promotion in Auckland and Australia
- In future years explore the possibility to combine Spring and Autumn Festivals under one event with a planner and committee.

Transport / Parking

- Improve parking/transport and other council related issues. Submit parking request in Annual Plan 2016.

Action Plan (continued)

Chinese Visitor Market

- Establish a Chinese language brochure ready for Chinese New Year 2016. Consult with board over cost and content.
- Vital to Acknowledge Chinese visitors with lanterns, signs, greetings and business member workshop. Set up Chinese New Year signs and a large one on Buckingham Green for photo opportunities.
- Miner’s Monument in town commemorating all nationalities - \$5000 committed with other funding from Chinese Heritage Poll Tax funds, QLDC etc.
- Train business members– greetings, credit union cards, Chinese speaking staff, acknowledge Golden week (October) and Chinese New Year (February).

Historic Status

- Investigate Arrowtown achieving special heritage status.

Eco Centre

- Continue to develop plan for the Environmental Centre of Excellence by developing the Policeman’s Hut as an interim interpretation centre, organising reforestation at Bush Creek and guiding the working party towards becoming a formal body.
- Investigate university involvement in Environmental Centre.

**SUBMISSION ON QUEENSTOWN LAKES DISTRICT COUNCIL
ARROWTOWN DESIGN GUIDELINES 2016**

TO: Queenstown Lakes District Council
Private Bag 50072, Queenstown 9348

Name of submitter: Shaping Our Future Inc – Arrows town Community Visioning Taskforce

1. This is a submission on the Queenstown Lakes District Council ("the Council") Arrows town Design Guidelines 2016 ("the Guidelines").

The Shaping our Future Arrows town Community Visioning Taskforce ("the Taskforce") is currently working on a vision and strategy report for Arrows town's long term future development. The Taskforce is working with the views and opinions of the local community as they develop what will be published as a Community owned, long term vision for Arrows town following a second public forum in late 2016.

The Shaping our Future process will not be complete until the second community forum presenting the taskforce report. Information gathered at the original forum, that forms the basis of the taskforce work, is relevant to the guidelines. The taskforce requested that the Shaping our Future Steering Group submit on their behalf to enable the incorporation of the community feedback to date.

The Taskforce welcomes the opportunity to provide a submission on the proposed Arrows town Design Guidelines 2016 based on community feedback gained at a series of visioning forums held late 2015 and would like to be heard. The feedback is of a general nature as our brief is to take a long term (50 years) view therefore we have not drilled down to the level of detail represented in the Guidelines.

2. The Taskforce acknowledge the important and successful role that previous Design Guidelines have played in preserving much of what the community values about the historic character of Arrows town, particularly in the Town Centre and Residential Historic Management Zone. We commend the Council for continuing to offer protection to these important areas of Arrows town.

Key themes presented by the community supported by the Guidelines are;

- a) The authentic character of Arrowtown as a village is maintained by appropriate planning and growth management
- b) Historic areas are protected by design controls developed by the appropriate experts and administered/regulated by people with specialist knowledge of Arrowtown.
- c) Trees and streetscapes are protected and enhanced to reflect the character of Arrowtown – enhancing, protecting and maintaining the heritage of Arrowtown’s buildings, green spaces and environment

The Taskforce supports efforts to support the pedestrianisation of the town in favour of vehicle traffic. However we caution against traditional forms of foot paths and other infrastructure that may clash with the informality that is an identified and valued trail of Arrowtown’s physical personality.

3. The Taskforce suggest that the final Guidelines are enforceable for all areas of Arrowtown including the Low Density Residential zone and the New Town:
 - a) Previous versions of the Design Guidelines have not been successful in ensuring development in the New Town reflects the Arrowtown vernacular. While the proposed Guidelines make reference to the New Town there is no obligation that they be applied which leaves further development open to be conducted in direct conflict with the objectives of the Guidelines.
 - b) The Guidelines as proposed are possibly too constraining to be rigorously applied to the New Town. They would possibly result in a contemporary version of the Old Town Design, limiting the evolution of Arrowtown’s design landscape.
 - c) The Taskforce has identified that the character of Arrowtown is made up of a series of design themes reflecting the people and era of the development. The common traits through the years have been building of modest scale placed with sensitivity to the site, generous use of local/natural materials, simple structure forms, sizable trees, uncluttered spaces, and easy access throughout the town through connectivity of green spaces.
 - d) The Taskforce recommend that less prescriptive guidelines be established for the New Town that ensure further development respects and reflects the traits that have formed the town’s character in earlier phases of Arrowtown’s

- development and that these guidelines be applied as rigorously as they are in the Old Town. More control is required to assist new development 'fitting in'.
- e) The possibility of medium density housing and further development within Arrowtown threatens to undermine the value of the Guidelines unless they are applied in all cases. The Taskforce is concerned that the proposed Guidelines are not applicable in all instances in their current form.
 - f) Trees are identified as an important contributor to Arrowtown's character by the community and in the Guidelines. In some cases, previous recommendations of species have seen us live with an unfortunate legacy. The Taskforce would like to see all relevant agencies such as DOC consulted prior to the Guidelines being confirmed.
 - g) The Taskforce would like to see support for design that represents sustainable values.
 - h) The Taskforce would like to see a section that outlines the process of consistent application and enforcement of the Guidelines.

Actions Sought

Address the issues raised in this submission particularly in regard to:

Consistent application of suitable Design Guidelines to the New Town

Adding a section to the Design Guidelines outlining the process of application and enforcement

Shaping Our Future – Arrowtown Visioning Taskforce

David Kennedy, Chair, Shaping our Future

Amanda Woolridge, Chairperson, Arrowtown Community Visioning Taskforce

Contact: executive@shapingourfuture.org.nz or 021 222 1231

Date: 17/08/2016



Parcel boundaries derived from New Zealand Core Records System Vector Data (Corax) obtained from LINZ under the LINZ Licence Agreement

APPENDIX D – HERITAGE EVIDENCE – ROBIN MILLER

BEFORE THE QUEENSTOWN LAKES DISTRICT COUNCIL

IN THE MATTER

of the Resource Management Act 1991

AND

IN THE MATTER OF

Queenstown Lakes Proposed District Plan – Queenstown
Mapping Hearings Stream T14

**STATEMENT OF EVIDENCE OF ROBIN ALEXANDER KEITH MILLER
ON BEHALF OF THE FOLLOWING SUBMITTERS:**

560 – Spruce Grove Trust

Wiltshire Street/Arrow Lane, Arrowtown

12 June 2018

1.0 Introduction

- 1.1 My name is Robin Alexander Keith Miller.
I am the Director of Origin Consultants Ltd (formerly known as Jackie Gillies + Associates). I am a Chartered & Registered Building Surveyor and a RICS Certified Historic Building Professional (The Royal Institution of Chartered Surveyors). I have a NZ National Diploma in Architectural Technology and hold a Licenced Building Practitioner Design Level 2 licence. I also have a Postgraduate Diploma in Building Conservation from the College of Estate Management, University of Reading, England.
I am a full member of ICOMOS New Zealand and of The Institute of Historic Building Conservation, UK.
- 1.2 My area of expertise is heritage conservation. I have 30 years' experience as a Chartered Surveyor and have for the last 14 years, or so, specialised in heritage conservation; the last 8 years being in New Zealand. My day to day work involves the preparation of conservation plans, heritage assessments and heritage impact assessments, together with condition surveys, building reports, schedules of works, drawings and specifications.
- 1.3 My office is in Arrow Lane in Arrowtown and in the past (2013) I have prepared heritage assessments for the heritage precincts in Queenstown and Arrowtown in connection with the QLDC District Plan Review.

2.0 Code of conduct

In preparing this evidence, I acknowledge that I have read the code of conduct for Expert Witnesses in the Environment Court Consolidated Practice Note (2014). I agree to comply with this Code of Conduct. This evidence is within my area of expertise, except where I state I am relying on what I have been told by another person. I have not omitted to consider material facts known to me that might alter or detract from the opinions that I express.

3.0 Scope of evidence

- 3.1 I have been engaged by submitter 560 – Spruce Grove Trust to prepare heritage evidence for Hearing Stream T14 – Wakatipu Basin (Arrowtown Mapping). Specifically, I have been asked to:
- a) Respond to Items 13.41 to 13.45 of the Section 42A Report of Luke Thomas Place on behalf of Queenstown Lakes District Council Arrowtown Urban Rezoning – Stage 1 and Stage 2 Submissions 30 May 2018 and, in particular, item 13.44 that states:

I/[t] do not consider that the area subject to submission 560 is comparable to the Buckingham Street/Merioneth Street ATCTO in terms of its association with the ATCZ or land use characteristics. In particular, this area of land, while accessible from Buckingham Street, is not closely associated with this core part of Arrowtown's Town Centre. Further, while the Montessori School operates in this location, it is clear that residential activities are the predominant land use and town center uses are not present in the same way that they are in the Buckingham Street/Merioneth Street ATCTO.
 - b) Comment on the controls under the Arrowtown Residential Historic Management Zone Chapter of the Proposed District Plan and how they will continue to protect the heritage values of the site if it were to become part of the Transitional Overlay.
- 3.2 In order to do this, my evidence is set out below in the following manner:

- i. I have reviewed the historical development of the site by archival research and reference to old photographs and aerial images;
- ii. I have looked for evidence of historical land use connections between the area subject to submission 560 and the core of the town centre;
- iii. I have assessed the heritage values of the site subject to submission 560; and
- iv. I have given my opinion of whether the current controls under the Arrowtown Residential Historic Management Zone Chapter are sufficient to protect those heritage values if the site were to become part of the Transitional Overlay.

4.0 Brief description of the site

4.1 The site lies to the south of Arrow Lane and is bounded by the lane, Berkshire Street and Wiltshire Street. It is referred to in the Arrowtown Design Guidelines 2016 (ADG 2016) as 'Neighbourhood 1 – Above The Town Centre'.

4.2 The description in the ADG 2016 is as follows:

This neighbourhood occupies the terrace face to the south of the Town Centre and relates more to the Town Centre than Old Town Residential. It overlooks and contrasts with the town forming the important backdrop. Arrow Lane runs along the base of the terrace.

Residential in character, with a mix of small-scale cottages and buildings, this neighbourhood is distinctly non-commercial.

5.0 Historical development of the site

5.1 The development of the site is appraised as follows by reference to archival information, including aerial photographs (with supporting images in the Appendix).

5.2 The street pattern that creates the site is clearly shown in the Arrowtown Crown Grant Index Map 1867 (Figure 1). Originally the site was divided in to 10 sections with 4 people having applied for (and possibly been granted) ownership; William Scoles, Samuel Holley, Samuel Goldston and Robert Pritchard.

5.3 The site is visible in the cropped image taken in 1874 (Figure 2). At that time, the site was predominately free of buildings with the visible structures being the cottage that still remains at 16 Wiltshire Street; another building which appears to be a dwelling to the west of it; a stables on the corner of Arrow Lane and Berkshire Street (still remaining but converted to residential use); a small timber shed (use unknown, but possibly a small workshop) to the south of the stables; and three smaller sheds (possibly stores and an outhouse). Roughly speaking the eastern portion of the site was at that time fenced and cultivated with fruit trees/bushes, whilst the western portion was fenced and appears to have been in use as paddocks and land used in connection with the stables.

5.4 The development of the site changed little until the 1960s (see Figures 3–5); the small content of buildings within was similar throughout this period.

5.5 Between the 1960s and 1980s residential development took place within the western portion of the site, but the eastern part remained largely vacant, but was developed from the 1980s onwards. The Stables on the south corner of Arrow Lane and Berkshire Street was converted to a residential dwelling in 1988 according to the Heritage New Zealand Pouhere Taonga plaque on the elevation of the building facing Berkshire Street.

6.0 Historical land use connections

6.1 The Arrowtown Crown Grant Index Map 1867 shows that the site originally comprised 10 sections (Sections 22 to 31, Block VI).

Sections 22-25

6.2 The Index Map shows William Scoles as the owner of these sections. William Scoles was listed as a hotelkeeper in the town in 1865¹ and had rebuilt the Royal Oak Hotel (located on the south side of Buckingham Street backing onto Arrow lane) in 1864 after the first one burned down.²

6.3 Scoles sold the sections he owned in Block VI in 1870 to James Garroway,³ who took over the running of the Royal Oak.⁴ He sold less than two years later to Feehly, Healy, and Co.⁵

6.4 Healy, who acquired the sole ownership of Sections 22-25,⁶ attempted to sell his land in 1877,⁷ and then again in 1880.⁸ Issue 307 of the Lake County Press in 1877 carried an advert describing the land for sale by Healy as:

"... Three sections fronting Buckingham Street (adjoining the Bank), and four sections in Wiltshire Street (near the Post Office), formerly known as the Royal Oak Garden, and bearing fruit trees sixteen years old, with a new five-roomed cottage thereon..."

6.5 Another advertisement for sections 22, 23, 24 and 25, Block VI in December 1892⁹ carried the following description for the land:

"...comprising about 1 acre....on which is erected a five-roomed house, and there is a first-class fruit garden, which formerly belonged to the Royal Oak Hotel..."

6.6 It is thus clear that the land in the eastern portion of the site has a long historical connection with the Royal Oak Hotel site in Buckingham Street as its fruit-producing garden. It also confirms the use that is visible in old photographs (see 5.3 earlier), where an orchard of fruit trees/bushes can be seen.

Sections 26 & 27

6.7 Sections 26 and 27 were first acquired by Holley as shown on the 1867 Crown Index Map for Arrowtown and the first certificate of title was issued to him in 1872.¹⁰ He then sold the two sections to Patrick Moran (? – name difficult to decipher) in 1874. He sold the land to George Heller in 1882, who worked for William Paterson initially, and then in partnership with Mr Romans in the town centre bakery and butchery business.¹¹ The land continued to change hands in the 20th century. In depth research may reveal other connections to Buckingham Street, but in the 1880s/1890s, there was a connection between the land

¹ Page 1 Advertisements Column 5. LAKE WAKATIP MAIL, ISSUE 186, 8 FEBRUARY 1865, SUPPLEMENT THE ARROW. LAKE WAKATIP MAIL, ISSUE 150, 5 OCTOBER 1864

² Otago Deeds Index – M pg. 313.

³ Cromwell Argus. CROMWELL ARGUS, VOLUME I, ISSUE 23, 20 APRIL 1870

⁴ Page 1 Advertisements Column 4. LAKE COUNTY PRESS, ISSUE 31, 5 JANUARY 1872

⁵ Otago Deeds Index – O pg. 447

⁶ Page 2 Advertisements Column 3. LAKE COUNTY PRESS, VOLUME VI, ISSUE 307, 10 MAY 1877

⁷ Page 2 Advertisements Column 2. LAKE COUNTY PRESS, VOLUME IX, ISSUE 482, 12 AUGUST 1880

⁸ Page 2 Advertisements Column 1. LAKE COUNTY PRESS, ISSUE 534, 29 DECEMBER 1892

⁹ OT4/125

¹⁰ OBITUARY. LAKE COUNTY PRESS, ISSUE 3169, 18 NOVEMBER 1926

being in the ownership of George Heller and the town centre bakery & butchery business. The connection may simply be that Heller lived close to his place of business.

Sections 28-31

- 6.7 The Index Map shows Robert Pritchard as the owner of these sections as well as Section 17 on Buckingham Street, where he owned a store with a rear warehouse.
- 6.8 Pritchard acquired three of these sections (28, 29, & 31) when they were first surveyed in the 1867 Crown Index Map, but only acquired Section 30 from Samuel Goldston in 1875.¹² In 1877 Pritchard attempted to sell his business to go into retirement, which included a garden with a substantial stone stable on Sections 28-31.¹³ He was unsuccessful in selling his properties, and attempted again in 1882, this time listing the four sections as having well stocked fruit trees and the stone stable.¹⁴ Pritchard retained the sections until his death in 1907, when they were transferred to Allen.¹⁵
- 6.9 Again, it is clear that the land in the western portion of the site has a strong historical connection to the store and warehouse opposite on Buckingham Street. Horses and carts would have been needed to supply the store and warehouse and for deliveries. The land therefore provided ancillary space for horses and equipment to be kept and stabled.
- 6.10 To summarise parts 5.0 and 6.0 above, since the mid-1870s (at latest), the site has had some low-level residential use, but with the greater area providing agricultural and ancillary services use in connection with the town centre. In the latter part of the 20th century, residential use became much more prominent, but with some commercial and community uses mixed-in.
- 7.0 Historic Heritage Assessment of the site
- 7.1 The site contains a number of historic features protected in the Operative and Proposed District Plans and two are also included in the Heritage New Zealand Pouhere Taonga List. These are:
- Summers Cottage, 16 Wiltshire Street – QLDC Category 2;
 - 3 Berkshire Street (former stables converted to a cottage) – QLDC Category 2 & HNZPT Category 2;
 - Stone wall, Arrow Lane – QLDC Category 3; and
 - Cobbled road gutters, Berkshire Street - QLDC Category 2 & HNZPT Category 2; and
 - King Edward VII Memorial Lamp, Corner Wiltshire Street and Berkshire Street.
- 7.2 My overall assessment of the heritage significance of the entire site is that it has moderate to high significance. I have reached this assessment in accordance with the Evaluation Criteria contained in section 26.6 of the Proposed District Plan as follows:
- 7.3 **Historic and Social Value**
The site has high historic significance for its association with some of the early pioneers of Arrowtown and the business community that sprang up in the town centre, including William Scoles and Robert Pritchard. It also represents an important social and development pattern in the settlement history of the town.

¹² Otago Deeds Index – O pg. 848

¹³ Page 3 Advertisements Column 2. LAKE COUNTY PRESS, VOLUME VI, ISSUE 329, 11 OCTOBER 1877

¹⁴ Page 2 Advertisements Column 2. LAKE COUNTY PRESS, VOLUME XI, ISSUE 562, 9 MARCH 1882

¹⁵ Otago Deeds Index – M pg. 696

7.4 **Cultural and Spiritual Value**

The site has high cultural significance as it provides an insight into the way of life in the early years of the town, including how this terrace of land and its street pattern helped shape the development of the town centre and provided a service space associated with town centre businesses.

Arrow Lane has always provided a crucial transportation link for servicing the town centre. Reference to the historical images in the Appendix shows that, in addition to Arrow Lane, there have historically been pedestrian routes from the site to the town centre, across Arrow Lane, that have connected the two locations.

The site is not considered to have any spiritual value.

7.5 **Architectural Value**

None of the historic features of the site are the work of a prominent New Zealand architect, but they have high vernacular significance to the town representing its small-scale, functional 19th century architecture. This significance relates to the individual features within the site only. The mid-to-late 20th century buildings erected on the site are not considered to have heritage significance. Accordingly, the style of the historic features contributes to the general character of the area, but overall the area has undergone substantial alteration in the form of late 20th century residential development, thereby changing the original aesthetic of the site.

7.6 **Townscape and Context Value**

The land form of the site is of high value as the terrace and its slope down toward Buckingham Street help define the town centre and its historic service area. The original street pattern that borders the site is also of high value, as is the secondary service nature of Arrow Lane linking the site to Buckingham Street.

7.7 **Rarity and Representative Value**

The historic features within the site have moderate rarity value as stone buildings and structures becoming increasingly under threat in the District. The representative value of the site is low due to the substantial intensification of residential construction that occurred to it in the late 20th century.

7.8 **Technological significance**

The site has no technological significance.

7.9 **Archaeological significance**

Isolated parts of the site, essentially the locations of the pre-1900 buildings and features, have potentially moderate to high archaeological significance for the knowledge they may provide about Arrowtown's history. Other parts of the site used before 1900 for agricultural or pastoral purposes are considered to have low or negligible archaeological value.

7.10 Accordingly, the following attributes of the site should be retained and protected:

- The historical pattern and form of the roads that border the site;
- The existing historic features that are protected by the ODP & PDP;
- The landscape form of the site;
- The key views shown in the Arrowtown Design Guidelines 2016;
- The historic relationship of the site with the town centre rather than with the surrounding residential neighbourhoods; and
- Development should be small-scale and vernacular.

- 8.0 Heritage protection under the Arrowtown Residential Historic Management Zone and Arrowtown Design Guidelines 2016
- 8.1 As stated in section 10.1 the purpose of the Arrowtown Town Centre Transition Overlay (ATCTO) is to provide for limited expansion of commercial activities in identified locations adjoining the town centre. The historical record of the site shows that it provided ancillary/service uses supporting the town centre and, thus, it is appropriate for it to be included in the ATCTO. In the ATCTO, any modifications to existing buildings or properties are expected to retain the historical character and qualities of the Old Town Residential Area, so giving protection against inappropriate development.
- 8.2 Objective 10.2.6 recognises the importance of non-residential activities that provide local employment and commercial services to support the role of the Town Centre Zone. This was the historical purpose of the site, which should once again be recognised in the Proposed District Plan.
- 8.3 The principle of adaptive reuse is well-established in heritage conservation practice. Historic places and sites need to adapt to ensure that they remain relevant and valued. Historic town centres are no exception to this and it is crucial to their continued survival that they provide a range of local services and employment opportunities. The site to the south of Arrow Lane provides the opportunity for appropriate non-residential uses to support and compliment Arrowtown Town Centre as it did for about the first 100 years of the town's development. In my view the site has the capacity to absorb non-residential change; it is how this change will be managed in the future that will determine its success.
- 8.4 The Rules contained in sections 10.4 and 10.5 regarding the bulk, location, design and appearance of development will maintain an emphasis on the historic heritage of the site and will maintain high levels of amenity to it.
- 8.5 With regard to the effect on the Arrowtown Town Centre of the site being included in the ATCTO, I do not feel that the application of the Transitional Overlay will undermine the heritage protection given to the town centre. Again, Objective 10.2.6 of the ARHMZ stresses that non-residential activities should support the role of the Town Centre Zone and Policy 10.2.6.2 limits retailing in the Transitional Overlay to ensure that the Town Centre Zone remains the principal focus for Arrowtown's retail activities.
- 8.6 Furthermore, there are provisions in Chapter 26 – Historic Heritage that will ensure that in terms of bulk, location, design and appearance, any historic values will be protected.
- 8.7 The Arrowtown Design Guidelines 2016 provide comprehensive advice to protect the character of the Town Centre and ARHMZ. Inter alia, the following guidance is relevant to the proposal in respect of the site:
- A. Section 3.1.1 provides advice on aspects and relationships important to the character of the Town Centre. These include recognition of (f) "The traditional nature of the lanes, including the types of buildings and their presentation to the lanes. The different characteristics of Ramshaw and Arrow lane." And (h) "The relationship of the Town Centre to its context...".
 - B. Section 3.1.2 Guidelines: Character Protection and Conservation recognise the need to (g) "Retain the characteristics of adjacent areas that contribute to the historic character of the Town Centre."
 - C. Section 3.4 Streetscape includes specific reference to (3.4.2) The lanes, including stating "In terms of the historic character and integrity of Arrowtown the character of the lanes is very important and care needs to be taken to retain what remains of this backyard character." Furthermore, Section 3.4.2 is specific to Arrow Lane identifying

that it “has a distinctive and different character derived from the backside of buildings including sheds and lean-tos. The small scale retaining walls and vegetation are distinctive features.”

- D. Section 3.4.5 provides substantial guidelines for protection under:
 - 3.4.5.1 “Protect the individual and distinctive character and charm of the Buckingham Street, Ramshaw and Arrow Lanes; and
 - 3.4.5.2 “Retain the simple ‘working and service’ character of Arrow Lane.”
- E. Section 3.10.1 provides advice on vegetation for Arrow lane and 3.19.1 provides substantial advice for ‘The Shed’; sheds were “traditionally a particular feature of the two lanes from where the industrial and manufacturing activities and the stabling of horses took place....”.
- F. Section 4 Old Town and New Town Residential Area Guidelines also provides substantial advice relating specifically to the ARHMZ and where it considers there are general guidelines that apply to the ARHMZ and Proposed MDR and LDR Zones. These include identification and conservation of the heritage character of the ARHMZ (Section 4.1) and heritage conservation best practice in the ARHMZ (Section 4.2). There are also guidelines on settlement pattern, site planning & design and existing buildings and new construction in the ARHMZ, amongst others.

8.8 In conclusion, I consider that:

- there are adequate controls to protect the heritage values of the site if it were to become part of the Transitional Overlay and to assist in the successful management of non-residential change;
- non-residential uses can be integrated into the subject site in the ARHMZ without comprising the significant levels of protection already given to the character of the Town centre and ARHMZ.

9.0 Summary

- 9.1 I disagree with the statement that “*this area of land, while accessible from Buckingham Street, is not closely associated with this core part of Arrowtown’s Town Centre.*” I am of the opinion that the historical record shows the land has had a close association with the core part of the Arrowtown Town Centre ever since the town centre developed in Buckingham Street.
- 9.2 With regard to the statement that “*while the Montessori School operates in this location, it is clear that residential activities are the predominant land use...*”, residential activities on the site have only become the predominant use since the 1980s and the longer-term predominate use for more than 100 years before that was agricultural and ancillary services use in connection with uses in Buckingham Street.
- 9.3 I disagree with the statement in the Arrowtown Design Guidelines 2016 that Neighbourhood 1 is “*Residential in character, with a mix of small-scale cottages and buildings, this neighbourhood is distinctly non-commercial.*” I consider that it has traditionally been a mixed-use neighbourhood and that commercial development in this location does not/would not in the future undermine the historic heritage values of the zone; sensitive commercial development would, in fact, be more akin to the historical uses of the site.
- 9.4 In order to reflect the true historic heritage values of the site, I consider that the site should be included in the ATCTO. Its inclusion solely in the ARHMZ would deny its identity over 100 years or more.

- 9.5 I consider that the application of the Transitional Overlay will not undermine the Arrowtown Town Centre zoning of the adjoining Buckingham Street centre given the notified provisions (within Chapter 10 – the ARHMZ), which would discourage retail in this area. Nor will it undermine the character of the ARHMZ and the intentions of the Arrowtown Design Guidelines 2016. Non-residential uses can be included in the subject site within its existing provisions for heritage protection.

Robin Miller
12 June 2018

APPENDIX

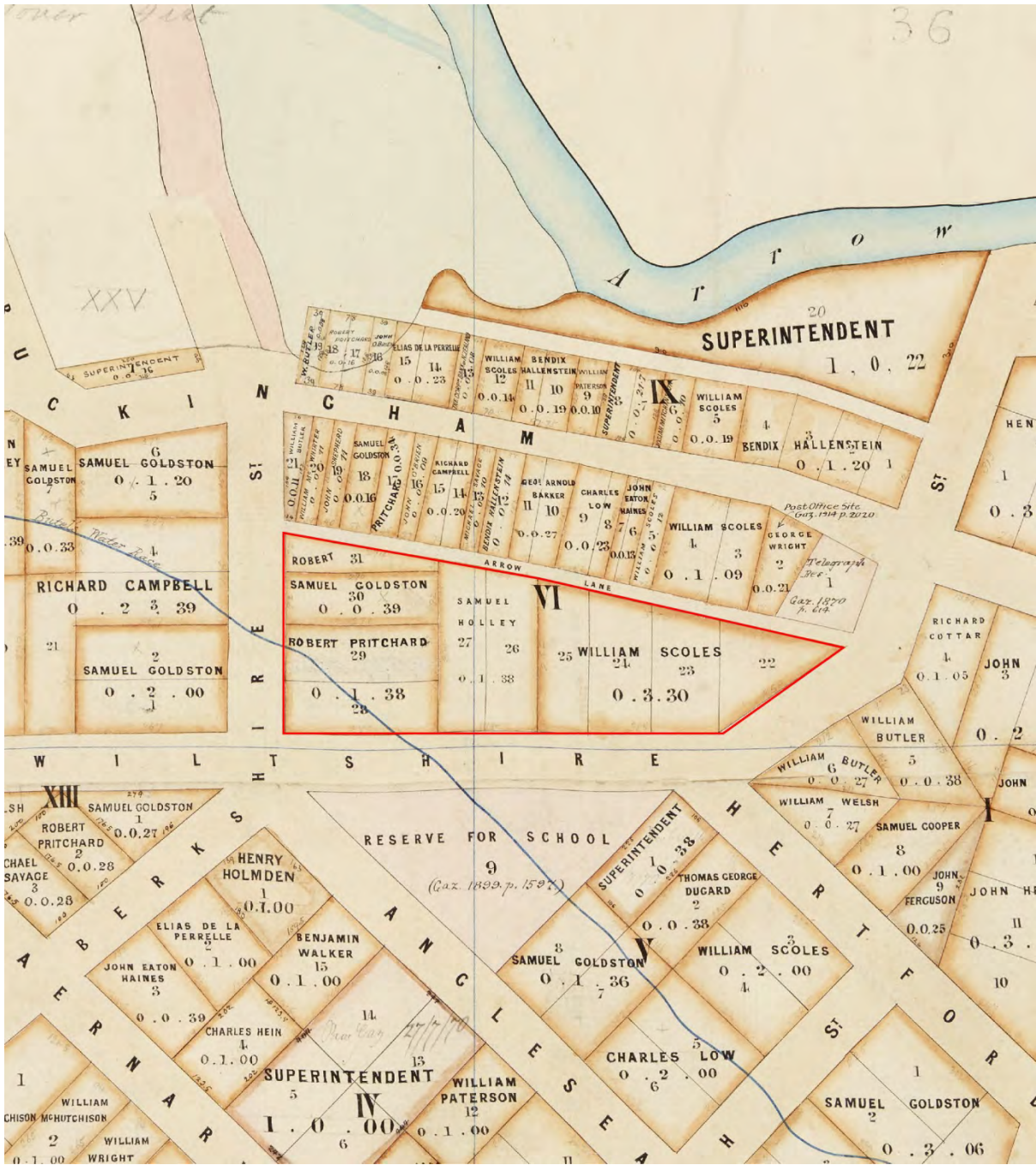


Figure 1 - Arrowtown Crown Grant Index Map 1867: courtesy of Archives New Zealand – cropped image



Figure 2 1874 EL1278 Arrowtown Buckingham Street - cropped image

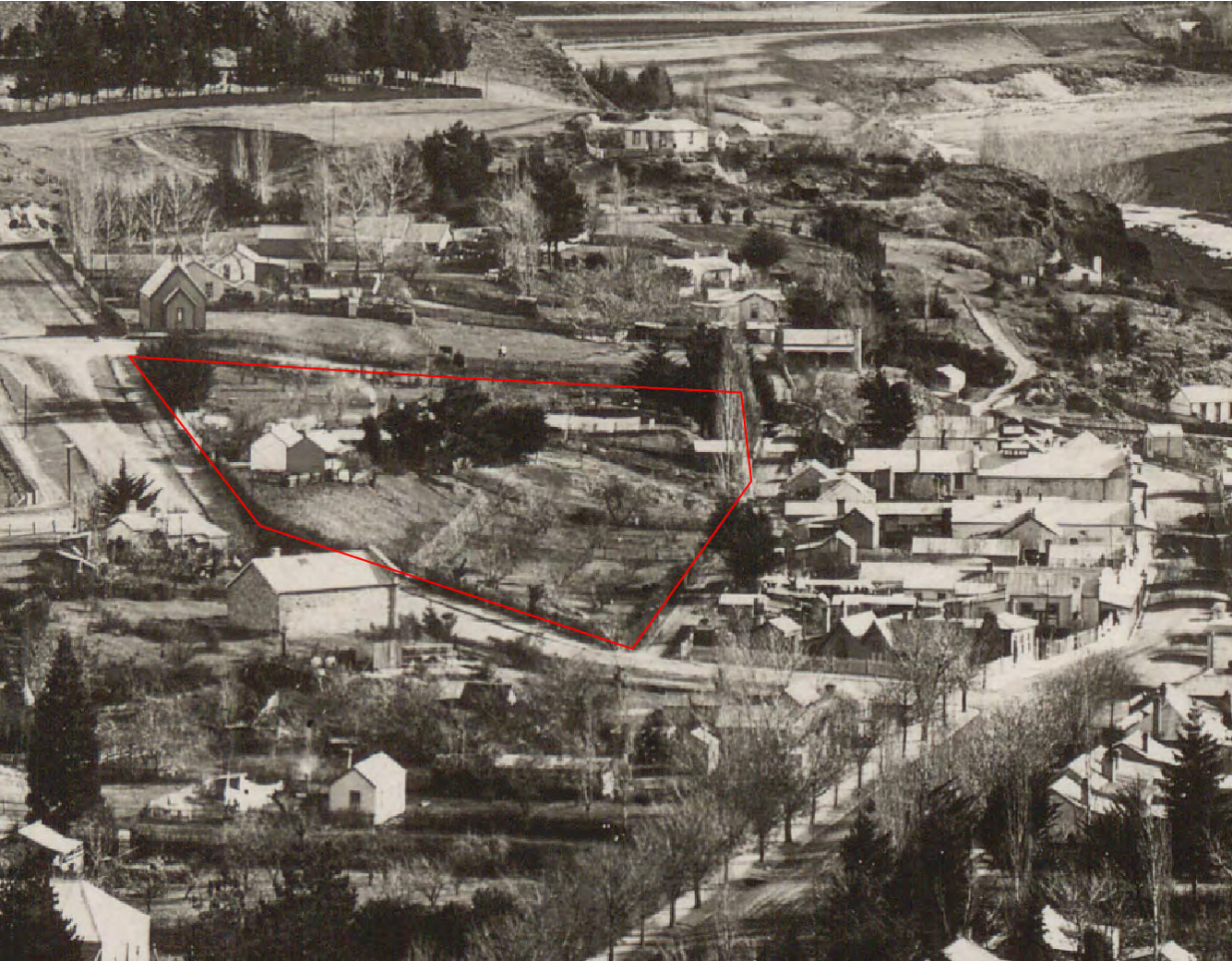


Figure 3 c. 1900. 09 EL1159 Arrowtown: courtesy of Lakes District Museum - cropped image



Figure 4 1949 QN1-44 - 33 VC Browne & Son - Arrowtown - 1949 - cropped image



Figure 5 1959 SN1219 Retrolens - cropped image



Figure 6 1966 SN2016 Retrolens – cropped image



Figure 7 1983 SN8180 Retrolens – cropped image

APPENDIX E – ARROWTOWN MARKET COMMENTARY

06 June 2018

Don Spary
c/o Alastair Spary
al@goodgroup.co.nz

Dear Al

RE: Commercial Leasing Market Commentary _ Arrowtown

I am a leasing broker with Colliers Otago, Queenstown office. I specialise in commercial leasing particularly in the retail and office sectors. My experience in the Queenstown market extends 15 years, including the last 8 years with Colliers.

In terms of Arrowtown, the central commercial area is currently fully leased and tightly held. Working with businesses in the market, we can confirm there is good demand for small to medium sized, boutique spaces in the Arrowtown commercial area. Currently there are no such options available to satisfy that demand.

The types of businesses typically requiring space in the Arrowtown commercial area include Food & Beverage (cafes and restaurants), gifts, galleries, fashion; plus, professional services requiring office premises in the Arrowtown area. Office demand often comes from business owners living in Arrowtown and wanting to work there as well. The format of premises required can be in a boutique form, in keeping with the Arrowtown village environment eg retail spaces 60-120m²; food and beverage premises can be a bit larger especially for restaurant space where there needs to be extra space for back of house amenities required. Office premises for small to medium sized businesses of 50-150m² in area. Furthermore, provision of outside courtyard dining areas to compliment the food and beverage, like what has been successfully created within Arrowtown already, is an added feature eg. Ramshaw lane, Saffron/Blue door lane, Fan-Tan courtyard, Postmasters; Royal Oak courtyard and adjoining La Rumbra courtyard. These outside areas don't need to be large but do compliment the food and beverage offering. A further expansion of the Arrowtown commercial area should ideally be physically connected to the existing commercial area to enable free flow of pedestrian traffic throughout the extended precinct.

Yours sincerely

A handwritten signature in black ink, appearing to read "Mary-Jo Hudson". The signature is stylized with a long horizontal stroke extending to the right.

Mary-Jo Hudson

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Queenstown
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COLLIERS INTERNATIONAL