

Visitor Accommodation Management Plan

Wynndale Developments

9 Gleniffer Place

1 Introduction

1.0.1 This Visitor Accommodation Management Plan applies to the use of 9 Gleniffer Place, Methven (Lot 193) for short-term visitor accommodation in accordance with resource consent LUC25/0012.

1.1 Activity Description

- 1.1.1 The proposed activity for 9 Gleniffer place is short-term visitor accommodation for the full duration of the year. It is limited to a maximum of 11 guests, one booking at a time. No other bedrooms or residential units will be rented out separately.
- 1.1.2 Outdoor areas associated with the visitor accommodation shall not be used between 10pm and 8am. Parties, amplified music, and other disruptive activities are not permitted as described in the House Rules.
- 1.1.3 Monitoring systems in place for noise and smoke will enable property manager/owner to prevent disruptions. Ample off street parking including two garage spaces prevents on-street parking and pre-booking communication ensures guests follow the requirements of this resource consent.
- 1.1.4 The proposed use of 9 Gleniffer Place as short-term visitor accommodation aligns with the objectives and policies of the Ashburton District Plan. Noise, traffic, waste, and privacy are managed to ensure that any adverse effects are mitigated. The operation promotes sustainable use of the property while maintaining the residential character of the area and promoting tourism in the district.

1.2 Activity Conditions

1.2.1 The visitor accommodation activity shall be actively managed by either the consent holder or an appointed manager. The consent holder or manager shall reside within 10 kilometres of the application site and be available at all times to respond to any matters occurring at the site.

- 1.2.2 Within three (3) months of the property changing ownership, the consent holder shall provide to the Council's Planning department, in writing, confirmation of whether or not they intend to continue operating the Residential Visitor Accommodation, and the nature of the residential use, and also (if required) update the Management Plan required under Condition (4) of LUC25/0012
- 1.2.3 The development shall be carried out in accordance with the plans and all information submitted with the application, being:
 - 1. Application Form
 - 2. Visitor Accommodation Management Plan
 - 3. House Rules (Appendix 1)
 - 4. Complaints Process (Appendix 2)
 - 5. Site Plan, floor plan and elevations (Appendix 3)
 - 6. Assessment of Effects (Appendix 4)
 - 7. House Manual (Appendix 5)
 - 8. Letter drop for neighbours (Appendix 6)
 - 9. Sign for guests two copies will be erected on-site (Appendix 7)
- 1.2.4 Any updates to the management plan will be certified by the Councils planning department prior to implementation.
- 1.2.5 The consent holder shall inform the council, including the Planning department of any changes to the management of the visitor accommodation, including the names and New Zealand phone number of the new management, when a change occurs.
- 1.2.6 Prior to commencing the activity, the consent holder shall erect two signs (minimum A4 size) on site to remind guests that they are in a residential area and to keep noise to a reasonable level, especially between the hours of 10.00pm to 8.00am the following day. The signs shall remind guests that the use of outdoor areas is prohibited between the hours of 10:00pm to 8:00am. One sign shall be installed in the kitchen and one weatherproof sign (i.e. laminated) shall be installed within the outdoor living area. The outdoor sign shall also state that no amplified sound/music is to be played from the outdoor living area between the hours of 8pm 8am. Refer to Appendix 7 for copy of these signs.

2 Property Manager

2.1 Property Manager Details

2.1.1 The short-term visitor accommodation will be managed by the following company:

Book In, Methven

Phone: 021 242 2109

Email: hello@bookinmethven.co.nz

2.2 Property Manager Responsibilities

2.2.1 The project manager shall have the following responsibilities:

2.2.2 At Booking:

- 1. Advise guests of occupancy limits and bed availability
- 2. Advise guest on how to safely access the property and parking locations
- 3. Advise guests of house rules and resource consent conditions
- 4. Ensure only one booking is made at a time

2.2.3 On check in:

- 1. Confirm number of guests does not exceed 11.
- Confirm location of on-site information booklet containing House Rules and advise guests of House Rules and resource consent conditions.

2.2.4 Other Responsibilities:

- Dispose of all rubbish and recycling appropriately. Bins are left at the kerb on Sunday evening for collection on Monday and bought back off the kerb Monday evening. A second red bin will be included to avoid any excess rubbish causing a disturbance. Bins are checked before collection to ensure no unacceptable contaminants.
- Post-checkout driveway inspection to ensure cleanliness and check maintenance requirements.
- Maintain a record of the operation of the visitor accommodation activity. This
 will include the date and duration of guests stays and number of guests per
 night on any given night. It will also record the number of vehicles utilised by

- guests. This record shall be made available to Council upon request. Details of all stays for at least the preceding 5 years shall be continually maintained.
- 4. Monitor house maintenance and inform owner of any work that requires attention in order to maintain the residential character of the area
- 5. Prior to the use of the building for visitor accommodation activities authorised by this consent, the consent holder should ensure the smoke alarms are provided and maintained in accordance with clause 5 of the Residential Tenancies (Smoke Alarms and Insulation) Regulations 2016.
- 6. The property manager remains available 24/7 to address any neighbour complaints or concerns. Communication with adjoining neighbours has emphasized the management practices in place to mitigate any adverse effects
- 7. The property manager shall maintain a record of all complaints received during the operation of the visitor accommodation activity on behalf of the consent holder. This will be in the form of a register containing the complaint details and any remedial actions undertaken. Details of all complaints (including any remedial actions taken) shall be kept for at least the preceding 5 years and any complaints received shall be forwarded to the Council Monitoring Department for monitoring purposes within 48 hours of the complaint being received. The complaint register shall be made available for inspection by the Council at all times.

3 House Rules

- 3.2.1 The following house rules are designed to ensure that the accommodation has no adverse effects on the surrounding residential area.
 - Outdoor areas must not be used between 10 PM and 8 AM, ensuring that neighbours are not disturbed by noise.
 - Guests must be courteous to neighbours, avoiding any undue noise or disturbance.

- 3. No parties, smoking, or pets are allowed on the property.
- No amplified music or sound systems are allowed in outdoor areas after 8
 PM. Indoor activities are allowed with windows and doors closed to minimize noise.

3.1 Obligations to Neighbours

- 3.1.1 A guest must not at any time during the occupancy period:
 - Create noise that because of its level, nature, character, or quality, or the time it
 is made, is likely to harm, offend, or unreasonably disrupt or interfere with the
 peace and comfort of neighbours and other occupants of the premises
 - Act in a violent or threatening manner towards neighbours or other occupants
 of the premises
 - Act in a manner that could reasonably be expected to cause alarm or distress to neighbours and other occupants of the premises
 - 4. Use or enjoy the premises in a manner, or for a purpose, that interferes unreasonably with the use or enjoyment of common property by neighbours
 - 5. Intentionally, recklessly or negligently cause damage to premises, any common property or any other communal facilities within the immediate vicinity of the premises, or any public property in the vicinity of the premises.
 - Intentionally, recklessly or negligently damage the personal property of neighbours of the premises
- 3.1.2 Neighbours: for the purposes of the above rules, neighbours includes those occupants of the Unit & House and all adjoining properties (refer to image 4) However, these rules are common sense and should be applicable to your impact on the wider community.
- 3.1.3 Responsibilities to owners and Hosts:
 - A guest must take reasonable care of the host's premises and the host's property at the premises.
 - A guest must notify the host or the host's representative (property manager)
 of any dispute or complaint about a guest's or visitor's behaviour as soon as
 possible after the dispute or complaint arises.

- 3.1.4 Guests responsible for conduct of visitors:
 - A guest is responsible for the actions of visitors they invite onto the premises
 during the occupancy period and must ensure visitors to the premises comply as
 if they were a guest on the premises.
- 3.1.5 Please refer to appendix 1 for copy of House Rules provided to guests.

4 Noise Management

4.1 Noise Management Procedures

4.1.1 The visitor accommodation activity shall be so conducted that the following noise limits are not exceeded at any point within the boundary of any other site within this zone:

Daytime (8am-10pm inclusive) LAeq (1hr) 50db

LAF, max 75dB

Nighttime (all other times) LAeq (1hr) 45db

LAF, max 70dB

- 4.1.2 Noise levels shall be measured and assessed in accordance with NZS6801:2008 Acoustics

 Measurement of Environmental Sound, and NZS6802:2008 Acoustics-Environmental Noise.
- 4.1.3 Outdoor areas are restricted to quiet use between 10 PM and 8 AM, as required by the District Plan noise control rules. Windows and doors must remain closed when noise is at higher levels indoors, minimizing external noise spill. Furthermore the House Rules prohibit parties, amplified music, and other disruptive activities.
- 4.1.4 In order to monitor noise levels and ensure mitigation of any disturbance to neighbours from outdoor and indoor noise and noise and smoke monitoring system is in place with alerts sent to the property manager and guests if breaches occur. Refer to the image 1 on the following page for the location of noise monitoring device. Device is located near the outside patio with close proximity to the main living areas of the house and main outdoor patio.
- 4.1.5 The noise monitoring system and quiet hours alongside the enforcement of the house rule will ensure the conditions of this resource consent are achieved.

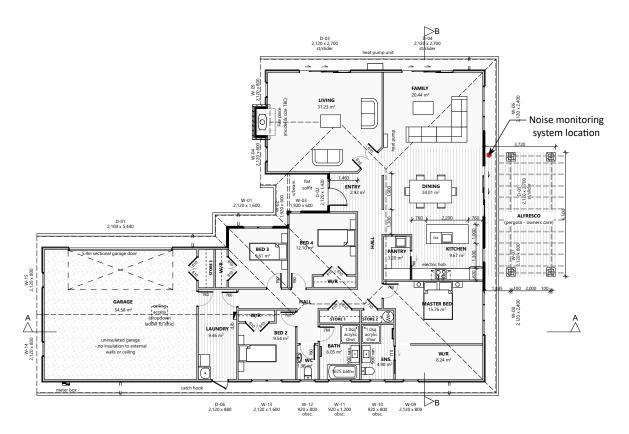


Image 1: Floor plan showing location of noise monitoring system

5 Traffic & Parking

- 5.1.1 The property provides a double garage parking for two vehicles and additional driveway parking that accommodates at least two more vehicles refer to Image 2 on the following page for possible parking locations. This complies with the District Plan's parking requirements for residential properties.
- 5.1.2 In addition to this, the House Rules prohibit guests parking on or in front of neighbouring properties or obstructing access, ensuring that traffic impacts are minor and localized.
- 5.1.3 Finally, a post-checkout driveway inspection by the property managers ensures cleanliness and checks maintenance requirements.
- The abundance of parking and turning space within the property along with the House

 Rules and post-checkout inspection mitigates any congestion or inconvenience that might be
 caused by visitor accommodation activities to neighbouring properties.

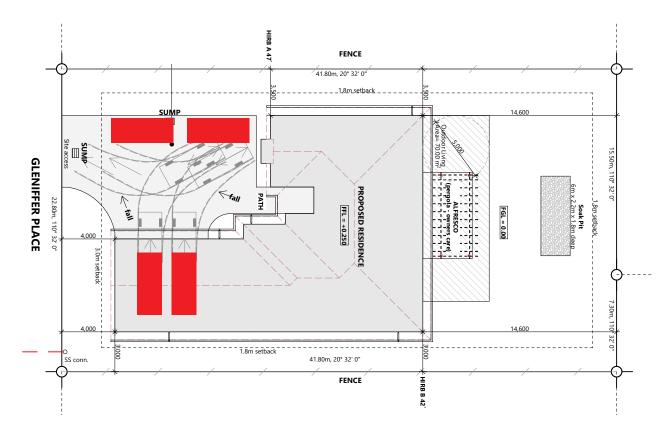


Image 2: Site plan showing possible location of carparks

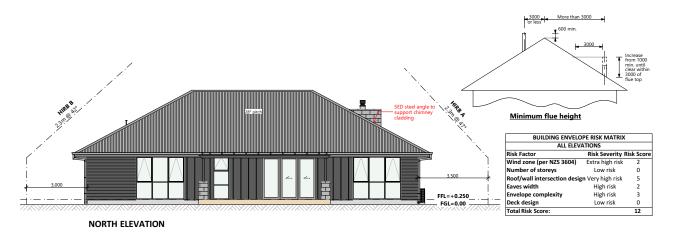


Image 3: North Elevation showing compliance with recession planes.

6 Privacy for Neighbours

- 6.1.1 As visitor accommodation has the potential to impact the privacy of neighbouring properties, several measures are in place to ensure this is mitigated.
- 6.1.2 As seen in Image 3, the house is built well below the Height in Relation to Boundary restrictions. The recession planes in Image 3 are extracted from section 4 of the District Plan.

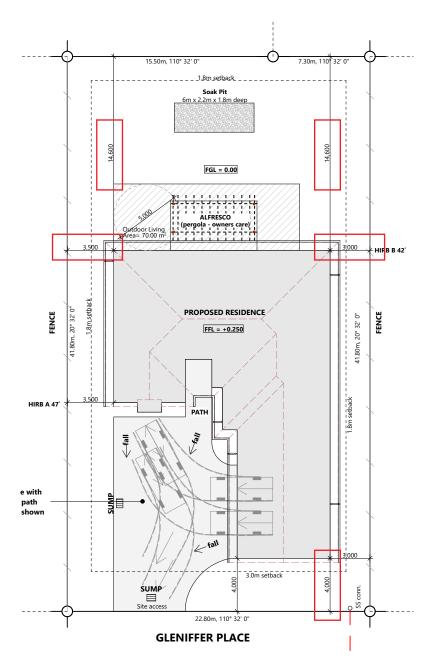


Image 4: Site plan with house set back from boundaries distance highlighted

- 6.1.3 The property is fully fenced along the boundary line with a 1.8m high fence. The fence offset from house is highlighted in Image 4 and compliant with the minimum setback required in section 4 of the District Plan in order to maintain residential privacy standards.
- 6.1.4 As written in the House Rules, guests are required to avoid disruptive behaviour, respect neighbours' privacy, and adhere to house rules regarding noise and conduct.
- 6.1.5 While visitor accommodation could potentially effect the privacy of the neighbouring properties, the compliance with recession planes, setbacks from boundary and high fences, alongside clearly stated House Rules and noise monitoring systems ensure that the neighbour's privacy will be maintained.

7 Complaints

- 7.1.1 If a complaint is received from a neighbour, member of the public, organisation or guest the Property Manager will follow the complaints process outlined below. Refer to Appendix 2 for copy provided to guests.
- 7.1.2 This process is designed to provide a clear and fair approach to resolving complaints and disputes that may arise from guests or neighbours regarding our holiday homes. Our aim is to address concerns promptly, efficiently, and in a way that maintains positive relationships with both guests and the local community.
- 7.1.3 We are committed to the following guiding principles:
 - Timely Response: We are committed to responding to all complaints within 12 hours.
 - 2. Fairness: We approach every situation impartially, ensuring that all parties are heard.
 - Confidentiality: Information shared in the complaints process will be kept confidential and used only for resolving the issue at hand.
 - Continuous Improvement: Feedback and complaints help us improve our services, and we welcome all input.

7.1 Complaints Process

- 7.1.1 Below is a brief summary of the steps we follow if a guest or neighbour has a complaint.Refer to Appendix 2 for the fully detailed process:
 - 1. Lodging a Complaint
 - 2. Acknowledgement
 - 3. Investigation and Resolution
 - 4. Escalation
 - 5. Preventative Measures
 - 6. Record Keeping
 - 7. Continuous Improvement

8 Review of Management Plan

- 8.1.1 This Visitor Accommodation Management plan will be reviewed on an annual basis to ensure the specified objectives and methods to mitigate the effects of short-term visitor accommodation on a residential area continue to be successful.
- 8.1.2 Prior to the use of the property for residential visitor accommodation activities authorised by this consent, and within ten working days of each anniversary of the date of this decision (and within 10 days of a change in property manager contact details), the consent holder shall undertake a letter drop to the owners/occupiers of adjacent sites. Refer to Appendix 6 for a copy of this letter.
- 8.1.3 All neighbouring property owners are identified by a red outline in Image 5.
- 8.1.4 This correspondence will include a cover letter which advises that a copy of the conditions of LUC25/0012, approved plans, approved visitor management plan are available from Council upon request. The cover letter shall outline the consented activity, and the property managers contact details for receiving any complaints. The cover letter shall direct owners and occupiers to direct all complaints to be conveyed to the property manager in the first instance.
- 8.1.5 The consent holder shall submit a copy of this cover letter (which may be electronic) to the Council Monitoring Department for monitoring purposes within 10 working days of each letter drop.



Image 5: Neighbour locations for letter drop

Appendix 1

House Rules

The following house rules are designed to ensure that the accommodation has no adverse effects on the surrounding residential area:

- Outdoor areas must not be used between **10 PM and 8 AM**, ensuring that neighbours are not disturbed by noise.
- Guests must be courteous to neighbours, avoiding any undue noise or disturbance.
- No parties, smoking, or pets are allowed on the property.
- No amplified music or sound systems are allowed in outdoor areas after 8
 PM. Indoor activities are allowed with windows and doors closed to
 minimize noise.

Obligations to neighbours

A guest must not at any time during the occupancy period:

- (a) create noise that because of its level, nature, character, or quality, or the time it is made, is likely to harm, offend, or unreasonably disrupt or interfere with the peace and comfort of neighbours and other occupants of the premises
- (b) act in a violent or threatening manner towards neighbours or other occupants of the premises
- (c) act in a manner that could reasonably be expected to cause alarm or distress to neighbours and other occupants of the premises
- (d) use or enjoy the premises in a manner, or for a purpose, that interferes unreasonably with the use or enjoyment of common property by neighbours
- (e) intentionally, recklessly or negligently cause damage to premises, any common property or any other communal facilities within the immediate vicinity of the premises, or any public property in the vicinity of the premises
- (f) intentionally, recklessly or negligently damage the personal property of neighbours of the premises

Neighbours: for the purposes of the above rules, Neighbours includes those occupants of the Unit & House and all adjoining properties. However, these rules are common sense and should be applicable to your impact on the wider community.

Responsibilities to owners and Hosts

- (a) A guest must take reasonable care of the host's premises and the host's property at the premises.
- (b) A guest must notify the host or the host's representative (property manager) of any dispute or complaint about a guest's or visitor's behaviour as soon as possible after the dispute or complaint arises.

Guests responsible for conduct of visitors

(a) A guest is responsible for the actions of visitors they invite onto the premises during the occupancy period and must ensure visitors to the premises comply as if they were a guest on the premises

Appendix 2



Book In Methven - Complaints and Disputes Resolution Process

1. Purpose

This process is designed to provide a clear and fair approach to resolving complaints and disputes that may arise from guests or neighbours regarding our holiday homes. Our aim is to address concerns promptly, efficiently, and in a way that maintains positive relationships with both guests and the local community.

2. Guiding Principles

- **Timely Response**: We are committed to responding to all complaints within 12 hours.
- Fairness: We approach every situation impartially, ensuring that all parties are heard.
- **Confidentiality**: Information shared in the complaints process will be kept confidential and used only for resolving the issue at hand.
- Continuous Improvement: Feedback and complaints help us improve our services, and we welcome all input.

3. Guest Complaints

Step 1: Lodging a Complaint

If a guest experiences any issues during their stay, they can lodge a complaint by:

- **Email**: Send a detailed email to hello@bookinmethven.co.nz
- Phone: Contact us directly at 021 028 38791

We ask guests to include:

- A description of the issue
- The date and time the issue occurred
- Any relevant photos or documentation
- Their preferred outcome or solution (if applicable)

Step 2: Acknowledgement

Upon receiving a complaint, we will:

- Acknowledge receipt within 12 hours
- Provide an estimated time frame for investigation and resolution



Step 3: Investigation and Resolution

- We will investigate the complaint thoroughly, liaising with any relevant parties (e.g., property owners, cleaners, maintenance staff).
- Our team will propose a solution or next steps within 24 hours of receiving the complaint.
- We will communicate the outcome to the guest, offering compensation or corrective action where necessary.

Step 4: Escalation

If the guest is not satisfied with the proposed resolution, they can escalate the complaint by:

- Requesting a review of the case by the Property Manager
- Engaging in further discussion to seek a mutually acceptable solution

4. Neighbour Complaints

We are committed to being respectful neighbours and addressing any concerns that arise in the local community regarding our guests. We provide direct neighbours of each Airbnb property with a letter containing our contact details, so they can reach us quickly if any issues occur.

Step 1: Contacting Us

If neighbours have concerns about noise, behaviour, or any disturbance caused by our guests, they can contact us by:

Phone: 021 028 38791

• Email: hello@bookinmethven.co.nz

The letter we provide to neighbours includes this contact information, and we encourage neighbours to reach out to us immediately in the event of any issues.

Step 2: Acknowledgement and Action

- We will acknowledge the neighbour's complaint within 12 hours of receiving it.
- We will assess the situation and, where necessary, contact the guests directly to remind them of house rules and local regulations.
- In the case of serious disturbances, we may send a staff member or agent to the property to address the situation in person.



Step 3: Resolution

- We will take appropriate action, which may include issuing a formal warning to the guests or taking steps to end their stay early if the behaviour persists.
- We will follow up with the neighbour to ensure the issue has been resolved and that no further disturbances occur.

Step 4: Escalation

If a neighbour is not satisfied with the resolution, they can escalate the issue by:

- Contacting the Property Manager for further discussion
- Requesting mediation or further intervention, if necessary

5. Preventative Measures

We are proactive in preventing complaints and disputes by:

- Ensuring guests are informed of all house rules prior to their stay, including noise limits, parking arrangements, and local guidelines.
- Providing a Welcome Pack in each property that clearly outlines the expectations for guest behaviour, quiet hours, and respect for neighbours.

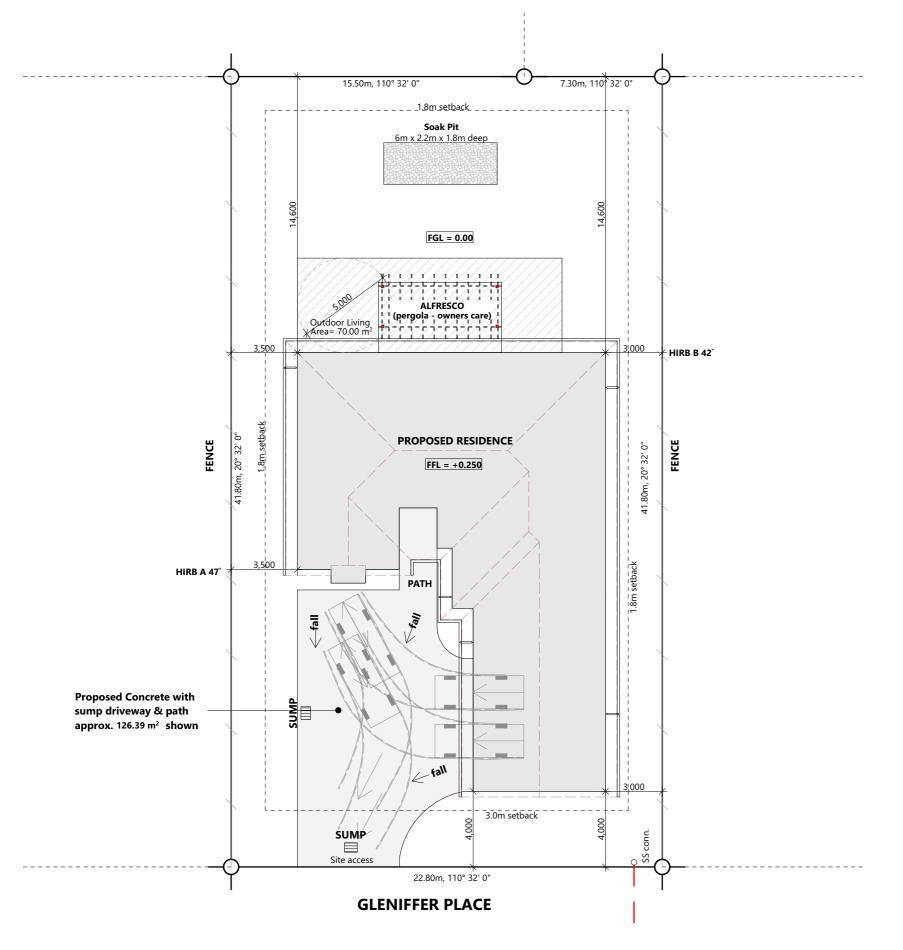
6. Record Keeping

We keep a record of all complaints and resolutions in our internal system to monitor patterns and improve service. This information is stored securely and used only for improving guest experiences and neighbourhood relations.

7. Continuous Improvement

We regularly review our complaints and disputes resolution process to ensure it remains effective and responsive to the needs of both our guests and the neighbourhood. Feedback from all parties is welcome and encouraged.

Appendix 3



Cautionary Notes:

BUILDING CONTRACTOR TO ASSESS SITE TO ENSURE DAYLIGHTING & BUILDING RESTRICTIONS ARE COMPLIED WITH.

NO LIABILITY FOR ENCROACHMENT SHALL BE HELD BY DESIGNER IF SITE IS NOT SURVEYED BY A REGISTERED SURVEYOR PRIOR TO COMMENCEMENT OF FOUNDATIONS.

Construction Notes:

Before building is erected on site, all rubbish, noxious matter and organic matter shall be removed from the area to be covered by the building. Ensure final building platform & finished ground have an even fall away from building to ensure water not be allowed to accumulate in buildings subfloor. Any fill to be dry & approved by engineer & compacted down in accordance with NZS.3604.2011

Contractor to

- confirm ground has adequate bearing to comply with NZS 3604: 2011, except in the case of SED design, or when using Firth RibRaft Floor System (refer Ribraft manual).
- locate all service connections points on site prior to commencement of works. Check invert levels or pipes and manholes.
- confirm plumbing route and fixture positions on site prior to commencement of works.
- locate all electrical and water services on site.
- confirm on site all boundary bearings, lengths & peg locations on site prior to commencement of works, to ensure house position is correct.

HIRB = Height in Relation to Boundary

Sediment Control:

- No building work will be started on this project until the construction
- of an approved stormwater outfall has been completed for this proposed Lot
- All erosion and sediment control structures are to be inspected and maintained daily
- Prevent any backfill or debris from washing onto council or neighbouring properties
- All ground cover vegetation outside the immediate building area to be preserved during the building phase
- All erosion and sediment control measures are to be installed prior to commencement of earthworks
- Stockpiles of clay and materials are to be covered with impervious sheeting
- Roof water downpipes to be connected to the main stormwater system as soon as roof sheathing & spouting is installed

NZBC F5:

Construction and Demolition Hazards
Acceptable Solution F5/AS1

1.0 Work-Site Barriers

1.0.1 The necessity for barriers will depend mainly on the site location.

The need will be greater in areas with high levels of pedestrian traffic (i.e. in Central Business Districts), than in industrial or rural

Barriers are not necessary for domestic dwellings up to 2 storeys above ground level unless specific hazards exist.

At all work-sites hazard evaluation will take account of:

- Pedestrian counts adjacent to the site.
- 2. Car parking adjacent to the site.
- 3. Location of neighbouring buildings.
- 4. Presence of neighbouring work-sites or recreation areas.
- 5. Proximity to schools or early childhood centres.
- 6. Proximity to housing.
- 7. The depth of a water hazard.
- 8. The period of time for which ponded water will be present.
- 9. The accessibility and 'visibility' of the site.
- 1.0.2 If a work-site is not completely enclosed, and unauthorised entry by children is likely, it
- is acceptable for specific hazards to be fenced only when workers are absent from the

immediate vicinity.

1.1 Site fences and hoardings

1.1.1 Fences and hoardings shall extend at least 2.0 m in height from ground level on the

side accessible to the public.

1.1.2 An acceptable fence may be constructed with galvanised chainlink netting having a

maximum sized grid of 50 mm x 50 mm. Post spacing shall be a maximum of 2.5 m, and the

gap between the bottom of the fence and ground no greater than 100 mm.

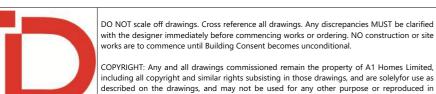


Lot: 193 DP: TBC Site Area: 950 m²

Gross Plan Area: 269.49m² (incl. covered entry)
Site Coverage: 28.36 % (35% maximum)

Maximum Building Ht: 8m

Territorial Authority: Ashburton District Council Planning Zone: Residential C



whole or in part without written permission obtained from A1 Homes Limited.

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SITE PLAN								Rev:		2		
Design: A1	Drawn:	EO/JLG/A	W	Check	k: AG/UP	LBP:	UP	Date:	6/07/2021			
Wind:	Wind: Earthq:		arthq: Exposure: Snow: N4		Climate:		Call 0800 A1homes 2 1 4 6 6 3					
Ex. High		2		В	2KPa	3	3	w	ww.A1homes	.co.nz		

Client Details: Wynndale Developments Ltd

Address:

Lot 193, Gleniffer Place, Camrose Estate

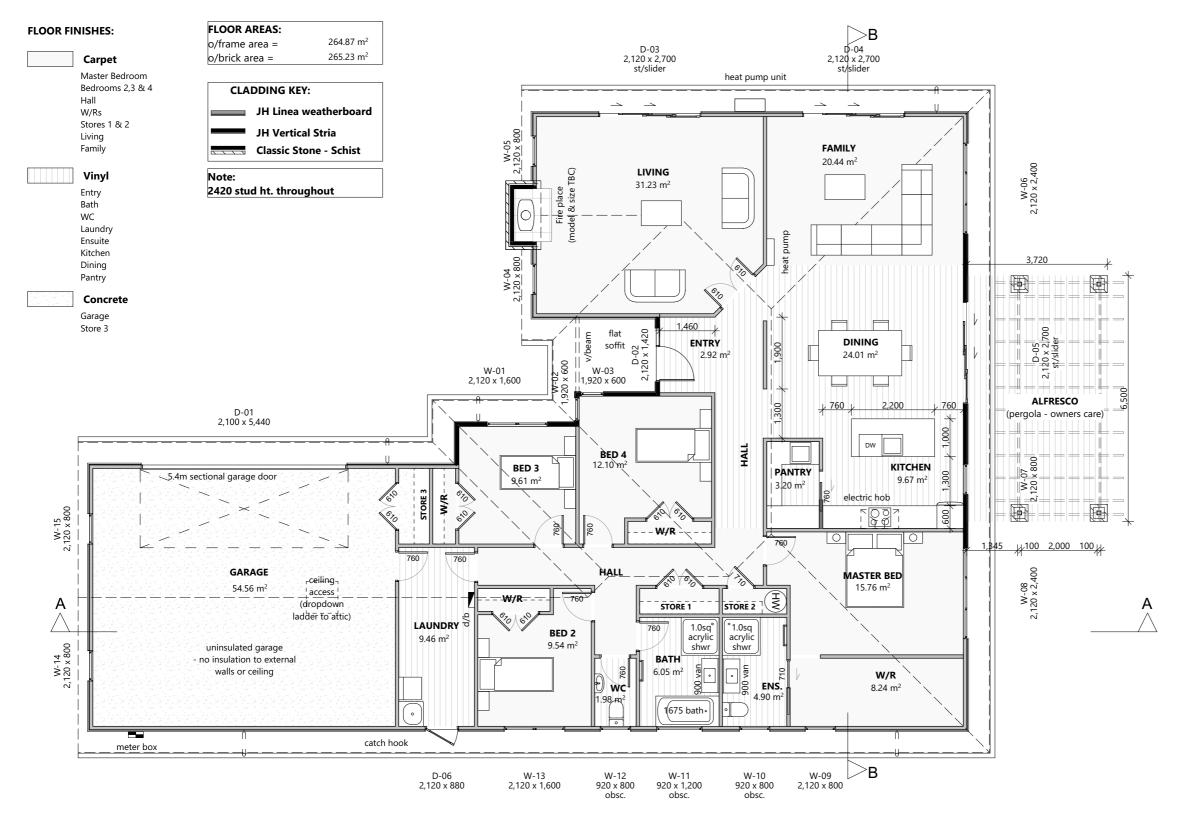
Job no: **CH1039**

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Note:

- Kitchen layout diagramatic and only to be used for drainage reference, refer to kitchen plans for exact design



Cautionary Notes:

Always cross reference the foundation plan with the framing plan prior to setting

Joinery sizes shown are box sizes & are preliminary only.

Site measure and confirm all joinery sizes, reporting to designer any changes. PRIOR to ordering joinery. No liability shall be held by designer for incorrect

Refer to all written dimensions, DO NOT scale off drawings.

Construction Notes:

Electric hobs with vented r/hood

Polybutylene water supply pipes.

Hot water supply pipes shall be thermally insulated to comply with H1/AS1 5.0 Mains pressure 180L HWC with tempering valve & seismic restraint in accordance with NZBC: 2004 section G12.

The delivered hot water temperature at any sanitary fixture used for personal hygiene shall not exceed 55°C

Tapered edge joints in ceilings

To reduce the risk of cracks caused by substrate movement, back-blocking of tapered edge joints is required in the following situations.

- When timber battens have been used:
- Any area containing 3 or more tapered joints
- · When steel battens have been used:

Any area containing 6 or more tapered joints

Please confirm layout & fittings of kitchen & bathrooms etc before foundation

Separation between electric hob and the Gib lined wall:

Cut out for hob: min. 55mm from back of bench top.

Overhead clearances: not less than 650mm from hob surface to range hood Side clearances: Where dimension to any vertical combustible surface is less than 150 mm, surface shall be protected to a min. height of 150 mm above hob

for full dimension (width or depth) of cooking surface area. Protection of combustible surfaces: 5mm thick ceramic tiles or graphic glass

suitable to protect 10mm Gib board.

1.1.3 Food preparation surfaces shall be easily maintained in a hygienic condition. Stainless steel, decorative high pressure laminate, and tiles are examples of suitable materials for these surfaces.

1.6 Wall linings

Wall linings adjacent to appliances and facilities shall have surfaces that can be easily maintained in a hygienic condition. Stainless steel, decorative high pressure laminate, tiles, wallboards with painted or applied impervious coatings or films, are examples of suitable materials for these surfaces.

Rigid wall underlays shall (required in Extra High wind zones):

a) Be minimum 7 mm H3 plywood

- b) Be installed with sheet edges fixed over solid framing
- c) Be over-fixed with a flexible wall underlay
- d) Have flexible flashing tape folded into opening reveals
- e) Have cavity battens at maximum 600 mm centres
- f) Be finish flushed with underside of bottom plate or bearer.

INSTALL IN STRICT ACCORDANCE WITH MANUFACTURERS SPECIFICATIONS AND INSTALLATION MANUALS - INCASE OF DISCREPANCIES MANUFACTURERS DOCUMENTS ARE TO TAKE PRECEDENCE.





DO NOT scale off drawings. Cross reference all drawings. Any discrepancies MUST be clarified with the designer immediately before commencing works or ordering. NO construction or site works are to commence until Building Consent becomes unconditional

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1:100 Sheet no: **GROUND FLOOR PLAN** Design: A1 Drawn: EO/JLG/AW | Check: AG/UP LBP: UP Date: 6/07/2021 Call 0800 A1homes Snow: 214663 2KPa www.A1homes.co.nz

Client Details: Wynndale Developments Ltd

Address:

8

Lot 193, Gleniffer Place, Camrose Estate Methven







EAST ELEVATION

General Notes:

Any encroachments shown are to be confirmed by a registered surveyor prior to commencement of foundations. No liability shall be held by designer with this confirmation.

Cautionary Notes:

BUILDING CONTRACTOR TO ASSESS SITE TO ENSURE DAYLIGHTING & BUILDING RESTRICTIONS ARE COMPLIED WITH.

NO LIABILITY FOR ENCROACHMENT SHALL BE HELD BY DESIGNER IF SITE IS NOT SURVEYED BY A REGISTERED SURVEYOR PRIOR TO COMMENCEMENT OF FOUNDATIONS.

Construction Notes:

Glazing in accordance with NZS 4223:2008/2016 plus amendments

All glazing low-e clear float except for obscure glass to bathrooms $\&\ wc$

Double glazing to all window and door joinery excluding garage

Aluminium joinery head heights to be 2.12m

Refer to floor plan for door & window sizes. Joinery schedule & sizes to be confirmed by pre-cut manufacturer & joinery fabricator PRIOR to manufacture by way of communication via email, phone or other.

HIRB = Height in Relation to Boundary

NZBC D1/AS1 Access Routes:

Concrete (min 150mm below FFL) or H5 timber step to all access points (owners care)

Acceptable Slip Resistance for Walking Surfaces:

• Portland cement concrete

- Broomed (Class 5 or 6) or wood float finish (Class U2)

Concrete surface finishes complying with NZS 3114.

- Coated and sand/grit impregnated

The sand/grit, which is sprinkled over the complete surface of the final paint coating, should be a hard angular material such as silica sand or calcined bauxite. The particle size should not be less than 0.2 mm so that it is not submerged by the coating and not greater than about 2–3 mm so that it remains tightly bound to the surface.

- Exposed aggregate finish

crushed aggregate

Asphaltic concrete

Concrete pavers
 Dry press concrete

- Interlocking concrete block paving to NZS 3116.

Anti-slip tapes

 will normally require regular replacement to remain effective. To ensure foot contact, tapes should be placed at right angles to the line of travel and be spaced at no more than 150 mm centres.

Foundation:

NZS3604 Formwork - Single Pour

Wall Cladding:

James Hardie Linea weatherboard - 180 mm James Hardie Vertical Stria

Classic Stone - Schist

Roof Cladding:

28° pitch. NZS Colorsteel Endura Corrugated profile

Fascia and Spouting:

Metalcraft 185 Colorsteel fascia Metalcraft Quadline spouting Colorsteel 80mmØ round downpipes

Joinery:

APL Residential suite Aluminium joinery



DO NOT scale off drawings. Cross reference all drawings. Any discrepancies MUST be clarified with the designer immediately before commencing works or ordering. NO construction or site works are to commence until Building Consent becomes unconditional.

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NORTH ELEVATION

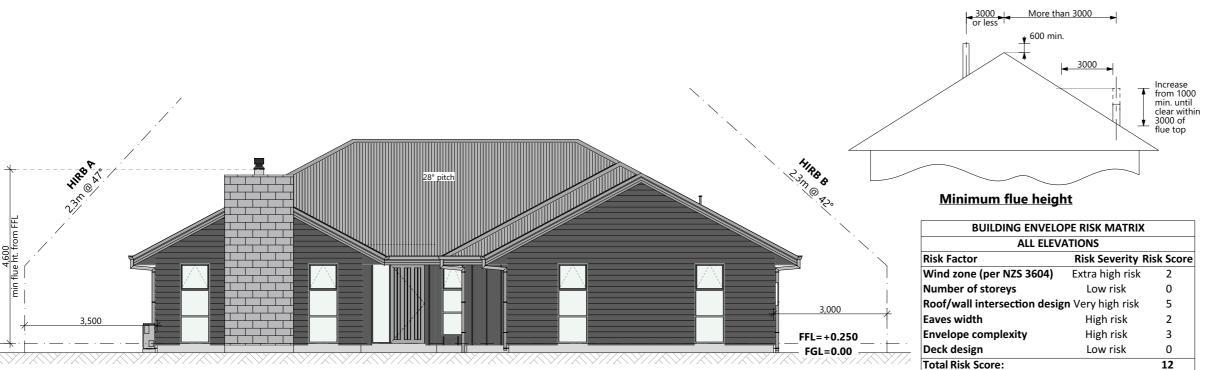
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Client Details: Wynndale Developments Ltd

Address:

Lot 193, Gleniffer Place, Camrose Estate





SOUTH ELEVATION



WEST ELEVATION

General Notes:

Any encroachments shown are to be confirmed by a registered surveyor prior to commencement of foundations. No liability shall be held by designer with this confirmation.

Cautionary Notes:

BUILDING CONTRACTOR TO ASSESS SITE TO ENSURE DAYLIGHTING & BUILDING RESTRICTIONS ARE COMPLIED WITH.

NO LIABILITY FOR ENCROACHMENT SHALL BE HELD BY DESIGNER IF SITE IS NOT SURVEYED BY A REGISTERED SURVEYOR PRIOR TO COMMENCEMENT OF FOUNDATIONS.

Construction Notes:

Glazing in accordance with NZS 4223:2008/2016 plus amendments

All glazing low-e clear float except for obscure glass to bathrooms $\&\ wc$

Double glazing to all window and door joinery excluding garage

Aluminium joinery head heights to be 2.12m

Refer to floor plan for door & window sizes. Joinery schedule & sizes to be confirmed by pre-cut manufacturer & joinery fabricator PRIOR to manufacture by way of communication via email, phone or other.

HIRB = Height in Relation to Boundary

NZBC D1/AS1 Access Routes:

Concrete (min 150mm below FFL) or H5 timber step to all access points (owners care)

Acceptable Slip Resistance for Walking Surfaces:

• Portland cement concrete

- Broomed (Class 5 or 6) or wood float finish (Class U2)

Concrete surface finishes complying with NZS 3114.

- Coated and sand/grit impregnated

The sand/grit, which is sprinkled over the complete surface of the final paint coating, should be a hard angular material such as silica sand or calcined bauxite. The particle size should not be less than 0.2 mm so that it is not submerged by the coating and not greater than about 2–3 mm so that it remains tightly bound to the surface.

- Exposed aggregate finish
- crushed aggregate
- Asphaltic concrete
- Concrete pavers
- Dry press concrete
- Interlocking concrete block paving to NZS 3116.
- Anti-slip tapes

 will normally require regular replacement to remain effective. To ensure foot contact, tapes should be placed at right angles to the line of travel and be spaced at no more than 150 mm centres.

Foundation:

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Client Details: Wynndale Developments Ltd

Address:

Lot 193, Gleniffer Place, Camrose Estate



KH228

Job no: **CH1039**

Appendix 4

1. Introduction

Property Description

9 Gleniffer Place is a modern 4-bedroom, 2-bathroom home with a large attached double garage and two living areas. The home is 265sqm (more or less) positioned on a 955sqm (more or less) section. The home comfortable accommodates up to 11 guests across the four bedrooms and pull-out sofa bed in the main lounge area. Majority of the guest bookings are for 8 guests but is ideal for two families travelling together. The section is fully fenced, and we do not allow pets to stay on the premises.

The assessment specifically relates to the Ashburton District Council's District Plan and considers its relevant objectives, policies, and rules.

1.1 Site Information

- Address: 9 Gleniffer Place
- Property Size: 955 sqm (more or less)
- **Dwelling Size**: 265 sqm (more or less), 4-bedroom, 2-bathroom home with two living areas.
- Guest Capacity: Accommodates up to 11 guests; commonly booked for 8 guests, ideal for two families.
- **Key Features**: Fully fenced property, no pets allowed.
- **1.2 Activity Description** This AEE assesses the environmental impacts of the property's operation as short-term visitor accommodation, addressing key considerations such as noise, traffic, privacy, waste management, and compliance with the Ashburton District Plan requirements.

2. District Plan Assessment

2.1 Zoning and Compliance

- Zoning: The property is zoned Residential under the Ashburton District Plan.
- Activity Status: The proposed activity is classified as a discretionary activity under the district plan due to the use of the property for short-term visitor accommodation.
- Compliance Overview:

- The property complies with setback, site coverage, and building height requirements as outlined in the District Plan.
- Key considerations such as noise, parking, and amenity impacts are addressed to ensure compliance with relevant rules and standards.

2.2 Relevant Objectives and Policies The proposal aligns with the objectives and policies of the Ashburton District Plan, specifically:

- **Objective 3.5**: To maintain the character and amenity values of residential areas while allowing for appropriate non-residential activities that are compatible with the surrounding environment.
- Policy 3.5A: Ensure that non-residential activities do not generate adverse
 effects such as excessive noise, traffic, or loss of privacy that could compromise
 residential amenity.
- **Policy 3.5B**: Manage activities to avoid, remedy, or mitigate potential adverse effects on neighbouring properties and the wider community.

3. Assessment of Environmental Effects

3.1 Noise Management

- Outdoor areas are restricted to quiet use between 10 PM and 8 AM, as required by the District Plan noise control rules.
- House rules prohibit parties, amplified music, and other disruptive activities.
- A noise and smoke monitoring system is in place, with alerts sent to the property manager and guests if breaches occur.
- Windows and doors must remain closed when noise is at higher levels indoors, minimizing external noise spill.

3.2 Traffic and Parking

- The property provides garage parking for two vehicles and additional driveway parking, complying with the District Plan's parking requirements for residential properties.
- Guests are prohibited from parking on or in front of neighbouring properties or obstructing access, ensuring that traffic impacts are minor and localized.
- A post-checkout driveway inspection ensures cleanliness and maintenance.

3.3 Privacy and Obligations to Neighbours

• The property is fully fenced with 1.8m-high boundary fences, in line with maintaining residential privacy standards in the District Plan.

• Guests are required to avoid disruptive behaviour, respect neighbours' privacy, and adhere to house rules regarding noise and conduct.

3.4 Waste and Environmental Management

- Waste management aligns with Ashburton District Council guidelines, including separate bins for general waste and recycling.
- Excess waste is resolved by the property manager using local recycling facilities.
- Energy-saving and water conservation practices are promoted in the house manual to support sustainable resource use.

3.5 Security Measures

 Pre-stay communication confirms group size, purpose, and acknowledgment of house rules.

4. Potential Adverse Effects and Mitigation

4.1 Noise

- Potential Effect: Disturbance to neighbours from outdoor and indoor noise.
- **Mitigation**: Quiet hours, noise monitoring system, and house rules enforcement in accordance with District Plan requirements.

4.2 Traffic and Parking

- Potential Effect: Increased vehicle movements causing congestion or inconvenience.
- Mitigation: Sufficient onsite parking and guest rules prohibiting street parking.

4.3 Privacy

- Potential Effect: Overlooking or intrusion into neighbouring properties.
- **Mitigation**: Fully fenced property and clear rules for guest behaviour, consistent with Policy 3.5B of the District Plan.

4.4 Waste Management

- Potential Effect: Overflowing bins or improper waste disposal.
- **Mitigation**: Managed waste collection and regular bin monitoring by the property manager.

4.5 Cumulative Effects

- The property's use as visitor accommodation does not contribute significantly to cumulative effects in the area, as its operations are well-managed and aligned with residential zoning requirements.
- **5. Consultation** The property manager remains available 24/7 to address any neighbour complaints or concerns. Communication with adjoining neighbours has emphasized the management practices in place to mitigate any adverse effects.
- **6. Conclusion** The proposed use of 9 Gleniffer Place as short-term visitor accommodation aligns with the objectives and policies of the Ashburton District Plan. Measures to manage noise, traffic, waste, and privacy ensure that any adverse effects are less than minor. The operation promotes sustainable use of the property while maintaining the residential character of the area.

This updated AEE demonstrates compliance with the Resource Management Act and the Ashburton District Council's District Plan.

Appendix 5



Your House Manual

9 Gleniffer Place

WELCOME

Welcome to 9 Gleniffer Place, Methven. We hope you have a great stay and enjoy exploring our wonderful district. There are many lively cafes, restaurants, and bars to explore with the shops only a short stroll away. At any point don't hesitate to contact your property manager Sam with any questions. We are here to help and want you to have the best possible stay.

HOUSE RULES:

- Checkout time is 10am
- No parties or events are permitted
- ♦ Quiet hours between 10.00pm and 8.00am
- →Respect neighbours & keep noise to a minimum
- No smoking or vaping inside

CONTACT SAM:

- +64 21 028 38791
- hello@bookinmethven.co.nz
- @bookinmethven

WIFI INFORMATION:

WIFI Network: geniffer.holiday9wifi2ghz or 5ghzPassword: white9snow

If you enjoyed your stay with us, please leave us a review. Thank you!

TIPS FROM YOUR HOST

- To start the fire criss-cross the paper or fire starters with a good amount of dry kindling.
- Please leave property reasonably clean and tidy including taking rubbish and recycling to the bins before departure.
- Report any damages or issues so we can address them. Guests will be responsible for any damage beyond normal wear and tear.
- → For winter guests, to secure the best property for your winter holiday we recommend booking by March at the latest

NEED HELP?

Police, ambulance, fire service call 111.

Non emergency line 105.



Before you go...

- Ensure you have your personal belongings and have checked the washing machine and dryer for any remaining items.
- Please empty the internal bins into the external bins provided ensuring NO bottle caps/lids go into the YELLOW recycling bin, only cans and cardboard can go in the yellow bins. Glass bottles go in the large green bins
- Please return all furniture to the location it was when you arrived.
- Close and lock all windows and doors, and switch off all lights and underfloor heating
- Check all the heaters are switched off in the bedrooms and the lounge.
- Please load the dishwasher and turn this on. Leave any overflow dishes drying beside the sink.



Property Information

INTERNET

WIFI: geniffer.holiday9wifi2ghz or 5ghz

Password: white9snow

WET WEATHER GEAR

If going up the beautiful Mt Hutt you will undoubtedly have lots of wet ski gear. The owners have made a purpose built wet area for all your boards, boots and clothes in the garage. They also have a "Dry Guy" In the laundry that is purpose built for drying your boots and gloves.

COFFEE MACHINE

Feel free to make yourself a yummy coffee with the machine. Please use the ground coffee beans for this, not the plunger coffee or it wont taste very nice. There are helpful step by step videos on YouTube. Always check that there is enough water in the back compartment as it is always empty when you first arrive.

KITCHEN

The elements and oven are easy to use. The pots and pans are non stick so please use the plastic cooking utensils provided to protect this. Ideally they also require hand washing. Please ensure you have cleaned or wiped up any spills in the oven. Please run the dishwasher on departure.

BREAKAGES

We understand that accidents do happen and that sometimes things are broken. It is however frustrating when the next guest is the one that discovers this so we kindly ask that you let us know so that we can make sure that any broken items can be fixed or replaced.

WASHING MACHINE AND DRYER

The lint filter MUST be emptied before every use or this may cause a fire. Please check your washing regularly to ensure it is not overheating. Please use the washing liquid provided and respect the machine size and do not overload.

RUBBISH & RECYCLING

All bins are located outside the laundry door. If you are staying on a Sunday night please take the bins to the roadside for collection Monday morning.

- 1.RED lid bin general household waste and food scraps- everything that is not recycling.
- 2. YELLOW lid bin recycling hard rigid plastic (grades 1, 2 and 5), cardboard, paper, tins, and metal cans. All recycling must be rinsed clean of food scraps and loose, not bagged. No lids are allowed in recycling.
- 3. GLASS recycling please remove lids and any liquid still inside and place into green bin

HEATING

The house has one heat pump in the lounge controlled by the remote, there is also a fireplace and hallway heater. The heat pump works more efficiently when left on a consistent temperature during your stay. Please ensure the hallway heater is not left on when you are not at the house. Tips to start the fire: ensure the air controller lever is open to FULL. Arrange a bundle of kindling in the centre of the fire and a few fire lighters. Once lit, leave the door open slightly for about 5 minutes or until kindling starts to burn. Add a small piece of wood and close the door. Top up as required, control how fast the wood burns with the lever and reduce if room getting too hot. More wood is located in the garage cupboard.

TV & SOUND BAR/SPEAKER

The television is easy to use. Simply turn on with the remote. Press the home button and from there you can watch free to view channels or log into your own streaming account if you have one. You can also Chromecast from your own phone as well if you wish to use your Sky Go account for sport etc.

SUSTAINABILITY

We do not support the use of single use plastics and are proud to support this initiative. You will find body soap and hand wash in the applicable areas and we refill our hand wash and dish washing liquid bottles to minimize plastic waste. Although we would love to use purely biodegradable and eco-friendly cleaning products, your safety and hygiene is important to us – some chemicals are used from time to time in the cleaning of the home between guests. We buy our products in bulk to reduce plastic waste and refill where possible.

Pro tip: Remember to unplug your chargers or turn off the switch on the wall to help us save power. Up to 50% of the energy used by mobile phones comes from chargers that are plugged in when they are not being used. The same goes for lights, remember to switch off lights in rooms you are not using.

MID-STAY CLEANING

If you would like your linen changed and the house cleaned during your stay, please contact Sam as soon as possible to check availability. There may be an additional charge for this service.

TOILET

Please do not flush anything but toilet paper down the toilet. Nappies, wipes, sanitary products, and make-up wipes are to be placed in the bins provided.





Health & Safety

If you have an emergency and require police, ambulance, or the fire brigade please call 111. State the property address you are staying at and if you have the compass app on your cell phone, you can provide your exact GPS coordinates if you are out of town.

Methven Medical Centre contact number is 03 302 8105 – after hours there is often someone on call or you will be transferred to Rakaia Medical Centre after hours.

The closest hospital is Ashburton Hospital at 28 Elizabeth Street, they have an acute admitting unit, please call in advance and let them know you are on your way (non-life threatening, of course!) as this can speed up the process on arrival – 03 307 8450.

Methven Pharmacy phone number is 03 302 8103

Healthline – call them for free if you have any concerns for yourself or a member of your group and can't get through to the medical centre but it isn't a medical emergency, they have trained nurses 24/7 to speak with 0800 611 116.



Local Guidebook

SUPERMARKETS

Fresh Choice Methven or Four Square Methven

For large orders you can shop online at New World and Countdown

Ashburton – both supermarkets offer delivery or click and collect orders.

RESTAURANTS AND BARS

Blue Pub Methven

If you are looking for lunch/dinner or a place to dance away the night, the Blue Pub is the place for you. They do a delicious seafood chowder and chicken burger! Totally recommend! 03 302 8046

The Brown Pub

The Brown Pub is one of Canterburys historic pubs and has been restored after a large fire in 2019. Known as the local's pub, they have a great menu selection, and you can't beat a delicious chicken schnitzel! 03 302 8045

Green Parrot Bar & Grill

Often live music on a Sunday afternoon in the beer garden, a great menu with a fantastic chef. They also offer burger and steak nights where you can grab a great deal on dinner and a drink. A comfortable bar and restaurant with great hospitality. 03 302 9900

The Dubliner

A great Irish based bar and restaurant, bookings are recommended especially during the winter period. A yummy menu and tasty sharing platters. 03 302 8259

Doms - Pizza & Burgers

A great takeaway and dine in facility, they also offer deliveries but in winter be prepared to wait 45 minutes to an hour. The burgers are delicious, as are the pizzas. 03 302 8237

Frydays

Fish and chip shop located in the "mall" near Super Value – takeaway only. 03 302 8237

Ski Time

Absolutely divine menu and outstanding service. Bookings are a must during winter. 03 302 8398

The other local takeaways are Indian, Thai, Village Takeaways, Purple Dragon (the best dumplings EVER, normally only available in winter parked in a caravan near the Green Parrot), Kebizza (best kebabs!) Tip, order on the phone as there is normally quite a wait – google Kebizza Methven for menu and cell phone number parked near the Blue Pub.

THINGS TO DO..

Staveley Ice Skating Rink

Open during winter seasons, this place is absolutely magical! Bookings are recommended, view the website for details.

Mt Hutt Bike Park

For the Adrenalin junkies, the bike park is a great way to burn off some energy, also whilst providing excellent views of Mid Canterbury Plains.

NZ Alpine & Agriculture Encounter Methven

A great activity with the kids, especially on a rainy day to avoid cabin fever!

Lake Coleridge

For the budding fisherman or passionate walkers, Lake Coleridge village is just 40 minutes from Methven and holds a lot of history with the power station, lake and surrounding smaller lakes, walks into Lake Ida and Peak Hill which has panoramic views. Well worth a day trip!

High Country Horse Adventures Lake Coleridge

If you fancy a horse trek, HCHA caters to short and multi day horse treks. Just 40 minutes from Methven and offers beautiful scenery.

Lake Camp and Lake Clearwater

A short 50 minute drive from Methven to some of Canterbury's beautiful high country spots, there are historical stops along the way. A great way to tire the kids out with many short or long walks.

Adventure Balloons NZ

What better way to view Mid Canterbury from a hot air balloon! They are locally based in Methven so please do call to check availability.

Mt. Hutt Skifield

It seems silly to mention this one, but for those unaware, the wonderful Mt. Hutt is based 30 minutes away to the top car park, voted New Zealand's best ski resort for 7 years in a row. You can drive part way up the access road in summer for great views of the Canterbury Plains.

Heli Rural

If you feel like a scenic flight into the back country, located just 10 minutes out of Methven, Scott and his team will ensure you have an incredible trip.

Terrace Downs Golf Resort

Beautiful food, amazing views, world renowned golf course and activities.

Discovery Jet

Enjoy a thrilling boat ride on the Rakaia Gorge. Views that will make you feel like you are in another country! View the website or Facebook page for bookings.

WALKING TRACKS

Methven walkway - Enchanted forest

If you enjoy a nice easy stroll or need to get the kids out of the house for a while; the Methven walkway is absolutely packed with fairies, rhymes, and stories along the way. The track starts just after the Opuke Thermal Pools.

Awa Awa Reserve

A walking reserve with many rhododendrons and native plants, you can make your walk as big or small as you like and there are some hills so be warned. Can be slippery in winter. Dog friendly but dogs must be on a leash.

Rakaia Gorge Walkway

A lovely return walking track with magical views overlooking the Rakaia Gorge. Simply stunning on a nice day and a relatively easy walk for most fitness levels.

COFFEE SHOPS & CAFES

Primo E Secundo

A cool and quirky coffee shop with menu and cabinet food. Plenty of seating inside and out.

The Alpine Grind

Excellent coffee and very yummy keto, vegetarian friendly cabinet food, chia bowls etc.

Station Coffee

If you want a quick coffee on your way somewhere this is the place to go! Super-fast service and delicious coffee, they have some yummy cabinet food and real fruit icecream also! Located next to Garage Gym and very family friendly and excellent shopping as you will find Farmhouse Boutique within!

Molecule

Delicious brunch menu - totally recommend the creamy mushrooms! Great cabinet food and coffee. Set up for kids with a highchair too. Wonderful staff and possibly the best coffee in Methven?! You be the judge!

Staveley Store

A lovely country coffee shop with lovely wood fired pizzas, great cabinet food and a small giftware area as well. Worth a stop if you are walking Sharplin Falls or heading to the ice skating rink.

Cafe 45

A new Methven Cafe, previously Topp Cafe. This lovely sunny corner cafe offers buffet breakfast on Saturdays and cabinet food.



RELAX & UNWIND

Ōpuke Thermal Pools & Spa

A divine way to relax after a day on the slopes or mountain bike track, or simply to enjoy the stunning surroundings! Bookings are essential as many time slots book out in advance. The cafe also does a great lunch, snack food and coffee.

Flow Pool & Studio

Flow Pool offers multiple yoga and Pilates classes, they also have a private heated indoor pool which you can book (see the website for details)

The Salt House

Located in "The Mall" near Super Value, the salt house offers many massage and relaxation services in a peaceful and restorative environment. They also specialize in Halotherapy and offer one of the best salt houses in the Southern Hemisphere.



Contact Us

- +64 21 028 38791
- hello@bookinmethven.co.nz
- @bookinmethven

Appendix 6

This is a letter of advisement to inform you that number 9 Gleniffer Place has been consented by council to resume visitor accommodation.

A copy of the conditions of LUC25/0012, approved plans and a detailed approved visitor management plan are available from Ashburton District Council upon request.

Strict measures have been put in place to mitigate any disturbances to you.

Surveillance and noise monitors are installed to facilitate property management, however, should a disturbance arise please direct all complaints to:

Property Manager Andrew Gorman: 021 242 2109.

hello@bookinmethven.co.nz

Kind regards

Delwyn Walker (property owner)

Appendix 7

A Friendly Reminder to all Guests

You are in a residential area, local council strictly requires you to keep noise to a reasonable level and to abstain from any disruptive behavior:

- No parties, smoking, loud swearing or pets allowed.
- Use of outdoor area is prohibited between the hours of 10.00pm and 8.00am.
- No amplified sound/music outdoors between 8pm and 8.00am.
- After 8pm indoor activities are allowed with windows and doors closed.

Failure to comply will incur a penalty

These requirements are necessary for this property to remain as visitor accommodation.

Outdoor surveillance camera and noise control monitor are both in operation.

Thank you for respecting this property and surrounding neighborhood.