



Steady progress has been made on the key strategies in the plan of bringing the network up to the target level of service, initiating stormwater quality measures by infrastructure construction in key places, initiating better control of stormwater by promoting bylaws for water services, including stormwater.

Levels of Service

The key messages from the community are:

- ⬇ Increased land for urban development is required.
- ⬇ Increased runoff cannot be accommodated in the Karamu by HBRC.
- ⬇ Improvement in the quality of stormwater runoff, from both rural and urban land, is desired in order to enhance the quality of receiving waters.
- ⬇ Low flows in water courses should be sustained where ever possible by encouraging infiltration and storage within the catchment.
- ⬇ Achieving desired levels of service may not always be affordable.

Levels of Service

Customer Statement	Measure	Source
Ponding in streets is infrequent	5 year target design standard achieved for infrastructure	Professional certification by designer.
Flooding of houses in urban areas is rare	50 year minimum standard for overland flow path capacity	Professional certification by designer.
Precautionary evacuation of houses below detention dams is rare	100 year minimum capacity achieved for detention dams Emergency management plan for catastrophic failure in extreme events reviewed	Review by Specialist Dam Inspection Team
Council is responsive to community needs for improved stormwater disposal services	Small communities services study reviewed and extended as required every 5 years. A scheme concept, indicative cost and funding mechanism prepared within six months in response to a petition from communities for improved stormwater disposal services	Report to Council. Report to Council.

WHERE WE WANT TO BE

Future targets within key strategies

Demand for urban development, particularly infill, is leading to development proposals on increasingly difficult sites close to overland flow paths that form a key part of the stormwater system, though not a formal public asset. A future target within Council's strategy to manage stormwater is to identify and protect these areas from unwise development that would restrict flow paths or degrade stormwater runoff quality.

Outstanding actions in current plans

Havelock Streams – Mangarau & Herehere: The 2006 Long Term Plan identified a project to mitigate the effects of the bed degradation occurring along these streams between the Karamu and the respective detention dams. If this scheme was to proceed a funding mechanism had to be finalised in consultation with the community. Some progress has been made and the funding mechanism for the parts of the project involving the protection of public assets identified as the general rate. No funding mechanism has been finalised for the balance of the project to protect private assets.

Responses to future trends and customer feedback

Urban development, in particular infill, is imposing demands on the stormwater infrastructure and receiving waters that cannot always be met beyond the site of the development. This situation is likely to become a