

Before the Hearings Commissioners at the Christchurch City Council

under: the Resource Management Act 1991

in the matter of: an application by Ryman Healthcare Limited for
resource consent to establish and operate a
comprehensive care retirement village at 100-104 Park
Terrace and 20 Dorset Street, and 78 Park Terrace,
Christchurch

between: **Ryman Healthcare Limited**
Applicant

and: **Christchurch City Council**
Consent Authority

Statement of evidence of **Jeremy Christopher Moore** on behalf
of Ryman Healthcare Limited

Dated: 6 January 2021

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STATEMENT OF EVIDENCE OF JEREMY CHRISTOPHER MOORE ON BEHALF OF RYMAN HEALTHCARE LIMITED

INTRODUCTION

- 1 My full name is Jeremy Christopher Moore.
- 2 I hold a Bachelor of Commerce and Management from Lincoln University (1999).
- 3 I am the Chief Development Officer and a member of the Senior Executive Team at Ryman Healthcare Limited (*Ryman*). I have held this role since January 2020. I have been a senior member of Ryman's development team since 2012.
- 4 I manage the development of Ryman's retirement villages in New Zealand and Australia until the start of construction. The development phase includes site acquisition, concept design and the resource consent process.
- 5 From the outset, I have been responsible for Ryman's resource consent application to Christchurch City Council (*Council*) to construct and operate a comprehensive care retirement village (*Proposed Village*) at 100-104 Park Terrace and 20 Dorset Street and 78 Park Terrace, Christchurch (*Site*). Where necessary in this statement of evidence, I describe the parcel of land at 78 Park Terrace as the "Peterborough Site" and the parcel of land at 100-104 Park Terrace and 20 Dorset Street as the "Bishopspark Site". I refer to the Peterborough Site and Bishopspark Site together as the "Sites".
- 6 I have worked closely with Matthew Brown who is the Development Manager responsible for the Proposed Village. Mr Brown is responsible for general management of the New Zealand development team and consultant inputs into our resource consent application for the Proposed Village. He also leads our stakeholder and Council engagement, as well as community consultation.
- 7 When built, the Proposed Village will provide a full range of much needed elderly housing, comprising of independent living apartments, assisted living suites, and rest home, hospital and dementia care.

SCOPE OF EVIDENCE

- 8 My evidence will address the following:
 - 8.1 Overview of the Proposed Village;
 - 8.2 Ryman's philosophy;

- 8.3 Why Ryman has chosen the Site;
- 8.4 Consultation and engagement with stakeholders and the community;
- 8.5 My response to the public submissions and Council Officer's Report; and
- 8.6 My conclusions.

OVERVIEW

- 9 Ryman is part of the fabric of the Canterbury Region and is New Zealand's leading retirement village operator. Ryman was established in Christchurch in 1984. Ryman now operates 36 retirement villages across New Zealand, including seven villages in the region, with two more in the construction or pre-construction phase. Ryman's head office is in Christchurch, and most of its staff reside in the city or surrounding districts.
- 10 Through this long history, Ryman has gained a significant connection to Christchurch. It is committed to Christchurch's future growth and prosperity, and to the highest wellbeing it can provide for the region's elderly residents in its many villages. I am therefore very pleased to present this application for a new comprehensive care retirement village at Park Terrace.
- 11 The Site is in one of the premier locations of the City, if consents are granted our future residents will enjoy fantastic views and connections to Hagley Park, Victoria St and the City. It is in a highly desirable and established community with excellent inner city amenities, close to the Park's many amenities, and to shops, services and transport links. I believe it will make a very positive contribution to the local and wider community.
- 12 The Proposed Village is also urgently needed. Ryman already has a list of over 350 people who have expressed an interest in living in the village, (including a number of submitters who want to live here, rather than being forced to the outskirts of town). This interest is without any official marketing - it came simply from local word of mouth that we had acquired the Site. This interest shows the desperate need in the area for a comprehensive care retirement village. I would go as far as to say that the current under-provision of care in Christchurch is at crisis point and needs to be urgently addressed. The strong demand for the Proposed Village also shows support for Ryman as a high quality, resident-focused and trusted operator.
- 13 It is perhaps obvious, but also in my view reasonable that people want to remain living in the area that they have helped create and lived in for decades. The Proposed Village will allow residents in

the area to move into the village, maintaining close links with their families, friends and amenities that are familiar to them. Indeed, some former residents of Bishopspark retirement village have made submissions stating they would like to move back into the Proposed Village.¹ The ability to “age in place” and to be part of a community of retirees in a Ryman retirement village has proven benefits in terms of improving the quality of life for elderly people.

- 14 Our residents are Ryman's key priority. The design of the Proposed Village is tailor-made for the future residents' comfort and to improve their quality of life. The village will provide appropriate accommodation and care for its future residents, with a layout and environment designed to meet the specific physical and social needs of elderly people.
- 15 The Site is ideally suited for the Proposed Village given its size and being identified as suitable for high density residential living in the Christchurch District Plan (*District Plan*). Retirement villages are actively encouraged to locate in this area.
- 16 I am very proud of the overall design of the Proposed Village. Ryman has put significant effort into producing a high quality design with significant architectural merit. Because of its central location and being a prominent site, Ryman employed leading architects, Warren and Mahoney to design the village. Ryman also sets very high standards for its villages and is renowned for providing a high quality living environment for our residents in all locations.
- 17 With advice from a team of highly qualified and experienced experts, both of the Sites have been designed so the building mass, accessways, and open spaces, carefully respond to the characteristics of the Sites and the surrounding environment:
 - 17.1 The Proposed Village has been designed to “be a good neighbour” to adjoining properties. It was designed to comply with the built form standards of the District Plan to the greatest extent practicable. We carefully considered the amenity of our neighbours throughout the design process;
 - 17.2 Ryman will restore the former Bishop’s Chapel and retain it as a highly valued heritage feature, and the village square will ensure the Chapel remains a central feature of the Bishopspark Site;
 - 17.3 The landscaping design has deliberately responded to this central city location adjacent to Hagley Park. The landscaping will provide a high standard of amenity for both the residents of the Proposed Village and for neighbours and

¹ Including R. Shearer; E. Cooke; N. Berry; and J. Ledingham.

the public. Ryman's fragrant and colourful gardens are highly valued by its residents. Full-time maintenance staff will actively manage the planting to ensure that the on-going amenity of the Proposed Village is maintained;

- 17.4 The existing scheduled tree located on the Peterborough Site will be protected during construction and retained;
 - 17.5 The Proposed Village will make a positive contribution to the character of the central city that is still re-establishing after the considerable damage inflicted by the earthquakes. Both of the Sites contained buildings that were extensively damaged and removed following the earthquakes;
 - 17.6 Ryman's team has chosen appropriate design features, building articulation and variation of building materials across the Proposed Village to ensure positive urban design outcomes that complement the existing and planned built environment.
- 18 Ryman will make a significant investment during the construction of the Proposed Village, providing jobs and other flow-on economic benefits to the local community, the construction industry, and Christchurch's economy more generally. This economic stimulus is particularly important during New Zealand's recovery from the economic and social impacts of COVID-19.
 - 19 The Proposed Village also has a number of other very important community benefits. As residents move into the village, they will sell their family home. This is expected to release approximately 290 family homes back onto the market to be more efficiently utilised again by families.
 - 20 Residents that cannot cope independently in their own home are sometimes effectively forced to live in hospitals, as there is no acceptable accommodation providing needs-driven residential care available due to a shortage of beds. This is known as bed-blocking. The Proposed Village will assist to reduce bed-blocking in hospitals.
 - 21 The Proposed Village will also provide ongoing benefits during its lifetime, with staff being employed to manage and operate the village, and local suppliers being used to provide goods and services.
 - 22 A range of submissions were received in relation to the Proposed Village. I am pleased that over two thirds of these submissions support the Proposed Village. Submitters identify Ryman as a reputable operator of retirement villages that are of a very high standard, including previous residents of the Bishopspark retirement village. Other submissions support the increased

employment and housing that the Proposed Village will bring to the central city, and its contribution to the vibrancy of the area and reducing sprawl.

- 23 The main concerns of those submitters who oppose the Proposed Village relate to the design and character of the Proposed Village, traffic impacts, and construction impacts, although I note that many of those accept the general suitability of the Sites for a retirement village. Ryman has offered additional conditions to address some of those concerns, despite our experts advising those conditions are not necessary to mitigate effects. I will outline Ryman's response to some of those concerns later in this evidence.
- 24 Overall, I consider the Proposed Village will be a very positive addition to central Christchurch and provide broad benefits to the community. I have no doubt whatsoever that the Proposed Village will meet the needs of the elderly residents who will live there and will create a fantastic living environment. The Proposed Village will have significant positive effects as a whole, by providing much needed accommodation and care for one of the city's most vulnerable age groups.

RYMAN'S PHILOSOPHY

Introduction to Ryman

- 25 Ryman has been operating in New Zealand since 1984 and currently has 36 retirement villages in operation across New Zealand and Victoria, Australia. Our villages provide homes for more than 11,000 elderly residents and employ over 6000 people. Ryman has seven retirement villages in Christchurch, located in Halswell, Rangiora, Mairehau, Beckenham, Riccarton, Papanui and Hornby. A new village in Riccarton Park is currently under construction, and a new village in Northwood has recently been consented.
- 26 Ryman is considered to be a pioneer in many aspects of the healthcare industry – including retirement village design, standards of care, and staff education. High quality, purpose built villages are at the core of Ryman's philosophy. We at Ryman are passionately committed to providing the best environment and care for our residents. A quality site, living environment, amenities and the best care maximises quality of life for our residents.
- 27 Ryman does not consider itself a developer, as it is responsible for the whole-of-life of its retirement villages. This spans the acquisition of land, through the design and consenting processes, to construction, through to all aspects of operation and maintenance of the accommodation, care and amenities within the Proposed Village. As both a constructor and operator of retirement

villages, Ryman has a long-term interest in its villages, its residents and the communities its villages are located in.

- 28 The expertise that Ryman has developed in caring for elderly residents has resulted in the company winning the Reader's Digest Quality Service Award for retirement villages on six occasions.

The retirement living and care crisis

- 29 The lack of retirement and aged care in New Zealand is at crisis point.
- 30 The ageing population is fuelling this crisis. In Christchurch, the 75+ population was 25,803 people in 2018. By 2043, the 75+ population is expected to grow to 60,620 people.
- 31 Already, the demand for quality living options up to a standard that is acceptable to retirees is significantly higher than the current supply. The existing supply of care is also decreasing due to closures of small, poor quality, aged care homes of the past, which are usually conversions of old houses that simply are not up to standard.
- 32 In my view, our residents deserve purpose built homes that exceed Building Code requirements with a high quality, safe and warm environment where they are able to go about their day-to-day tasks comfortably. Retirement housing should be to a standard that people choose to live in, rather than inappropriate buildings that they are forced to live in because there is no choice in the market.
- 33 Ryman is the main provider of comprehensive care retirement villages in New Zealand. In Ryman's experience, each new retirement village is fully allocated before construction is fully complete. The crisis is worsening and the gap is widening. Many older people are being deprived of appropriate care and companionship at a stage of their lives when they are most in need. This is one reason why the efficient use of suitable sites need to be maximised, as such sites are rare in established residential areas.

Retirement village typologies

- 34 'Retirement Village' is an umbrella term given to all types of retirement living. There are two different types of retirement villages, 'lifestyle retirement villages' and 'comprehensive care villages':
- 34.1 Lifestyle retirement villages focus mostly on independent living units with a small amount of serviced care on a largely temporary basis. When a resident becomes frailer over time, usually they would be forced to leave a lifestyle village as the provision of serviced care is usually not suitable as a

long term solution. Relocating into a new and unfamiliar environment at this time is often very stressful for residents.

- 34.2 Comprehensive care retirement villages provide a full range of living options to residents, providing a 'continuum of care' from independent living to serviced care, rest home, hospital and dementia level care within the same village. This 'continuum of care' approach allows residents to remain in the same 'home' as their needs change. Comprehensive care retirement villages have an approximately 50:50 ratio of independent and care units.
- 35 There is a fundamental difference between a comprehensive care retirement village and a lifestyle retirement village. Each village type attracts a different resident demographic. The average age of residents moving into comprehensive care retirement villages is early 80's, with an overall average age in the mid 80's. These residents usually choose to live in their own homes for as long as possible and move to a retirement village primarily due to a specific need (e.g. deteriorating health, mobility, or for companionship). Lifestyle villages cater for a younger, more active, early retiree. The average age of a resident moving into a lifestyle village is approximately late 60's.

Ryman's villages

- 36 Ryman's comprehensive care retirement villages provide a range of retirement living and care options, including independent living. We also provide the full range of care options, including assisted living, rest-home, hospital and dementia level care. Approximately half the residents in our villages live in residential aged care. The ability to provide a continuum of care from an independent lifestyle to 24-hour nursing care within the same site is very important as it means that our residents only need to make one move. It also allows couples to remain close to each other despite any differences in the level of care that they need individually. Our residents live in our villages for extended periods of time, if not the rest of their lives.
- 37 Ryman's villages also provide extensive onsite amenities to meet the needs of our residents – such as a bar and restaurant, pool, theatre, library, recreation facilities, small resident operated shops, communal sitting areas, gym, bowling green and landscaped gardens. These features provide significant positive benefits for residents, many of who are frail and have limited mobility, as well as for the efficient management and operation of the retirement village.
- 38 The provision for the full range of retirement living and care options, and extensive onsite amenities are fundamental differences between a comprehensive care retirement village, such

as the Proposed Village, and lifestyle villages or a smaller rest home. Inevitably these features also result in a built form and layout that differs from those typically experienced in residential areas.

- 39 A series of images of Ryman villages are attached as **Appendix 1** so that you can get a sense of what our villages' look and feel like. I am happy to arrange a visit to one of our established villages if that would be useful.

Our residents

- 40 The layout and environment of Ryman's villages are designed to meet the specific physical and social needs of elderly people.
- 41 Our residents are generally much more vulnerable than the general population and have different levels of need, ranging from those who are independent to those requiring a high level of 24 hour specialist care, such as that provided in our dementia units. Our independent living residents have an average age of 82. Our serviced and aged care residents have an average age of 87.
- 42 When residents move into the village, they are elderly, may be frail, many have on-going chronic conditions, and they are beginning to experience reduced mobility and age-related memory impairment. Many will be widows or widowers. Most hospital residents are not independently mobile. Dementia residents are in a secure environment and need to be accompanied when outside. Safety, security and ease of access to village amenities are highly important. It is important that communal areas are not too hot, too cold or too bright, as some elderly people find such extremes difficult.
- 43 While we would not like to face this fact, as we age our lifestyle eventually becomes one of passive entertainment. Ryman has programmes in place to encourage all of our residents to be as active as their health permits, and as independent as possible for as long as possible. For example, we designed an age-specific low impact cardio programme called Triple A. We also have swimming pools, indoor and outdoor bowls, accessible walkways and high quality landscaped areas. We employ an activities manager to encourage our residents to engage in as much daily group and social activity as possible.
- 44 For our residents who are no longer capable of independent living and who have limited mobility, we have a philosophy of "bringing the world to your window". We strive to have activity happening across the village and especially within and around the buildings. While you and I may not necessarily find it interesting, watching people arriving and leaving the village is enjoyed by many of our residents. This factor is also what makes the Sites so desirable to us in having great views to Hagley Park and the surrounding city.

- 45 Ryman also ensures that its villages are blended into established, good-quality residential communities. This is vitally important so that the residents continue to function as an integral part of the community. By being located in residential areas, residents are also able to access the services and amenities that these areas provide.
- 46 All Ryman villages currently operating or in development throughout New Zealand, are located within existing suburban, residential environments, including the present Sites. Each village is designed to fit within its surrounds. My view is that each of our established villages are proven to be entirely compatible with their residential environment upon completion.

WHY RYMAN HAS CHOSEN THE SITES

- 47 Site selection is very important to ensure that the range of characteristics described above can be achieved. The Sites are located in central Christchurch, near the CBD and immediately east of Hagley Park.
- 48 The location of the Sites will provide an environment that can enhance the quality of life for elderly residents. It is a pleasant inner city park-edge setting and in close proximity to nearby amenities, as well as having an already established central city residential feel.
- 49 The location will also give residents and families in central Christchurch and surrounding suburbs further choice and control over the way they want to live. Very importantly, it means that residents can continue to maintain their current links in the local community. It will allow some residents of the previous Bishopspark retirement village to return to the area. Ryman has found that where residents can continue to reside in, or near, the community within which they have previously lived, the stress associated with the transition to assisted living or a higher level of care is markedly reduced.
- 50 We are committed to providing care at the Proposed Village for a number of reasons, including the following:
- 50.1 The Peterborough and Bishopspark Sites are the only large, residentially zoned sites available in this area which I and my team at Ryman, as retirement and care experts, consider appropriate to provide the best quality of life we can for our residents.
- 50.2 The Sites are located in a very pleasant setting with Hagley Park to the west of the Site;

- 50.3 The Sites are relatively close to and easily accessible to other local amenities that our residents can enjoy including shops, restaurants, the Arts Centre, Canterbury Museum and the Christchurch Botanical Gardens;
- 50.4 There is a lack of suitable retirement village accommodation options in central Christchurch and the surrounding suburbs;
- 50.5 The Bishopspark Site has a history of retirement village living, including a 7 level building that was demolished after the earthquakes. The Peterborough Site, has a history of apartment living, including buildings up to 11 levels in height. These buildings were also demolished after the earthquakes. Both Sites have been underutilised since demolition occurred.
- 50.6 The Sites are well-located and easily accessible via pedestrian, road and public transport links. These transport links ensure that it will be convenient for family and friends to visit, meaning our residents remain connected to their loved ones. It will also ensure our staff have convenient access to their workplace.
- 51 Ryman is able to provide the Proposed Village in this central city location because of the close proximity of the Peterborough Site and the Bishopspark Site. The comprehensive care nature of Ryman villages means there is a natural split between the two Sites, with the Peterborough Site providing independent living and some amenities, and the Bishopspark Site providing some independent living, care rooms and amenities. I consider the two Sites will operate well in this premier location close to the City. The Sites will operate independently of each other, although there will be a natural connection between the two and residents residing at the Peterborough Site will be able to enjoy amenities at the Bishopspark Site and vice versa.
- 52 As part of our due diligence prior to acquiring the Sites, we sought independent expert technical advice, including in areas such as planning, legal, traffic, urban design, geotechnical, arboriculture, heritage and civil engineering. The feedback from our experts reinforced our opinion of the Site's suitability for a comprehensive care retirement village.

CONSULTATION

- 53 As an initial comment, I note that Ryman has significant experience in developing and operating retirement villages throughout New Zealand. The feedback we get from neighbours of our new villages and local councils, is incorporated and reflected in the initial designs of our villages. However, each village is

different and local feedback gives us a better understanding of neighbour and other stakeholder concerns. We always look to address and resolve reasonable concerns meaningfully.

- 54 It is fair to say that many of the negative perceptions of having a retirement village as a neighbour do not come to fruition. We want to work with and integrate into the community that we operate within. We are not a developer in the business of making short term gains. Rather, we take our ongoing obligations to the communities we are in very seriously.
- 55 During the conception of the Proposed Village, Ryman has engaged with key stakeholders including the Council, the Urban Design Panel, Heritage New Zealand Pouhere Taonga (*Heritage NZ*), and Environment Canterbury:
- 55.1 Ryman devoted a significant period of time to pre-application meetings and site visits with Council staff throughout 2019 and during post application discussions in 2020. The Council feedback has been taken into account and reflected in the evolution of the Proposed Village, where appropriate and practical. We have sought as much as possible to enable alignment between our experts and Council experts. This collaborative process has resulted in the generally positive support for the Proposed Village in the Council Officer's Report and the planner's recommendation that the village consents be granted.
- 55.2 Ryman also presented its preliminary design for the Proposed Village to the Council's Urban Design Panel on 2 October 2019. The Panel supported Ryman's commitment to, and long term investment in, this legacy project for the Central City, creating an urban community for older residents adjacent to Hagley Park. The Panel made a number of recommendations which Ryman has endeavoured to address as part of changes to the initial design.²
- 55.3 Ryman consulted extensively with Heritage NZ in relation to its proposals for the Chapel, including a site visit to assess the condition of the Chapel. As a result of that engagement, Ryman's proposal for restoring the Chapel has been strongly supported by Heritage NZ's submission.
- 56 Ryman initially sought limited notification of its application, based on advice from its expert consultants that the design process had ensured the adverse effects of the Proposed Village were very limited. However, in response to community concerns, Ryman sought public notification of the Proposed Village application. As a

² AEE, section 6.2.

result, all interested persons have had an opportunity to have their say on the Proposed Village.

- 57 Ryman has also actively engaged with submitters on this resource consent application. We held two drop-in days on 13 and 14 August 2020, with invitations delivered to approximately 45 properties in Dorset Street, Salisbury Street, Peterborough Street and Park Terrace. Approximately 20 groups attended those sessions, and we also met individually with 4 neighbours who could not attend. One of whom provided affected parties approval (90 Park Terrace). We held two additional drop-in days on 30 September and 1 October. These drop-in days were advertised in the Press and invitations were again delivered to surrounding properties. Approximately 110 groups attended those sessions.
- 58 As a result of this consultation, we have made some amendments to the application to address submitter concerns, which are:
- 58.1 Pre and post-construction building surveys will be offered to the owners of properties adjoining the Sites;
- 58.2 A draft construction management plan and construction traffic management plan has been provided prior to the hearing;
- 58.3 Agreed to a condition preventing construction traffic from using Westwood Terrace; and
- 58.4 A darker and more recessive colour for the lift shaft/stair core area of Building B07.

RESPONSE TO SUBMISSIONS AND COUNCIL OFFICER'S REPORT

- 59 The majority of the submissions received support the application. A wide range of people have recognised and acknowledged Ryman is a reputable operator and good neighbour, the high quality design of the Proposed Village, the economic and employment benefits of the village, the contribution the village and its residents will make to the local community, and a wide variety of other positive benefits the Proposed Village will provide. For the reasons set out earlier in my evidence, I whole-heartedly agree with these submission points.
- 60 The submissions also raise some concerns about the Proposed Village. As noted, Ryman has significant experience in constructing and operating retirement villages throughout New Zealand. The construction of these villages often raises community concerns. While I recognise these concerns are genuine, my experience is that the fears or perception of the

issues raised do not actually eventuate from the construction or operation of our villages.

- 61 I will make some general comments as Ryman's representative to explain our perspective on submissions relating to construction impacts, consultation, the design of the Proposed Village, and the nature of Ryman villages. Other witnesses will address submitter concerns in more detail.

Construction effects

- 62 A number of submitters are concerned with control of construction effects, such as dust management, vibration, noise, and odour, as well as the construction hours.³ Some submitters are also concerned that construction activities on the Sites could result in damage to nearby properties.⁴ Other submitters requested that construction management plans be provided at the hearing stage.⁵

- 63 Ryman acknowledges that it is not possible to avoid all effects of construction and there will be some disruptions during the construction of the Proposed Village. However, construction activities are an expected part of living in an urban environment. The Sites are highly desirable, and vacant city locations. The Sites will inevitably be developed in some form.

- 64 Unlike most developments of this type, Ryman has its own construction team and will comprehensively manage the construction process. This feature will ensure Ryman has full control and accountability for construction activities. We also employ highly skilled construction teams that are accustomed to building in existing urban environments and managing related impacts. My view is that construction impacts will be temporary, well managed, and in any case, similar or less than what would be expected for any comprehensive development of the Sites.

- 65 Ryman will actively minimise construction impacts to the extent possible. Ryman will also seek to minimise the construction timeframe as much as possible. We expect to have construction of each Site completed within 24 - 36 months, with a total construction timeframe of approximately 40 - 48 months across both Sites. Some submitters have sought reduced construction

³ Including E. & R. Ashford; D. Bruce; Centro Roydvale Ltd; L. Goodland; V. Zanetti; J. Stratford & G. Waddy; E. Thompson; D. & L. Worthington; ICON; P. & J. Marshall; B. Watson; D. & A. McLean; B. & M. Logan; V. Zanetti; M. Rinaldo; P. Wells; E. Thompson; M. Pascuzzi; R. Begg; S. O'Connor; G. Dewe; C. Bennett; G. Bennett; T. Best; C. Garlick; and Dorset Street Flat Owners Group.

⁴ Including E. & R. Ashford; D. Bruce; Centro Roydvale Ltd; L. Goodland; V. Zanetti; J. Stratford & G. Waddy; E. Thompson; D. & L. Worthington; and ICON.

⁵ Including C. Garlick; Dorset Street Flat Owners Group; Dr J. Roper-Lindsay; L. Goodland; and G. Dewe.

hours, however this would prolong the overall construction period and not reduce impacts overall.

- 66 I note that the construction of the Proposed Village will be carried out in stages. The Peterborough Site will commence first, before work starts on the Bishopspark Site. This staged approach will ensure that neighbours of both Sites are not exposed to construction effects for the total time. Additionally, the most disruptive part of construction will be the initial stages of excavation, which will occupy a relatively limited part of the total construction period at each of the Sites.
- 67 The residents will start occupying the Proposed Village, while construction continues. We would not expose our own residents to construction effects, and I consider the impacts on the surrounding community will be minimal.

Construction Management Plan

- 68 The proposed conditions require a construction management plan (CMP) to manage any adverse effects from construction activities. The CMP and ancillary management plans will establish appropriate protocols for the management of dust, noise, traffic, construction hours, and removal of contaminated soil and sediment and erosion controls, during construction of the Proposed Village. As part of a CMP it is our usual practice to have a complaints register and active discussions with neighbours throughout the construction phase to assist with identifying and addressing any issues. We will adopt this approach during construction at the Site. In my view, Ryman has an excellent track record of managing construction effects.
- 69 Ryman has prepared a draft CMP, which was submitted to Council following the close of submissions. The draft CMP includes procedures for managing noise and vibration, construction traffic, erosion and sedimentation, among other matters. The draft CMP will be further refined as the construction methodology for the Proposed Village is finalised. The final CMP will be approved by the Council prior to construction works commencing. I believe the implementation of the CMP will assist in reducing the actual and perceived impacts of construction activities to acceptable levels.

Construction traffic on Westwood Terrace

- 70 The Council Officer's Report recommends a condition preventing Westwood Terrace from being used as an access during construction. We are happy to accept this condition.

Damage to property

- 71 Some submitters are concerned about structural damage to their house as a result of construction. However, Ryman will carefully manage and monitor construction works. It is highly unlikely that any damage to nearby properties will result from construction

activities on the Site. Ryman's geotechnical specialist, Mr Malan, addresses these submissions in more detail. I can confirm that Ryman will offer 'before and after' building surveys to neighbours directly adjoining the Site to address any concerns about the potential for damage.

Consultation

- 72 Some submitters were concerned about the lack of consultation or contact between Ryman and adjoining neighbours about the Proposed Village.⁶
- 73 I believe the degree of consultation and engagement with the surrounding community has been appropriate, as set out earlier in my evidence.
- 74 I note that retirement villages are a permitted activity on the Sites, and resource consent is only required for the buildings, which have relatively limited effects and will be appropriately mitigated. Furthermore, until recently the Bishopspark Site was already being used for residential and retirement village purposes.

Scale/design of the Proposed Village

- 75 Some submitters are concerned that the Proposed Village will impact the look and feel of the community⁷ or suggest that the architecture would depreciate the values of their homes.⁸ A number of submitters have raised general concerns regarding the scale and design of the Proposed Village.
- 76 Ryman is aware that nearby residents are sometimes highly concerned about changes in the surrounding area, such as construction of a retirement village. My experience is that often these generalised concerns do not play out into actual issues. While the Proposed Village will change the nature of the Sites, this would be true for any development on the Sites. In my view, development of the Sites is to be expected and encouraged, as they have been underutilised since the earthquake.
- 77 I consider that the impacts of the Proposed Village on the look and feel of the community will be positive. Ryman has put considerable effort into developing and refining a design for the Proposed Village, a process that has been led by the eminent Christchurch architectural firm Warren and Mahoney. The Proposed Village has been through numerous iterations with input from various project team specialists, the Council and other stakeholders. Ryman is very proud of the current design.

⁶ Including D. Turner; P. Wells; Dorset Street Flat Owners Group; M. Cottle; Christchurch Civic Trust; D. & L. Worthington; ICON; and M. Pascuzzi.

⁷ Including S. Russell & J. Leung; S. O'Connor; V. Zanetti; and D. Cottle.

⁸ Including M. Pascuzzi.

- 78 I firmly believe the configuration and design of the Proposed Village responds well to the surrounding urban environment, and it will make a positive contribution to the character of the neighbourhood.
- 79 These submission points also do not take account of the desperate need for retirement living and care in the area. In my opinion, elderly residents are entitled to remain in their own communities during retirement.
- 80 I note that a comprehensive care village must be of sufficient scale to provide a range of living environments, incorporate internal amenities, and ensure our residents and staff can move around easily and safely. The design must ensure it is efficient to operate and that it will thrive in the long term.

Trees

- 81 The Council Officer's Report, including the technical reports prepared by Ms Schroder, Mr John Thornton and Ms Jennifer Dray, raise some concerns relating to the retention of existing trees and the new trees proposed for the Sites.
- 82 The Proposed Village is a large-scale comprehensive development. The design must achieve the functional and operational requirements of the Village, and allow for the practicalities of the construction process, among other matters. The retention of existing trees/vegetation is always considered by the design team, but is often restricted by construction and operational requirements. The Proposed Village design does however provide for the ongoing protection of the Common Lime Tree on the Peterborough Site, and for extensive new landscaping to be established across the Sites.
- 83 Ryman has engaged extensively with the Council officers regarding the tree planting proposal, including various concerns relating to the species, size of pits/beds and pruning. I am surprised that this extensive engagement has not been reflected in some of the Council Officer's reports. Ms Skidmore, Mr Burns, Mr Dixon, Mr Parker and Dr Mitchell address these matters in more detail.

Dorset Street access

- 84 The proposed Dorset Street access point will cater for loading and rubbish vehicles, which will be required to reverse from Dorset Street into the loading area. There is adequate sight distance to pedestrians and cyclists and Mr Hills addresses this further in his evidence.

Nature of Ryman villages

- 85 Some submitters have complained that the Proposed Village would create a 'closed eco-system' that does not provide homes for

workers, professionals and families, and would lead to a lack of 'residential coherency'.⁹

- 86 I do not agree that the Proposed Village would be a 'closed eco-system'. As discussed above, being able to enjoy the surrounding amenities without having to travel great distances will be a key attraction for many of our residents and their families that visit them. I have described the importance of allowing people to "age in place" earlier in my evidence. Village activities regularly include engagement and visits from schools, community groups, Council meetings and the like to ensure our residents feel very much a part of the community, even though some residents may find it hard to leave the village.
- 87 I am concerned that some submitters suggest that this location should only be available to younger people. My own view is that retirement villages should be built in the communities they serve. Elderly residents should have a very firm expectation that they are allowed, indeed entitled, to remain in their own communities during retirement - communities they have played a key role in establishing and supporting during their lives.
- 88 The Proposed Village will be home to over 300 residents. It is clearly a residential activity that will fit well into the surrounding community.
- 89 One submitter was concerned that the Proposed Village may lead to future development occurring.¹⁰ As discussed earlier in my evidence, Ryman is an operator of comprehensive care retirement villages, not a developer. The Proposed Village is designed for retirement living and care purposes, and could not be repurposed for other uses without significant works that would require new consents.

CONCLUSIONS

- 90 I strongly believe that our Proposed Village is urgently needed by residents in the central Christchurch area. Ryman already has a list of over 350 people who have expressed an interest in living in the proposed village.
- 91 The Sites are also well-suited for our Proposed Village. It has been very well designed and addresses its effects on our neighbours and the community. It will have significant positive effects on the wider community, and of course will have very positive effects on the people that will reside there, as well as their families.

⁹ Including C. Bennett; G. Bennett; B. & M. Logan; R. Bluett; S. Russell & J. Leung; S. O'Connor; V. Zanetti; and M. Pascuzzi.

¹⁰ Including H. & M. Conibear.

- 92 Once completed, the Proposed Village and the care that we provide will be a valuable community asset. It will ensure that all members of the community will have their residential and care requirements provided for and available.

Jeremy Moore
6 January 2021

APPENDIX 1 – RYMAN VILLAGES



Riccarton Park, Christchurch



Riccarton Park, Christchurch



Hobsonville, Auckland



Lincoln Road, Auckland - Miriam Corban Village



Lincoln Road, Auckland - Miriam Corban Village



Aberfeldie, Melbourne



Ocean Grove, Bellarine Peninsula



Ocean Grove, Bellarine Peninsula



Burwood East, Melbourne - John Flynn Village

VILLAGE EXTERIORS



Independent Apartment Living



Independent Apartment Living



Independent Apartment Bedroom



Independent Townhouse Living



Typical Independent Bathroom



Typical Independent Kitchen



Serviced Apartment Living



Serviced Apartment Living & Kitchenette



Serviced Apartment Bedroom



Beauty Salon



Cinema



Games Room



Gym



Spa & Pool



Cafe



Bar & Lounge



Bowling Green

VILLAGE AMENITIES