

1.0 APPLICATION DESCRIPTION

Application and property details

Fast-Track project name:

Downtown Carpark Site Development

Fast-Track application number:

FTAA-2512-1158

BUN60460864, LUC60460865, DIS60460866 and WAT60460867

2.0 Technical Specialist Memo – Universal Design

To:

Sarah Wilson – Lead Planner & Adonica Giborees - PPL

From:

Nidhi Nautiyal – Principal Universal Design Specialist, Auckland Council

Qualifications
& Relevant
Experience:

I hold a Bachelor of Architecture, a Master in Sustainable Architecture, and a doctorate in Architecture (Community facilities focused multi-residential developments) and have 18 years of combined work experience in architecture & planning (TODs and walkable catchments), 6 years of specialisation in Universal Design and 5 years of teaching experience (UoA). I have been at the council in the capacity of a Specialist Universal Designer for the last 4 years.

I am an affiliated member of NZIA. I have offered universal design-related advice for resource consent applications, universal design audits for mixed-use developments within plan changes, and notices of requirement for designation applications, including CRL. I also liaise with AT as part of an advisory group dealing with all matters of public access and safety on public transport, comprising disabled advocates, members of various organisations.

Preparation in
Accordance
with the Code
of Conduct:

I confirm that I have read the Environment Court Practice Note 2023 – Code of Conduct.

While not appearing as an expert witness for any proceedings, I assure you, I have compiled responses based on my experiences within my role as a universal design SME at the council. I confirm that the opinions I have expressed are within my area of expertise and are my own, except where I have stated that I am relying on the work or evidence of others.

I also agree to follow the Code when participating in any subsequent processes, such as an expert conference, if directed by the Panel.

Signature:



Nidhi Nautiyal (PhD), Principal Specialist Universal Design, Auckland council

Date:

22.04.26

3.0 Executive Summary / Principal Issues

Project proposal: Demolition of the Downtown Carpark, and development of the Downtown Carpark site into an integrated mixed-use precinct.

Scope of review:

1. Relevant policy objectives for universal design and access
2. Pedestrian safety and movement around and within the site (during demolition and proposed)
3. Site gradients, access and exit points
4. PUDO - pick up and drop off point,
5. Provision of an accessible lift
6. Provisions for accessible car parks within the site (as per PC79 response prepared by other experts)
7. Accessible toilets and lockers
8. Wayfinding and signage
9. CPTED issues - general universal access and safety considerations for pedestrians

4.0 Documents Reviewed

I have reviewed the following documents in preparing this brief:

- Appendix 9A_Architectural Drawings_Parts 1-6
- Appendix 9B_Landscape Drawings
- Appendix 9C_Architecture+Landcape Report_Parts 1-3
- Appendix 9C_Architecture+Landcape Report_Part 1 (section 2.7)
- Appendix 11_Urban Design Assessment – McIndoe Urban
- Appendix 26_Draft Construction management Plan (9 & 10: PT diversion and Pedestrian & Cyclist access)
- Appendix 39_CPTED Assessment (B & A)
- Appendix 45_City Centre Objectives and Policies Assessment
- DCDS -AEE and Stat analysis (B & A)

Additional documents studied:

- Appendix 1_Downtown Carpark Site Development FTAA - Planning Addendum

- Appendix 3_MUL Urban Design Memo#15.pdf
- Appendix 5_T11B260407 FTAA Transport responses.pdf
- Appendix 6_FN-0001_FTA_S67 responses_20260402.pdf (W & M Architects pvt ltd.)
- Appendix 24_Proposed Consent Conditions

5.0 Universal Design Assessment

5.1 Policy objectives: The relevant policies related to universal design and access are as follows.

- *Policy H8.3(3)(c) - Require development to be of a quality and design that positively contributes to: pedestrian amenity, movement, safety and convenience for people of all ages and abilities.*
- *Policy H8.3(4) - Encourage universal access for all development, particularly medium to large scale development.*
- *Policy objective H8.3(16) – ‘Enable a significant and diverse residential population to be established and maintained within a range of living environments and housing sizes’.*

The accessible component of housing was not evident from the floor plans submitted as part of the resource consent application. My information request with regards to variety of dwellings offered in the development were related to following two areas,

- Ways in which the development’s residential floor plans cater to a variety of dwellings sizes to include a diverse residential population to be established and maintained within a range of living environments
- Whether a certain percentage of dwellings were proposed as accessible units - with apartment design catering to universal design parameters necessitating higher than usual spatial requirements and more than usual wet area design requirements.

I have reviewed the submission from W and M architects in Appendix 6_FN-0001_FTA_S67 responses addressing the above concerns.

Applicant’s response to S67 Request for Information (RFI)

- A variety of floor areas ranging from 45 sqm to 321 sqm are offered as 1, 2, and 3-bedroom dwellings arranged at different levels of the residential tower.
- The architects indicate vertical separation into ‘distinct cohorts’, which I interpret as dwelling arrangements based on different tenia and price points for home buyers.

Universal design Assessment & further recommendations

- The overall approach to introducing residential variety is satisfactory. However, the design team’s response confirms no units are currently designed as ‘accessible’, further suggesting opportunities for buyers to request modifications at the time of purchase or engage in post-occupancy alterations.
- Whereas offering choices with flexible house plans is a considered approach, alteration costs associated with lowering counters, cabinets and bench tops due to reduced mobility issues and adjusting dimensions and correcting door swings of accessible toilets, can add substantial costs on top of a significant expense on apartment purchase for buyers. Other modifications such as widening corridors to accommodate a full wheelchair turning radius (1800mm) are virtually

impossible. Alterations are also not an option in the case of rental tenures, and unforeseen if a homeowner acquires a disability post-purchase warranting relocation.

- However, the design team's response stating intention to engage an accessibility consultant, such as 'Homestar', to further cater to accessibility requirements is encouraging.

My further recommendation is to engage dedicated universal design specialists or accessibility consultants to modify a small percentage of the residential units to suit universal design parameters at the design stage. Also, while 'Homestar' caters to homes that are sustainable, energy-efficient, and reasonably accessible, assessors such as Lifemark (or equivalent) work with the primary goal of maximising accessibility, mobility, and adaptability for the aged or disabled and therefore, a preferred alternative.

5.2 Pedestrian movement during demolition and construction

The Assessment of Environmental Effects (AEE) prepared by B&A states potential construction-related inconvenience to pedestrians as a limited economic cost, to be mitigated through the draft Construction Traffic Management Plan (CTMP). It was noted in the CTMP that site works may affect pedestrian movement and safety during the following stages:

- Removal of the Lower Hobson Street pedestrian overbridge, requiring full closure of Lower Hobson Street
- Demolition of the Downtown Carpark building
- Removal of the Downtown Carpark ramp over Customs Street West onto Fanshawe Street, requiring full closure of Customs Street West
- Bulk excavation and general site work

Also noted,

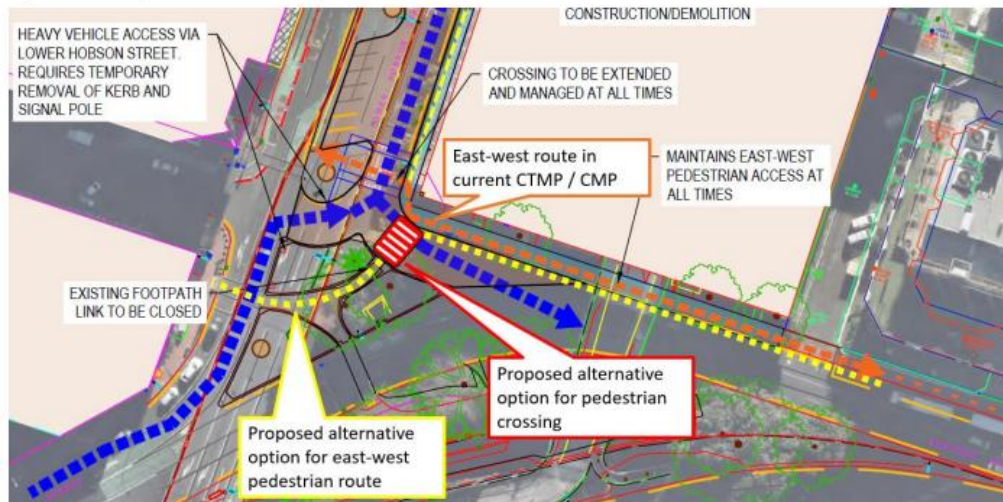
- CTMP recognises that temporary disruptions may result in the reallocation of some bus stops during this duration. It clarifies that pedestrian routes along Lower Hobson Street and Customs Street West will largely remain open, except for a short section between the Lower Hobson Street slip lane and Customs Street West, which will be closed for safety reasons.
- For pedestrian overbridge removal, the Customs Street West frontage will be closed for a short duration, and pedestrian diversions will be provided via Fanshawe Street, Lower Albert Street, or Quay Street, while keeping the Lower Hobson Street route open. Bidirectional cycleway on Lower Hobson may close temporarily for cyclists during demolition of the pedestrian overbridge. Requirement-based wheeling ramps will be organised for pedestrian diversions in liaison with AT.
- The Customs Street West route should remain open throughout, maintaining a key east-west connection between Lower Albert Street and the Viaduct area.
- No explicit suggestion in the communications plan to convey demolition and construction-related disruption affecting pedestrians, especially members of the various disabled groups.

I have further reviewed updates from transportation specialists within Appendix 5_T11B260407 FTAA.in reference to proposed pedestrian detours.

Applicant response to Auckland Transport (AT) memo and its impact on pedestrian movement

- Proposed pedestrian route diversion: There is a proposal to create a new pedestrian crossing location for the east-west pedestrian movement along Customs Street West to ease overlap between construction vehicles and pedestrians. The proposal confirms linking the new route to existing footpaths and signalised crossing point and aims at keeping pedestrians away from Lower Hobson Street slip lane construction zone and from the constrained waiting space underneath the flyover thereby easing the foot congestion.

Figure 1: New option for east-west pedestrian connection on Customs Street West



- Footpath width changes: It is noted that the report confirms Class B hoardings will aim to retain the existing footpath widths; however, narrowing of the footpath is inevitable in certain areas due to the space required for columns/supports.

Universal design assessment & Further recommendations:

- Overall, the safety plan in place provides sufficient provisions of pedestrian access throughout. The communications protocol is satisfactory with regards to signage.
- I agree with the overall proposal of a new pedestrian crossing along Customs Street West to divert foot traffic indicated in 'yellow' in the above map to potentially reduce vehicle-pedestrian conflict.
- Any certification work related to the proposed pedestrian pathway must be carried out as per condition 23 related to CTMP requiring the consent holder to consult Auckland Transport and Universal design specialists.

5.3 Overall site gradients – from adjoining streets & within the site

The overall gradient connecting the streets to the site as per Appendix 9C_Architecture+Landcape Report Part 1 (section 2.7) is as follows.

- A 1:26 from the northwest corner of Lower Hobson and 1:33 from with accessible steps to the podium 1 ground level, 1:50 & 1:100 from Customs St West, 1:25 connecting Commercial Bay via HSBC Bay are sufficiently comfortable from a universal design perspective.
- Pedestrian connection at level 01 linking the site to Commercial Bay via a ramped connection next to HSBC building car park, well resolved with ample width and an acceptable gradient of 1:25.

Following concerns and red flags were included in Section 67 RFI.

- **Entry points along Lower Hobson Street:** The clear, accessible path of travel in front of the accessible stair connections from Lower Hobson leading to the ground level of P2 remains compromised due to heavy movement anticipated along that path, with access to the residential lobby, office lobby and hotel lobby, all situated along the length. Pinch points and blind spots are formed at the edges of the stairs with rounded off projections reducing visibility. In an event of emergency evacuation, the discharge area in front of both egresses, one from the office lobby and another from the residential lobby, is anticipated to be flooded with people descending the stairwell and subsequently moving across questioning pedestrian safety, particularly for disabled people on the Continuous Accessible Path of Travel (CAPT).
- **Grade separation within Te Urunga Hau (The Urban Room):** A large set of stairs and bleachers significantly reduce pedestrian movement across the entire width of the site, which otherwise had the potential to be an 'at grade' barrier-free movement zone throughout for all visitors.
- **Pedestrian movement along the north-south axis service lane:** Concerns of pedestrian-vehicle conflict based on whether a grade-separation or a shared lane is proposed.

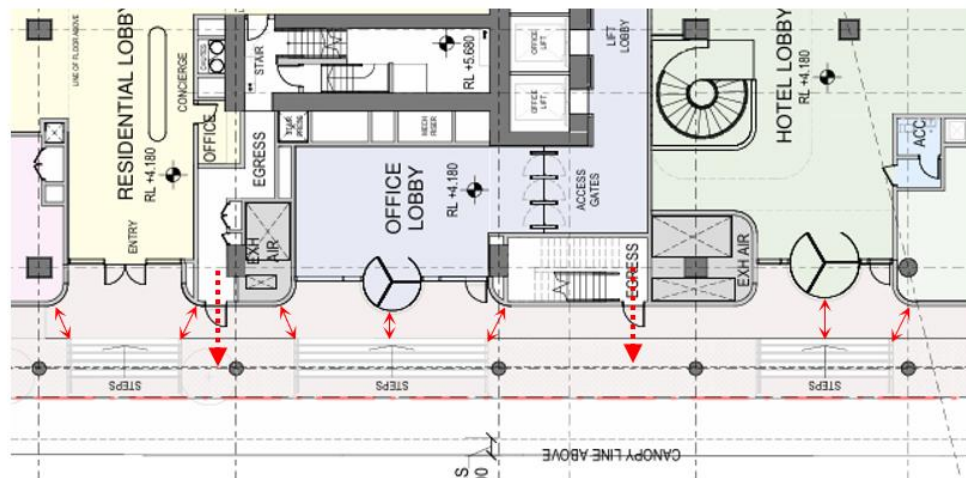
I have reviewed Appendix 6_FN-0001_FTA_S67 responses in this matter.

Applicant response

- **Entry points along Hobson Street:** The response maintains multiple entry points from Lower Hobson is a desirable outcome, adding enhanced passive surveillance to the street. Different peak requirements of access into and out of residential, office and hotel lobbies balance the pedestrian flow. Further adding, internal lane networks should provide alternative choices and further balance peak load. Finally, it states that egress widths are more than sufficient to cater to pedestrians in case of an emergency evacuation.
- **Grade separation within Te Urunga Hau :** The applicant acknowledges the above design limitation due to site constraints resulting in a level difference of 4.2m across blocks, and a clear departure from 'at grade' connections required for pedestrians as per the Unitary Plan at this location.
- **Pedestrian movement along north south axis service lane:** The response clarifies that public pedestrian access along north south axis on ground is prohibited and only exists in the basement level resulting in no pedestrian/vehicle conflict.

Universal design assessment

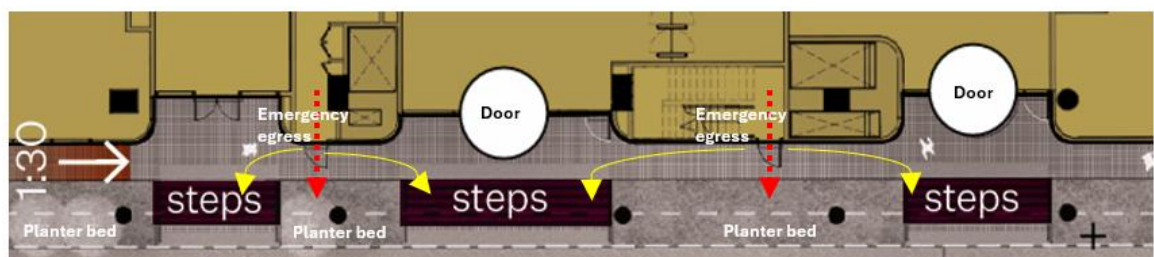
- The design team's response highlighting multiple entry points undoubtedly adds choice of movement for users; however, it does not sufficiently address concerns of pinch points created around emergency egress, as shown below. The dimensions indicated by 'red' arrows in the diagram below remain critical for all times and my concerns for safety, especially in case of an emergency scenario remain in place.



- Emergency evacuations via indicated egresses will direct all building occupants to assemble at Lower Hobson, away from the central court/ Urban Room end, which makes the location and design of all accessible stairs on Lower Hobson critical since all accessible stairs are serving as a means of egress requiring design compliance with NZS 4121:2001 and the NZ Building Code Clause D1/AS1.

NZ Building Code clause C4.2 : Movement to a place of safety states, *'Buildings must be provided with means of escape to ensure that there is a low probability of occupants of those buildings being unreasonably delayed or impeded from moving to a place of safety and that those occupants will not suffer injury or illness as a result'*.

- Further, both egresses lead directly to planter beds acting as obstructions further diminishing direct access to street level. In case of a mass evacuation, a 'movement conflict' may likely arise with the



able-bodied moving straight down to access the Lower Hobson via the accessible steps, creating a potential clash with the lateral movement with the wheelchair or pram users and others with mobility issues wanting to access ramps on the north-west corner or south-west end of Hobson Street.

However, the design team's response indicates a willingness to revisit the accessible stairs' configuration on Lower Hobson for a refined design. My suggestion is to review the stair design in conjunction with all exit points and the external corridor functioning as a CAPT along Lower Hobson. I strongly recommend a review of CAPT by accessibility advocates and input from the fire consultants.

- The gap between the first step and the revolving door of the office lobby seems particularly narrow and insufficient for two-way movement. One solution is to reposition the door and adjacent glazing further back. For accessible space dimension, refer

https://www.aucklanddesignmanual.co.nz/content/dam/adm/adm-website/design-guidance/universal-design/guides/ADM_Universal-Accessible_Space_Dimensions-Sept-25_Sr.pdf

5.4 Assessment of usage of limited parking spaces near the pick-up and drop-off (PUDO) zone accessed off Customs Street West

Section 67 RFI had a query was to ascertain whether the proposed short term parking spaces at the edge of the PUDO zone bordering Customs Street West are available for safe drop-offs/pick-ups of the elderly, disabled and site visitors with mobility issues.

I have reviewed Appendix 5_T11B260407 FTAA Transport responses, section 3.3 Hotel PUDO and management plan and noted the following.

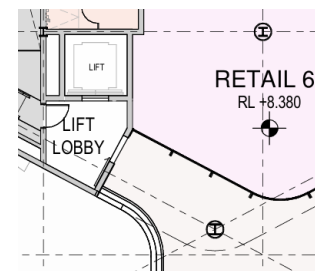
- The PUDO gradient appears relatively flat in the rendered image provided in the proposed Landscape drawing set.
- PUDO vehicle crossings are anticipated to have much lower volumes than the existing Downtown Carpark vehicle crossings along the Customs Street West frontage, adding assurance of a safer pedestrian environment compared to the existing.
- The proposed PUDO will likely be subjected to an active management plan within the first 3 months of opening, in addition to an annual review. The limited parking space operations can be revisited at that point.
- The design of signage around PUDO will likely be implemented in the final management plan.

No further information is required at this stage related to PUDO from a universal design perspective.

5.5 Provision & location of accessible lift

It was noted in the RFI that the proposed location of the accessible lift at the northern end of the Urban room was not ideal, tucked behind a lobby space resulting in reduced visibility. Further observations were as follows.

- **Lack of legibility due to location:** Questionable placement of the lift at the northern end, not being co-located with the main stairs and creating maximum travel path the drop off point located at Custom Street West at the southern end. The north-east corner Lower Hobson although a shorter distance to travel but still obscured, requiring wall signage to draw attention.
- **Unclear sightlines:** The movement path from the southern entry point seems to draw visitors towards the steps and bleachers at the center of the site, creating a natural expectation of spotting the lifts around the central court possibly necessitating the need for excessive/ frequent signage. Additionally, the point of arrival at the upper level does not provide clear sightlines with a sharp 90 deg angle, connecting to a narrow link before expanding into an open terrace, not an ideal point of arrival when exiting a lift for blind/low vision people or wheelchair/ pram users.
- **Operational hours:** Whether available 24x7 for public access
- **Sufficiency & alternative paths of travel:** Whether one accessible public lift is sufficient for anticipated pedestrians and alternative movement pathways in case of a breakdown



Applicant response to S67 RFI

- The accessible lift is integrated and incorporated within an adjacent building rather than a standalone element. The glazed enclosure offers higher quality experience with improved safety and surveillance.
- Clear sightlines are available from top and bottom of the public stairs.
- Operated 24 x 7, (hence noted)
- Provision is sufficient and alternative access is only available on weekdays during office hours via P1 commercial lobby

I have reviewed Appendix 6_FN-0001_FTA_S67 responses in this matter and the architectural plans.

Universal design assessment & further recommendations

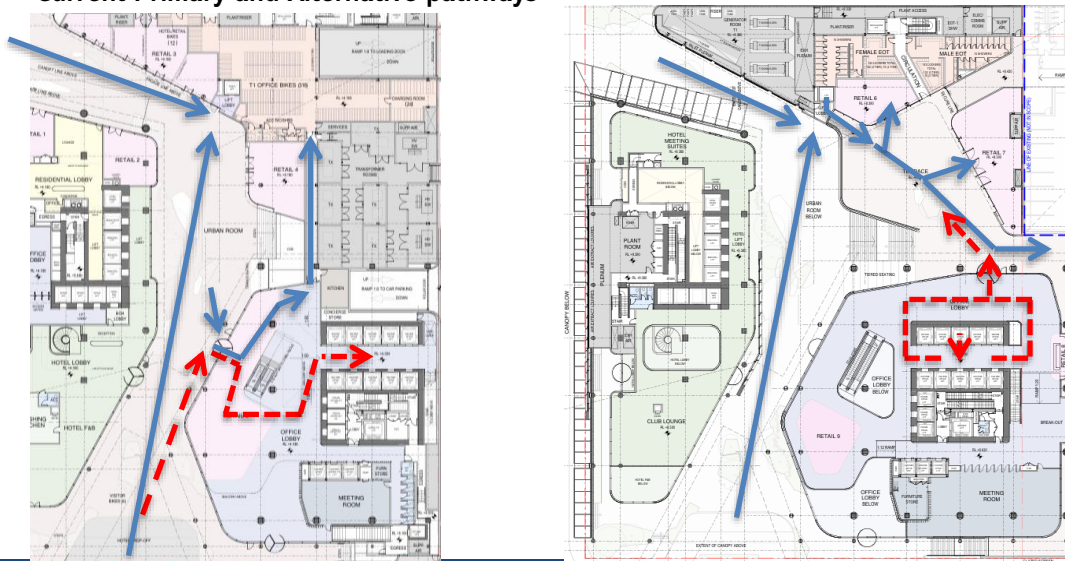
- The design team's response related to legibility of the accessible lift and access through the glass lobby remains unpersuasive. Integration of any lift provision must not compromise visibility and legibility for users. Also, co-location means 'adjacent to a set of stairs/ primary circulation area', therefore, the suggestion is not to create a standalone provision, but rather a centrally placed provision that can easily be spotted, equally by frequent as well as first-time users relying on intuitive wayfinding and minimal signage. Refer to the following plans highlighting the current scenario with an additional alternative pathway shown in 'red' and its comparison to a centrally placed, collated lift with stairs that maximises legibility, effectively reducing the 'red' alternative route.

It may be noted that the building code D: Access also advises lifts must be clearly visible or well-signposted from the building entrance, ideally co-located with stairs to offer choice and meet D1.3.. Refer to <https://www.building.govt.nz/building-code-compliance/d-access/accessible-buildings/internal-circulation/lifts> for design, co-location and visibility of accessible lifts.

a. Location & identification: Lifts need to be in logical locations where they are easy to find and use. Co-locating lifts with other means of changing level gives building users options.

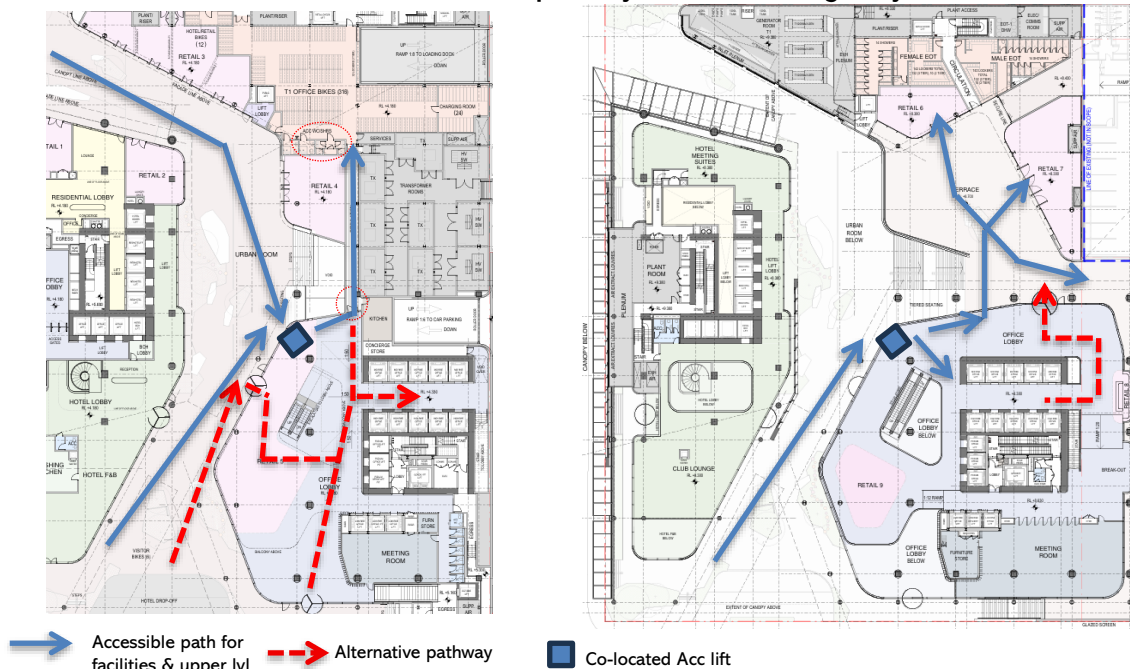
b. Approach to landing: The approach to landings needs to be step-free, give good visibility and wheelchair turning space.

Current Primary and Alternative pathways



→ Accessible path for facilities & upper lvl retail
- - - Alternative pathway

Co-located Acc lift: Reduced alternative pathway & Enhanced Legibility



- The comments referring to clear sightlines were in reference to, being able to spot the lift lobby from Lower Hobson Street level and Customs Street West entry points at a human height /eye level, and not from the top or bottom of the stairs. Good wayfinding principle applies from the point of street/site interface onwards.
- There is no anticipated pedestrian traffic data or expected numbers mentioned in the response to support the sufficiency provision of a single public accessible lift operating 24x7 weekdays and full-time during weekends. In my understanding, in an event of accessible lift breakdown and with P1 commercial lobby access not available during weekends and after hours, it may result in mild to moderate connectivity issues. Also, the accessible route maintaining the east-west connection to commercial bay will be compromised.

5.6 Provision for accessible car parks

I have noted the updated provision of accessible car parks based on changes arising from PC79 Consent Order Version as per Rule E27.6.3.2(A) covered in Appendix 5_T11B260407 FTAA Transport responses by the traffic planners. A total of 18 accessible car parks are available in the proposal.

- Residential accessible park was over-supplied (3 extra), now a total of 5
- Office accessible park was also over supplied (21 extra), now a total of 13
- Retail: none provided
- Hotel: no accessible parking, reliance on PUDO

Overall, I support the assessment carried out to re-distribute the total number of parking spaces and convert 3 accessible excess car parks into regular car parks and provide 5 additional accessible car parks to offices, which are likely to be well utilised.

5.7 Accessible toilets and lockers - Sufficiently provided, no further requests.

It is noted that the design team has indicated no intentions of providing an Adult Changing Facility (ACF) provision at the ground floor level from any of the 'at-grade' entry points even though the site strategically located in the city.

5.8 Wayfinding & Signage

The applicant has included comprehensive development signage in the Architectural Drawings in Appendix 9A, with information on signage zones included in Appendix 11_Urban Design Assessment : 5 Signage Zones. The size and location of the proposed signage zones are visible in the elevations. Further consent conditions for signage approval at a human scale and interaction level are requested.

5.9 CPTED - lighting and pedestrian safety issues.

Appendix 39_CPTED Assessment prepared by B & A Limited, identified a number of issues with pedestrian safety currently, primarily in three major locations around the site, namely:

(1)The **North-south service lane** thoroughfare perceived as an undesirable route for pedestrians, (2) **Hobson Street flyover and Sturdee Street reserve** with a notable concentration of rough sleepers and increasing number of homeless people, increased police presence due to reported cases and perceived intimidation, and a general sense of an unsafe environment discouraging pedestrian movement along Customs Street West and Lower Hobson Street; and, (3) **Customs Street West and Lower Hobson Street** – poor quality, uninviting streetscape, lack of activity, reduced activation due to current enclosure created by flyover and rough sleeping community creating perceived threats to pedestrian safety and the general atmosphere creating as a psychological barrier to movement between the Viaduct and other parts of the City Centre.

I concur with the report's assessment of the new proposal, suggesting,

- The new proposal enhances safety issues in general for pedestrians with ground and first-floor glazing, fronting new pedestrian laneways, maximizing natural surveillance to foster a sense of openness and safety.
- Chamfered edges of the building at lower levels create a sense of invitation and enhanced visibility as compared to sharp corners.
- Clear sightlines out of buildings are also likely reduce concealment opportunities and create a perception of security by 'being seen' and 'being able to see'.
- The 'open out' building compositions create laneways with a sense of being more accessible and inviting for pedestrians.

However, some conjectures were questionable, namely

- Appendix 11_Urban Design Assessment suggesting regular arrivals and departures from the hotel PUDO will likely enhance activation of this part of the street edge and corner with create a safe environment for building users and pedestrians at Sturdee Reserve as well as adjacent streets.

- My response to the above advised against sole reliance on the 24/7 presence of custodial hotel staff to fully ensure pedestrian safety and requested a Lighting Plan and other security mechanisms in place.

I have reviewed section 11.0, Appendix 1_Downtown Carpark Site Development FTAA - Planning Addendum. It is noted,

- A Lighting Plan to be submitted at the detailed design stage.
- An Active Surveillance Plan will be produced prior to building occupation

A summary of the concerns raised in RFI to be addressed in the Lighting Plan and Security Management Plan is as follows.

- The Urban Room, surrounded primarily by retail shops within the site, and entry to the office lobby of T1 will likely lose a sense of safety after hours, once office occupancy reduces and businesses close for the day. Some respite in terms of passive surveillance may come for the 24/7 operational hotel lobby of T2 at ground level. However, PUDO is not easily approachable/ visible for pedestrians walking along Lower Hobson due to the level difference and the revolving door entrance accessed from the urban room space.
- The informal seating/ bleachers integrated with landscaping elements towards the Custom Street West, accessible stairs along Lower Hobson, and the main staircase with tiered seating at the centre of the Urban Room are areas for potential congregation and architectural features attracting rough sleepers and anti-social elements, further discouraging pedestrians from walking through the site besides lowering the building's appeal.
- The configuration of the staircase along the southern laneway connecting Aon Tower and the new Tower 1, is 'not immediately intuitive' for the visitors owing to split levels. Ensure adequate signage and night-time lighting along the external staircase on Customs Street West.

Further recommendations

In addition to the above, I recommend pedestrian traffic modelling studies to ascertain perceived pedestrian traffic movement through the site, the urban room and surrounding streets at different times of the day. Modelling should also consider factors such as maximum and minimum occupancy of lower levels of buildings on site. The findings should be included in recommendations of CPTED related Lighting and Surveillance plans.

6 Section 67 Information Gap

I have not identified any critical information missing that may impact a sound assessment of the project from a universal design perspective.

7 Recommendation & conclusion

Overall, the proposed development promotes mixed land use offers an enhanced pedestrian-oriented environment, improves permeability and legibility for pedestrians and enhances safety in the location. The Universal Design Assessment of this application identifies the following proposed conditions to address all

aspects of Universal Design and accessibility in the proposed development to close out any outstanding risks to pedestrian safety.

I consider consent to be granted subject to the following recommended conditions.

8 Proposed Conditions

For universal design aspects considered in my assessment in this proposal, I do not identify any reasons to withhold consent. I consider the consent could be granted subject to minor amendments in the following consent conditions, 46-49 and the recommended new conditions (active surveillance management, accessible lift, accessible dwellings). Note that the recommendations below reflect my own recommendations with drafting help by the Council Planner, Sarah Wilson.

46	Architectural Design Plans Prior to the lodgement of Architectural Building Consent, a finalised set of architectural detail drawings and materials specifications must be submitted to the Council for written certification. The information must include the following: a. Details of the building's façade treatment / architectural features; b. Materials schedule and specification, sample palette of materials, surface finishes, and colour schemes (including colour swatches) referenced on the architectural elevations; c. Site services demonstrating how mechanical, electrical and communications equipment will be generally concealed from public view as far as practicable where this cannot be avoided for operational reasons (including external / rooftop services / plant, and visual / aural screening elements); d. Confirmation that the development complies with Standard H8.6.29 (Glare) of the AUP(OP); e. Final design of the service lane including pedestrian paths; and f. Finalised design of the ground floor elevation wall position and door locations relative to the stairs and planters along Lower Hobson Street to facilitate safe emergency egress during evacuation and reduce movement clash (able bodied moving straight down stairs clashing with mobility impaired moving across their movements) The finalised set of drawings must ensure that the building's proposed architectural treatment and finished appearance is consistent with the plans and information referenced at Condition 1, with the exception of any changes made to accommodate f. above. All works must then be carried out in accordance with the finalised architectural detail drawings and materials specifications, and thereafter retained and maintained for the duration of the consented development.
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	Advice note: <i>As part of the condition monitoring process, Council's monitoring inspectors will liaise with members of the Council's Urban Design Unit to ensure that the submitted details are consistent with the approved plans and information and with the Universal Design Specialist to confirm that the finalised design of the Lower Hobson Street façade in conjunction with the landscaping treatment along this façade safely accommodates emergency egress along Lower Hobson Street.</i>
47. Landscaping	Prior to lodgement of Architectural Building Consent a finalised set of Landscape Plans must be submitted to the Council for written certification. The finalised plans must be consistent with the landscape design intent identified in the plans and information referenced at condition 1 (except where addressing Universal design / movement concerns below) and must include: a. detailed landscape plans for streetscape and the urban room and specifications; b. location of planter boxes adjoining circulation paths, with clear widths marked between walls, stairs, external doors and planter beds to show adequate clearances. This is to ensure appropriate egress widths and movement, particularly during an emergency evacuation on Lower Hobson Street; c. planting schedule, detailing the specific planting species, the number of plants provided, locations, distances in between trees at street level type (ever green or deciduous), the heights/pint bag sizes; d. irrigation details; e. hard landscape plan and specifications, detailing materiality and colour for the external spaces; f. annotated sections with key dimensions to illustrate that adequate widths and depths are provided for amenity planting beds; g. a management/maintenance programme, in particular details of maintenance methodology and frequency, allowance for replacement of plants in case plants are severely damaged/die over the first five years of the planting being established.
Advice notes	• Ensure all landscaping plans, including design details for paving, street furniture, location of trees, and tree pit design, are reviewed and approved by the universal design specialists within Tamaki Makaurau Design Ope (TMDO) to ensure consistency with AC's City Centre Public Realm Design Manual (CCPRDM), also include sharing subsequent monitoring and maintenance plans thereof. • Some recommended references catering to parameters of paving sizes, texture and visual contrast to support the blind low and vision and wheelchair movement include, 'Parks Accessibility and Inclusivity checklist available at Auckland Design Manual (ADM) https://www.aucklanddesignmanual.co.nz/content/dam/adm/adm-website/design-guidance/universal-design/checklists/8. UD Parks-accessibility-inclusivity-checklist.pdf , RTS 14 guidelines for facilities for blind

	and vision impaired pedestrians, and consultation with CCS disability's Access Advisory services. Design compliance with NZS4121 disability standards is mandatory. • Hold extensive public consultation regarding landscaping details with mana whenua to include motifs of cultural or regional significance and, members of disabled community. Utilising human resources in forums such as CPAG (Capital Projects Accessibility Group) run by AT prior to lodgment of building consent offers tailored advice and ensures design endorsement from the blind, low vision group and wheelchair users.
48. Signage and Wayfinding Design	Prior to the erection or installation of any signs, the consent holder must provide to Council a comprehensive Signage and Wayfinding Design Plan for written certification containing details of all signs to be erected on the Site, including: a. All exterior building signs, including identification and building naming signs. b. All exterior directional, wayfinding, including location of public lifts, amenities, locker rooms, accessible toilets and rest rooms, and traffic and parking signs associated with the management of vehicle access to and from the Site that is not on land controlled by Auckland Transport. c. To ensure that proposed signage is cohesive and does not detract from the architectural quality of the building and immediate surrounding area, and avoids visual clutter and/or obstruction, this information is to include the location, dimensions, placement, materiality, colour, and method of attachment or placement of each sign. d. All signage must be universal in nature – intuitive, legible and accessible for all carrying fonts, heights, colour contrast approved by low blind vision, include raised tactile lettering and braille for floor mounted signs, and interactive NZSL panels at information counters/ plinths at critical junctions. e. All signage must be bilingual (Maori and English)
Advice notes	• Engage focus group/ members of the disabled community to review wayfinding and signage package in close consultation with the universal design specialists within Tamaki Makaurau Design Ope (TMDO) for maximum efficiency and ensuring palette consistency.

49. Lighting Plan	Prior to the lodgement of Architectural Building Consent, the consent holder must provide a Lighting Plan and Certification/ Specifications prepared by a qualified Lighting Engineer to the Council for written certification. The purpose of this Lighting Plan is to ensure adequate lighting for the safety of people, working or visiting the premises and its immediate environs outside of daylight hours. The Lighting Plan must: a. include details of the light-box feature (lux levels, type of lighting); b. include all accessible areas of the premises where movement of people is expected. Such locations include, but are not limited to, building entrances, building frontages, footpath or common access areas; c. include proposed locations, lux levels and types of lighting (i.e. manufacturer's specifications once a lighting style has been determined) and any light support structures required to control timing, level of lighting, or to minimise light spill, glare, and loss of night-time viewing; including emergency lighting, sensor lights, areas of glare free luminaires and, strip lighting along stairs and in front of lifts. d. demonstrate compliance with the relevant standards in E24.6.1 Lighting of the Auckland Unitary Plan (Operative in Part); e. demonstrate compliance with the AS/NZS 1158 P requirements and clearly specify what P Category the lighting design will achieve. The selection criteria for the chosen lighting category should also be presented (i.e. pedestrian/cycle activity, risk of crime, etc.) f. demonstrate the vertical illuminance by means of lux contours or a similar method to assess light spill on neighbouring properties where relevant. The limits of the vertical illuminance must comply with the Auckland Unitary Plan (Operative in Part) Standard E24.6.1.3, g. be informed by and respond to the Active Surveillance Management Plan required by Condition [TBC]; h. including night-time illumination proposed for the stairway along Customs Street West; and i. include an executive summary of the above information in plain English that outlines how the relevant requirements have been applied and the design response to them.
Advice notes	The consent holder is recommended to refer to the 'Lighting checklist' prepared by the Universal Design Team available on the Auckland Design Manual (ADM) https://www.aucklanddesignmanual.co.nz/en/design-guidance/universal-design/universal-design-checklist-for-lighting.html to cater to vision impairment parameters.
NEW: Active Surveillance Management Plan	Prior to the lodgment of Architectural Building Consent, the consent holder must provide an Active Surveillance Management Plan (ASMP) prepared by a suitably qualified person in designing for 'Crime Prevention through Environmental

	Design', to the council for written certification. The objective of this ASMP condition is to provide for the safety of people, working or visiting the premises and its immediate environs from potential anti-social activities. The ASMP must address the following as a minimum: a) A complete analysis of the terrain and building functions, in relation to time of the day, and during different occupancy levels of the towers at lower levels to fully comprehend pedestrian movement and safety in the following particular locations: i. the Urban Room including the staircase with tiered seating at the center of the urban room; ii. the informal seating integrated with landscaping elements towards Custom Street West around the proposed PUDO; iii. accessible stairs along Lower Hobson Street; and iv. the staircase along the southern laneway connecting split levels of Aon Tower and the new Tower 1 with a landscaping bed in between, b) Proposed locations of recommended active surveillance mechanisms including closed circuit television equipment to record and act as deterrence and proposed emergency call point(s) and an analysis of the areas covered. c) Details, including suggested ways of communicating with any proposed active security staffing and management to be present to monitor the safety of the site within hours of darkness. d) An overall statement considering proposals required by a) - c) of this condition and the Lighting Plan details certified in accordance with condition [X] on the effectiveness of designing and managing out anti-social opportunities and secure the safety of the site, its users, and pedestrians using wider connections around the site.
NEW	The certified Active Surveillance Management Plan under Condition [XX] must have all physical measures installed and fully operational and all management measures operational prior to the development being first occupied, and thereafter retained and maintained for the duration of the consented

	development. Any changes proposed to the certified Active Surveillance Management Plan must also be certified in writing by the Council prior to implementation.
NEW - Publicly Accessible Lift	Prior to the lodgment of Architectural Building Consent, a finalised Publicly Accessible Lift Management Plan must be submitted to the Council for written certification. The information must include the following: a. Finalised plans identifying the final location of the accessible lift, and demonstrating enhanced outcomes by addressing aspects of co-location, visibility, safety and intuitive wayfinding; b. Confirmation of the public hours of operation / access of the publicly accessible lift and the office lobby lift; c. Maintenance and management plan for the continued operation of the publicly accessible lift; d. A strategy to maintain Universal Lift Access in the event of breakdown of the publicly accessible lift, 24/7. This might include temporary 24/7 access to the office lobby lifts during a breakdown, or the provision of a second publicly accessible lift.
NEW	The certified Publicly Accessible Lift Management Plan under Condition [XX] must have all physical measures installed and fully operational prior to the development being first occupied, and thereafter retained, maintained and managed in accordance with the certified plan for the duration of the consent. Any changes proposed to the certified Publicly Accessible Lift Management Plan must also be certified in writing by the Council prior to implementation.
NEW Universal Design Residential Dwellings	Prior to the lodgment of Architectural Building Consent, a finalised Apartment Schedule and apartments drawings must be submitted to the Council for written certification. The information must include the following: a. An analysis demonstrating efforts to consider Universal design parameters in apartments closest to vertical circulation hubs and an updated Apartment Schedule identifying at least 5% of the residential dwellings (or a minimum of five) designed as accessible to suit design and access requirements. b. This should provide for a range of dwelling sizes; c. Updated floor plans for each of the Apartments updated to meet the above parameters' d. A statement prepared by a Universal Design specialist or accessibility consultant confirming all considerations for Universal Design undertaken in general and how design parameters' for the accessible apartments have been met.

NEW	The certified Universal Design Apartment Schedule under Condition [XX] must have all physical measures installed and fully operational prior to the development being first occupied, and thereafter retained and maintained for the duration of the consent.. Any changes proposed to the certified Universal Design Apartment Schedule must also be certified in writing by the Council prior to implementation.
	Advice Note: <i>Assessors such as Lifemark (or equivalent) work with the primary goal of maximising accessibility, mobility, and adaptability for the aged or disabled and therefore, a possible accreditation to be sought by the Consent Holder in this regard.</i>