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Category Name	Article ID	Article Title	Article Description	Article Content	Active	Updated On	Views
Spaces and Places							
Mauao (Mount Maunganui) / Moturiki (Leisure Island)							
	276	Fires or fireworks (Mount / Leisure Island) *	There's a fire or fireworks on Mount Maunganui or Moturiki (Leisure Island) / Who to contact if there is a fire at The Mount	<p>Answer to the question:</p> <p>Step One: Any fire or fireworks on The Mt / Mauao or Moturiki (Leisure Island) the Fire Service 111 must be called immediately.</p> <p>Step Two: Please then try any Spaces & Places person starting with [REDACTED] or s 7(2)(f)(ii) once contacted they will call all the others. If unable to get hold of the Spaces & Places people continue down the Fire call Tree below in this order:</p> <p>(If its on Moturiki - skip number 5 and 8)</p> <ol style="list-style-type: none"> 1. Fire Service 111 2. s 7(2)(f)(ii) TBA – 2nd contact 3. s 7(2)(a) - Privacy 4. s 7(2)(f)(ii) 5. s 6(c) - Maintenance of Law 6. s 7(2)(f)(ii) 7. Emergency Management Team (TCC) (calls diverted to on call team member) s 7(2)(f)(ii) 8. Communications Duty Comms - 1st contact Comms Manager - 2nd contact <p>s 7(2)(a) - Privacy</p>	True	08/12/2024	417

			<p>s 7(2)(a) - Privacy</p> <p>9. s 7(2)(a) - Privacy</p> <p>Variable:</p> <p>- If you get a call regarding the Fire Pump or Water pressure issues or regarding the key types refer to Fire pump / Water pressure / Key types</p> <p>Process:</p> <p>Type /Subtype:</p> <p>Wrap Code: S & P - Operations : Mauao : Verbal Advice given</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>s 7(2)(f)(i)</p>			
443	Dogs Mount (Mount / Leisure Island) *	Why are no Dogs allowed on The Mount / Leisure Island? / There's a couple of dogs running around chasing the sheep	<p>Answer to the question:</p> <p>Step One: Dogs are banned for two main reasons:</p> <ul style="list-style-type: none"> - We have sheep and significant wildlife dogs would disturb. - The tracks on are steep and narrow in places with significant drop offs and the visitor use is very high in both 	True	08/12/2024	331

directions. The presence of dogs on these tracks would increase the likelihood of visitor accidents due to the difficulty of passing and unpredictable nature of the animals.

Step Two: The exception is [Disability Assist Dogs](#) (public website for a list of dogs allowed in a prohibited area - scroll down to 'Disability Assist Dogs')

Specified agency dogs on active service:

- -Aviation Security Services
- -Department of Conservation
- -Department of Corrections
- -Ministry of Agriculture and forestry
- -Ministry of Defence
- -Ministry of Fisheries
- -NZ Foundation for the Blind dogs
- -NZ Epilepsy Assistance dogs
- -New Zealand Custom Service
- -New Zealand Defence Force
- -New Zealand Police
- -Director of Civil Defence and Emergency Management (whilst those dogs are on active duty)
- **Shepard's trained working dogs – To be wearing hi-visibility jackets at all times to identify them.**

Step Three: If they are advising that they see a dog on either Mount or Leisure Island and it is not one of these dogs above refer to [Dog in Banned / Prohibited Area](#)

Step Four: If the dog is distressing the sheep refer to [Distressed Sheep](#)

Variable:

- For more information on Prohibited areas refer to our website [Dog Exercise areas](#) and scroll down to Prohibited areas

Process:

			<p>Type /Subtype:</p> <p>Wrap Code: S & P - Operations : Mauao : Verbal Advice given</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>§ 6(c) - Maintenance of Law</p> <p>§ 7(2)(f)(ii)</p>			
938	Paragliding Lessons (Mount / Leisure Island) *	There's a guy teaching paragliding on the beach at Marine Parade, is he allowed to do that?	<p>Answer to the question:</p> <p>Step One: Take details from the caller including more detailed location and if its happening now, is it one person or multiple people? If its multiple people and during summer time they may have been awarded a Tender</p> <p>Step Two: If the caller wants to make a complaint, take details and refer to the contact below. If unavailable log a CCM as below.</p> <p>Process:</p> <p>Type /Subtype: Spaces & Places - Operations : Customer Message (change the referral to one of the contacts below)</p> <p>Wrap Code: S & P - Operations : Mauao : Refer Technical or CCM handled</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>§ 6(c) - Maintenance of Law</p>	True	08/12/2024	68

			§ 7(2)(f)(ii)			
1423	Animals / Birds - Injured, distressed or sick (Mount / Leisure Island) *	I was walking round The Mount and have found a lamb / sheep that looks hurt or lost (out of the fence - on track etc) / giving birth	<p>Answer to the question:</p> <p>Step One: Take details from the caller with as much information as you can about where the lamb / sheep is etc and tell the caller not to touch it</p> <p>Step Two: Call the shepherd as below. If the shepherd can't be reached, call the second contact. Log a CCM noting who you spoke with</p> <p>- If both are unavailable and there is no risk to human life or immediate risk to the animals life, just log the CCM below</p> <p>Process:</p> <p>Type /Subtype: Spaces & Places - Operations : Mauao/Moturiki</p> <p>Wrap Code: S & P - Operations : Mauao : CCM handled</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>§ 7(2)(f)(ii)</p> <p>§ 6(c) - Maintenance of Law</p>	True	20/12/2024	348
1537	Seals (Mount / Leisure Island) *	There's a seal on the rocks that looks sick / dead	<p>Answer to the question:</p>	True	08/12/2024	263

			<p>Step One: Advise the caller to DOC (Department of Conservation Tauranga on 07 578 7677)</p> <p>Step Two: Also refer to the contact below to advise. If unavailable log a CCM as below</p> <p>Process:</p> <p>Type /Subtype: Spaces & Places - Operations : Mauao/Moturiki</p> <p>Wrap Code: S & P - Operations : Mauao : CCM handled</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>s 6(c) - Maintenance of Law</p> <p>s 7(2)(j)(ii)</p>			
1540	Trees (Mount / Leisure Island) *	There is a dangerous or unsafe tree on the Mount / Leisure Island / hanging over or fallen on the walkway	<p>Answer to the question:</p> <p>Step One: Take details from the caller with as much information as you can about where the tree is and what the issue is (E.g. Overhanging / fallen tree).</p> <p>Step Two: Log a CCM as below. If it's a health and safety risk, call the contact below as well, and note who you spoke with</p> <p>Process:</p> <p>Type /Subtype: Spaces & Places - Operations : Mauao/Moturiki</p> <p>Wrap Code: S & P - Operations : Mauao : CCM handled</p>	True	08/12/2024	188

			<p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>CCM - Maintenance of Law (escalation s 7(2)(f)(ii) s 6(c) - Maintenance of Law</p> <p>Asset manager:</p> <p>CCM - Maintenance of Law</p>			
1543	Walkway Maintenance (Mount / Leisure Island) *	The path has been washed away in the recent storm on the Mount, Leisure Island, Mt Drury / There's been a slip / Who to contact?	<p>Answer to the question:</p> <p>Step One: Take details from the caller with as much information as you can about where the path is washed away etc.</p> <p>Step Two: Log a CCM as below. If it's a health and safety risk, call the contact below as well, and note who you spoke with</p> <p>Variable:</p> <p>- If the walkway is anywhere apart from these 3 areas refer to Reserve Walkways</p> <p>Process:</p> <p>Type /Subtype: Spaces & Places - Operations : Mauao/Moturiki</p> <p>Wrap Code: S & P - Operations : Mauao : CCM handled</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p>	True	08/12/2024	232

			<p>Who is Responsible?</p> <p>s 7(2)(f)(ii) escalation to s 6(c) - Maintenance of Law</p> <p>Asset manager:</p> <p>s 6(c) - Maintenance of Law</p>			
1545	Loose Rocks (Mount / Leisure Island) *	There's a large rock that looks as though it is going to fall down	<p>Answer to the question:</p> <p>Step One: Take details from the caller with as much information as you can about where the rock is etc.</p> <p>Step Two: Log a CCM as below. If it's a health and safety risk, call the contact below as well, and note who you spoke with</p> <p>Process:</p> <p>Type /Subtype: Spaces & Places - Operations : Mauao/Moturiki</p> <p>Wrap Code: S & P - Operations : Mauao : CCM handled</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>s 6(c) - Maintenance of Law escalation to s 6(c) - Maintenance of Law</p> <p>Asset manager:</p> <p>s 6(c) - Maintenance of Law</p>	True	08/12/2024	98

1548	Tent / Hang gliding (Mount / Leisure Island) *	There are people in a tent at the top of the Mount / Leisure Island / Are you allowed to hang glide off the Mount?	<p>Answer to the question:</p> <p>Step One: Take details from the caller with as much information as you can and log a CCM as below</p> <p>Process:</p> <p>Type /Subtype: Spaces & Places - Operations : Mauao/Moturiki</p> <p>Wrap Code: S & P - Operations : Mauao : CCM handled</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>§ 6(c) - Maintenance of Law</p> <p>§ 7(2)(f)(ii)</p>	True	08/12/2024	113
2001	Fire - Water pump and Key information (Mount) *	Fire Pump or Water Pressure Issues on Mauao during a Fire Event / Key Types	<p>Answer to the question:</p> <p>Fire Pump or Water Pressure Issues:</p> <p>Step One: If a call is received regarding the fire pump or water pressure issues on Mount Maunganui during a fire event, the caller must be advised not to attempt to fix the pump or to tamper with any of the valves or pump settings as any uninformed adjustments made to the pump can take hours to rectify.</p> <p>Step Two: If the fire pump is not working or the water lines are not pressurising sufficiently, please follow the Water Supply Tree below in this order:</p> <p>1. Downers EDI Works § 7(2)(a) - Privacy Water Engineer Operations & Maintenance § 7(2)(a) - Privacy</p>	True	22/01/2025	191

Key Types for Gates and Fire Pump on The Mount:

Step One: An X1 key will open:

- All gates on Mauao
- The fire pump shed
- The storage shed behind Mt Beachside Holiday Park building, where all track closure signage is kept.

Note: All Spaces & Places staff will have access to an X1 key (including s 7(2)(f)(ii))

Variable

These numbers may be requested by the Fire Service as a [Fire on The Mount](#) is happening now or they may ask you to make the call.

Process:

Type /Subtype:

Wrap Code: S & P - Operations : Mauao : Verbal Advice given

24/7 Process: Yes

Enquiry Type: Intermediate

Who is Responsible?

s 7(2)(f)(ii) on leave till Feb 24th contact s 7(2)(f)(ii)

2004	Bikes (Mount / Leisure Island) *	Am I allowed to Bike on Mt Maunganui / Leisure Island? Why No Bikes allowed?	<p>Answer to the question:</p> <p>Step One: No Bikes - they pose a significant hazard to walkers on the tracks and post a threat to significant archaeological features. The park is consequently classified as "passive recreation area".</p> <p>Process:</p> <p>Type /Subtype:</p> <p>Wrap Code: S & P - Operations : Mauao : Verbal Advice given</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>s 6(c) - Maintenance of Law</p> <p>s 7(2)(f)(ii)</p>	True	08/12/2024	120
2005	Smoking Information (Mount / Leisure Island) *	Am I allowed to Smoke on Mt Maunganui / Leisure Island? I've seen people smoking their before, can we please put up signage?	<p>Answer to the question:</p> <p>Step One: Fires and smoking are prohibited on Mauao or Moturiki. Although 'no smoking' is not legally enforceable, it is discouraged due to risk of fires.</p> <p>Step Two: Take details from the caller and log a CCM detailing where caller would suggest signage be placed</p> <p>Process:</p> <p>Type /Subtype: Spaces & Places - Operations : Mauao/Moturiki</p> <p>Wrap Code: S & P - Operations : Mauao : Verbal Advice given or CCM handled</p>	True	08/12/2024	94

			<p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>§ 6(c) - Maintenance of Law</p> <p>§ 7(2)(f)(i)</p>			
4086	Sharks (Mount / Leisure Island) *	I have seen a shark / There has been a shark sighting	<p>Answer to the question:</p> <p>Step One: If you receive notification about a shark sighting, take details and then phone Police on 111 immediately. In addition:</p> <ul style="list-style-type: none"> - If the sighting is off the Mt main Beach or at Pilot Bay, phone Surf Lifesaving at the Mt and advise. 07-575 5595 - If the sighting is off the Papamoa Beach, phone Surf Lifesaving at Papamoa and advise. 07-542 2122 <p>Step Two: No-one else needs to be advised, this is not something that DOC, Coastguard or Harbourmaster deal with and the Spaces & Places team had advised that they do not need information on these sightings either</p> <p>Process:</p> <p>Type /Subtype:</p> <p>Wrap Code: Xternal Org : Miscellaneous : Verbal Advice given</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: External</p>	True	08/12/2024	97
4700	General Maintenance (Mount / Leisure Island) *	There is damage on a structure, or graffiti anywhere on the Mount / Leisure Island	<p>Answer to the question:</p>	True	20/12/2024	134

			<p>Step One: Take details from the caller with as much information as you can about the location and what the issue is (E.g. broken gate, seat or memorial seat inquiries, graffiti on any structures).</p> <p>- If its a gate and is open on The Mount and animals could escape call the s 7(2)(a) - Privacy note in the CCM who you spoke to</p> <p>Step Two: Log a CCM as below. If it's a health and safety risk, call the contact below as well, and note who you spoke with</p> <p>Variable:</p> <p>If the path has been damaged, or there has been a slip refer to Walkway Maintenance (Mount / Leisure Island)</p> <p>Process:</p> <p>Type /Subtype: Spaces & Places - Operations : Mauao/Moturiki</p> <p>Wrap Code: S & P - Operations : Mauao : CCM handled</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>s 6(c) - Maintenance of Law</p> <p>Asset manager:</p> <p>s 6(c) - Maintenance of Law</p>			
4802	Spraying (Mount / Leisure Island) *	Can you tell me about spraying on Mt Maunganui / Leisure Island? / There are weeds that need spraying	Answer to the question:	True	08/12/2024	30

			<p>Step One: Take details from the caller with as much information as you can about the location and what the issue is. Log a CCM as below.</p> <p>Variable:</p> <p>- Spraying on other reserves</p> <p>Process:</p> <p>Type /Subtype: Spaces & Places - Operations : Mauao/Moturiki</p> <p>Wrap Code: S & P - Operations : Mauao : CCM handled</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>s 6(c) - Maintenance of Law</p> <p>s 7(2)(f)(ii)</p>			
4823	Pest Control (Mount / Leisure Island) *	Can you tell me about pest control on Mt Maunganui, Leisure Island, Mt Drury / I have seen Rats / Possums / Stoat's / Ferrets / Rabbits etc	<p>Answer to the question:</p> <p>Step One: Take details from the caller with as much information as you can about the location and what the issue is. Log a CCM as below.</p> <p>Variable:</p>	True	08/12/2024	22

			<p>- Pest control all other public areas (not directly on the Mount, Leisure Island or Mount Drury)</p> <p>Process:</p> <p>Type /Subtype: Spaces & Places - Operations : Mauao/Moturiki</p> <p>Wrap Code: S & P - Operations : Mauao : CCM handled</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Intermediate</p> <p>Who is Responsible?</p> <p>s 6(c) - Maintenance of Law</p> <p>s 7(2)(f)(ii)</p>			
4834	Statue of Tangaroa in the Harbour Entrance *	What is the statue in the harbour entrance about? / What does the plaque say?	<p>Answer to the question:</p> <p>Step One: You can refer to information on the Tauranga Heritage page and here is an image of the plaque</p> <p>Process:</p> <p>Type /Subtype:</p> <p>Wrap Code: S & P - Operations : Mauao : Refer Technical or CCM handled</p> <p>24/7 Process: Yes</p> <p>Enquiry Type: Simple</p>	True	08/12/2024	7

Who is Responsible?

s 6(c) - Maintenance of Law