

Sent: Monday, December 16, 2019 10:05 AM
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi again Phil

Another week has now passed since I sent my first reminder enquiry to you (below) and residents have still had no update, following our meeting on 29 November 2019.

Since this is probably the last full working week for many, before Christmas, am concerned that it is starting to look like we will hear nothing more until into January of 2020. It is a long time now since we had our first meeting with TCC representatives back in April 2019 and since our petition was heard in front of Council and Mr. Grenfell back in August.

Whilst writing I thought it may be pertinent to add a few more photos taken just this morning. TCC have repeatedly advised residents the surface would "settle down" and that surface failings are only localised. It is now well over a year since the resurfacing work was completed in 2018, and yet the stripping and abundance of loose stone chips in the rainwater channels is clear for all to see.

Please advise your progress urgently, so that we may be aware of what is happening behind the scenes.

Regards

Chris Phayer

Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Phil

Any update in response to your consultation intentions that were set out in the emails below please?

Many thanks

Kind regards

Chris Phayer

From: Phayer [mailto:phayernz@eol.co.nz]
Sent: Sunday, 1 December 2019 1:33 PM

Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Phil & Calum

Many thanks for your time on Friday and for your email below, summarising the meeting discussions from earlier in the day.

From our discussions of possible remedial solutions, I believe it is also fair to reiterate that it was made very clear to the TCC representatives and GHD engineers that residents in Oriental Parade, Oreti Crescent and Bucklands Crescent would prefer the final remedial solution to be a full reseal coating(s) of the street surfaces, with an expectation to match the quality of the surface of Palm Beach Boulevard, as you correctly record below. This is essentially to avoid/reduce the possible visual shortcomings that may eventuate with a "patch-up" remedial solution that was also discussed.

We will await your further communication following your deliberations with the consultants and contractors.

Kind regards

Chris Phayer

From: Phil Consedine [mailto:Phil.Consedine@tauranga.govt.nz]

Sent: Friday, 29 November 2019 5:13 PM

Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris,

Firstly thanks for arranging the meeting today to discuss the findings of the consultant on the surfacing of Oriental Parade. While the discussion was most worthwhile and the feeling of the residents was clearly evident there was no clear conclusion to the discussion as to remedy. Rather there was a commitment from me to respond to you with a descriptions of the options to make good the imperfections on the road along with our recommendation regarding what is intended to be done, when it is intended to be done and the final outcome that is expected to be achieved. This response will be developed jointly with the consultant and the contractor over the next week or so.

As a summary the consultant advised that the faults of concern included stripping of stones from the road surface (centre and side edges) with tracking onto driveways, the significant number of patches of turned stones revealing the soft bitumen and creating a visual impairment (some along the wheel track and many where vehicles turn in and out of driveways) and the spillage of bitumen onto the concrete channel were the dominant

issues. A comparison with Palm Beach Boulevard was made and an equivalent appearance was expected to be achieved for Oriental Parade.

As discussed I will work with the consultant over the next week or so to respond to you with details of treatments that we would consider to resolve these concerns and this message is to note the key concerns.

Would you please forward this message to the other residents as discussed and Calum would be the contract person with you.

Nga Mihi

Phil

From: Calum McLean <Calum.McLean@tauranga.govt.nz>
Sent: Tuesday, 26 November 2019 7:36 AM
To: Phayer <phayernz@eol.co.nz>
Cc: gillow.com@xtra.co.nz; 'Peter Gulik' <pkgulik2@gmail.com>; ron.melville <ron.melville@eves.co.nz>; billjudylomas@gmail.com; Phil Consedine <Phil.Consedine@tauranga.govt.nz>; Melanie Rose <Melanie.Rose@tauranga.govt.nz>
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris

We will see at you 10:00am on Friday 29 November 2019.

Regards

Calum McLean | Transport Contracts Manager
Tauranga City Council | 07 577 7000 | mobile 027 255 4792 |
calum.mclean@tauranga.govt.nz | www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>
Sent: Sunday, 24 November 2019 10:34 AM
To: Calum McLean <Calum.McLean@tauranga.govt.nz>
Cc: gillow.com@xtra.co.nz; 'Peter Gulik' <pkgulik2@gmail.com>; ron.melville <ron.melville@eves.co.nz>; billjudylomas@gmail.com; Phil Consedine

<Phil.Consedine@tauranga.govt.nz>; Melanie Rose <Melanie.Rose@tauranga.govt.nz>
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Calum

Many thanks for your message.

Consensus of opinion amongst ourselves is to aim for 10am or 10.30am on Friday 29 November please and Rod Simpson has offered that we can meet at his home at 42 Oriental Parade.

We'll look forward to your confirmation.

Kind regards

Chris Phayer

From: Calum McLean [mailto:Calum.McLean@tauranga.govt.nz]
Sent: Friday, 22 November 2019 11:43 AM
To: Phayer
Cc: gillow.com@xtra.co.nz; 'Peter Gulik'; ron.melville; billjudylomas@gmail.com; Phil Consedine; Melanie Rose
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris

Thorsten has concluded his review of resurfaced Tauranga roads and is available to meet with yourself and your neighbours Thursday morning or Friday morning next week.

Please confirm what day/time would be most convenient for you.

Regards

Calum McLean | Transport Contracts Manager
Tauranga City Council | 07 577 7000 | mobile 027 255 4792 |
calum.mclean@tauranga.govt.nz | www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>
Sent: Wednesday, 2 October 2019 7:21 PM
To: Calum McLean <Calum.McLean@tauranga.govt.nz>
Cc: gillow.com@xtra.co.nz; 'Peter Gulik' <pkgulik2@gmail.com>; ron.melville <ron.melville@eves.co.nz>; billjudylomas@gmail.com; Phil Consedine <Phil.Consedine@tauranga.govt.nz>; Martin Parkes <Martin.Parkes@tauranga.govt.nz>; Denice Hawker <Denice.Hawker@tauranga.govt.nz>
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Many thanks Calum

From: Calum McLean [mailto:Calum.McLean@tauranga.govt.nz]
Sent: Monday, 30 September 2019 10:15 AM
To: Phayer
Cc: gillow.com@xtra.co.nz; 'Peter Gulik'; ron.melville; billjudylomas@gmail.com; Phil Consedine; Martin Parkes; Denice Hawker
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris

I confirm that Thorsten is available to meet at 9:00am on Tuesday 8 October.

Regards

Calum McLean | Transport Contracts Manager
Tauranga City Council | 07 577 7000 | mobile 027 255 4792 |
calum.mclean@tauranga.govt.nz | www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>
Sent: Sunday, 29 September 2019 8:57 PM
To: Calum McLean <Calum.McLean@tauranga.govt.nz>
Cc: gillow.com@xtra.co.nz; 'Peter Gulik' <pkgulik2@gmail.com>; ron.melville
<ron.melville@eves.co.nz>; billjudylomas@gmail.com; Phil Consedine
<Phil.Consedine@tauranga.govt.nz>; Martin Parkes <Martin.Parkes@tauranga.govt.nz>;
Denice Hawker <Denice.Hawker@tauranga.govt.nz>
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Calum

Thank you for your email.

If convenient with Thorsten can you please arrange a time of 9am on Tuesday 8 October. If it suits Thorsten, perhaps he can call at my home as a meeting point (38 Oreti Crescent) to begin with and then go from there with his inspection and investigations.

Thank you in advance.

Regards

Chris Phayer

From: Calum McLean [mailto:Calum.McLean@tauranga.govt.nz]
Sent: Friday, 27 September 2019 9:21 AM
To: Phayer
Cc: gillow.com@xtra.co.nz; 'Peter Gulik'; ron.melville; billjudylomas@gmail.com; Phil
Consedine; Martin Parkes; Denice Hawker
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris

Further to my correspondence of 30 August, Council has engaged Thorsten Froebel of GHD to undertake the resurfacing review.

Thorsten will be available to meet with yourself and your neighbours on Tuesday 8 October. Please confirm what time you would prefer.

Regards

Calum McLean | Transport Contracts Manager
Tauranga City Council | 07 577 7000 | mobile 027 255 4792 |
calum.mclean@tauranga.govt.nz | www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>
Sent: Saturday, 31 August 2019 10:09 PM
To: Calum McLean <Calum.McLean@tauranga.govt.nz>
Cc: gillow.com@xtra.co.nz; 'Peter Gulik' <pkgulik2@gmail.com>; ron.melville <ron.melville@eves.co.nz>; billjudylomas@gmail.com; Cr.Steve Morris <Steve.Morris@tauranga.govt.nz>; Phil Consedine <Phil.Consedine@tauranga.govt.nz>; Martin Parkes <Martin.Parkes@tauranga.govt.nz>; Denice Hawker <Denice.Hawker@tauranga.govt.nz>
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Calum

Thank you for your message.

Sorry but I and my fellow residents do not find this explanation satisfactory and we are now confused by what TCC are actually planning to do and especially as your intentions seem to contradict the decisions from councillors (and agreed to by your colleagues Phil Consedine

and Martin Parkes) at the recent Projects Committee meeting. This situation continues to be extremely frustrating and time consuming.

Calum, you yourself have also explained in previous emails that inspection and remedial work will take place to our roads between September and December, when the weather improves – refer your email dated 3 July 2019 which stated ...The majority of remedial works required on Oreti Crescent will be undertaken when conditions are more favourable (between September and December). Some activities, that are not weather dependent, may be undertaken sooner... and your later email dated 4 July 2019 which stated ...We will confirm what remedial works will be undertaken when we re-inspect the road (early September) and we will instruct Higgins accordingly. In the unlikely event that Higgins fail to make repairs we will arrange for another Contractor to complete the works and seek reimbursement from Higgins...” To-date your communications have all implied that remedial work will be assessed and work completed between September and December this year, not next.

Your email below now implies to me that you are intending to include a much wider piece of review work to be undertaken (your ‘business as usual’ review that you have explained previously) and the engineer’s report will clearly not be completed before the end of the year. By deduction, I figure the remedial works to our roads will therefore not be carried out until the report is completed (therefore into 2020) and are also likely to be delayed by an anticipation of “resistance” or further discussions encountered with the contractors. This is not the decision made recently and instructed by TCC. The video footage is available online and the first step was for Phil Consedine and Cllr Morris to arrange a meeting with residents and discuss the commissioning of an independent inspection for Oriental Parade, Oreti Crescent and Bucklands Crescent. Quite frankly that is plain and simple to me and we do not need to be waiting on your wider review of roads across the whole city. It is appreciated that our roads will need to be part of that wider review, from TCC’s point of view, but that doesn’t satisfy the decision that was agreed to recently.

Phil and Steve, we request that you please contact residents of Oriental Parade, Oreti Crescent and Bucklands Crescent to arrange the meeting as was agreed with council and then discuss with us the process for the independent road engineer to be instructed by TCC, to inspect the resealing work and produce a remedial recommendation in a timely manner.

We look forward to the council agreement and instructions being carried out satisfactorily and the necessary remedial work plan being explained and agreed.

Regards

Chris Phayer

From: Calum McLean [mailto:Calum.McLean@tauranga.govt.nz]

Sent: Friday, 30 August 2019 3:49 PM

To: Phayer

Cc: gillow.com@xtra.co.nz; 'Peter Gulik'; ron.melville; billjudylomas@gmail.com; Cr.Steve Morris; Phil Consedine; Martin Parkes; Denice Hawker

Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris

I confirm that Council will engage an independent Engineer to undertake a review of roads resurfaced by Council during financial years 2017/18 and 2018/19. This review will commence next month and should be complete by Christmas. The primary purpose of the review is to inspect each resurfaced road, determine compliance with the Contract Specification, and propose remedial works in line with industry best practice. To maintain the impartiality of the reviewer neither Council staff nor residents will accompany the reviewer when he inspects the sites, however residents' representatives will have an opportunity to discuss their concerns with the reviewer. The reviewer will produce a report however because elements of the report are likely to be commercially sensitive it is unlikely that the full report will be shared with the general public. Residents' representatives will be provided with details of faults identified and proposed remedial works.

I trust that you find this satisfactory.

Regards

Calum McLean | Transport Contracts Manager
Tauranga City Council | 07 577 7000 | mobile 027 255 4792 |
calum.mclean@tauranga.govt.nz | www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>
Sent: Thursday, 29 August 2019 8:38 a.m.
To: Calum McLean <Calum.McLean@tauranga.govt.nz>; Cr.Steve Morris
<Steve.Morris@tauranga.govt.nz>; Phil Consedine <Phil.Consedine@tauranga.govt.nz>;
Martin Parkes <Martin.Parkes@tauranga.govt.nz>
Cc: gillow.com@xtra.co.nz; 'Peter Gulik' <pkgulik2@gmail.com>; ron.melville
<ron.melville@eves.co.nz>; billjudylomas@gmail.com
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Calum

Thanks for your email but I do have a concern please.

You may not be aware but the decision of council, at the recent petition hearing, was that our roads will be inspected by a completely independent Road Engineer and a report produced; that is not a council engineer (staff) and not a contractor's engineer. Cllr Steve Morris, Phil Consedine and Martin Parkes will be able to attest to that being correct. All due respect to your council engineers, but this situation we are in has led to us losing faith in their impartiality and objectivity about the standard of the work carried out.

My apologies if your reference to "Council Engineers" was intended to imply consultant engineers who are being engaged by council for the role.

Can I also please confirm the date of the inspection? We would like them to meet resident representatives please, so that we can point out the areas of defects that we are concerned about. This is not to hound them, but purely to discuss our concerns and again, was all part of the agreed course of action. Such a conversation will also ensure that our concerns are

addressed in their report and hopefully avoid the potential for us to have to raise any issues with them subsequently, after their report is produced and made available to residents.

If you need any further information then please let me know, but as I say, Cllr Steve Morris, Phil and Martin will be able to confirm the above.

Kind regards

Chris Phayer

From: Calum McLean [mailto:Calum.McLean@tauranga.govt.nz]
Sent: Wednesday, 28 August 2019 9:38 AM
To: Phayer; Cr.Steve Morris; Phil Consedine; Martin Parkes
Cc: gillow.com@xtra.co.nz; 'Peter Gulik'; ron.melville; billjudylomas@gmail.com
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris

Thank you for your e-mail.

Council Engineers will inspect Oreti Crescent next month. Details of proposed remedial works will be provided to you prior to implementation.

We do not believe that the vehicle you saw on Oreti Crescent was a Council vehicle or driven by a Council employee.

Regards

Calum McLean | Transport Contracts Manager
Tauranga City Council | 07 577 7000 | mobile 027 255 4792 |
calum.mclean@tauranga.govt.nz | www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>
Sent: Friday, 23 August 2019 8:23 a.m.
To: Calum McLean <Calum.McLean@tauranga.govt.nz>; Cr.Steve Morris <Steve.Morris@tauranga.govt.nz>; Phil Consedine <Phil.Consedine@tauranga.govt.nz>; Martin Parkes <Martin.Parkes@tauranga.govt.nz>
Cc: gillow.com@xtra.co.nz; 'Peter Gulik' <pkgulik2@gmail.com>; ron.melville <ron.melville@eves.co.nz>; billjudylomas@gmail.com
Subject: FW: Resurfacing Oriental Parade and Oreti Crescent

Good morning Calum, Phil, Martin & Steve

Thought it was about time to write for an update again, since I've received no reply to my queries below, September is fast approaching and yesterday there was a fast moving road engineer in the street.....for about 5 mins tops. Didn't get out of the vehicle???

Yes, that is correct – there was no sign-writing on the vehicle (apart from Road Engineer and orange flashing lights), he didn't get out of the vehicle that I saw, he was travelling at around 40km to 50km per hour rather than crawling along and he took the bend outside my house on the wrong side of the road. I seriously doubt he saw much – if the road problems were the subject of his visit – or maybe he was just late!! I did think of stepping out in front of him, but had second thoughts when I saw his speed and driving skills.....

Seems us residents might be disappearing back into that dark room of solitary confinement again and not being updated with a programme of works, or what is being planned to start addressing the remediation of our roads??

So I'll keep asking – what is going on please?

Kind regards

Chris Phayer

From: Phayer [mailto:phayernz@eol.co.nz]
Sent: Wednesday, 31 July 2019 4:58 PM
To: 'Cr.Steve Morris'; Calum McLean (Calum.McLean@tauranga.govt.nz)
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Steve & Calum

Sorry for my slow reply but I've been otherwise engaged with trying to make sure I have enough proper work, to be able to pay my rates when they become due next and which I'm sure TCC would like me to do on time!

Not sure whether to congratulate your new GM or to pass him a sword that he might need to fall on at the end of the year. I'm assuming you are referring to Mr. Johansson, who was recently quoted in the AA Directions magazine as having a philosophy that dictates "...if we go through a decision-making process without listening to the community, it could be that we put something in place that's not understood by the road user. And if they don't understand it, why would they necessarily comply with it?" Granted, it was more in reference to alternative options for traffic safety and lowering speed limits, but to me it indicates he has an inclination to actively take note of the community. If that is prevented/stunted then maybe he'll give up before he starts?

I'm also not writing just to keep this "email tennis" going, or because I have no other interests, but I do wish to raise further queries please;

1. Steve, I appreciate you obtaining a reply from TCC staff about the turning circles, but their explanation is just not completely logical nor satisfactory. They provide only theoretical answers, as opposed to providing subjective answers for our specific situation; for example, a copy of an engineering report stating that turning circles in our streets were performing better, when the resealing work was carried out in October 2018, and nor do they confirm any firm time or programme for the future resurfacing? I would also suggest the 90 degree turn in front of our house gets a heavier workload as cars traverse it at far greater speeds. So, I am left to surmise what the true situation may have been? On the basis of the turning circles being subject to the heaviest user loads, then if they were acceptable to be deferred on this occasion, then why were the main road areas resurfaced? I'm

suspecting that maybe the decision was not made by TCC staff at all, but by the contractors (which, if correct, surely presents a massive conflict of interest)? Some historic confirmation of the documentation would be helpful and hopefully provide some logical answers to the decisions that have been taken.

2. In the alternative, if the turning circles were in need of resurfacing, but postponement is due to other priorities as suggested, this would seem to fly in the face of the TCC argument put to us that if road surfaces are not resurfaced at the correct time then additional damage is the likely outcome. I have no problem with that preventive maintenance logic, but again, if your contractors have mobilised to a site and TCC are keen to save on the work to only 4 turning circles in our area, then I would suggest it was more financially prudent to postpone all of the work completely, or to consider instructing the turning circles to go ahead and avoid duplication of establishment costs in the future. Robbing Peter to pay Paul is not a particularly good financial strategy.....

3. Calum; it seems that each time we correspond I am caused to look again at the road surfaces. Recently, the road markings were raised in our emails (albeit at cross purposes), but looking at those now, they are almost entirely worn and look about 5 years old rather than 9 months. I appreciate we are waiting for September to roll around, but I feel it is vitally important that you are abreast of the poor quality surfacing that is continuing to deteriorate rapidly. As I have already mentioned in previous emails, the stripping of chips is continuing in numerous and consistent patches along the roadsides and the road side channels and residents garage floors continue to provide additional clear proof of that.

4. Similarly, your most recent advice to us has been that TCC Engineers will inspect the road and identify faults in early September. Are you aware that recently (approximately 10 days ago) Higgins had staff on site who have painted a number of brown circles (approx. 100 – 150mm diameter) in lines across the streets, at various locations? If you are aware of this work, then what are these markings indicating please? If you are not aware of this work, then why are Higgins apparently doing their own thing? It is exactly the scenario that we are concerned about – that contractors are not being managed and we will again be on the wrong end of work that is carried out without supervision?

Gents – I'm not trying to be a pedantic pain in the rear, but given the circumstances that TCC and Higgins have created, might I suggest that it would be good PR for TCC to communicate openly and transparently with the residents of Oriental/Oreti and Bucklands,

so that you take us with you, using Mr J's own words? More recently we have collected a petition from residents about the state of our roads and more than 60% of our street residents/ratepayers are dissatisfied (and many are incensed) at what has been allowed to happen to the condition and aesthetic appearance of our neighbourhood. The petition is being presented to council.

I'll appreciate ongoing dialogue please gents or will equally be happy to receive an update from TCC that is issued to all residents who are affected by this unsatisfactory situation.

Regards

Chris Phayer

From: Cr.Steve Morris [mailto:Steve.Morris@tauranga.govt.nz]
Sent: Friday, 26 July 2019 3:53 PM
To: Phayer
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris,

Our new General Manager of infrastructure started on Monday. I'll be raising the issue of sealing when I meet with him one on one (and those enormous pot holes on Domain Rd!). Please see the response I had from staff regarding the resealing of the cul-de-sac ends.

On to the update. I have received the following insight from the Network Operations engineering staff:

It is good practice to resurface cul-de sacs with asphalt at the same time that we resurface the remainder of the road however sometimes we postpone resurfacing of the cul-de-sac.

Postponement may be because the cul-de-sac is performing better than the rest of the road or because budget is re-allocated to other roads with a higher priority.

If a cul-de-sac is not resurfaced at the same time as the rest of the road it will likely be resurfaced the following year.

Kind regards

Denice Hawker | Personal Assistant

On behalf of Martin Parkes, Manager: Transportation

Tauranga City Council | 07 577 7000 | denice.hawker@tauranga.govt.nz |
www.tauranga.govt.nz

From: Cr. Steve Morris

Sent: Friday, 12 July 2019 5:00 p.m.

To: Joel Peters <Joel.Peters@tauranga.govt.nz>

Subject: transportation question

Hi Joel,

I've been questioned by a resident as to why we aren't resealing the end of cul-de-sacs when we are chip sealing formally hotmix surfaces in subdivisions. I know that due to turning hotmix performs better; however, it's been put to me that it appears inconsistent that if the road needs resealing the end of the cul-de-sacs aren't resealed at the same time albeit in hotmix.

Kind Regards,

Cr Steve Morris BA, MRP (Hons) | Mount Maunganui-Papamoa Ward Councillor | Chair,
Policy Committee; Hearings Panel
Tauranga City Council | ph 07 577 7000 or 021 519 941 | steve.morris@tauranga.govt.nz |
www.tauranga.govt.nz

Kind Regards,

Cr Steve Morris BA, MRP (Hons) | Mount Maunganui-Papamoa Ward Councillor | Chair,
Policy Committee; Hearings Panel
Tauranga City Council | ph 07 577 7000 or 021 519 941 | steve.morris@tauranga.govt.nz |
www.tauranga.govt.nz

From: Cr.Steve Morris
Sent: Friday, 12 July 2019 5:01 PM
To: Phayer <phayernz@eol.co.nz>
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris,

I'm also asking the question about when cul-de-sacs are going to be re hotmixed. It should be illuminating.

Kind Regards,

Cr Steve Morris BA, MRP (Hons) | Mount Maunganui-Papamoa Ward Councillor | Chair,
Policy Committee; Hearings Panel
Tauranga City Council | ph 07 577 7000 or 021 519 941 | steve.morris@tauranga.govt.nz |
www.tauranga.govt.nz

From: Cr.Steve Morris
Sent: Friday, 12 July 2019 4:58 PM
To: Phayer <phayernz@eol.co.nz>
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris,

Put it this way, If I had a long driveway that was sealed like that, I'd be in dispute with the people that did the work and want them back to finish the job. Let's see how the reseal goes in September.

As to the cul-de-sac not being resealed at the same time because it's hotmix, if the road needed a re-seal you'd expect this done within 12 months! I await the appointment of Council's new manager of infrastructure next month to discuss.

Kind Regards,

Cr Steve Morris BA, MRP (Hons) | Mount Maunganui-Papamoa Ward Councillor | Chair,
Policy Committee; Hearings Panel
Tauranga City Council | ph 07 577 7000 or 021 519 941 | steve.morris@tauranga.govt.nz |
www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>
Sent: Tuesday, 9 July 2019 10:29 PM
To: Cr.Steve Morris <Steve.Morris@tauranga.govt.nz>
Cc: gillow.com@xtra.co.nz; Peter Powley <peter@powley.co.nz>; pkgulik2@gmail.com
Subject: FW: Resurfacing Oriental Parade and Oreti Crescent

Hi Steve

Good to meet you properly last night and to hear you agree with our small band of not so merry men, and that you consider the road surface on Oriental/Oreti/Bucklands is totally unacceptable.

Can I please ask what that phrase means to you, insofar as my interpretation of your words is that a “totally unacceptable road surface” would most likely need to be completely ripped up and replaced? If that is what you are thinking then great, if not then there could be a devil in the detail of a political statement.

Another reason I ask is because the email received from Calum McLean this morning (below) would suggest to me at point 1 that he is hanging on to an idea of only patch repairs being necessary? This does of course represent progress from our first meeting with Calum, during which he was fairly adamant the road surface is largely acceptable (yeah right!!), but given the situation to date you may understand why I am both sceptical and have very little confidence in what Calum is overseeing and intending.

The road surface is continuing to deteriorate quite noticeably, with increasing patches where chips have now completely dislodged and what appears to be the original road surface can be seen grinning through the new chip seal. This is less than 12 months after the work was carried out; even the most basic product purchased will come with a 12 month guarantee won't it?

I also picked up on your explanation about turning circles, which are left in hotmix due to the increased wear of vehicles turning – makes sense to me. However, the turning circles in Oreti Crescent have not been replaced and so I'm thinking, if the original surface is still deemed to be in acceptable condition in the areas of most wear and tear, then why in blazes was the rest of the road re-surfaced. Surely logic suggests it was either in better, or at least similar, condition to the turning circles?? Doesn't make sense and especially when TCC are financially strapped and could benefit from delaying resurfacing and the like for as long as possible??

As a group we are really keen to have transparency and to understand plain and simply what the council are thinking/doing. We now know that council agree with us that work is not acceptable, but there is little detail on what that looks like to council and my scepticism radar starts to beep. As I said last night, at the most basic level, I just want a quality job to replace the quality road surface that we had previously – plain and simple. However, the responses we keep getting just lead to more and more questions.

Cheers

Chris Phayer

From: Calum McLean [mailto:Calum.McLean@tauranga.govt.nz]
Sent: Tuesday, 9 July 2019 10:40 AM
To: Phayer; Cr.Steve Morris
Cc: Phil Consedine; Denice Hawker; gillow.com@xtra.co.nz; Martin Parkes; pkgulik2@gmail.com
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris

In response to your queries:

1. Council Engineers will re-inspect the road surface to ensure that all faults are identified and remedied. This inspection will take place early September.
2. Council are in the process of measuring condition data for every local road in the city. One of the properties measured during this survey is texture. Once the survey is complete and the data processed we will be able to determine the exact locations where the surface is deficient, if at all.

Regards

Calum McLean | Transport Contracts Manager
Tauranga City Council | 07 577 7000 | mobile 027 255 4792 |
calum.mclean@tauranga.govt.nz | www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>
Sent: Friday, 5 July 2019 4:02 p.m.
To: Calum McLean <Calum.McLean@tauranga.govt.nz>; Cr.Steve Morris
<Steve.Morris@tauranga.govt.nz>
Cc: Phil Consedine <Phil.Consedine@tauranga.govt.nz>; Denice Hawker
<Denice.Hawker@tauranga.govt.nz>; gillow.com@xtra.co.nz; Martin Parkes
<Martin.Parkes@tauranga.govt.nz>; pkgulik2@gmail.com
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Calum

Many thanks again for your prompt reply and the fact that about an hour after my email to you, the potholes were filled – thank you. Mind you they've used hot(cold)mix asphalt by the looks of things, so the budget might be well and truly blown now ;-)

Couple of things from your responses please;

At item 2 below, it looks like we are at cross-purposes. You appear to be referring to painted road markings (ie give way markings and the like) whereas I am referring to paint markings (white dots) left behind by a Higgins rep, indicating the defects they see – refer attached photos.

The second photo shows what appears to my (admittedly) untrained eye to be more 'stripping', similar to that in the middle of the road that has been marked. This new area is at my own driveway and would seem to me to support our counter argument to the "chip rollover" explanation and indicates that chip texture is still being lost. When I look along the

street there are plenty of other similar looking patches. I'll be keen to hear your thoughts at the appropriate time.

I'll leave it there for now.

Regards

Chris Phayer

From: Calum McLean [mailto:Calum.McLean@tauranga.govt.nz]
Sent: Thursday, 4 July 2019 11:24 AM
To: Phayer; Cr.Steve Morris
Cc: Phil Consedine; Denice Hawker; gillow.com@xtra.co.nz; Martin Parkes; pkgulik2@gmail.com
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris

Please find my response in red below.

Regards

Calum McLean | (Acting) Team Leader Transport Network Operations
Tauranga City Council | 07 577 7000 | mobile 027 255 4792 |
calum.mclean@tauranga.govt.nz | www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>
Sent: Wednesday, 3 July 2019 9:44 p.m.
To: Calum McLean <Calum.McLean@tauranga.govt.nz>; Cr.Steve Morris <Steve.Morris@tauranga.govt.nz>

Cc: Phil Consedine <Phil.Consedine@tauranga.govt.nz>; Denice Hawker <Denice.Hawker@tauranga.govt.nz>; gillow.com@xtra.co.nz; Martin Parkes <Martin.Parkes@tauranga.govt.nz>; pkgulik2@gmail.com
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Calum

Many thanks for your prompt reply. A couple of follow-ups please;

1. Can you please expand on the nature and extent of the remedial work that is intended for the Oreti and Oriental roads? Residents are in the dark of what to expect and therefore can only assume that Higgins will take an approach of doing as little as possible?

We will confirm what remedial works will be undertaken when we re-inspect the road (early September) and we will instruct Higgins accordingly. In the unlikely event that Higgins fail to make repairs we will arrange for another Contractor to complete the works and seek reimbursement from Higgins.

2. Have TCC reviewed the paint markings put onto the roads by Higgins staff and will TCC staff carry out a supervisory, or overseeing role, so that nothing gets overlooked?

The paint markings reinstated on Oreti Crescent replicate those obscured by the new surface. Personal confirmation of this is possible by viewing Oreti Crescent on Council's map viewer Mapi (<https://www.tauranga.govt.nz/exploring/maps/council-map-viewer-mapi>) and alternating between the latest aerial photographs and historic aerials. When we re-inspect Oreti Crescent in spring we will also inspect the markings to determine whether re-marking is necessary.

3. I'm no roading engineer, but seems strange that new chip seal work is currently being carried out on Gloucester Road, yet the current weather conditions are the same all over Papamoa? I'm thinking Higgins have said they are too busy to get to the work any sooner than September? Just looking for transparency and then we know what we need to deal with.

You are correct; it is not desirable to construct chipseal surfacing at this time of year however the works were delayed by issues outwith our control. In response, we have

elected to bring forward construction of the second coat seal, which is normally constructed one year after the first coat seal. The second coat seal will be constructed sometime between September 2019 and March 2020.

4. Potholes – I'm presuming you mean by close of business on Friday this week (5th July) and despite the crappy weather being forecast? That will be good – thank you.

The potholes were filled yesterday. Please see attached photograph.

Many thanks in advance for your ongoing co-operation and advice.

Regards

Chris Phayer

From: Calum McLean [mailto:Calum.McLean@tauranga.govt.nz]
Sent: Wednesday, 3 July 2019 8:30 AM
To: Phayer; Cr.Steve Morris
Cc: Phil Consedine; Denice Hawker; gillow.com@xtra.co.nz; Martin Parkes;
pkgulik2@gmail.com
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris

Thank you for your e-mail.

The majority of remedial works required on Oreti Crescent will be undertaken when conditions are more favourable (between September and December). Some activities, that are not weather dependent, may be undertaken sooner.

I apologise for the failure of our Contractor to fill the potholes. Our Contractor has assured me that this will happen before the end of the week.

Regards

Calum McLean | (Acting) Team Leader Transport Network Operations
Tauranga City Council | 07 577 7000 | mobile 027 255 4792 |
calum.mclean@tauranga.govt.nz | www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>
Sent: Monday, 1 July 2019 10:33 p.m.
To: Calum McLean <Calum.McLean@tauranga.govt.nz>; Cr.Steve Morris
<Steve.Morris@tauranga.govt.nz>
Cc: Phil Consedine <Phil.Consedine@tauranga.govt.nz>; Denice Hawker
<Denice.Hawker@tauranga.govt.nz>; gillow.com@xtra.co.nz; Martin Parkes
<Martin.Parkes@tauranga.govt.nz>; pkgulik2@gmail.com
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Calum & Steve et al

Now that you have probably both relaxed and are thinking you've won the battle over Oreti Crescent and Oriental Parade I'm back to remind you that is not the case I'm afraid. Unfortunately some of us have jobs that require us to listen to our clients and to make sure we deliver our product in accordance with the timeframes that we offer. When we're busy it means we work extra hours to get the job done and put other stuff on hold.

The inaction of council over the problems in Papamoa and Oreti Crescent in particular is now ASTOUNDING.

Calum – your email to me below, dated 28 May, included the comment "...We do not consider this matter resolved and will continue to pursue a positive outcome for the residents of Oreti Crescent and Oriental Parade by ensuring that satisfactory remedial works are undertaken by our surfacing contractor..". This gave us some confidence that Council

have listened and seen that Higgins have done a rubbish job and would be held to account. We've heard and seen nothing more, so that confidence is now eroding and its looking like it will be another 15 years before it comes back!! Admittedly, Higgins have been back and dotted white paint in numerous positions along both streets, but I'm pretty sure that is not the extent of the repairs that you were meaning – at least I hope not, otherwise Higgins really are "...extracting the urine...".

Calum – your previous email to that, dated 16 May 2019 (also further down the thread below), included the following item 3 - The potholes are included in this month's maintenance programme and shall be completed before the end of the month. Those potholes are still untouched and it is now 1 July 2019, so it's well beyond the end of the month (though I guess you didn't stipulate a year with that month end!!) – who is running the project, council or Higgins? You'll see from the latest photo (attached) the local birds are enjoying their new bird bath, so I guess there can be a positive outcome for the environment. I repeat my concern that I have voiced previously; should a cyclist hit the holes then I dread to think what the outcome may be and council are on notice of this health and safety matter.

Calum – in another email from you, dated 28 May 2019, to Peter Gulik (a resident of Santa Monica Drive), you commented to Peter "...your concerns regarding the quality of road surface on Oriental Parade are valid. Council recognises that the road surface on Oriental Parade is not fully compliant with the Specification and has instructed the surfacing contractor to make repairs...". Thank you for listening to us, but maybe make sure Higgins are also listening to council and that they have a plan to make the necessary repairs?

Steve – your email threads that were also sent to Peter Gulik made interesting reading. On 8 May 2019 you spoke of "...the specification (for chip seal) having been changed following Oriental Parade...", while on 24 May you wrote that "...a paper is coming to council before the end of the year on whether we should return to 'like for like'". So, the implication is the reseal specification for Oriental and Oreti was not correct (or not good enough), and therefore can we expect another reseal (with hotmix) within the next 12 months (tui anyone?) You included a link to a Sunlive article from 2012 that suggests the extra costs to keep using hotmix seem to be comparatively manageable "...When NZTA heard about the council's change of mind, it threatened to pull its subsidy, a move that will cost the city's re-sealing programme \$825,000...". Then your latest Council Update in "The Bay Breeze" seems to indicate that hell will freeze over before anymore roading programmes are tendered.....so I'm thinking hell may freeze over before Domain Road gets sorted at the speed it is

progressing and I haven't even mentioned the reserve and waterways beautification debacle behind Fashion Island!! I don't think Parks & Rec' told the pukekos not to dig up about 25% of the new plantings and no one told the contractors how to reach the waterways with their machinery and without damaging the plantings, when the banks are completed planted outyes really (see the additional photos attached. IMG3986 shows the more recent way through the bank of flax showing in photo 7)!!

Gentlemen and lady, I put it to you the situations around Papamoa Beach at the moment are RIDICULOUS AND BEYOND A JOKE. If you leave us no alternative then perhaps we will have to consider more drastic solutions, which will probably involve journalists to run another story of further dysfunction in Tauranga City Council and it will no doubt affect how many of us vote in the upcoming elections.

PLEASE, all we are asking for is for the work that was promised and agreed, to be completed in a workmanlike manner and to meet the specification document that was sent to us (or the latest improvement would be better still). It would also be appreciated if we (the poor sods paying the bills) can be kept informed of a programme that will be adhered to, unless delayed by weather or natural disaster – unlike the man-made disasters that we are currently living with.

So, in the first instance I'd like to receive an update of a programme and a firm date for the situation at Oriental Parade and Oreti Crescent to be rectified please. Once that is sorted then we can locate those responsible for the waterways project and the area of planting between nos. 36 and 38 Oreti Crescent that was damaged by Downers back in April, to repair a water pipe leak, but has yet to be reinstated tidily.

Many thanks in advance for your co-operation and assistance.

Kind regards

Chris Phayer.

From: Calum McLean [mailto:Calum.McLean@tauranga.govt.nz]
Sent: Tuesday, 28 May 2019 2:47 PM
To: Phayer
Cc: Phil Consedine; Denice Hawker; Cr.Steve Morris; gillow.com@xtra.co.nz; Martin Parkes
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris

Thank you for your response.

We do not consider this matter resolved and will continue to pursue a positive outcome for the residents of Oreti Crescent and Oriental Parade by ensuring that satisfactory remedial works are undertaken by our surfacing contractor.

Regards

Calum McLean | (Acting) Team Leader Transport Network Operations
Tauranga City Council | 07 577 7000 | mobile 027 255 4792 |
calum.mclean@tauranga.govt.nz | www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>
Sent: Thursday, 23 May 2019 8:29 p.m.
To: Calum McLean <Calum.McLean@tauranga.govt.nz>
Cc: Phil Consedine <Phil.Consedine@tauranga.govt.nz>; Denice Hawker
<Denice.Hawker@tauranga.govt.nz>; Cr.Steve Morris <Steve.Morris@tauranga.govt.nz>;
gillow.com@xtra.co.nz
Subject: RE: Resurfacing Oriental Parade and Oreti Crescent

Hi Calum

Many thanks for your time to reply.

At the risk of this matter having more episodes than a Harry Potter movie, I'd like to make some observations to your comments and to the specification document. For ease of reading (and typing), I have inserted some responses into your email below in this colour font.

I trust you will take the comments in the manner in which they are intended – that is, they emanate from a place of frustration that our once tidy looking road surfaces, which added to the overall appearance of our neighbourhood, is now a blotchy (your observation below) eyesore and as rate-payers who are footing the bills we feel extremely frustrated with that change and the apparent unwillingness to address the matter with the contractors who have been paid to undertake the work.

I won't dwell anymore for now.....

From: Calum McLean [mailto:Calum.McLean@tauranga.govt.nz]
Sent: Thursday, 16 May 2019 1:00 PM
To: Phayer; gillow.com@xtra.co.nz
Cc: Phil Consedine; Denice Hawker
Subject: Resurfacing Oriental Parade and Oreti Crescent

Hi Chris

Thank you for your message and for your record of our discussion. Please accept our apologies for the delay in responding as promised to you at our meeting.

We agree that there are some faults with the Oreti Crescent road surface thank you (gaps along the channel, bare patches with no chip, a large depression) which must be repaired and the sooner the better as the damaged areas appear to be increasing however your main concern, chip rollover, is not an issue that can be easily resolved, because it is

neither economical nor practical to do so Calum, if I arranged for a new house to be built for you and at the end of the job you complained the brick colour was not acceptable or was blotchy, are you telling me that I can just tell you the solution is not economical nor practical and you have to live with it? I sincerely think not. The practicality and costs of doing the job to the standard expected is not our problem as ratepayers and may not be yours as the client. Might I suggest it is for the contractor to deal with, unless you know that TCC haven't a leg to stand on, Chip rollover can happen on any chipsealed road surface and in the majority of occasions impacts only the visual appearance of the road surface rather than the performance i.e. chip rollover is considered to be a blemish rather than a fault because the life of the road surface is not adversely affected. I can accept your differential between faults and blemishes, but this impasse is making me look more closely at the road surface each day. Hence the new photos attached, which are just outside our home – clearly the stone chips are not staying in place very well. I have since also noticed additional patches of stripping along Oriental Parade and therefore would suggest the faults, that you have agreed do exist, are more widespread than you even realise at this point in time.

Further to your correspondence below, we respond as follows:

1. A copy of the NZTA Performance Based Specification for Reseals (NZTA P17:2012) is attached. This specification does not place any requirements on the Contractor with respect to construction methodology and for this reason, less supervision (by Council) is appropriate. However, the Contractor must comply with quality requirements and Council staff undertake a post-completion inspection of the new surface to confirm that these requirements have been met. So what happens if performance requirements are not met? Clause 5 requires "...clean straight edges...", but attached photos show there is overspray and bitumen runs on the kerb channel and this is extensive along Oriental and Oreti, especially when compared directly with similar resealing work undertaken on Palm Beach Blvd and St Heliers Place in the recent past. Despite isolated similar blemishes, the latter exhibit much tidier workmanship overall.

Clause 7.1 requires chips to be "retained" – photos show that is clearly not happening in areas and we are now over 6 months since the work was completed, so I'm picking the chips should be well bound by now?

Clause 7.2; final sentence would appear to be at odds with the physical workmanship showing in the photos that have been provided would it not?

Clause 7.3 bullet points are clearly exceeded in the numbers of loose chips and the fact those chips are ending up down drains and on berms, walkways etc would appear to be another point of performance failure

Clause 7.4 stipulates regular maintenance during the defects liability period – I’m not aware that Higgins have been back since the day they left site, but I’ll happily admit that doesn’t mean they haven’t been

Clause 7.5 clearly expects same day sealing will not require a second sweeping (possibly why Higgins have not been back?) but this implies there should be no need for a second sweeping, presumably in the expectation of good workmanship?

Table 2 is headed “Reseal Performance Criteria” and clearly includes the loose chip numbers being an indicator of a failure

2. Chip rollover does not constitute a non-compliance under NZTA P17:2012 because it does not adversely affect texture or waterproofness. Chip rollover makes the surface appear blotchy however appearance is not a performance criteria. We acknowledge your reference to the NZTA Chipsealing manual (2005) and agree this is a very good reference manual; however interpretation of the information in the manual requires context. Chapter 12 (Chipseal Failures and Repairs) primarily addresses texture loss (from flushing or bleeding) and chip loss, neither of which can be observed on Oreti Crescent. The chip rollover observed on Oreti Crescent is localised, with no loss of texture or chip, is within a low speed environment, and does not impact upon road safety or the design life of the surfacing. The treatments referenced in the manual are neither appropriate nor are they deemed necessary in this situation. Previous emails received from council (and your comments at point 4 below) have indicated there is an expectation the surface appearance will improve with time and we need to be patient. Just for the record, and it seems fair to ask, can you please clarify what council’s Plan B will be if that eventuality does not happen? As mentioned, we are now over 6 months on and the surface appears to be getting worse rather than settling.

3. The potholes are included in this month’s maintenance programme and shall be completed before the end of the month. Thank you – hopefully not just the two potholes. As you’ll see from the latest photos, the extensive number of loose chips will also present a safety hazard to young children who cycle in the street

4. Grange Road is surfaced with the same treatment applied to Oreti Crescent (racked-in grade 4/6). When Grange Road was resurfaced in October 2016 the road surface appeared similar to that on Oreti Crescent. Over the past three years the road surface has weathered and subsequently the surface is less mottled and more consistent in appearance. We are confident that the dark patches where the chip has rolled on your street will dissipate over

time. Good to hear and it seems that is all TCC are willing to offer, so I presume you'll indulge us keeping these communications on record just in case the expectation does not occur and I'll refer back to my comments at point 2 above.

5. Council staff have commenced a review of all reseal sites completed during this year (18/19). It is expected that a number of faults will be identified (faults are expected, which I can understand, but TCC invoke a system of minimal supervision – with faults being expected, that minimalistic approach seems careless and unprofessional to me) and these shall be notified to the Contractor for rectification (but identification of the faults at Oreti and Oriental has been driven by residents and not council staff? If faults are expected, surely council staff should have been raising these issues before us residents?). Furthermore, we review work performance with a view to identify lessons learned in order to provide better outcomes in the future. During the 2019/2020 sealing season we shall closely monitor a sample of reseal sites to identify and correct deficiencies in our contractor's work methods (such as rolling of the chip and thoroughness of cover right to the kerb edges) and shall direct the contractor to use a different grade of bitumen. Sorry Calum, I do appreciate the intention of having continual improvement, but chip resealing work is not a new technology and ours is not the first street in a new programme of work, so why are there so many fundamental issues of workmanship and methodology to be raised with contractors? If TCC entrust contractors to carry out good quality work, why are such basic faults expected? And again it begs the question if a review (after the work) details extensive or repetitive faults, what are the solutions, or are the solutions not economic nor practical, because the horse has bolted and the poor ratepaying sods will have to put up with the crappy work for another 15 or 20 years?

Apologies Calum but I did explain the comments are borne out of frustration at the apparent inaction and reluctance to be looking for a prompt and positive solution.

I'll leave it there for now

Regards

Chris Phayer

Regards

Calum McLean | (Acting) Team Leader Transport Network Operations

Tauranga City Council | 07 577 7000 | mobile 027 255 4792 |

calum.mclean@tauranga.govt.nz | www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>
Sent: Sunday, 12 May 2019 11:05 p.m.
To: Phil Consedine <Phil.Consedine@tauranga.govt.nz>; Calum McLean <Calum.McLean@tauranga.govt.nz>
Cc: Cr.Steve Morris <Steve.Morris@tauranga.govt.nz>; Robyn Skelton <Robyn.Skelton@tauranga.govt.nz>; Mayor Greg Brownless <Greg.Brownless@tauranga.govt.nz>; Denice Hawker <Denice.Hawker@tauranga.govt.nz>; gillow.com@xtra.co.nz
Subject: Oriental Parade-Oreti Crescent - Bucklands Drive - Re-Sealing Works - Onsite Visit

Hi Phil & Calum

Firstly I apologise for the need to copy others into this email, but the lack of the promised response (due on Friday 3rd May), following our site meeting on the 24th April, is a source of frustration and leads us to think the policy of inaction by TCC will continue unless we keep “poking the bear” so to speak. Mr Brownless was recently seen on television, responding to wider criticisms of TCC, and explained there was a failure to communicate with rate-payers and to “take them with us” (his words). I’ll leave that thought out there for now.....

You will recall we met at 38 Oreti Crescent on 24th April and discussed the resealing work. Phil, you agreed to provide a record of our discussions and a programme for the repair work items that were discussed on that occasion – see below. I’ll endeavour to provide the missing synopsis below;

- Attendees were Phil Consedine (PC) and Calum McLean (CM) from TCC and local residents Chris Phayer (CP), (Rod & Gill Simpson (RS & GS)
- Meeting was essentially to discuss the chip rollover problems and general poor visual state of the replaced chip seal along Oriental Parade and Oreti Crescent
- CP reiterated the NZTA document, that had been referenced in previous emails, and which clearly records “chip rollover” as a failure of new chip seal installations

- CM explained that under the work specification used for this project, the chip rollover is not considered a failure and therefore the work is acceptable to TCC
- CP asked about the specification and CM/PC confirmed the specification used is an NZTA document. This seems inherently illogical that NZTA issue documents referencing that chip rollover is a failure of a chip seal application, yet TCC have a specification from NZTA that doesn't consider the same to be a defect?
- CM/PC explained at length the technicalities behind the work specification, including variations for different grades of road and policy changes from using kerosene as a binding agent. They also essentially confirmed the nature of the TCC contracts with roading contractors mean the latter are not supervised, or monitored closely, to ensure work quality and TCC effectively rely on contractors to do the job correctly
- Residents accept there will be differing grades of specifications to reflect the traffic intensities and nature of the roads, as main thoroughfares or side roads, but regardless of the specification grade, the workmanship quality should be managed by TCC and be to a workmanlike standard
- Residents requested a copy of the NZTA specification, which PC was to provide (not received to-date), and requested a contact at NZTA to make further enquiries about the acceptability of the work carried out. At the meeting PC kindly provided two contacts (Terry Boyle & Nigel De'arth) who are to be contacted once the NZTA specification has been received
- During the meeting CP raised the issue of two holes (slowly enlarging) in the new road surface at the western end of Oreti Crescent – photos were provided with a previous email) – and reiterated the H&S dangers for cyclists and children
- CM agreed the holes were not acceptable and contractors were to rectify – no action and no programme for the work to-date
- CM also pointed out a localised area of “stripping” to the new surface (on the bend in front of #38 Oreti), which was not acceptable to him and he advised would be referred back to contractors for repair – no action and no programme for the work to-date. At this time, I certainly have not inspected the whole road surface to confirm any additional areas of stripping. Have TCC done that?
- During the meeting CM offered Grange Road in Otumoetai as a comparable scenario of resealing work that is considered by TCC to be similar to our roads and considered to be acceptable. The residents who attended the meeting have all since driven Grange Road and have observed the following;
 - v a large proportion of the road surface appears to be asphalt (not chip seal)

v yes, a small number of patches are indeed similar to our roads, but the vast majority of the chip seal areas are visibly in far better condition (and I can therefore understand the road being acceptable on that basis), BUT I would suggest the specification for Grange Road was most likely better, or used increased coats of chip seal, to reflect the busier use and nature as a main thoroughfare

v The comparison is chalk and cheese

· Though not directly roading queries, CP also reiterated that areas of poor workmanship and discarded building materials still exist on the reserve area adjacent to Beachwater Drive and to the planted area between no 36 and 38 Oreti Crescent – as above these matters were raised in previous emails and with photographs provided. PC/CM are not directly involved but were to either pass on the comment, or provide a direct point of contact for CP – not provided to-date. Again, it seems contractors are allowed to do their own thing.

I trust you will find the above to be a fair and reasonable reflection of our discussions gents – it certainly isn't intended as a verbatim record, as my minute taking skills are not that quick. I am more than happy if you wish to query any of the above records, or add to the level of detail if you wish. The overall intention of this email is to point out that, regardless of our remaining questions about the road surface quality, we were expecting to see the action that was offered and promised by Friday 3rd May 2019.

In closing for now, can we please reiterate that as residents we are not looking for, nor expecting, any particularly special treatment, but we do expect a Fair Go and we do expect to see our roads maintained in a similar fashion to other similar roads in the locality. We still hold the opinion that re-surfacing work carried out on Oriental Parade and Oreti Crescent is not to the standard of other similar roads in the immediate vicinity.

I'll look forward to your early response and to receiving the information that we are expecting. Many thanks in anticipation of your ongoing help and co-operation.

Kind regards

Chris Phayer

From: Denice Hawker [mailto:Denice.Hawker@tauranga.govt.nz]
Sent: Saturday, 13 April 2019 11:54 AM
To: Phayer
Cc: Cr.Steve Morris; Robyn Skelton; Phil Consedine; Calum McLean
Subject: RE: Re-Sealing Works - onsite visit

Good morning Mr Phayer

Thank you for your email of 7 April. I have been coordinating behind the scenes for relevant staff to be available to take up the offer of meeting you onsite to discuss the matters you have raised. There has been a slight delay as Phil Consedine (Acting Manager Transportation) has been overseas. Phil Consedine and Calum McLean (Contracts Manager – with responsibility for Contractor performance matters) are keen to meet with you. I have popped placeholders in their diaries for the following dates/times:

17 April 11:00am

24 April 10:00am

Would you let me know if you would be available to meet with Phil and Calum on these suggested meeting dates/times. If neither are convenient, I will aim for some time early in May and come back to you with some suggestions.

In the hopes one of the April dates works for you, would you also advise the most convenient place for Phil and Calum to meet with you. Once I am armed with the when and where, I will send out a diary invitation so that we can get the visit locked into diaries.

(Copying in Robyn Skelton to ensure the Mayor's Office is kept informed of progress)

Kind regards

Denice Hawker | Personal Assistant

On behalf of Phil Consedine, Acting General Manager: Infrastructure

Tauranga City Council | 07 577 7000 | denice.hawker@tauranga.govt.nz |
www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>

Sent: Sunday, 7 April 2019 2:38 p.m.

To: Denice Hawker <Denice.Hawker@tauranga.govt.nz>

Cc: Cr.Steve Morris <Steve.Morris@tauranga.govt.nz>; Robyn Skelton
<Robyn.Skelton@tauranga.govt.nz>; gillow.com@xtra.co.nz; Mayor Greg Brownless
<Greg.Brownless@tauranga.govt.nz>

Subject: RE: Re-Sealing Works

Hi Denice et al

Firstly, my apologies for the delay in responding to your email below (and to others from Cr. Steve Morris), which is due to personal work commitments having to take priority. I appreciate too Denice, that you are delivering a message, so my comments below are certainly not being directed at you personally, but at the council in general.

Maybe I expect too much as 'mere' rate-payer, but the matter of the re-sealing work that was undertaken at Oreti Crescent does not appear to be progressing with any particular importance, or haste as far as I am concerned. I would also appreciate too that when a 'global' email response is being made by council (in this case on behalf of Martin Parkes) then it should be described as such, and not introduced as being more of a 'personal' response; it seems half the neighbourhood received the same reply. That said, I thank you again for the information, albeit that it probably raises more questions than answers.

Timing & Extent of Reseal

I have no problem at all with the explanation of why resealing work is undertaken and that council are endeavouring to carry out preventive, rather than reactive maintenance work – good policy. However, that being the reason, I would query why the turning circle at the west end of Oreti Crescent was not included in the resealing work, when it's condition and age match the state of the area that was resealed? This makes no practical sense as now (and in the future) that creates a possible situation for the need to reseal the turning circle

in a separate operation. In turn, it thereby is likely to attract unnecessarily high charges from contractors to mobilise to site for a localised repair. Sorry, but this is an example of a false saving and doing a 'half-pie' job.

Chip Rollover

I'm not a roading engineer but I do understand some logic of the chip rollover explanation. That said, I have attached chapter 12 from an NZTA roading document (available from a simple Google search), which does support Martin's power-steering comment, but also which clearly documents that chip rollover is a failure and needs remedial work (I have added yellow highlighting to the document to assist). Now, I'm no roading engineer, but from what I read the problem needs to be addressed, or future premature failure would seem to be the likely outcome.

I do not accept Martin's statement that "...it is not detrimental to the road surface as long as the stones remain in place. Chip rollover can occur up until the bitumen has fully cured. This typically takes a couple of weeks but can take longer when climatic conditions are unfavourable (i.e. extra hot weather and/or rainfall)." The seal has now been in place about 6 months so, if council are expecting us to "wait and see", I expect that message to be fully supported by an independent specialist engineer and not engineer's that have a conflict of interest in the situation – no disrespect intended, but I'm sure you will appreciate that contractors and engineers involved in the project are less likely to be impartial in a review of their own work. Note also comments below about the fact that many chips are not "remaining in place".

I have also attached a photo (#20190407 100128) showing a section of the new reseal work, at the junction with a concrete paved area (west end, at entrance to the aforementioned turning circle area). I haven't undertaken a full survey of the complete new work, but this is another example of workmanship failure that needs attention promptly, to avoid a larger problem in the upcoming winter months. The pot-holes also present Health and Safety dangers to local residents (including young children) that might be riding bicycles in the street, so be aware of that added risk please.

The second and third photos attached are separate issues, but somewhat related matters;

1. I have previously raised questions with Steve Morris, about workmanship on a new public walkway extending from Oriental Parade to Beachwater Drive. Some of those

questions may still be relevant, but while walking yesterday I noticed another example of what appears to be unacceptable work practices. The photo #20190406 095935 shows some concrete encased pipes that previously housed removable timber posts in the same area. New removable posts have been set into the walkway path entrance, but contractors have not taken the initiative to remove what appear to be redundant casings? Not rocket science to leave an area clean and tidy I would suggest.

2. Just last week, contractors from Downers attended an underground water pipe leak that had occurred with our neighbours supply, in a landscaped area between our own house (#38) and our neighbours (#36). Absolutely great, since I was obviously not aware of the problem with their supply. However, you'll see the area has been left in an unacceptable state and we are not aware of any plans to return and remediate it? Again, this seems strange to me as a ratepayer "paying the bills"?

So, returning to the original complaint. We are not asking for a new road structure here folks, but purely to be put back into a position that we were in previously. That is, we had a decent roading surface that did not detract from the overall appearance of our residential area, nor cause problems with loose stone chip all over the area. The new chips continue to be picked up by vehicle tyres (cars and service/delivery trucks) and we are still removing approximately a handful of chips each week from our garage floor. I'm picking we are not the only ones suffering this fate and therefore can only conclude the source of the chips will eventually run-out and council will be called back to reseal Oreti Crescent and Oriental Parade well before you next anticipate? Of course, I could be wrong.....

We also understand more recently, from council staff, that specifications were changed to remove kerosene from the chip seal work, but that decision has since been reversed. Whilst the removal decision may have been taken for a fair reason, it does not exempt council and/or contractors from accepting responsibility and to propose a remedy of their error – lessons learned I'm sure through the Bella Vista debacle.

On the positive side, I remain confident that Tauranga City Council staff and councillors do listen and do feel a need to try and "keep the customer satisfied" (as suggested by Simon and Garfunkel so long ago). I also imagine that councillors will soon be turning their minds to election promises, that are so often made but not always kept.

I'll look forward to an early response and, as I have offered previously, I am always happy to meet on-site to review the conditions of our roads and to hear a professional and

independent explanation that will be formally recorded and monitored. Six months on and the road looks equally as bad today as it did shortly after the resealing work was completed. The sad thing is, the current condition is nowhere near the condition of the road surface before the “new” work was carried out (Rod Simpson of Oriental Parade has submitted plenty of photos showing the conditions of the affected roads before and after the resealing work was carried out).

Kind regards

Chris Phayer

From: Denice Hawker [mailto:Denice.Hawker@tauranga.govt.nz]
Sent: Wednesday, 13 February 2019 4:07 PM
To: phayernz@eol.co.nz
Cc: Cr.Steve Morris; Robyn Skelton
Subject: Re-Sealing Works

Good afternoon Mr and Mrs Phayer

Following your enquiry to Mayor Brownless and Councillor Morris recently about the resealing activity in the area, Martin Parkes has been asked to respond on their behalf. Martin is out of the office for the rest of the week but he has tasked me with sending you his reply rather than delay it another week.

You question the need for the resealing of the roads in this area; this is a fair question to ask. The purpose of a road seal, be it chip seal or hot mix, is to protect the underlying structure of the road from water. If the underlying pavement layers get wet, the life expectancy of the road will be significantly reduced. Therefore, it is important for Council to manage its road assets in a way that ensures roads are resealed in an appropriate and timely manner to avoid expensive and disruptive repairs in the future. I can assure you reseals only happen when absolutely necessary. Under Council's reseal policy, a chip seal surface is the most appropriate treatment for the roads in this area.

A recent inspection of the site did not flag up any significant issues with the new seal however, it is acknowledged there are numerous instances of 'chip rollover'. Chip rollover is a consequence of scuffing which is caused by power steering, primarily in parking areas and/or adjacent to vehicle entrances. When chip is rotated the bitumen on the underside of the chip faces upwards and presents an unsightly appearance however, it is not detrimental to the road surface as long as the stones remain in place. Chip rollover can occur up until the bitumen has fully cured. This typically takes a couple of weeks but can take longer when climatic conditions are unfavourable (i.e. extra hot weather and/or rainfall).

As a courtesy I have copied in Robyn Skelton. Robyn has been asked by Mayor Brownless to ensure a response has been delivered to you.

Kind regards

Denice Hawker | Personal Assistant

On behalf of Martin Parkes, Manager: Transportation

Tauranga City Council | 07 577 7000 | denice.hawker@tauranga.govt.nz |
www.tauranga.govt.nz

From: Phayer <phayernz@eol.co.nz>

Sent: Saturday, 2 February 2019 9:55 PM

To: Mayor Greg Brownless <Greg.Brownless@tauranga.govt.nz>; Cr.Steve Morris <Steve.Morris@tauranga.govt.nz>

Cc: gillow.com@xtra.co.nz

Subject: Re-Sealing Work to Oriental Parade/Oreti Crescent/Buckland's Crescent

Dear Sirs

We reside at 38 Oreti Crescent and we are writing to support the complaints about the need for and the quality of re-sealing work undertaken in our neighbourhood. We understand you have received correspondence from Rod Simpson of 42 Oriental Parade.

Rod is not known to us personally, but we certainly support his complaint and sentiments completely. In fact, I've been meaning to write a letter of complaint for some weeks but unfortunately have just overlooked it, due to being busy with work and family life.

The resealing has been poor from day one and the photos provided by Rod provide an accurate representation of the premature deterioration that is already plainly visible to even my untrained eye. There are still significant amounts of excess chips in the road gutters and loose chips are still being picked up by our vehicles and dragged into our garage. Probably at least a palm sized amount of chip seal every week into our garage and subsequently into our house. You will therefore appreciate that even if nothing is done right now, there will be a need for re-application of the chip seal in the future and far sooner than your engineers would expect. The outlook from our homes and our street scape has also been significantly reduced – basically a cheap eyesore.

Whilst writing, we would also like to raise the issue of the work undertaken to an area of flax on the stormwater reserve between Oriental Parade and Fashion Island. We are aware that a complaint regarding this area has already been made before Christmas, to Councillor Morris, and a site visit made by himself, but this area is also still an absolute eyesore and worse than before the work was undertaken. If that work is only part way through, then fair enough and I apologise, but there has been no activity in recent weeks to suggest that more work is planned and hence I'm sure you can understand this frustration.

While I am "on a roll", so to speak, there is also another local issue that I would bring to your attention. Very recently some new footpaths have been constructed and opened across the reserve area, between Oriental Parade and Beachwater Drive/Fashion Island. I accept these are basic footpath constructions, but the quality and finish of the work is sub-standard in my opinion, as a practicing Chartered and Registered Building Surveyor. Footpath edges are ragged and it would seem that lumps of metal have been cast aside into the long grasses. To me, it would seem either that work is being completed with inadequate supervision of either the council staff, or the contractors site management, or the work is being carried out as cheaply as possible, to maximise margins.

We are paying considerable sums in rates to Tauranga City Council and we appreciate there are considerable pressures on the infrastructure spending that is currently needed, both for the foreseeable and longer term futures, and that priorities will be constantly under review. However, this decision making is what you have all signed up for, and are being recompensed for, so carrying out the work poorly on behalf of rate-payers is not acceptable. I would assume that appropriate cost-benefit analyses are being undertaken by your staff, or consultant engineers, regarding their instructions for a reduced specification of the work and an increased frequency of revisiting in the future. That said, I would also assume they

realise that just because the work may be cheaper to complete, it should be completed to an acceptable standard.

I'll be more than happy to attend an on-site meeting with everyone involved, so that we can candidly discuss the inadequacy of the work and the necessary remedial work that needs to be an urgent priority for this neighbourhood.

We look forward to your early reply and will appreciate you giving this matter your careful attention.

Yours sincerely,

Chris & Jo Phayer

38 Oreti Crescent, Papamoa Beach