

We are working together: Council services during COVID-19

Our five councils in Hawke's Bay are working together to bring you all the information on the availability of the councils' services during this difficult time



Essential services being maintained in all four districts:

- **Council-owned drinking water, waste water (sewerage) and storm water supplies**
- **Kerbside rubbish collections** – put your rubbish out on your normal day
- **Dog control** – public safety matters such as dangerous dogs, wandering stock only
- **Road maintenance** – urgent works only
- **Environmental Health** – public health risks only
- **Cemeteries and crematoria** – operational but closed to the public; please contact your funeral director for further advice
- **Building inspections** – emergency inspections only
- **Liquor Licensing** – application processing only
- **Car parking** – public safety risks only; parking in all parts of the region is free
- **Resource and building consents** - as normal; excludes property visits
- **Harbourmaster** – essential responses only
- **Pollution** – essential responses only
- **Biosecurity** – essential responses only

Not open/operating:

All council customer service centres in the region are closed

(see alternative contact details right)

- **All playgrounds and community barbecues** in the region are closed
- **All public pools** in the region are closed
- **All i-Sites** in the region are closed
- **All council-owned community centres, museums, theatres, halls and sports centres** in the region are closed
- **All public libraries** in the region are closed
- **Most freedom camping areas** in the region are closed; the exceptions are designated self-contained vehicle camping areas within Napier
- **All public drinking water fountains** in the region have been disabled
- **All chlorine-free water taps** (Hastings and Napier) have been disabled
- **All animal control centres** in the region are closed to the public
- **The Hastings Chapel** (Hastings Cemetery) is closed to the public
- **Most public toilets** in the region are closed
- **All events** across the region have been cancelled until further notice

Rubbish and recycling

- **Kerbside rubbish collections** are operating as normal across the region – put your rubbish out on your normal day
- **Kerbside recycling collections** differ across the region. Please check your council's website for the latest updates
- **Napier, Central Hawke's Bay and Hastings transfer stations**, including recycling centres, are closed to the general public
- **Wairoa recycling centre and landfill** are open to the public
- **Rubbish disposal services for rural residents** differ across the region. Please check for options on your council's website

Parks, walking tracks, reserves and beaches

Our regional parks and reserves are open to walkers and bikers, but closed to vehicles. We recognise that people will want to get some fresh air, but we ask that you use the parks and reserves closest to your home and you need to maintain the isolation rules by only walking or biking with the people you live with. Please maintain a two-metre distance from other people.

Public transport

GoBay public transport (buses) is ONLY available to people working in essential services or people accessing essential services (supermarkets, healthcare, pharmacies). Passengers are required to maintain a two-metre distance from others on board and at bus stops.

On weekdays the Saturday timetable is operating PLUS Routes 10, 11, 16A, 16B and 17.

The normal weekend timetable is operating on Saturdays and Sundays.

GoBay bus travel during this period is free.

Rates

With all five council offices closed, rates cannot be paid at council customer service centres. Rates payments can be made electronically, over the counter at your bank if it is operating, or by posting a cheque. Cheques will not be cleared until after the isolation notice is lifted.

Contacting your council

- You will find most information you need on your council's website
- For regular enquiries, please contact your council by email
- If you need information urgently, contact your council by phone
- You can also follow your council's Facebook page for the latest updates

Hastings District Council

Web: www.hastingsdc.govt.nz
Email: customerservice@hdc.govt.nz
Phone: 06 871 5000
Facebook: @hastingsdc

Napier City Council

Web: www.napier.govt.nz
Email: info@napier.govt.nz
Phone: 06 835 7579
Facebook: @NapierCityCouncil

Wairoa District Council

Web: www.wairoadc.govt.nz
Email: customerservices@wairoadc.govt.nz
Phone: 06 838 7309
Facebook: @wairoadistrictcouncil

Central Hawke's Bay District Council

Web: www.chbdc.govt.nz
Email: customerservice@chbdc.govt.nz
Phone: 06 857 8060
Facebook: @CHBDistrictCouncil

Hawke's Bay Regional Council

Web: www.hbrc.govt.nz
Email: info@hbrc.govt.nz
Phone: 06 835 9200
Facebook: @HBRegionalCouncil

For health information see:

www.COVID19.govt.nz

To keep up to date with
Hawke's Bay Civil Defence
messaging see

Facebook: @hbemergency

Unite
against
COVID-19