

ISSUE 17
March 2023

My Hastings

Keep up with what's happening in Hastings District

Cyclone Gabrielle

What you need to know

Photo: Sajith Photography



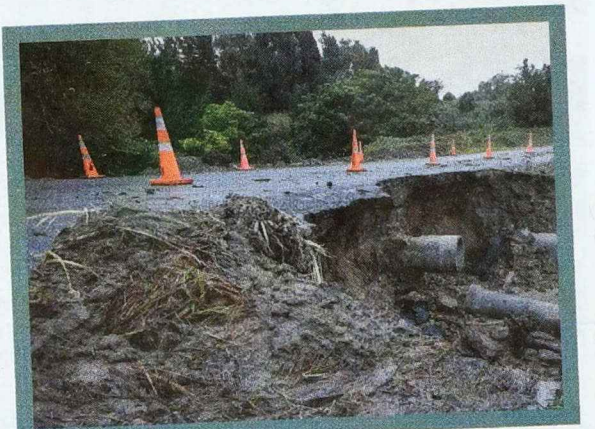
CIVIL DEFENCE CENTRES



CLEANING UP



RATES - RED AND YELLOW STICKERED PROPERTIES



ROADS

Message from the mayor

It has been over a fortnight since we declared a State of Emergency and we are still coping with the devastation to our region. Cyclone Gabrielle has dealt a major blow to our community, our businesses and our primary industries and our thoughts are with everyone who has lost so much.

Starlink Satellite connections have been delivered to the isolated rural areas, road access is being established and having spoken with people on the ground, we know fuel, gas, food and medical supplies are essential and they are being delivered.

Whilst nearly 100% of Hastings power has been restored, thanks to the hard work from the Unison and Transpower teams, we are still using a diverted source so the network is not at full strength. This means we need to conserve power where possible so please only use essential appliances and power sources as draining the network has service implications.

We have commenced free collection of flood-damaged household goods and will update the community with the ongoing schedule and timelines. As a council we continue to work to establish solutions for services for you all. Roads, connectivity, transport links, temporary bridges and waste... there's a lot of work going on and we are focused on updating you with all the information as soon as we have it.

We are focused on a recovery plan, working with iwi, regional partners, Government, industry leaders and the primary sector to rebuild a better Hawke's Bay.

We salute our community which has rallied together to support and look after each other. Hundreds of volunteers have offered to help and I have seen many examples of people going above and beyond. You are amazing and proof we will get through this together.

We are thankful for the support of Civil Defence, the NZ Defence Force, Fire and Emergency NZ, Urban Search and Rescue, Police, St Johns Ambulance, Ministry for Primary Industries and all the other agencies who are working tirelessly to help and support us.

Thank you again for all your efforts, please look after yourselves and each other.

Kia kaha

Kia manawanui

Sandra Hazlehurst



Please follow Hastings District Council on Facebook for up to date information on our services and response to Cyclone Gabrielle.

 @hastingsdc



Photo: Hawke's Bay Today

Safety First

Rivers are still high and conditions are hazardous. Keep away from beaches and coastal areas.

While Cyclone Gabrielle has now moved away from Aotearoa New Zealand, please continue to monitor the weather and be ready to act. For the latest weather information, visit www.metservice.com

- Always put safety first. Don't take any chances.
- Act quickly if you see rising water. In an emergency, call **111**.
- Never try to walk, swim or drive through flood water.
- Flood water in urban areas may contain wastewater which could make you sick.
- If you do evacuate, stay with friends or family, or if this is not an option, go to a Civil Defence Centre.
- Check on your neighbours, vulnerable family members and anyone who may need help.



If you feel unsafe, please evacuate; you do not need to be told. If you leave your home, take vital supplies including medication with you, and leave your home secure.

Civil Defence Centres

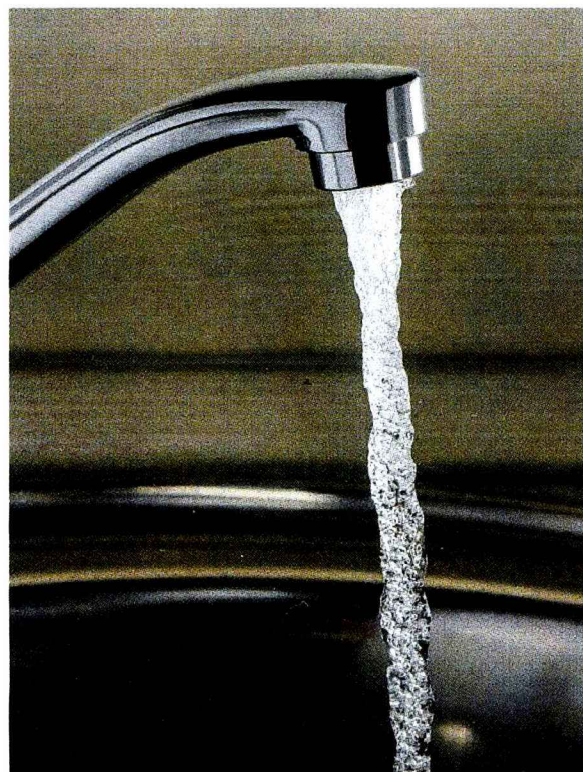
Over the last two weeks Civil Defence and community-led centres have provided a warm dry place for evacuees, providing them with a place to sleep, meals and urgent welfare needs like toiletries and emotional support.



By the beginning of this week, almost everyone in the centres had been found alternative accommodation, and the centres were able to be closed. Should they be required, the Civil Defence centres can be 'stood-up' at very short notice.

If they are required, information on the centres will be available on the Hastings and Hawke's Bay Civil Defence Facebook pages, and via the usual media channels.





Drinking water safety

Council has increased surveillance of all its water supplies in the wake of the floods.

THE STATUS OF THE COUNCIL SUPPLIES IS AS FOLLOWS:

Main urban water supply (serving Bridge Pā, Pakipaki, Flaxmere, Hastings, Havelock North): Safe for drinking.

Clive: Safe for drinking

Waimārama: Safe for drinking

Haumoana/Te Awanga: Safe for drinking

Waipātiki: Safe for drinking

Whakatū: Safe for drinking

Waipatu: Safe for drinking

Ōmāhu: Safe for drinking

Te Pōhue: Boil all drinking water

Esk ridge: Boil all drinking water

Whirinaki/Esk Hills (including Hill Road, Seafield Road and Lopdell Lane): Water supply unavailable; temporary drinking water tanks for collection sited in Northshore Road, Whirinaki Road and Esk Hills. Work to re-establish supply ongoing.

PRIVATE WATER SUPPLIES

If you rely on a roof-fed tank or bore for your water supply (that is not Council's urban supply) please boil your drinking water as a precaution.

Your supply may have been impacted by flood waters and/or wind-blown debris. This situation is unknown as we are unable to test all bores, but we would advise you to use caution. Upon returning to normal operations it's advised to get your water tested to ensure it safe to drink.

I can't boil water, what can I do to make it drinkable?

- If you can't boil water and you don't have bottled water, you can use water from your hot water cylinder. Spa and swimming pool water can be used for bathing.
- If you do not have power to boil water (1 min rolling boil), then purifying tablets or bleach can be added to ensure its safety. Add 5 drops of household bleach per litre of water (or half a teaspoon for 10 litres) and leave for 30 minutes. Do not use bleaches that contain added scent or perfume, surfactants, or other additives – they can make people sick.

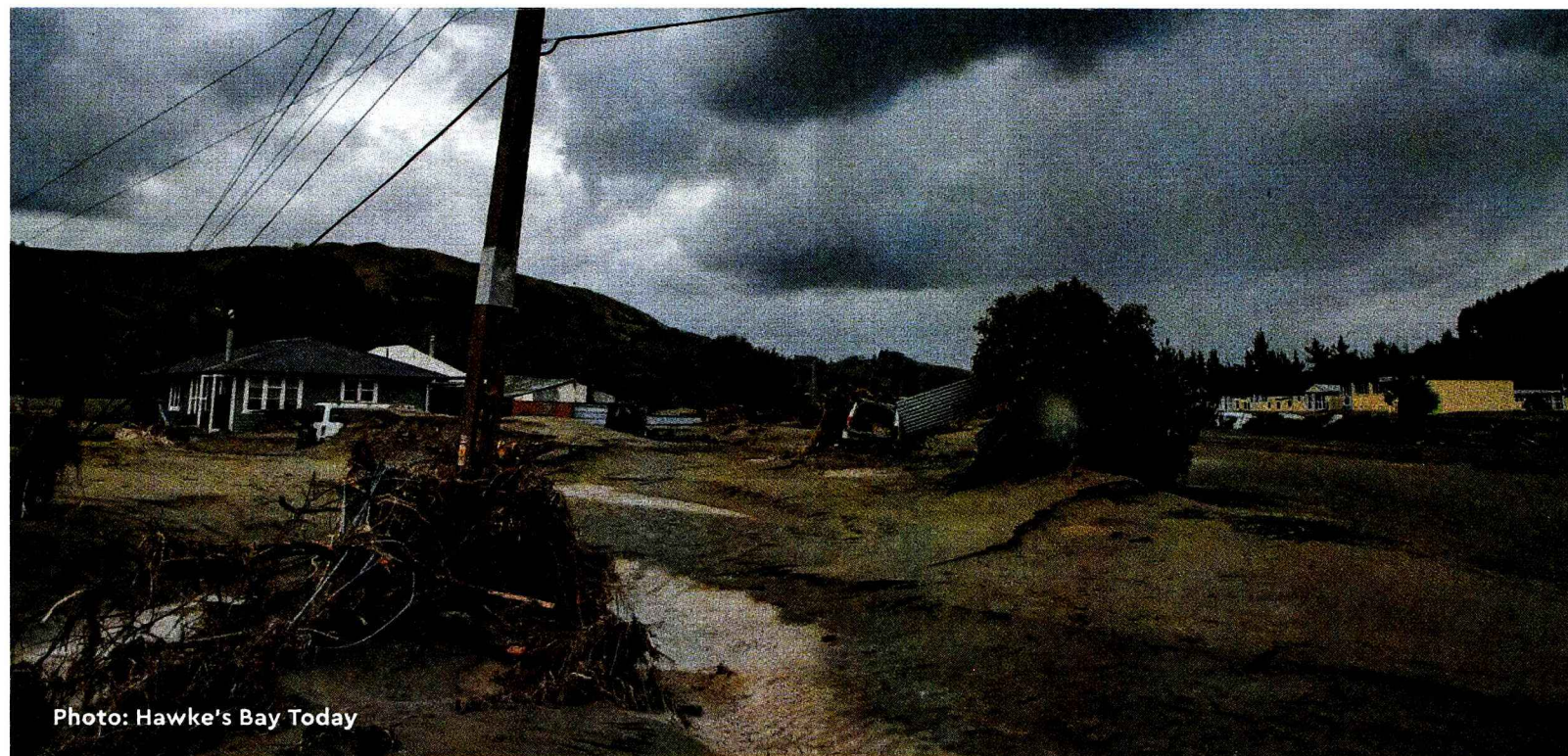


Photo: Hawke's Bay Today

Rates – red and yellow stickered properties

Properties that have been deemed uninhabitable (red stickered) will receive a rates remission. Usually, we ask homeowners to apply for this but in the case of this cyclone, we are automatically granting a rates remission when people's properties are officially marked as uninhabitable. Initially this will be for the third and fourth instalments of the 2022/23 rates year.

The rates postponement policy is available for Council to work with affected property owners who have had their property yellow stickered. Affected property owners can contact Council's rates staff to discuss postponement details and future payment plans.

Health and wellbeing

All hospitals, including emergency departments, remain open but please leave them for medical emergencies. If you are seriously unwell and need emergency care, please dial 111.

If you have difficulty hearing or talking on the phone, try the 111 TXT service to contact Fire, Ambulance or Police: <https://www.police.govt.nz/111-txt>

FREE HEALTHCARE

Free general practice, and medical and urgent care visits from now until 19 March 2023, funded by Te Whatu Ora.

Prescription charges at pharmacies are also waived. For those who have been displaced and unable to return to Northland, Tairāwhiti, Hawke's Bay and Tararua. Te Whatu Ora will also cover these prescription costs.

URGENT CLINICS:

- City Medical at Napier Health Centre is open (24-hours)
- Urgent care clinic at Hastings Health Centre

GP SERVICES

- For less critical non-emergency care, contact your GP in the first instance. Phones will be managed 24/7 either directly or through an after-hours duty GP.
- Open GP centres: www.healthpoint.co.nz/gps-accident-urgent-medical-care/hawkes-bay/

PHARMACIES

- Most pharmacies in Hastings and Napier are open.
- Pharmacists can supply up to 14-days of medicines without a prescription for people in the affected areas or displaced from an affected area.

TAKING CARE OF YOURSELF

Feeling all sorts of emotions is normal in difficult times. If you need to talk free call or text 1737 anytime for support from a trained counsellor. For tips on coping after a natural disaster and looking after yourself visit www.allsorts.org.nz.

- **Youthline** – 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat.
- **Anxiety NZ** – 0800 269 4389 (0800 ANXIETY).
- **Seniorline** – 0800 725 463 A free information service for older people.
- **Lifeline** – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP).
- **Suicide Crisis Helpline** – 0508 828 865 (0508 TAUTOKO).
- **Samaritans** – 0800 726 666
- **Healthline** – 0800 611 116

SUPPORT FOR THE DISABLED

Disabled people and whānau can contact Whakarongorau Aotearoa, New Zealand Telehealth Services if needing support on **0800 111 213** or by texting 8988 or access it with the New Zealand Relay Service at www.nzrelay.co.nz.

Keep listening to your radio for instructions, information and advice



Newstalk ZB HB 90.3FM or 1278AM

The Hits 89.5FM (Wairoa 99.7FM)

The Breeze 97.5FM

More FM on 88.7FM

Wairoa 88FM

Central FM on 106FM or 105.2FM (Dannevirke)

Radio New Zealand News 630AM or 101.5FM

RadioLive 106.3FM & 1368AM

Radio Kahungunu 765AM & 94.5FM



Returning home after a flood

Can people go back to their homes now roads are open?

- If you left your home on your own accord, or under an 'Advisory' from Civil Defence, you can return home, assuming the roads are open and safe to get home, and your home has not been flood-damaged.
- If you left your home under a 'Mandatory Order' you can't return home until the order is lifted. Once the order is lifted, you can return home if your home has not been flood-damaged. Floodwaters may continue to threaten your property.
- If your home is flood-damaged, only return home after Council staff have inspected your home for safety and given you permission to return.

Preparing to return home

Returning home after a significant flood event can be a very emotional and distressing time as your home may not look the same.

In addition to the aftermath of the flood, there may be minor damage or superficial marking where emergency services have entered the property to conduct a search.

This is normal procedure where there is immediate risk to life; they will gain access by any means and mark the exterior of the house using spray paint so other searchers know it has been cleared. It may mean some damage to your home which may be distressing, but the priority is to save lives.

Try to prepare yourselves and your loved ones for this. If you need support, please contact one of the helplines or local support networks.

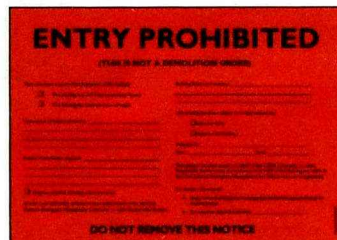
Council staff are inspecting damaged properties

Building Assessment Inspections of flood-damaged houses have been completed. We know people need to know if their house is safe to return to, and to be able to make insurance arrangements so this has been a priority for the team. If your house has been inspected you will have an information pack with all the details and contact numbers.

Following an inspection, badly-affected properties are receiving either a YELLOW (Partial access) sticker or a RED (No access) sticker. Our Welfare Response Team will be contacting residents stickered RED and YELLOW to offer support and discuss next steps.

Just because your home has been flooded, does not mean it will automatically get a red sticker. A red sticker is used where the home is not safe to be in, and should not be entered. Yellow stickers allow limited access to the property, as stipulated on the notice.

For more information on this MBIE has a web page with detailed information including guidance on remediation and repair work. www.building.govt.nz/managing-buildings/managing-buildings-in-an-emergency/north-island-severe-weather-events-2023



Cleaning up after a flood

It is important to clean and dry your house and everything in it. Flood water may contain sewage and other hazardous materials which can contaminate your home. Always wash your hands with soap and water after handling articles contaminated with flood water or covered in silt and after cleaning up from the flood. Airborne dust can affect people's health and cause eye irritations, a cough, exacerbate asthma or lead to other respiratory problems. Silt may also contain other toxic substances.

If you feel unwell after coming into contact with flood water, call your doctor or Healthline free on 0800 611 116.

A number of websites offer detailed advice on cleaning your home after a flood but some basic advice is:

- Wear a suitable respiratory protection if exposure to silt dust cannot be avoided. Proper face-fitting respirators (P2, N95) provide the best personal protection; however, even surgical masks will still offer some protection.
- Wear gloves, a long-sleeved shirt, long pants and gumboots or sturdy shoes when cleaning up.
- Watch where you walk. Muddy floodwaters/sludge can contain sharp objects like nails and broken glass.
- Wash your hands thoroughly after clean-up and before handling food.
- If your gas meter has been affected by water or debris, contact your gas supplier.
- Leave your power off at the mains until your wiring has been inspected and cleared for use by an electrician. If you can't access your mains without walking through water, call your electrician.
- Do not use electrical products if they have been soaked in water. If unsure, throw them out.
- If you use an alternative power source, do not run petrol or diesel generators or equipment indoors as the build-up of dangerous gases can be fatal.
- Open doors and windows during dry days. Fans may also help.
- Keep children and animals away from previously flooded areas until the areas have been cleaned and made safe.
- Take photos and videos of the damage and anything that needs to be removed before starting the clean-up, for insurance purposes.
- Clean, drain and dry inside as quickly as possible. Take out everything wet and that can be moved – floor coverings, furniture, bedding, clothing, etc. and put them outside to dry when the weather is fine.
- Throw away all food and drinking water that has come in contact with floodwater.
- Do not eat garden produce if the soil has been flooded. Clean up and remove debris and sprinkle gardens with lime.

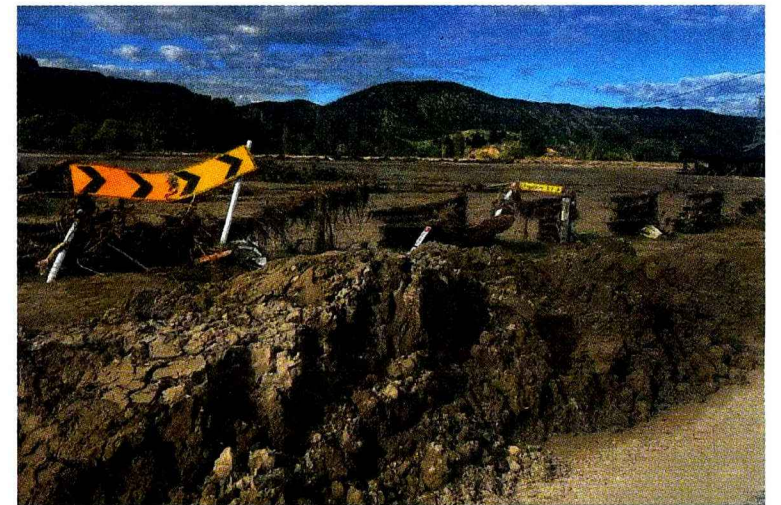


Photo: Hawke's Bay Regional Council



Photo: Hawke's Bay Today



Photo: Hawke's Bay Today

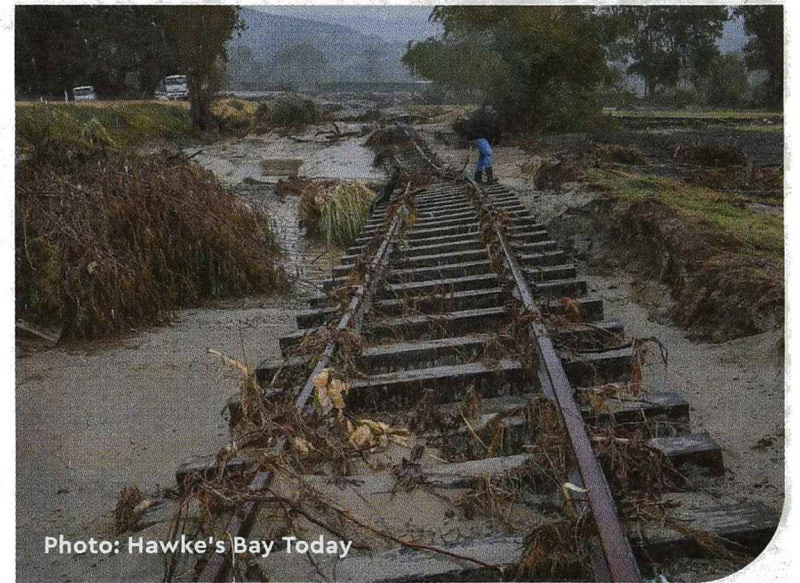


Photo: Hawke's Bay Today

Roads

Around 50 roads across the region are impacted by slips, flooding, fallen trees and downed power lines.

HDC engineers continue to carry out aerial surveys, to determine the scale of damage to blocked roads to determine a plan for establishing temporary access into communities still cut off by land.

As roads open, they should only be used for essential travel and please drive to the conditions. Non-essential traffic is causing traffic congestion and getting in the way of emergency and essential supply vehicles which slows our response efforts down.

If you need to travel, please plan your route at www.hastingsdc.govt.nz/road-works and take extreme care on our rural roads. A number of roads are under stop/go control and/or 30km/hr speed restrictions. Observe makeshift roundabouts made from traffic cones if traffic lights are down and follow all traffic management instructions.

BRIDGES

A significant number of bridges need an engineering assessment to ensure they are safe to be driven by cars and heavy vehicles.

At least 18 bridges are impassable with many of them destroyed or in need of major repairs before they can be used again. The most impacted include:

- Brookfields Bridge, Meeanee
- Rissington Bridge, Rissington
- Dartmoor Bridge, Puketapu
- Hawkston Road Bridge, Kaweka
- Redclyffe Bridge, Waiohiki
- Vicarage Rd Bridge, Puketapu

WAKA KOTAHI STATE HIGHWAYS UPDATE

Waka Kotahi is working hard to restore the state highway routes as quickly as possible. For live updates go to <https://www.journeys.nzta.govt.nz/traffic/roadclosures>

Closures, until further notice (as at February 27) are:

- SH 5 Eskdale to Taupo
- SH 2 Napier to Wairoa
- SH 38 Lake Waikaremoana to Wairoa

What to do with waste

FLOOD DAMAGED HOUSEHOLD WASTE

Council is working through flood-affected communities to collect flood-damaged household items and building waste, such as carpet, wet Gib, furniture and other damaged items on your property. The amount of waste to collect is a significant challenge and it will take us time to work through each location. We are contacting those areas ahead of collection days. In the meantime, please do not pile your waste on road corridors as this makes it difficult for emergency vehicles to get through.

If you have flood-damaged items that need collection please see www.hastingsdc.govt.nz/floodwaste

If you don't want to wait for the collection service, you can take your items to the Henderson Road Transfer Station. Fees do apply so please keep your receipt in case you can claim the cost back through your insurer.



KERBSIDE COLLECTIONS

Kerbside wheelie bin (rubbish) collections resumed last week on normal collection days.

KERBSIDE RECYCLING COLLECTIONS

Kerbside recycling collections restarted this week, on normal collection days.

Recycling is also available at the Henderson Rd Transfer Station, free of charge.

GREEN WASTE

Henderson Road Transfer Station is accepting green waste; normal fees apply.



HENDERSON ROAD TRANSFER STATION

The transfer station is open 7.45am to 4.30pm, Monday to Saturday and 9.45am to 4.30pm on Sunday.

General waste and residential green waste is being accepted, with normal fees applying. Residential recycling is being accepted at the transfer station as usual, at no cost.

Flood-damaged household goods are being collected from flood-affected streets by Council, however if you prefer to deliver it to the transfer station; normal fees apply.



Photo: Hawke's Bay Today

Rural support

It is a tough time for farmers and growers who had only just started the clean-up after the heavy rain and flooding in January.

Weather events can be a blow for farmers, growers, and rural businesses. Help is available from many sources, including industry groups, rural support trusts and other resource providers.

MINISTRY FOR PRIMARY INDUSTRIES

MPI has established Cyclone Gabrielle farmer and grower recovery support. The grants are to help farmers and growers get back on their feet as quickly as possible. They include up to \$10,000 for pastoral and arable farmers to help with initial recovery, such as repairs to water infrastructure for livestock, and fencing. Visit www.mpi.govt.nz to complete an application form and apply. If you need help completing your application, freephone **0800 00 83 33** or email funding@mpi.govt.nz.

RURAL SUPPORT TRUST

The East Coast Rural Support Trust can help with health and wellbeing, financial pressure, animal welfare and dealing with floods.

Call East Coast Rural Support Trust on **0800 787 254**. If calling by mobile please select 2, then select 4, then select 2 for Hawke's Bay. www.rural-support.org.nz/Regions/North-Island/East-Coast

HORTICULTURE NZ

Hort NZ has a list of support, resources, links and grower guidance available at www.hortnz.co.nz/flood-support. If you have a specific query or need further assistance, email info@hortnz.co.nz.

NATIONAL FUEL MANAGEMENT PLAN

Civil Defence has activated the national fuel management plan, so if farmers need fuel, contact HB Civil Defence so they can be prioritised via logistics@hbemergency.govt.nz.

NEW ZEALAND APPLES & PEARS

The NZ Apples & Pears website has a great resource finding tool that matches offers of resources with people looking to source an item during the recovery. Visit www.nzapifinder.co.nz.

DEAD FARM LIVESTOCK

The flooding has been particularly tough on livestock, with farmers and lifestyle block owners left to deal with dead animals. If you have dead livestock on your farm, please bury them as per normal conditions:

- Consider proximity to waterways – should be more than 50m from a waterway
- Consider usual pest/vermin control.

If the dead livestock is not on your farm, or there are too many for you to deal with, please phone Hawke's Bay Regional Council (HBRC) on **06 835 9200** or **0800 108 838**. HBRC will coordinate collection and appropriate disposal.

Financial support

Support and assistance can be made available if you've been directly affected by the severe weather through Work and Income.

In emergencies, WINZ can help with costs if you don't have any other way of paying. Work and Income can help with:

- Medical costs
- Bedding
- Food
- Power bills
- Repairs or replacing appliances
- Loss of income because you can't work.

What you qualify for will depend on your situation and you may have to pay back the money.

For details, visit www.workandincome.govt.nz or call **0800 400 100** for help with emergency costs from 8am-5pm.

HAWKE'S BAY DISASTER RELIEF FUND

The community is able to apply to the Relief Fund for flood-related support. This fund is for individuals, community groups and marae. Applications can be made via any of the Hawke's Bay councils' websites using an online form. If you need assistance completing the form, please contact your local council for support: Hastings District Council **871 5000**. One application per property.

Insurance and lodging a claim

If your home, car, or contents have been damaged by the severe weather, take photos before you remove or repair anything and report it to your insurance company as soon as possible. Your insurance company will let you know what you need to do next, how to claim and – if applicable – how EQCover from Toka Tū Ake EQC works.

If you need to make your home safe, sanitary, secure and weather-tight, please record the work done, take before and after photos, and keep copies of the bills you paid.

If you don't have house insurance but do have contents insurance, speak to your insurer about what is covered. Make sure you take lots of photos and keep good records before you throw anything out, where possible. Free and independent advice is available through Residential Advisory Service. You can contact info@advisory.org.nz or ring **0800 777 299, 03 379 7027** for more information.

EQCover is available for damage to houses and land following landslips:

- If the house is damaged by the landslide, cover is available up to the building cap (up to \$150,000 or \$300,000, depending on the policy renewal date)
- Cover for repair or reinstatement of some residential land, up to the value of the insured land
- Removal of flood debris such as silt and fallen trees.

For flood and storm damage, EQCover only applies to insured land, with private insurers generally providing cover for homes: Householders' guide to EQCover: [www.eqc.govt.nz/ourpublications/householders-guide-toeqcover/Householders' Guide to Residential Land](http://www.eqc.govt.nz/ourpublications/householders-guide-toeqcover/Householders'Guide-to-Residential-Land): www.eqc.govt.nz/ourpublications/householders-guide-toresidential-land/

NEW ZEALAND CLAIMS RESOLUTION SERVICE

The New Zealand Claims Resolution Service (NZCRS) is a free service that provides residential homeowners with advice, case management support where appropriate, and access to legal, technical and wellbeing services so they can achieve timely, fair, and enduring resolution of their residential insurance claims resulting from natural disasters. Phone **0508 624 327** or visit www.nzcrs.govt.nz

Support services

Te Taiwhenua o Heretaunga
www.ttoh.iwi.nz or 0800 TAIWHENUA

Kainga Pasifika Services
(06) 650 5106 or admin@kaingapasifika.org.nz

Ngāti Kahungunu Iwi
www.kahungunu.iwi.nz/cyclonegabrielle

Tihei Mauri Ora
0800 211 024 or email
tmo.admin@kahungunu.iw.nz

Ministry of Social Development
www.msd.govt.nz

Citizens Advice Bureau
www.cab.org.nz or 06 878 0525



Donations

For those wanting to support people and communities affected by Cyclone Gabrielle, donations can be made to one of the following funds. No amount is too small.

HAWKE'S BAY DISASTER RELIEF TRUST

Go to donate.hb5c.co.nz to contribute a donation to this fund.

NGĀTI KAHUNGUNU KOHA FUND

Ngāti Kahungunu Iwi Incorporated are also welcoming any koha to help support our communities in the wake of the cyclone devastation. Funds will be distributed to affected communities across the tribal rohe. Go to www.kahungunu.iwi.nz/cyclonegabrielle for information on making a donation.

HAWKE'S BAY FOUNDATION

Hawke's Bay cyclone relief fund to support overwhelmed welfare agencies on the ground, that need it most. Donate at www.hawkesbayfoundation.org.nz

RED CROSS NZ DISASTER FUND

To help those affected by Cyclone Gabrielle and other extreme weather events. Donate to the appeal by going to www.redcross.org.nz/nz-disaster-fund

SPCA CYCLONE FUND

Donations will be used to support the SPCA who are on the ground rescuing, transporting, and sheltering animals in need. Donate at www.sPCA.co.nz

HELPING YOU HELP ANIMALS (HUHA)

HUHA is caring for displaced animals around the North Island. Donate at www.huha.org.nz/get-involved/donate or text HUHA to 4463 to make an instant donation of \$3.

FEDERATED FARMERS

Federated Farmers are currently accepting direct bank donations to assist with recovery for farmers. Donate at www.fedfarm.org.nz/FFPublic/Support/Cyclone-Gabrielle

GIVE A LITTLE FUNDRAISING

The donation site has created a page compiling all the fundraisers for those affected by Cyclone Gabrielle <https://givealittle.co.nz/l/cyclone-gabrielle>

Council facilities

LOCATIONS	OPENING INFORMATION
Hastings Crematorium	Open and operational
Hastings & Havelock North Cemeteries	Open
Animal Welfare Centre	Operating as normal. Callouts where location is accessible. Note: Dogs picked up are being cared for in partnership with SPCA.
Henderson Road Transfer Station	Open 7.45am-4.30pm, Monday to Saturday and 9.45am-4.30pm on Sunday.
Blackbridge Transfer Station	Open normal part time hours
Ōmarunui Landfill	Not available to the public. Open for account holders.
Hastings Library	Open reduced hours 12pm-4pm, seven days a week.
Flaxmere Library	Closed - operating as Civil Defence Centre
Havelock North Library	Closed until further notice
Clive Pool	Mon-Thur 8am-7pm, Fri 8am-5pm, Sat 9am-3.30pm. All lessons will continue as per normal. Private pool bookings will be confirmed individually.
Flaxmere Pool	Mon-Thur 6am-8pm, Fri 6am-7am and 9am-5pm Sat 9am-3pm, Sun Closed. All lessons will continue as per normal. Private pool bookings will be confirmed individually.
Frimley Pool	Closed to the public for casual swimming. Private pool bookings will be confirmed individually.
Village Pool	Open weekends 10am-6pm. Note: small pools closed pending pump repairs.
Camberley Community Centre	Open
Flaxmere Community Centre	Closed - operating as a Civil Defence Centre
Hastings Sports Centre	Closed - temporary volunteer accommodation
Hastings isite	Open 10am-2pm, seven days a week
Havelock North isite	Closed until further notice
Skate Parks	Open
Art Gallery	Open
Toitoti - Hawke's Bay Arts & Events Centre	Enquiries only
Splash Planet	Closed for the season

Remember, even official information can be subject to rapid change.

Events

Unfortunately, a number of events are now postponed or cancelled across our district in the coming month and potentially beyond as our region comes to terms with the full impact of the cyclone. Please visit event websites, Facebook page or ticketing provider for updates.

Spread the word

Communicating important information is a real challenge at the moment. If you are able to receive messaging from Council and Civil Defence please make sure you share it with your neighbours.