

Community Forum  
Private Bag 4999  
Christchurch 8140

**Meeting notes for the meeting of the CERA Community Forum  
Thursday 1 August 2013, 6.00pm  
Canterbury Club, Durham St North**

**Present:**

Community Forum members:

Richard Ballantyne, Leah Carr, Wen Kei Chen, Martin Evans, Ruth Jones, Trevor McIntyre, Lesley Murdoch, Jocelyn Papprell, Faye Parfitt, John Peet, Bruce Russell, Emma Twaddell, Brian Vieceli, Rachel Vogan, John Wong

**Apologies**

Belinda Charteris, Gill Cox, Maria Godinet-Watts, Paul Lonsdale, Deborah McCormick

**Chair**

Darren Wright

**In Attendance**

Hon Amy Adams, Associate Minister for Canterbury Earthquake Recovery

Stacey Holbrough, Child and Youth Advisor, Christchurch City Council  
John Harrington, Coordinator, Canterbury Youth Workers Collective  
Peter Morrison, Canterbury Branch President, Hospitality New Zealand  
Bruce Garrett, General Manager, The George Hotel

Benesia Smith, Deputy Chief Executive, Strategy and Governance, CERA  
Jacinda Lean, General Manager, Ministerial and Executive Services, CERA  
Amanda Shaw, Senior Advisor, Ministerial and Executive Services, CERA

Lynn Smith, Secretary Community Forum

**1. Youth Sector – Stacey Holbrough (CCC) and John Harrington (Canterbury Youth Workers Collective)**

- The focus of the Canterbury Youth Workers Collective is strengthening the youth sector post earthquake in greater Christchurch.
- Youth are classified as aged 12 years – 24 years.
- A hui held in September 2013 identified four streams:
  - Development of a youth charter
    - Youth strategies for young people
    - Four workshops have been run and a collaborative is using the outcomes to begin a draft charter
    - The next step is to establish a governing body to look after the charter.
  - Youth employment
    - A challenge has been how to get youth with barriers into employment

- There are some good working model projects though securing funding is never easy
- Canterbury Youth Workers Collective are working with employers to support them in taking on youth with barriers.
- Youth participation
  - The aim is to make it really easy for youth to get involved in their communities
  - Focus groups have been held
  - The Christchurch Youth Council, which includes representatives from Selwyn and Waimakariri, is held in high regard
  - Youth have provided invaluable feedback in regards to the bus interchange and their ideas have the support of Don Miskell
  - Youth are very excited about being involved in the future of their city.
- Youth building and capacity
  - Workers are tired as they continue to take on extra work
  - Various avenues of funding have allowed such things as:
    - Retreats for staff
    - Supervision for youth workers
    - Establishment of suburban networks.
- A survey will soon be going out to schools regarding the well being of young people.
- There is an increased number of young people using mental health services
- There has been a need for youth social housing for some time and a group is currently working on this and linking it in with a youth service hub.

Discussion:

- It was thought that a youth reference group may be more useful than having more youth on the Community Forum.
- Christchurch City Council followed West Auckland in developing a youth strategy charter.
- The core principles of youth development is to look at their strengths and assets, rather than using a deficit model, and their participation in the community.
- The youth charter is critical for aligning funding and services, and encompasses all youth, not just those in need.
- Staffing with the Youth sector relies heavily on volunteers.
- Figures show that Christchurch currently has approximately 8,500 youth classified as NEET's (Not in Education, Employment or Training), and teams are working on how to engage these people.

Stacey Holbrough and John Harrington left at 6.45pm.

Peter Morrison and Bruce Garrett arrived at 6.45pm.

## 2. Brian Vicelli - Presentation

- Christchurch Hospitality was set up at the time of the earthquakes.
- The objectives include being seen as a credible organisation, being recognised as a constructive, proactive and professional group who develop relationships with key initiatives.
- Bruce Garrett gave an outline of the hotel sector which noted:
  - Hotel rooms have fallen from 3,717 pre earthquake to 921 now
  - Staff numbers have fallen from 2,000 pre earthquake to 767 now
  - Occupancy rates were low pre earthquake therefore it is imperative that an oversupply of beds does not occur with the rebuild

1 August 2013

- Hotels support a variety of events and groups, and the local economy benefits from hotel guests spending
- The Ibis reopened last year, the Rendezvous is about to open and another 5 hotels are expected to reopen in the next few years
- The convention centre, stadium, performing arts facility, a vibrant CBD and hospitality, town hall, visitor activities, events and a significant corporate and business sector are vital to the success of the hotel industry.
- Peter Morrison gave an update of Hospitality New Zealand and noted:
  - HNZ has 2,500 members
  - Over the last year frustration has grown due to the time the anchor projects are taking – certainty, timelines, speed and clarity are needed
  - A number of members are now re-opening and new facilities are opening
  - The Local Alcohol Policy (LAP) is seen as the most significant and challenging change with a number of negative impacts:
    - Not targeting those with genuine alcohol problems
    - Penalising on-licence traders
    - Deterring young people from studying/living in Christchurch
  - The labour market is the biggest concern going forward and is expected to be an ongoing issue for the next 2-3 years.
  - Events must continue while the city is in the transition period to ensure awareness of Canterbury is retained both domestically and internationally
  - The key drivers to the success are business, tourism, special events, residents, legislation, education, progressive city council and the removal of any road blocks.
- The need to inform the public on the positive impact the convention centre has on the entire local economy was identified.

Hon Amy Adams, Bruce Garrett and Peter Morrison left at 7.40pm.

### 3. Notes of the Previous Two Meetings

Moved

*That the meeting notes from the 4 July 2013 meeting be confirmed as an accurate record.*

Carried

Moved

*That the meeting notes from the 18 July 2013 meeting be confirmed as an accurate record.*

Carried

### 4. Matters Arising

4 July 2013

- Written feedback on land repair consenting proposals has been actioned.
- There have been difficulties in getting a breakdown of the Wellbeing Index however Emma will follow up.

18 July 2013

- Jacinda Lean will follow up with Warwick Isaac for an edited version of his power point presentation.

5. **Rotation Policy**

Withheld under section 9(2)(f)(iv)

6. **General Business**

- Christchurch City Council Involvement with Community Forum
  - It was agreed that a Council representative should be invited to attend Forum meetings for relevant agenda items.
- EQC Follow Up
  - The forum would like EQC to return for a 3 month follow up.
- Apologies for 15 August 2013 received from:
  - Jocelyn Pappill
  - Martin Evans
  - Brian Viecelli
  - Rachel Vogan.

7. **Next Meeting – Thursday 15 August 2013, Canterbury Club, Durham St North**

Meeting closed 7.55pm

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

## CHRISTCHURCH HOSPITALITY INC

Representing the Hospitality Industry in Christchurch, including all areas covered by the Christchurch City Council



## Introducing

- Bruce Garrett Regional Chair, Tourism Industry Association – Hotel Sector

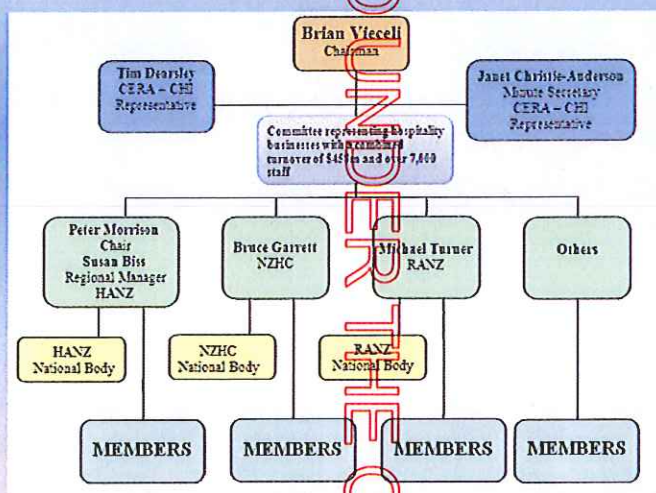


- Peter Morrison President Canterbury Branch, Hospitality N.Z.



RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

**Christchurch Hospitality Inc – Organisational Chart**



**Christchurch Hospitality Inc – Industry breadth and depth**

	Christchurch Members	Turnover	Employed
NZHC	27	\$163,500,000	2,006
RANZ	114	\$79,000,000	1,004
HANZ	220	\$206,000,000	4,000
Others (Est.)	20	\$10,400,000	60
<b>Total</b>	<b>381</b>	<b>\$458,900,000</b>	<b>7,070</b>

\* NZHC members pre-quake represented around 3,800 hotel rooms of which around 2,500 were in the CBD and these had a capital value of in excess \$500 million

### Christchurch Hospitality Inc – setting the scene

Christchurch Hospitality Inc [CHI] has been established to represent the interests of the wider hospitality industry and to work constructively with all organisations and entities involved in the management and recovery of the city following the 22 February earthquake [EQ2].

CHI is a hospitality industry group with the mandate to work directly with the Canterbury Earthquake Recovery Agency [CERA].

CHI has the full support of:

- Hospitality New Zealand (was Hospitality Association of NZ)
- Tourism Industry Association - Hotel Sector (was NZ Hotel Council)
- Restaurant Association of New Zealand

The group is open to other hospitality businesses that will be proactively engaged with CHI and want a voice through this new entity.



### Christchurch Hospitality Inc – Objectives

- To establish itself as the credible and respected entity representing the overall interests of the hospitality industry
- To be recognised as the industry representative group that can contribute in a constructive, proactive and professional manner
- To develop relationship with key organisations and entities driving the recovery and rebuild programme around the city
- To develop strategies to assist decision-makers as they contemplate and develop master plans for Christchurch post EQ
- To take an active role in reshaping and rebuilding the hospitality industry including the intensive recruitment and training of a new workforce



RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

### Christchurch Hospitality Inc – Summary

CHI represents an industry that employs 7000 people, has a combined turnover of in excess of \$458 million and hotels with more than 7500 beds of which more than 5000 are within the CBD.



### Tourism Industry Association (TIA) – Hotel Sector Christchurch

Formerly NZ Hotel Council



The TIA – Hotel Sector represents the interests of virtually all the large hotels in New Zealand with over 130 members throughout New Zealand and includes international chain, large independent and privately owned hotels.

NZHC members employ 11,000 staff nationally with annual revenues in excess of \$866 million (Source: NZHC Annual Operating Survey 2010).

NZHC membership is voluntary and is primarily funded through an annual levy on hotel rooms.



## Christchurch hotels, Before and after



### Pre quakes (2010):

3,717 rooms  
Average annual occupancy 67.6% (Akl 74.8%, Wgn 69.5%)  
Average daily rate \$115 (Akl \$133, Wgn \$139)  
Total revenue \$164m  
Capital value \$548m  
Total staff employed 2,006

### Post quakes (2012):

921 rooms  
Average annual occupancy 81.6% (Akl 75.6%, Wgn 72.6%)  
Average daily rate \$151 (Akl \$136, Wgn \$141)  
Total revenue \$58m  
Total staff employed 767



## Before and after - local spending



### Pre quakes (2010):

Wages and salaries \$60m  
Food and beverage supplies \$17m  
Repairs and maintenance \$4m  
Laundry \$3m  
Rates \$2.5m  
Total \$86.5m


### Post quakes (2012):

Wages and salaries \$18m  
Food and beverage supplies \$7m  
Repairs and maintenance \$2m  
Laundry \$1m  
Rates paid \$445,000  
Total \$28.5m



RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

### Little change in hotel rates for 8 years




**2005 average rates**

Auckland	\$136
Wellington	\$145
Christchurch	\$132

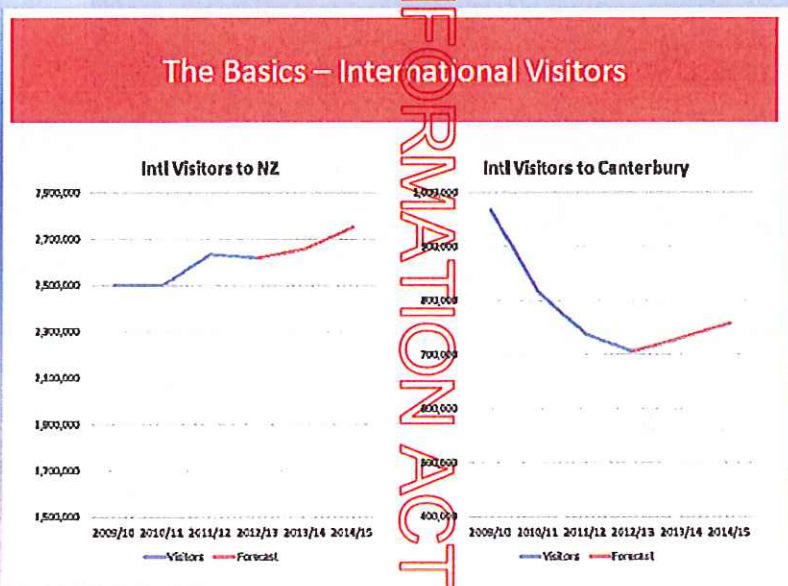
**2012**

Auckland	\$136
Wellington	\$141
Christchurch	\$151



### Christchurch & Canterbury Tourism

#### The Basics – International Visitors



**Intl Visitors to NZ**

Year	Visitors	Forecast
2009/10	2,500,000	2,500,000
2010/11	2,500,000	2,500,000
2011/12	2,650,000	2,650,000
2012/13	2,650,000	2,650,000
2013/14	2,650,000	2,700,000
2014/15	2,750,000	2,750,000

**Intl Visitors to Canterbury**

Year	Visitors	Forecast
2009/10	2,000,000	2,000,000
2010/11	1,800,000	1,800,000
2011/12	1,600,000	1,600,000
2012/13	1,500,000	1,500,000
2013/14	1,500,000	1,600,000
2014/15	1,650,000	1,650,000



**Christchurch**  
 & Canterbury Tourism

**Trans Tasman Air Routes to CHC  
 - back to 2004 levels of air capacity**

Route	Capacity (Seats) 2013	Variance to Last Year	Variance to pre EQ in 2010
SYD-CHC	357,500	+4%	-12%
MEL-CHC	154,200	+1%	-20%
BNE-CHC	126,900	-9%	-41%
OOL-CHC	44,200	+1%	+44%
<b>All Routes</b>	<b>682,900</b>	<b>+1%</b>	<b>-20%</b>

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

**Overall Accommodation Situation  
 in Christchurch**

Category of Accommodation	Rooms Pre Earthquakes	Rooms Now	Variance to pre EQ	No of Properties (now)
Hotels	4,223	1,516	-64%	16
Motels	1,805	1,845	+2%	119
Backpackers	770	404	-48%	24
B & B's	338	280	-18%	103
Holiday Parks	384	384	Nil Change	10
Apartments & Lodges	289	192	-44%	11
<b>All Accommodation</b>	<b>7,809</b>	<b>4,621</b>	<b>-41%</b>	<b>283</b>

### Hotels support

- Concerts
- Conferences, conventions, trade shows
- Cultural events
- Sports events
- Air Crew
- Antarctic programme
- Group tours
- Leisure travel
- Business travel
- Charity donations

Hotel guests spend money on:

- Transport
- Retail
- Restaurants
- Visitor activities
- Cultural activities



RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

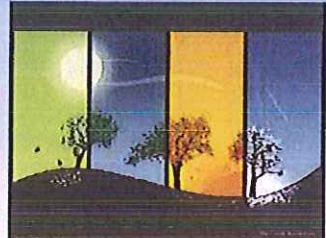

### Hotel openings

2012	
Ibis	September, 155 rooms
2013	
Rendezvous	May, 171 rooms
Still to come in 2013	
Novotel	19 August, 155 rooms
Rydges Latimer	1 October, 137 rooms
Heritage	September, 42 rooms
Quest	August, 70 rooms
Hotel 115	August, 30 rooms



### Tourism's biggest issue?

Seasonality



RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

**Hotels need:**

- Convention centre
- Stadium
- Performing Arts
- Significant corporate and industry sector
- Vibrant CBD and hospitality sector
- Town Hall
- Visitor activities and attractions
- Events



## Hospitality New Zealand

Membership Prior to Earthquake	320
After Earthquake	220
Currently	268

Overall - bars, eateries heading near pre-quake levels

Last 18 months -220 new

Total of 794 hospitality outlets

Still more than 350 closed and might not reopen



RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982



**Over the past year**

Members are frustrated by the time it is taking to get the Anchor Projects off the plans and into fruition.

Do have members reopening and new members – picking up as deconstruction has progressed



**The LAP (Local Alcohol Policy)**

Most significant and challenging changes in our lifetime

Told the councils that they need to target genuine problem drinkers and avoid penalising people who consume alcohol in moderation and avoid penalising outlets, which serve alcohol responsibly.

Sadly we have seen draft plans calling for often quite severe restrictions on opening hours for on-licence premises.

It is our firm view that these proposed restrictions will not address the alcohol harm issues in our society and may, perversely, make the problem worse by pushing our customers out of licensed and regulated premises into uncontrolled drinking environments.

While city is rebuilt, suburban ( Business Zones) must continue to have late night hours available.



RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982



**Anchor Projects.**

Need Speed and clarity

Need certainty and timelines on:

- Convention Centre
- Sports stadia ( Including Cricket Oval)
- Arts Precinct / Town Hall – what's happening



**Labour Market.**

Shortage of Skilled staff

Hospitality NZ continuing to work closely with Service IQ Training Board.







### Events

Must continue while the City is in a transitional period

Keep awareness worldwide and domestically of Canterbury



### Hospitality Industry Key Drivers

- Business
- Tourism
- Special Events
- Residents
- Legislation
- Education
- Progressive City Council
- No Road Blocks

Business Drivers

