

# CITYheart.faq's

## frequently asked questions

frequently asked questions

### ***Why is the work necessary?***

The CityHeart project will provide a fresh, modern and attractive civic centre where Hamiltonians will be happy to shop, dine and visit for entertainment, and is part of a wider strategy to revitalise Hamilton's centre as a destination of choice - encouraging visitors and residents back into the heart of the city.

### ***What is being done to ensure the effects on retailers are mitigated?***

We are committed to working closely with those most affected by the works to come up with a work programme and methods to limit disruption. Wherever we can we will aim to reduce effects by taking actions, such as limiting the hours of noisy work over the busy lunch periods. We will look at ways to minimise noise and improve access to premises, such as using pedestrian 'bridges' to allow shoppers and diners to cross the work area unimpeded. We will listen to customer/stakeholder feedback and review our work programme and methods to come up with new and better ways of working.

### ***How can retailers raise any concerns or find out about the CityHeart project?***

We all want the same outcomes, and we in the project team want to work with retailers and property owners to make the CityHeart project a success.

- > We will keep you updated on progress with our weekly CityHeart newsletters
- > The CityHeart Project Office (391 Victoria Street – next to Breakers Café) is open 8.30am to 5pm, Monday to Friday. Feel free to drop in if you have any questions or want information about the works.
- > You can talk to members of our project team, Mark Woodward (027 675 2893), John Pearman (027 217 6589) or Paul Honiss (027 430 6672) at any time on site or in the CityHeart Project Office – give one of them a call if you have any questions.
- > Come along to our Weekly Retailer Coffee Meetings – 2.30pm every Wednesday at Alma Café, Tainui Novotel Hotel, Alma Street.
- > Visit our web site [www.hamilton.co.nz/cityheart](http://www.hamilton.co.nz/cityheart)

### ***Are shoppers going to be able to cross the construction site at regular intervals?***

Access will be maintained to all premises at all times and a usable strip of footway adjacent to the businesses will remain untouched by the works (other than for isolated and very minor elements of the works). We will use pedestrian access bridges whenever and wherever we can to provide access to shops and businesses (some access may need to be suspended during certain operations because of health and safety reasons).

### ***What are you doing to encourage shoppers into the area while work is underway?***

The message to the public, from banners and information boards, will be that it's "business as usual" and that Victoria Street is open for business throughout the works. Signage will be used to indicate clear access routes for pedestrians and to direct them to crossing points.

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### ***Why will the work take so long?***

The work will be carried out sensitively but it will be carried out with a will and we believe it will be completed as fast as possible. The project team has valuable experience from other recent projects across the country. Work rates will be on a par with similar projects throughout the country, such as at Christchurch City Mall and Newmarket in Auckland.

Paving work usually takes a lot longer than other forms of resurfacing programmes. It is a very labour intensive construction exercise, but our staff are very experienced and working to our most efficient methodology standards in order to complete the work as quickly as possible.

Our aim is to give you the finished product as soon as possible so that we can enjoy seeing you benefit from your impressive new surroundings.

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### ***Why aren't you working at night to limit disruption during the day?***

The team will work after hours when required to carry out particularly disruptive work or to make up time lost. More extensive night working is not desirable because:

- > Working at night, particularly while paving, has a negative impact on quality
- > Working in low light increases the chances of hitting hidden services, such as power cables and water pipes
- > If services are accidentally hit during night-time working it takes a lot more time to fix the problem because the people and companies affected have to be called-in after hours
- > Increased night-time noise will affect residents and hotels in the area

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### ***Why don't you do all the noisy work outside of regular business hours?***

This would significantly increase the overall time it takes to finish the project – by working the way we plan to, it means we can be out of your way much sooner.

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### ***What will happen to the trees in Victoria Street?***

Where possible, trees will be retained in the new-look CityHeart. We would only remove trees in specific circumstances after full consultation with the city tree specialists. Where trees are removed, they will be replaced with many more new and healthy ones.

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### ***Why are you opening such a large work area?***

The larger the construction area, the faster work can progress. Our recent experience on other similar projects has shown us that retailers and the public want us to finish faster rather than have a long drawn out construction period. Our sensitive programming and management of the works mean that the disruption is minimised as fast as possible.

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