

06/05/2018 - Specifications for single dwelling on 94 Mulgrave Street for Tolley Farm Simone Morrison. Building consent to replace existing metal roof with coloursteel. Inspection completed by PNCC on 13/06/2018 to confirm replacement of roofing.

3.2 Historic Aerial Imagery

Historic aerial photographs from Retrolens, LINZ and Google Earth were reviewed. Aerial imagery between 1950 and 2019 was reviewed. There was a gap of 13 years between 1950 and 1963, a gap of 14 years between 1963 and 1977 and a gap of 20 years between 1981 and 2001. Licencing restrictions prevents the duplication of Google Earth Imagery in WSP reports. Aerial imagery from Retrolens and LINZ have been provided in Figure 5 to Figure 10.

Aerial imagery shows there may have been some market gardening activity towards the front of the property in the 1950 and 1963 imagery. The remainder of the front section has been occupied by residential properties, a chemical storage shed and a building that is listed as a cattery in Figure 3.

The large area of land to the rear of the property was paddock in all aerial imagery that was reviewed. **A summary of the aerial imagery that details the associated HAIL and contaminants of concern has been provided in Appendix B.**



Figure 5 - 1950



Figure 6 - 1963



Figure 7 - 1977



Figure 8 - 1981



Figure 9 - 2001



Figure 10 – 2019

4 Site Condition and Surrounding Environment

A site visit was completed by WSP on 25 February 2021 and a visual inspection of the proposed development area (Appendix A) was completed. The development area was found to be paddock with adjoining buildings to the south.



Figure 11 – Paddock looking south towards the front of the property



Figure 12 - Storage building



Figure 13 - Former workshop now cattery



Figure 14 - Residential Dwelling



Figure 15 - Office



Figure 16 - Agrichemical Storage

5 Geology and Hydrology

5.1 Geology

A site soil assessment completed by WSP shows that the soils onsite are dark greyish silty clay loams stoneless with 25% mottling down and poor drainage down to 0.4m, dark silty clay loam stoneless with 30% mottles and poor drainage between 0.4 and 0.45m and light grey silty clay loam stoneless with 65% mottles at +0.45m depth. The assessment indicates that the site has a perched water table.

NZ 1:250k Geological Units are identified as Late Pleistocene river deposits consisting poorly to moderately sorted gravel with minor sand or silt underlying terraces.

5.2 Hydrology

With exception of the stop bank along the stream, the site is very flat. Contours on the PNCC Online Maps indicates that the site slopes gently to the south slope towards the Manawatu River. The stream that flows through the northern part of the property discharges into the Manawatu River at Raukawa Road.

6 Basis for SGVs and SCSs

This section outlines the SGVs² and SCSs³ used for this investigation.

² Soil Guideline Values

³ Soil Contaminant Standards

6.1 Human Health

6.1.1 NESCS Soil Contaminant Standards

SCSs were selected from the Ministry for the Environment’s “Contaminated Land Management Guidelines – Methodology for Deriving Standards for Contaminants in Soil to Protect Human Health” and the “User’s Guide – National Environmental Standard for Assessing and Managing Contaminants in Soil to Protect Human Health”.

The “commercial / industrial outdoor worker” values found in “Table B2 – Soil Contaminant Standards for health (SCS (health)) for inorganic substances” and in “Table B3 – Soil Contaminant Standards for health (SCS (health)) for organic compounds” are considered most relevant and stringent criteria and have been provided in Table 6-1 and Table 6-2 *Table 6-2 - Soil Contaminant Standards for health (SCS (health)) for organic compounds*. The SCSs have been selected on the basis that the site will be a commercial property.

Table 6-1 - Soil Contaminant Standards for health (SCS (health)) for inorganic substances

	Arsenic	Boron	Cadmium (pH 5) ¹	Chromium		Copper	Inorganic lead	Inorganic mercury
				III	VI			
				mg/kg	mg/kg			
Rural residential / lifestyle block 25% produce	17	>10,000	0.8	>10,000	290	>10,000	160	200
Residential 10% produce	20	>10,000	3	>10,000	460	>10,000	210	310
High-density residential	45	>10,000	230	>10,000	1,500	>10,000	500	1,000
Recreation	80	>10,000	400	>10,000	2,700	>10,000	880	1,800
Commercial / industrial outdoor worker (unpaved)	70	>10,000	1,300	>10,000	6,300	>10,000	3,300	4,200

The Australian National Environmental Protection Measures (NEPM) specify low density residential soil contaminant standards for Nickel (6000 g/m³) and Zinc 400000 g/m³).

Table 6-2 - Soil Contaminant Standards for health (SCS (health)) for organic compounds

Scenario	BaP ¹	DDT	Dieldrin ²	PCP	Dioxin	
					TCDD	Dioxin-like PCBs
					mg/kg TEQ	mg/kg
Rural residential / lifestyle block 25% produce	6	45	1.1	55	0.12	0.09
Residential 10% produce	10	70	2.6	55	0.15	0.12
High-density residential	24	240	45	110	0.35	0.33
Recreation	40	400	70	150	0.6	0.52
Commercial / industrial outdoor worker (unpaved)	35	1,000	160	360	1.4	1.2

6.1.2 Asbestos

The BRANZ New Zealand Guidelines for Assessing and Managing Asbestos in Soils prescribe the following levels for asbestos in soils as outlined in Table 6-3. The SCSs have been selected on the basis that the site will be a commercial property.

Table 6-3 – Asbestos SCS

Form of asbestos	Soil guideline values for asbestos (w/w)			
	Residential ¹	High-density residential ²	Recreational ³	Commercial and industrial ⁴
ACM (bonded)	0.01%	0.04%	0.02%	0.05%
FA and/or AF ⁵	0.001%			
All forms of asbestos – surface	No visible asbestos on surface soil ⁶			
Capping requirements for residual contamination above selected soil guideline value				
Depth ⁷	Hard cap	No depth limitation, no controls – except for long-term management		
	Soft cap	≥0.5 m		≥0.2 m

6.2 Environmental

The ANZECC Default guideline values (DGVs) for metal and organic toxicants in sediment are listed in

Table 6-4-2. The sediment DGVs indicate the concentrations below which there is a low risk of unacceptable effects occurring and should be used to help ensure the protection of aquatic ecosystems. In contrast, the ‘upper’ guideline values (GV-high), also listed, provide an indication of concentrations at which you might already expect to observe toxicity-related adverse effects (ANZECC, 2018).

Table 6-4 - Revised toxicant default guideline values and ‘upper’ guideline values for sediment quality⁴

Toxicant	DGV (mg/kg)	GV-high (mg/kg)
Arsenic	20	70
Cadmium	1.5	10.0
Chromium	80	370
Copper	65	270
Lead	50	220
Mercury	0.15	1.0
Nickel	21	52
Zinc	200	410
Total DDT	1.2	5.0
p,p'-DDE	1.4	7.0
o,p'- + p,p'-DDD	3.5	9.0
Chlordane	4.5	9.0
Dieldrin	2.8	7.0
Endrin	2.7	60
Lindane	0.9	1.4
TPH	280	550

6.3 Disposal of Spoil

The Predicted background levels for soils have been sourced from Landcare Research’s Land Resource Information Systems (LRIS) Portal for the area. Predicted background levels have been

⁴ <https://www.waterquality.gov.au/anz-guidelines/guideline-values/default/sediment-quality-toxicants>

included in *Table 6-5*. LRIS report that this data is intended “to provide an initial assessment of background soil concentrations at locations that are being assessed for use as clean-fills or managed fill or for the assessment of contaminated land”.

These levels can be used to assess the materials suitability as clean fill.

Table 6-5 - Predicted Background Concentration (PBC) for geological unit classification Pakihi Mudstone represented as mean and 95th quantile estimates of the background concentration (mg/kg)⁵

Element	Symbol	Number of Samples	Median Background	95% upper limit for background (mg/kg)
Arsenic	As	87	2.38	9.97
Cadmium	Cd	11	0.065	0.33
Chromium	Cr	106	11.76	56.88
Copper	Cu	37	11.23	48.14
Lead	Pb	106	7.11	25.83
Nickel	Ni	100	6.24	35.15
Zinc	Zn	11	23.61	97.97

Class A and Class B landfill acceptance criteria (MfE, 2020) have been provided in *Table 6-6* for the contaminants of concern.

Table 6-6 - Landfill Acceptance Criteria

	Class A Landfill		Class B Landfill	
	Screening Criteria (mg/kg)	Concentration in Leachate (mg/L)	Screening Criteria (mg/kg)	Concentration in Leachate (mg/L)
Arsenic	100	5	10	0.5
Cadmium	20	1	2	0.1
Chromium (VI)	100	5	10	0.5
Copper	100	5	10	0.5
Mercury	4	0.2	0.4	0.02
Lead	100	5	10	0.5

⁵ <https://iris.scinfo.org.nz/layer/48470-pbc-predicted-background-soil-concentrations-new-zealand/>

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Nickel	200	10	20	1
Zinc	200	10	20	1

7 Site Characterisation

This investigation has identified that the rear of the site has been used for pasture since the 1950s. Potential sources of contamination include the use of agrichemicals, an above ground storage tank visible in the 1963 imagery (potential fuel storage) and potential asbestos associated with the renovations completed on old buildings.

7.1 Conceptual Site Model

Possible Contaminants of Concern	Likely Source	Potential Pathways	Potential Receptors
Metals OCPs	Agrichemicals	Ingestion	Site workers / Maintenance and excavator workers
		Inhalation Dermal contact	
		Sediment runoff, shallow groundwater flows	Downstream surface waters
Asbestos	Renovations on historic buildings	Inhalation	Site workers / Maintenance and excavator workers
TPH ⁶	Above ground storage tank	Ingestion Inhalation Dermal contact	Site workers / Maintenance and excavator workers
		Sediment runoff, shallow groundwater flows	Downstream surface waters

⁶ Total Petroleum Hydrocarbons

8 Conclusions & Recommendations

WSP New Zealand Limited (WSP), has been engaged by the Soul Friends to complete this Preliminary Site Investigation (PSI) on 94 Mulgrave Street for the purpose of constructing a pet crematorium. WSP were informed that the site had historically been used for horticulture and that a PSI was required. The review of the historical information found that the development area on the site has not been used for horticulture. However, potential sources of contamination include agrichemical application, potential fuel storage in the 1960's and potential asbestos contamination from renovations to historic buildings. It is therefore recommended that some sample be completed to quantify the contamination (if any) from these potential sources:

- Five OCP⁷ and metals analysis of near surface soils within the proposed footprint of the development and car park area.
- One hand auger to 1m depth downstream of the old above ground storage tank with analysis for TPH.
- A surface soil sample for % w/w asbestos in the car park footprint near to the chemical storage shed that was renovated in 2010.

⁷ Organochlorine Pesticides

9 References

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ANZECC. (2018). *Toxicant default guideline values for sediment quality*. Retrieved from Australian and New Zealand Guidelines for Fresh and Marine Water Quality:
<http://www.waterquality.gov.au/anz-guidelines/guideline-values/default/sediment-quality-toxicants>

BRANZ. (2017). *New Zealand Guidelines for Assessing and Managing Asbestos in Soil*. Porirua: Building Research Association of New Zealand.

GNS Science. (2020). *New Zealand Geology Map*. Retrieved from GNS Science:
<https://data.gns.cri.nz/geology/>

Landcare Research. (2020). *S-Map Online*. Retrieved from Landcare Research:
<https://smap.landcareresearch.co.nz/app?tour>

Landcare Research Limited. (2020). *Predicted Background Soil Concentrations, New Zealand*. Retrieved from LRIS Portal: <https://lris.scinfo.org.nz/layer/48470-pbc-predicted-background-soil-concentrations-new-zealand/>

MfE. (2012). *Users' Guide: National Environmental Standard for Assessing and Managing Contaminants in Soil to Protect Human Health*. Wellington: Ministry for the Environment.

MfE. (2012). *Users' Guide: National Environmental Standard for Assessing and Managing Contaminants in Soil to Protect Human Health*. Wellington: Ministry for the Environment.

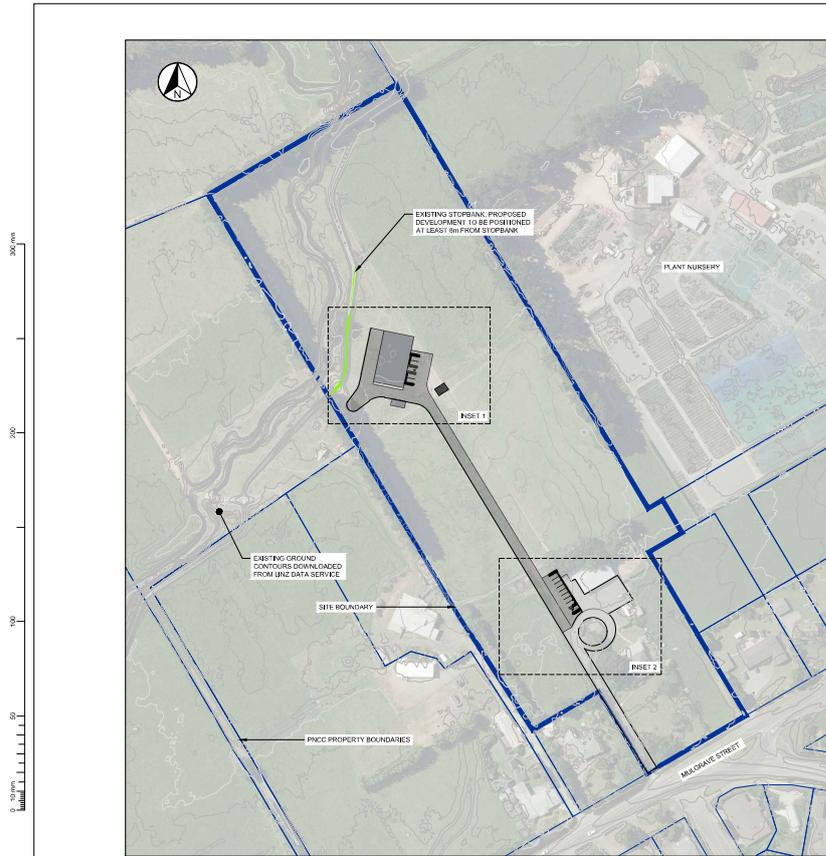
MfE. (2020). *Total concentration and leachability limits for Class A and Class B landfills*. Retrieved from MfE: <https://www.mfe.govt.nz/publications/waste/module-2-%E2%80%93-hazardous-waste-guidelines-landfill-waste-acceptance-criteria-and>

MfE. (Revised 2011). *Contaminated Land Management Guidelines No. 1*. Wellington: Ministry for the Environment.

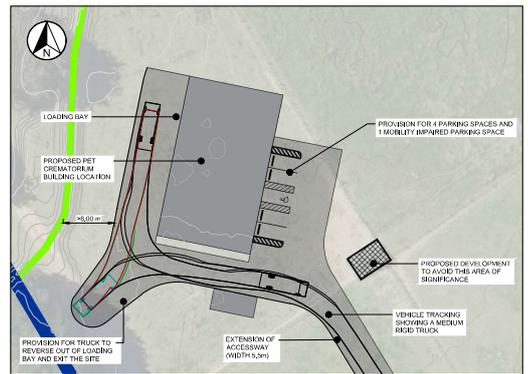
MfE. (Revised 2011). *Contaminated Land Management Guidelines No. 5*. Wellington: Ministry for the Environment.

Appendix A

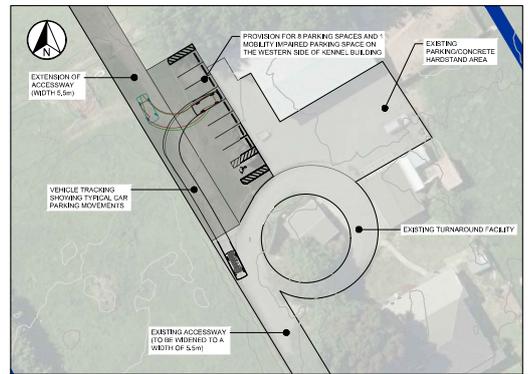
Proposed Development



SITE LAYOUT
SCALE: 1:1000 (8:1)



INSET 1
SCALE: NTS



INSET 2
SCALE: NTS

WORK IN PROGRESS
PRINTED 3/22/2021 9:16:28 AM

REVISION	AMENDMENT	APPROVED	DATE

wsp
Palmerston North Office
PO Box 1417
Palmerston North 4440
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CIVIL

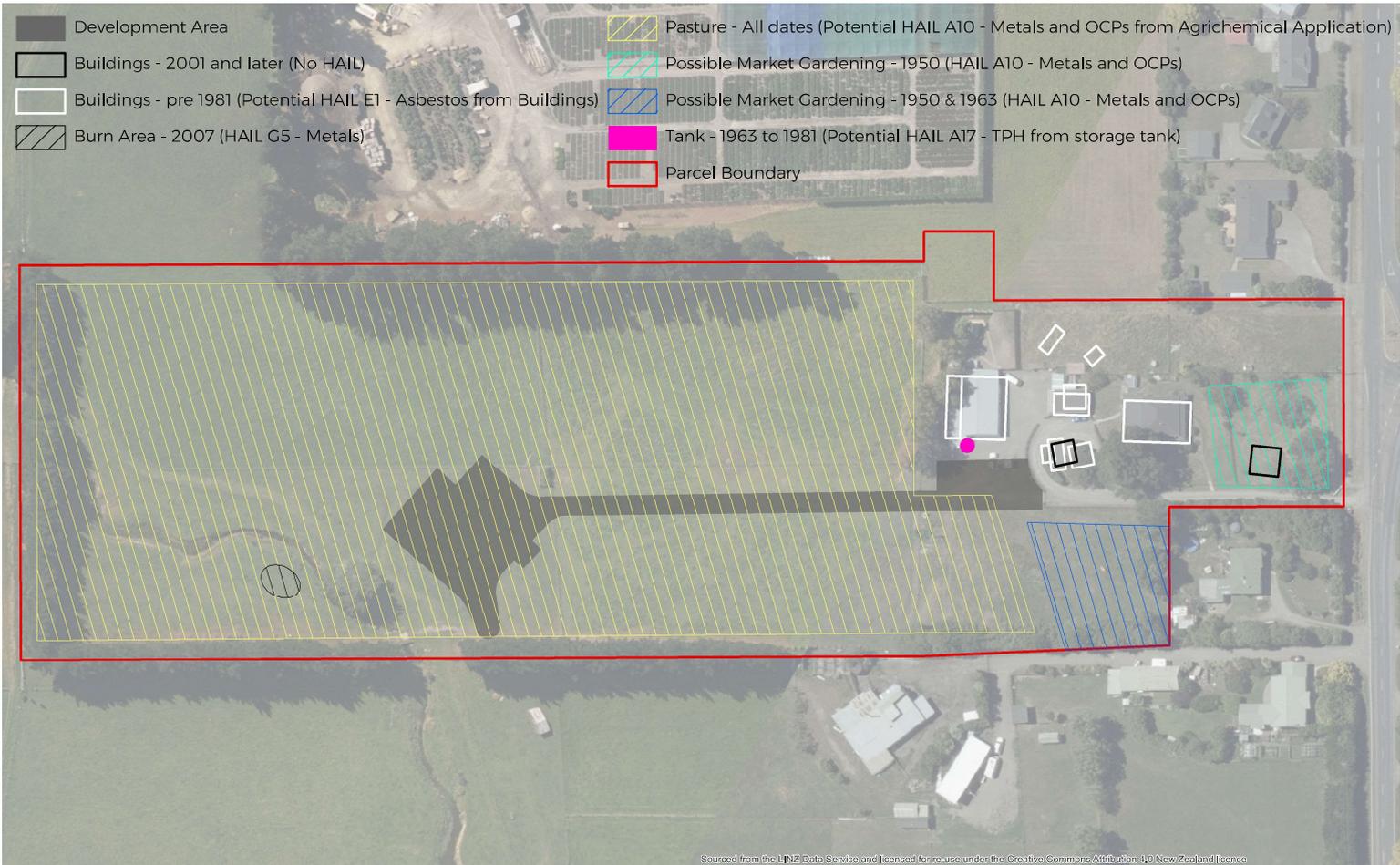
SCALES	AS SHOWN	ORIGIN: SITE
DESIGNED	GL ROLFE	APPROVED
DRAWING CHECKED	DESIGN VERIFIED	APPROVED DATE
VERIFIER	VERIFIER	YYYY-MM-DD

DRAFT FOR COMMENT

PROJECT NO. (SUBPROJECT)	5-P1403_00	SHEET NO.	C01	REVISION	A
PROJECT: SOUL FRIEND PET CREMATIUM 94 MULGRAVE STREET		TITLE: GENERAL SITE LAYOUT			

Appendix B

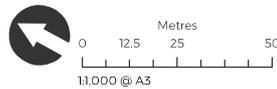
Historic Aerial Summary



Summary Historic Aerial Imagery

Prepared by: wjwjo Approved by: gmcmb0 Project: 54P1403.00

Aerial Imagery data obtained from LINZ under Creative Commons License CC BY 4.0. Parcel boundaries are to be taken as approximate only.



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05 March 2021

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Appendix H – Iwi Correspondence

Dowse, Samantha

From: Manderson, Tabitha
Sent: Thursday, 17 December 2020 4:45 PM
To: Dowse, Samantha
Subject: FW: Soul Friends - various consent applications

Tabitha Manderson
Principal Planner



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From: Siobhan Karaitiana <Siobhan@rangitaane.iwi.nz>
Sent: Monday, November 9, 2020 9:35 AM
To: Manderson, Tabitha <tabitha.manderson@wsp.com>; Debbie Te Puni <Debbie@rangitaane.iwi.nz>
Subject: Re: Soul Friends - various consent applications

Kia ora Tabitha

I have forwarded onto iwi leaders. One response around general support however nothing else come back, I take this as no strong concerns. Very much support the approach of having a garden type space for whānau.

I also wanted to let you know that I am moving on from my role to take up a position as Environmental Advisor with Te Ahu a Turanga-Manawatū Highway Project. Hopefully, I will still bump into in this space 😊

Until my replacement has been confirmed please email Debbie with any correspondence going forward and she will put you onto the correct person to advise on any Rangitāne matters.

All the best and take care

Ngā manaakitanga

Siobhan Karaitiana



Taiao Planner

Te Ao Turoa Environmental Centre

Rangitāne o Manawatū

027 342 8400

From: Manderson, Tabitha <tabitha.manderson@wsp.com>

Sent: Monday, 2 November 2020 12:02 PM

To: Siobhan Karaitiana <Siobhan@rangitaane.iwi.nz>

Subject: Soul Friends - various consent applications

Kia ora Siobhan

As very briefly outlined on the phone (sorry it took a while to send the email ended up being off sick for a week), WSP are currently assisting a local business who wish to relocate an existing pet crematorium service to a property in Ashhurst (94 Mulgrave St). Various consents from PNCC and Horizons are required. Below is brief description of the proposed activities

Soul Friends are a local business who undertake cremations of pets. They service the Manawatū, Horowhenua, Wairarapa, Kapiti, and Wellington regions. They currently operate their crematorium at 80 Tennent Drive, Palmerston North. The business will no longer be able to operate from this site from March 2022.

At present deceased pets are picked up from vet clinics and taken to be cremated, however in the future Soul Friends wish to offer a more personalised service to their clients, one that recognises pets are an integral part to any family. To do this, they wish to move to a more welcoming site than the industrial complex they currently operate out of.

What is currently proposed is for development and operation of the following at the site:

- Constructing the necessary building (a Totalspan shed to house the crematorium and woodworking workshop and spray booth for urn finishes);
- Discharging to air contaminants from cremating domestic animals and incinerating documents, biological, pathological and medical wastes;
- Autoclaving sharps for disposal at landfill;
- Undertaking aquamation using alkaline solution;
- Establishing a woodwork workshop and spray booth for urn finishes ;
- Establishing a memorial garden for the public to visit from 7am to 7pm Monday to Sunday.

The business would also be open to the public from 9am to 5pm Monday to Friday and by appointment on weekends. 6-7 staff would be onsite during these hours of operation in addition to those who work at the Tolly Farm Boarding Cattery and Kennels, which would continue to operate at the site too.

Soul Friends and Tolly Farm Boarding Cattery and Kennels are committed to being good neighbours and are looking at what would be appropriate mitigation for the site. This is likely to include management plans, that would include a 'complaints register', robust maintenance programme for equipment used on the site and potentially landscaping to ensure the amenity of the area is maintained.

Attached is the initial site plan showing where the new building (to house the crematoria and non-denominational chapel) would go. This is not yet to scale. You might be able to pick up that there is a stopbank adjacent to the stream that runs through the north-west corner of the property (I've not yet established if there is a specific name for this stream, at the moment understand it's likely a tributary of the Manawatu River). No physical works (earthworks associated with building construction) will be undertaken within 8m of the stopbank. No stream works are proposed.

The memorial garden would be established in the north west corner, the area currently bordered by some existing vegetation. Access would be via an existing culvert and would be foot traffic only.

We are currently working through our various technical reports. Reports include noise modelling, landscape/amenity assessment, traffic assessment, soils assessment and an air quality report is being done (this is being led by Deborah Ryan of PDP).

Mitigation that we know will be required (recommended by our various experts) will include an acoustic fence around the kennel area (existing buildings more on the eastern side of the property) and some landscaping around the new building (exact location to be determined we are still just working through this). Noise is probably the biggest effect we are dealing with.

Consent is being sought from PNCC for the various activities. Crematorium are considered to be an 'industrial' activity under the District Plan and is a non-complying activity in the rural zone. The other activities that require consent include the boarding kennels (discretionary activity, though worth noting the kennels have been operating under existing use rights for some time but there is no documentation so the client is wanting to 'put it right') and likely to be a traffic non-compliance (potentially at times exceed 100 movements a day at times).

From Horizons an air permit as a discretionary activity. While waiting for the air quality report, and I would not prejudice the findings of this, from discussions with Deborah it is unlikely to result in breaches of the various air quality standards (NES or One Plan). As a rule of thumb modern cremators are 'clean burning' provided they are maintained and operated correctly. I will be guided by the technical report in respect of any specific conditions required.

We are currently assisting our client with the preparation of a management plan. As above the client is committed to being a good neighbour.

We are in the consultation phase of the consent preparation currently, hence my email to you. We are seeking feedback regarding the proposal and wanting to address concerns through mitigation, if possible.

I hope the above provides enough information for initial discussion. Due to the timing of when the lease expires for the existing operation we do have a bit of a tight timeframe for lodging the consents (will be lodged later this month) but we can continue to assist with determining appropriate mitigation. If any of the various technical reports will assist them happy to provide these once they are finalised. We have an information evening for surrounding landowners on Tuesday evening, we may get additional feedback at that which could influence what happens with the consenting strategy.

Please let me know if I can provide more details at this stage.

Nga mihi

Tabitha

(and sorry not sure what has happened to the macrons)

NOTICE: This communication and any attachments ("this message") may contain information which is privileged, confidential, proprietary or otherwise subject to restricted disclosure under applicable law. This message is for the sole use of the intended recipient(s). Any unauthorized use, disclosure, viewing, copying, alteration, dissemination or distribution of, or reliance on, this message is strictly prohibited. If you have received this message in error, or you are not an authorized or intended recipient, please notify the sender immediately by replying to this message, delete this message and all copies from your e-mail system and destroy any printed copies.

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Dowse, Samantha

From: Manderson, Tabitha
Sent: Thursday, 17 December 2020 4:46 PM
To: Dowse, Samantha
Subject: FW: Soul Friends Consent Application - request for consultation
Attachments: Tolly Site Plan with container.pdf

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From: Manderson, Tabitha
Sent: Wednesday, December 2, 2020 3:01 PM
To: raukawakitetonga@gmail.com
Subject: Soul Friends Consent Application - request for consultation

Kia ora

WSP are currently assisting a local business who wish to relocate an existing pet crematorium service to a property in Ashhurst (94 Mulgrave St). Various consents from PNCC and Horizons are required. Below is brief description of the proposed activities. We would welcome the opportunity to discuss this proposal with Ngāti Raukawa. Apologies if correspondence has already been received in regards to this proposal, I fear my contact list is not as up to date as it should be.

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We are in the consultation phase of the consent preparation currently, hence my email to you. We are seeking feedback regarding the proposal and wanting to address concerns through mitigation, if possible.

I would greatly appreciate if someone was able to contact me with regards to the above. More than happy to help arrange a site visit if this would be of assistance.

Nga mihi
Tabitha

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Appendix I – Simon Barnes Memorandum

Tolly Farm Land use options.

This document is to summarise the considerations given to possible land use operations a Tolly Farm, Ashhurst.

Kennels

In regards to the existing Kennel Operation, the current set up is not a money making exercise. Costs to operate a facility like this, particularly compliance costs (including resource consent costs) mean that scaling the business is not viable. Our experience is that the operation struggles to break even on its own, and increasing the size of the kennels would not yield any greater returns. In summary, the costs increase in direct proportion to the size of the operation.

The kennel operation is supplemented with “added value” services such as Pick-up Drop offs, walking and grooming. These are all part of the current setup and contribute to the overall financial performance of the business.

Other Land Based Options

In consideration to other potential revenue streams, research was conducted into the financial benefits of various farming and Horticulture activities. Sources of data for potential revenue were as follows –

- Wrightson Farm Surveys
- Chartered Accountants KPI Benchmarking data
- Beef and Lamb NZ Ltd

We did not look at any activity that required major infrastructure investment as this is not possible. Other assumptions as follows –

- Full land area (4ha) available for productive use (i.e. Maximum yields)
- No allowance for small scale operation – i.e. based on large farming data (maximum efficiency)
- No allowance for regional climate factors
- No costs for debt servicing have been used (true Gross Margins)
- Non irrigated land use
- No conversation/set up costs allowed for

Noting the assumptions the options below are therefore considered to represent upper potential returns.

Small Farm

Here we looked at the activities of Wool, Sheep & Beef, Dairy Grazing, Deer & Velvet and Cash Crops.

Best returns were provided by Sheep & Beef with a combined return of \$380 per Hectare. If we apply this to Tolly Farm and assume utilisation at the maximum of 4 Ha, then we could see a return of \$1,520 per annum.

Crops

A number of Crop scenarios were looked at and the best returns were from Asparagus. An annual return of \$12,920 for Tolly Farm was possible.

Orchards

Kiwi Fruit Gold have very attractive returns of \$120,000 per Ha for a possible annual return of \$480,000.

Other

Other possible options considered were Honey and Forestry. Returns were \$4,000 per annum for Honey and \$100,000 per annum for Forestry.

Conclusions

The best returns are from Kiwi Fruit Gold. Whilst the returns are spectacular, it is not something that would be viable in the Manawatu Climate. This is confirmed by the lack of such operations in the region.

Based on the soils assessment undertaken for the site, only 2.2hectares is assessed as being Class 2 land which is understood to be more versatile.

Based on this, the scenarios of Orchards were discounted.

Cropping would be possible and has been considered as an alternative/additional income stream. The returns are poor with the best option at a modest \$12,920 pa for Asparagus.

The most likely operation to succeed in terms of easy set up and ongoing maintenance is Sheep & Beef. Little infrastructure investment would be required and the cost to run would be comparatively low. But the returns are low at \$1,520 pa.

Based on these results, it was clear that trying to generate income from the land was not a viable option from a business point of view.

Our view is to maximise the return to the business by combining the Cremations part of the operation with the kennel operation on the same parcel of land.

Prepared By

Simon Barnes



Appendix J – Consultation Summary



Memorandum

To	Simone Morrison
Copy	Tabitha Manderson, Simon Barnes
From	Samantha Dowse
Office	Palmerston North
Date	17 December 2020
File/Ref	5-PI403.00
Subject	Information Evening Attendees and Concerns Expressed

An Information Evening was held on Tuesday 3 November 7pm at the Centennial Room at the Village Valley Centre in Ashhurst. The following table outlines attendees and their addresses. Note, some attendees did not record their name and address.

Name	Address
Phil Wycherley	1 Spelman Court
John Wycherley	160 Wyndham Street
Scott Currie	83 Winchester Street
Bevan Currie	83 Winchester Street
Bradley Currie	145 Wyndham Street
Ross and Meryl Simcox	86 Mulgrave Street
Kevin and Janelle Ramsay	161 Wyndham Street
David and Elizabeth Thompson	167 Wyndham Street
Bryce Ilton	42 Hanlon Road
Richard Holdsworth	97 Mulgrave Street
Sanjana Ellwood	103 Mulgrave Street
Judy McFarlane	101 Mulgrave Street
Dave Denton	106 Mulgrave Street

Issues and concerns raised at the meeting by those who attended included:

- Hours of operation - 10pm perceived too late
- Dog noise as a result of further activity onsite
- Smoke

- Odour
- Traffic
- Incompatible land use – a crematorium near residential properties not seen as appropriate
- Property values
- Safety of surrounding properties in regard to contaminants
- Flood risk and contaminants entering water
- Future residential development of Ashhurst
- That the wider community should be notified

Attendees were invited to fill out a feedback form and return to WSP. Below are the feedback forms transcribed.

Your Name	Judy McFarlane
Address	101 Mulgrave Street, Ashhurst 4810
Describe your thoughts of the proposal	
<p>I disagree with the proposal to relocate Soul Friend Pet Cremations to toley farm.</p> <p>It is not the place to put a business in residential area where people live.</p> <p>We have to put up with constant barking, at certain times of the year where it is especially bad like Christmas time.</p> <p>The traffic is bad now, it will be worse for us getting in and out of our property, the amount of traffic that comes in and out of toley farm now is bad but will be worse if this proposal goes ahead.</p> <p>I am also concerned about pollutants released into the air.</p> <p>The owners lack of disregard for her neighbours, this where we live.</p> <p>The owner does not live on property, therefore why should we have to put up with the proposal to go ahead, and all the issues that will come with it.</p> <p>I totally oppose this proposal.</p>	

Your Name	R. Holdsworth
Address	97 Mulgrave Street, Ashhurst
Describe your thoughts of the proposal	
<p>Description of my thoughts regarding Tolly farms and Soul Friends operating from the same plot of land at 94 Mulgrave Street, Ashhurst, Currently Tolly Farms.</p> <p>- Vehicle movements I were told in the meeting that a Rural zone property is allowed a total maximum of 100 vehicle movements per day, I would think they are getting close to that already, They are talking an extra 6 to 7 staff currently plus I are guessing 3 or 4 that are already there = 22 vehicle movements per day and that's if they don't go out to get snacks or lunch, Add the doggie day-care traffic and I witnessed from my letter box 5 vehicle</p>	

movements in the 5 mins I where standing there from 6.00pm to 6.05pm on the evening of this meeting add to this the longer term boarding traffic, Now they are talking about Memorial Gardens (grave yard), Trucks dropping off dead animals, Mourners coming to morn the lost of there pets, People buying caskets and grave markers, Trucks/Couriers coming to pick these up to take to the other places they supply these two. Trades people to service/repair/upgrade equipment, Trucks to supply the chemicals and raw materials IE wood etc. This to me sounds like far too much traffic for a Rural/Residential site.

- I stated Rural/Residential because when I see the map shown at this meeting all I saw was a small piece of so-called rural land surrounded on 3 sides by residential properties. I don't see this to be a place for a commercial operation such as this.

- It was stated that it would operate from 7.00am to 7.00pm 7 days and no later than 10.00pm, evert vehicle light shines in my house (Office window) I have grown big trees to try and mitigate this already and as a result have limited access to my own driveway. When leaving that property, Not to mention the privacy aspect as I sit in my office or on my deck looking at them looking at me when they are leaving, So now they want to make the problem worse, I must admit I knew when I brough my property 10 years ago there were boarding Kennels across the road however I did not sign up to live by a Memorial garden, Crematorium, Wood working workshop, Doggie day-care and boarding Kennel, If that was there when I looked at the property for purchase I would not have brought it. I think there is a lot people who would feel like me and you can't tell me it would not put some potential buyers off my property if that was there not to mention the Value of my property.

- Noise if of real concern, I attach an article I found about neighbour of the canterbury Pet Crematorium with the Headline "Canterbury pet crematorium too much for neighbours" * they are saying it is loud, Very loud and from what I gather there is no woodworking workshop as well, I have done quite a bit of woodworking and it is a very noisy Hobby, To have a wood working workshop in a residential area would be like living by a building site going every day forever. At least a property being built has and end date whereas this never would not have a foreseeable end date and I are hard pressed to believe a total span shed would mitigate this noise.

- Smell I are also finding hard to believe that taken in dead animals and burning hair and flesh does not stink. Where does the exhaust go when the wind is blowing towards my house, I can smell the neighbourhood fire places when they light up in winter, I find it hard to believe I won't smell this operation when the wind is blowing my way, and what happens to the exhaust contaminates when it rains? Do they join with the water molecules and get washed to ground?

- This brings me to Death and the fact that they are proposing a Memorial site, Burning dead animals or aquamating them. This is something I really don't want to be reminded of every day when I get home. Everyday when I go to the letterbox and look at my window, sitting on my deck looking at a place where dead animals are sent to be disposed of. Not what I signed up for when I brought my property and again would not have brought if that was across the road.

- I did note at the meeting there where quite a lot of people there considering you sent approx. 12 letters out, this suggests to me that almost all that received a letter took the time to turn up. During this meeting there appeared to be quite a bit of concern about this project around the room so I are thinking I are not alone in being concerned about this.

- In Short, I think that although this land is zoned Rural it is surrounded by residential land. I think it will have a significant impact and does not belong in this environment, in my opinion

it belongs in a truly rural setting with no neighbours to speak of, only animals and trees or in an industrial/commercial environment as it is a commercial/industrial business really.

Regards,

Richard Holdsworth

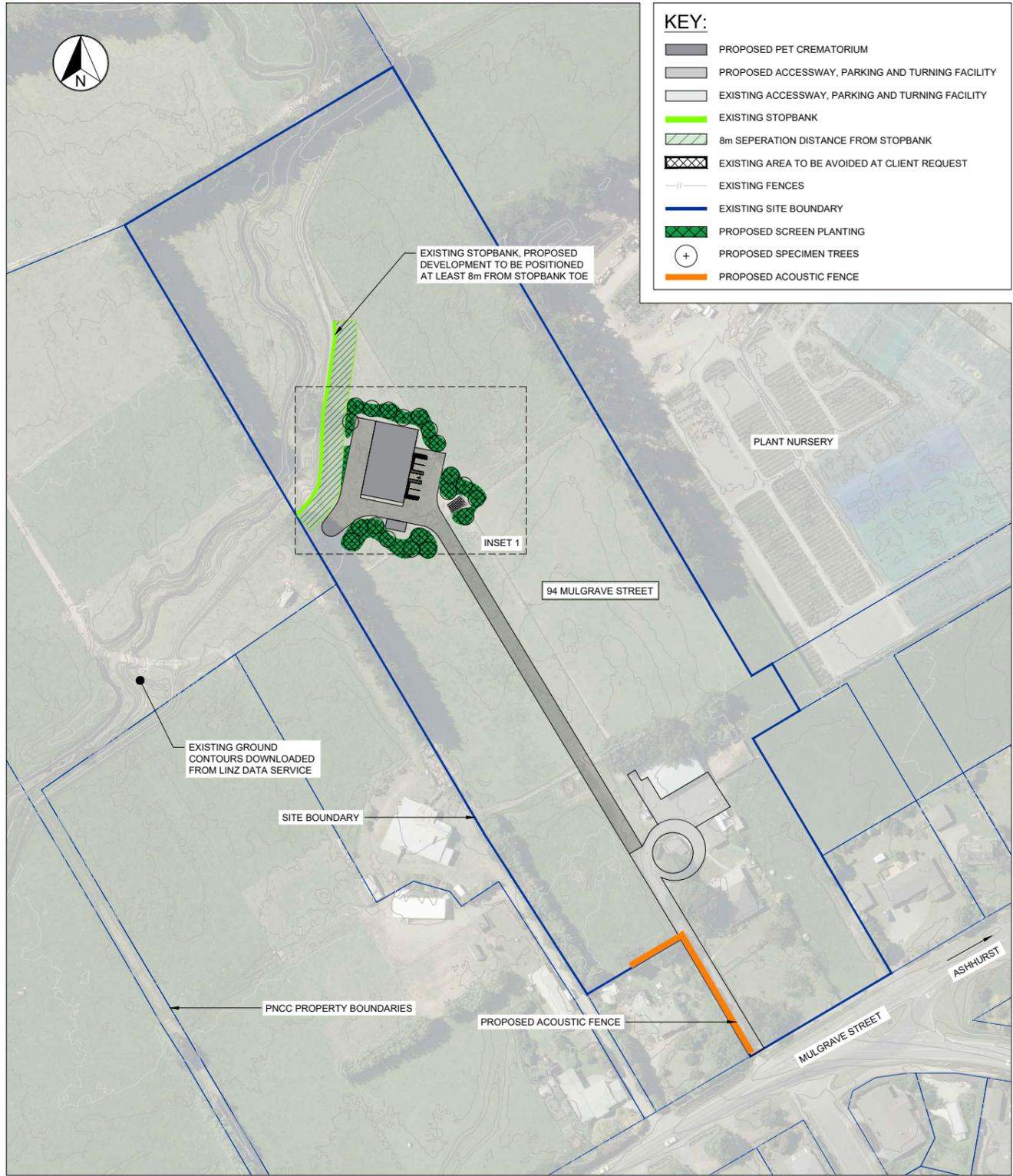
* Article can be found at following link: <https://www.stuff.co.nz/national/96359152/canterbury-pet-crematorium-too-much-for-neighbours>

Your Name	Sanjana Ellwood
Address	103 Mulgrave Street, Ashhurst
Describe your thoughts of the proposal	
<p>I oppose the idea of Soul Friends Pet Cremations relocation because of pollutants that will be released in the atmosphere, residential area is not for crematorium. Historically crematoriums are considered to be build in industrial areas. I am also concerned about noise, odour, and increase in traffic. I am concerned about the owners attitude towards her current staff @ Tolly farm which is very poorly managed already, dogs are barking @ all hours of the day, and recently they escaped the doggy day-care. The owner doesn't live @ the site and it's clear the poor management that is in place currently.</p> <p>I am also concerned about the owners non-transparency as only 12 letters were sent out to neighbours when clearly there are more than 12 houses that will be impacted by this consolidation of Simone's business. The 12 properties that were given the letters to, all appear to oppose this idea. I have no issues with Simone moving the Pet crematorium from Tennent Drive however putting it in the middle of residential area is not appropriate. I am opposing this idea.</p> <p>Sanjana Ellwood.</p>	

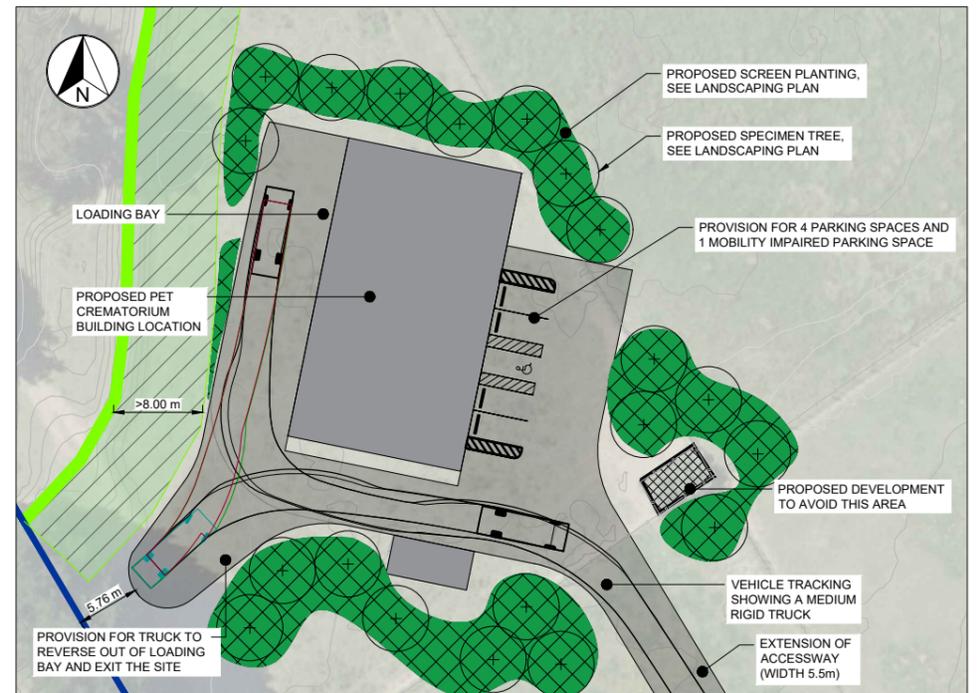
wsp

wsp.com/nz

300 mm
200
100
50
0 10 mm



SITE LAYOUT
SCALE: 1:1000 @A1



INSET 1
SCALE: NTS

REVISION	AMENDMENT	APPROVED	DATE

wsp
Palmerston North Office
+64 6 350 2500

PO Box 1472
Palmerston North 4440
New Zealand

CIVIL
265

SCALES	ORIGINAL SIZE
AS SHOWN	A1
DRAWN	DESIGNED
GR	GR
DRAWING VERIFIED	DESIGN VERIFIED
RMcD	TM
	APPROVED
	TM
	APPROVED DATE
	2021-09-15

FOR CONSENT

PROJECT	TM
94 MULGRAVE STREET, ASHURST	
SOUL FRIENDS PET CREMATORIUM	
TITLE	GENERAL SITE LAYOUT
WSP PROJECT NO. (SUB-PROJECT)	5-P1403.00
SHEET NO.	C01
REVISION	C



PROPOSED SCREEN PLANTING
SCALE: 1:250 @A1

KEY:

- PROPOSED PET CREMATORIUM
- PROPOSED ACCESSWAY, PARKING AND TURNING FACILITY
- EXISTING STOPBANK
- 8m SEPERATION DISTANCE FROM STOPBANK
- EXISTING AREA TO BE AVOIDED AT CLIENT REQUEST
- EXISTING FENCES
- EXISTING SITE BOUNDARY
- PROPOSED SCREEN PLANTING
- + PROPOSED SPECIMEN TREES
- PROPOSED ACOUSTIC FENCE

- NOTES:**
1. THIS PLAN IS TO BE READ IN CONJUNCTION WITH SOUL FRIENDS CREMATORIUM LANDSCAPE AND VISUAL ASSESSMENT REPORT (APPENDIX D)
 2. ALL PLANTS TO BE SOURCED FROM THE MANAWATU/PALMERSTON NORTH ECOLOGICAL REGION
 3. NATIVE TREES UNDERPLANTED WITH NATIVE SHRUBS TO BE USED FOR SCREEN PLANTING
 4. PLANTING LAYOUT TO BE CONFIRMED ON SITE PRIOR TO PLANTING
 5. PLANTS TO BE STAGGERED AND NOT PLANTED IN ROWS
 6. ALL PROPOSED BUILDINGS, STACKS AND ANCILLARY STRUCTURES TO BE FINISHED IN A LOW REFLECTIVE, DARK GREEN OR BLACK COLOUR

Soul Friends Crematorium
Schedule of Species

Code	Botanical Name	Common Name	Unit/Grade	Max. Growth Size (H x W)
TREE PLANTING				
	Alectryon excelsus	Titoki	45ltr	6.0 x 4.0m
	Sophora microphylla	Kowhai	45ltr	8.0 x 4.0m
SCREEN PLANTING				
	Carex virgata	Swamp Sedge	PB3	0.8 x 0.8m
	Chionochloa flavicans	Minature toetoe	PB3	0.75 x 1.0m
	Coprosma 'Black Cloud'	Minature toetoe	PB3	0.75 x 1.0m
	Hebe 'Wiri Mist'	Hebe	PB3	0.75 x 1.0m
	Leptospermum scoparium	Manuka	PB3	4.0 x 1.5m
	Phormium cookianum	Mountain Flax	PB3	1.0 x 1.0m
	Phormium tenax	Harakeke	PB3	2.0 x 2.0m
	Pittosporum tenifolium 'Golf Ball'		PB3	1.5 x 1.5m



PROPOSED ACOUSTIC FENCE
SCALE: 1:500 @A1

REVISION	AMENDMENT	APPROVED	DATE

wsp
Palmerston North Office
+64 6 350 2500

PO Box 1472
Palmerston North 4440
New Zealand

CIVIL
266

SCALES	DESIGNED	APPROVED	ORIGINAL SIZE
AS SHOWN			A1
DRAWN	SS	TM	
GR			
DRAWING VERIFIED	DESIGN VERIFIED	APPROVED DATE	
RMcd	TM	2021-09-15	

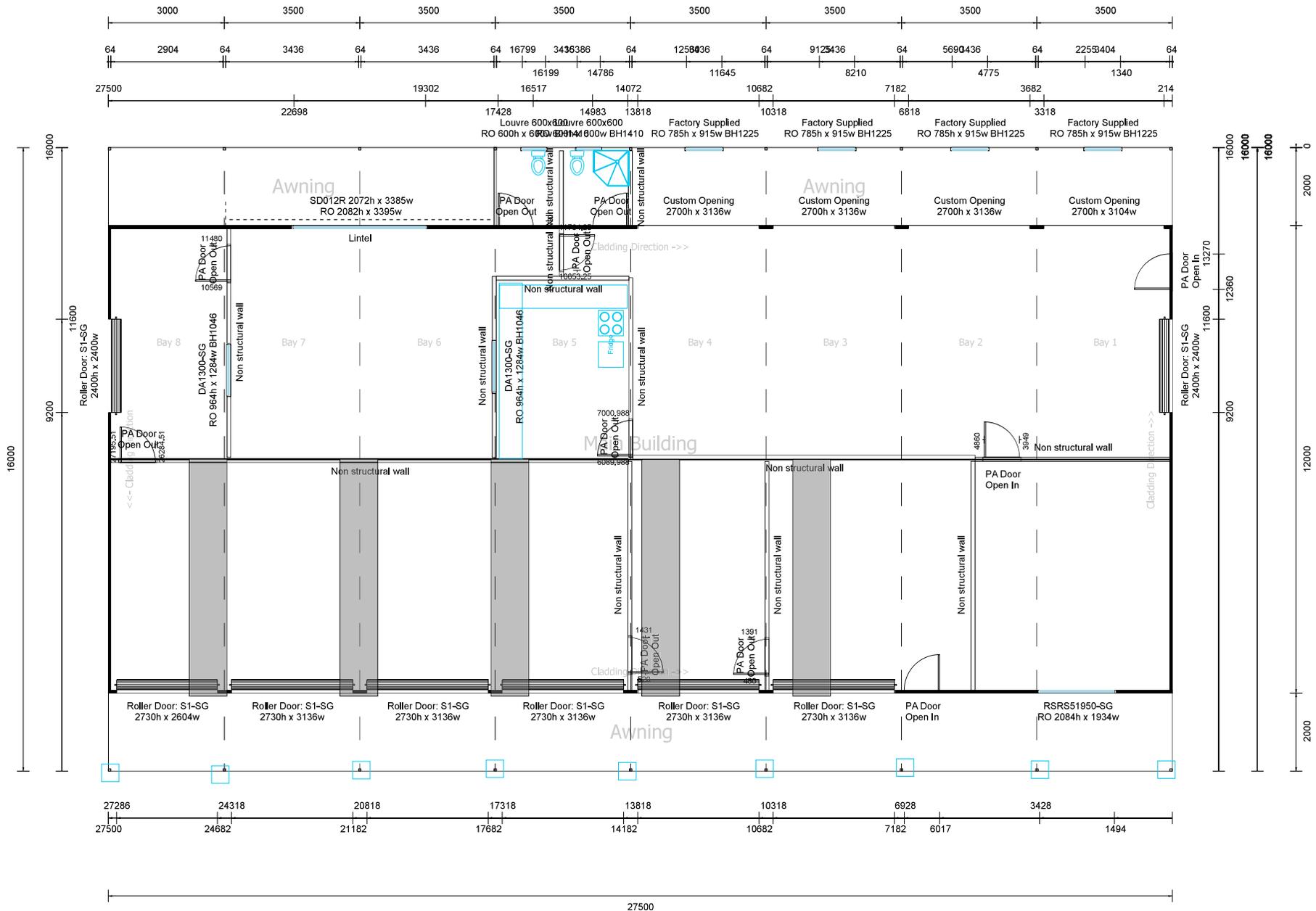
FOR CONSENT

PROJECT
SOUL FRIEND PET CREMATION
94 MULGRAVE STREET, ASHHURST
SOUL FRIENDS PET CREMATORIUM

TITLE
LANDSCAPING PLAN

WSP PROJECT NO. (SUB-PROJECT)
5-P1403.00

SHEET NO. **C02** REVISION **C**



QikDRAW
Rear Side
Left Side Right Gable
Front Side

Project No.: 1871985



Totalspan Manawatu
PO Box 5302
Terrace End
4441
06 355 5119
manawatu@totalspan.co.nz

For: Tolly Farm & Soul Friend, Attn: Simone Morrison
94 Mulgrave Street
ASHhurst
Palmerston North
4810

Scale: 1:100

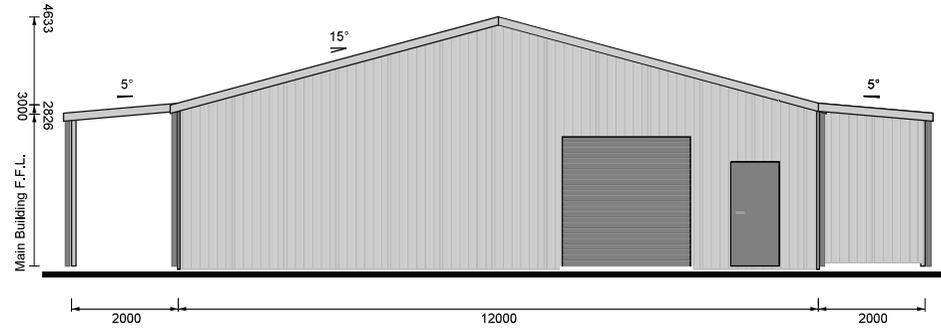
**ARCHITECTURAL DETAILS
FLOOR PLAN**

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CONTRACTOR TO CONFIRM ALL DIMENSIONS ON SITE AT TIME OF CONSTRUCTION • THIS IS A C.A.D. DRAWING AND MUST NOT BE ALTERED BY MANUAL METHODS

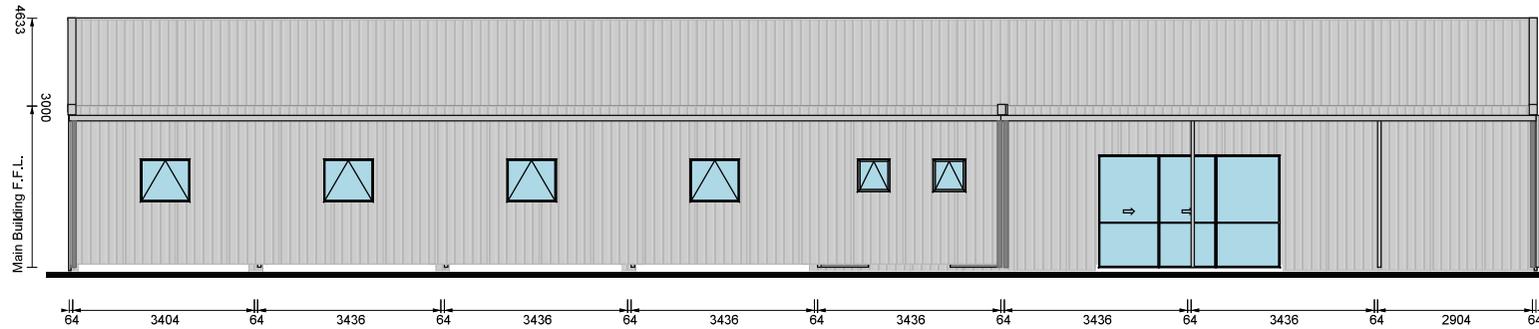
267

IEWS
2
3
1
4

VIEW 1



VIEW 2



Project No.: 1871985



Totalspan Manawatu
 PO Box 5302
 Terrace End
 4441
 06 355 5119
 manawatu@totalspan.co.nz

For: Tolly Farm & Soul Friend, Attn: Simone Morrison
 94 Mulgrave Street
 Ashhurst
 Palmerston North
 4810

Scale: 1:100

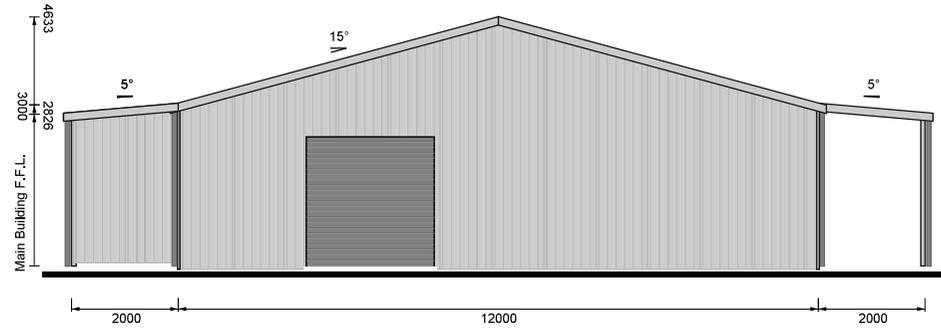
ARCHITECTURAL DETAILS
ELEVATIONS

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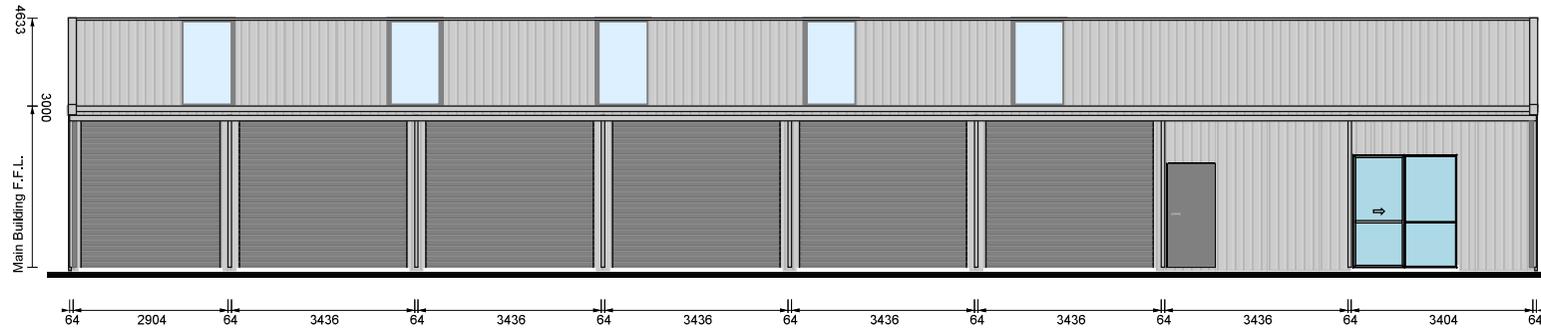
268

Page 2 of 3

VIEW 3



VIEW 4



Project No.: 1871985



Totalspan Manawatu
 PO Box 5302
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 4441
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 manawatu@totalspan.co.nz

For: Tolly Farm & Soul Friend, Attn: Simone Morrison
 94 Mulgrave Street
 Ashhurst
 Palmerston North
 4810

Scale: 1:100

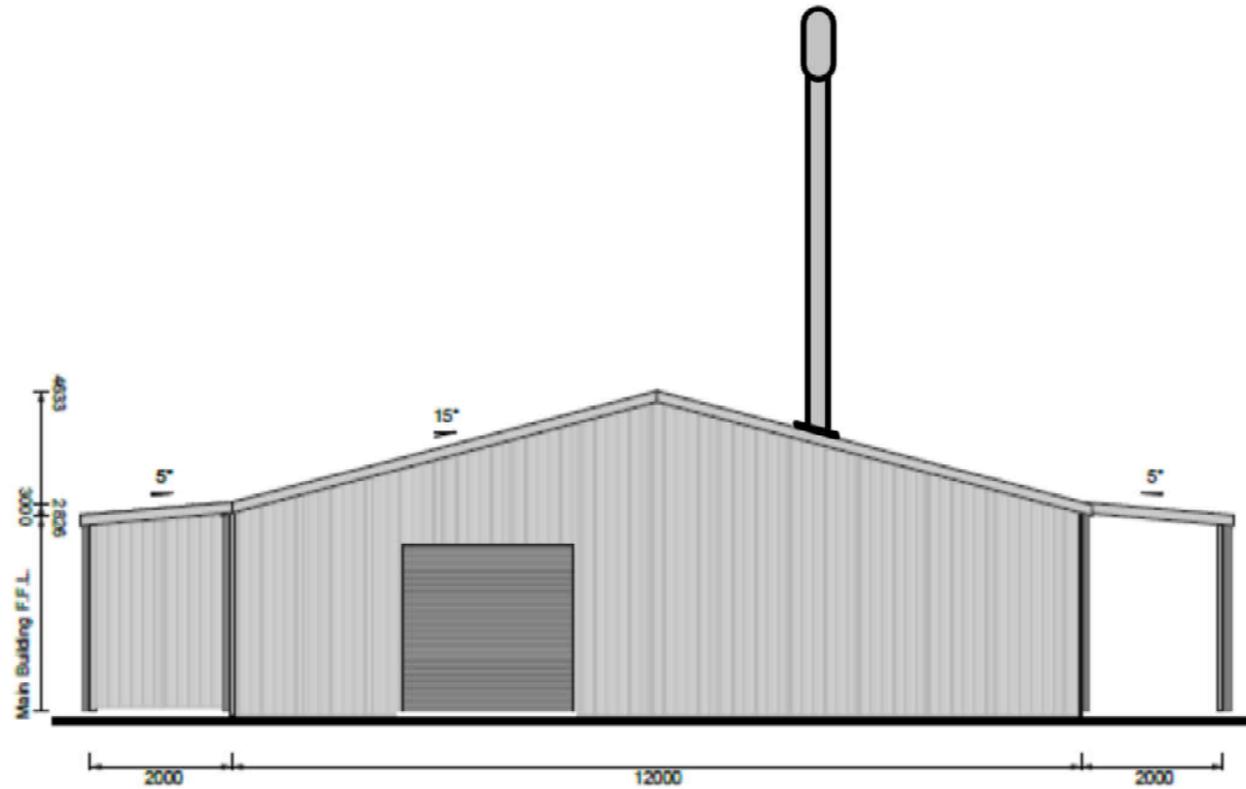
ARCHITECTURAL DETAILS
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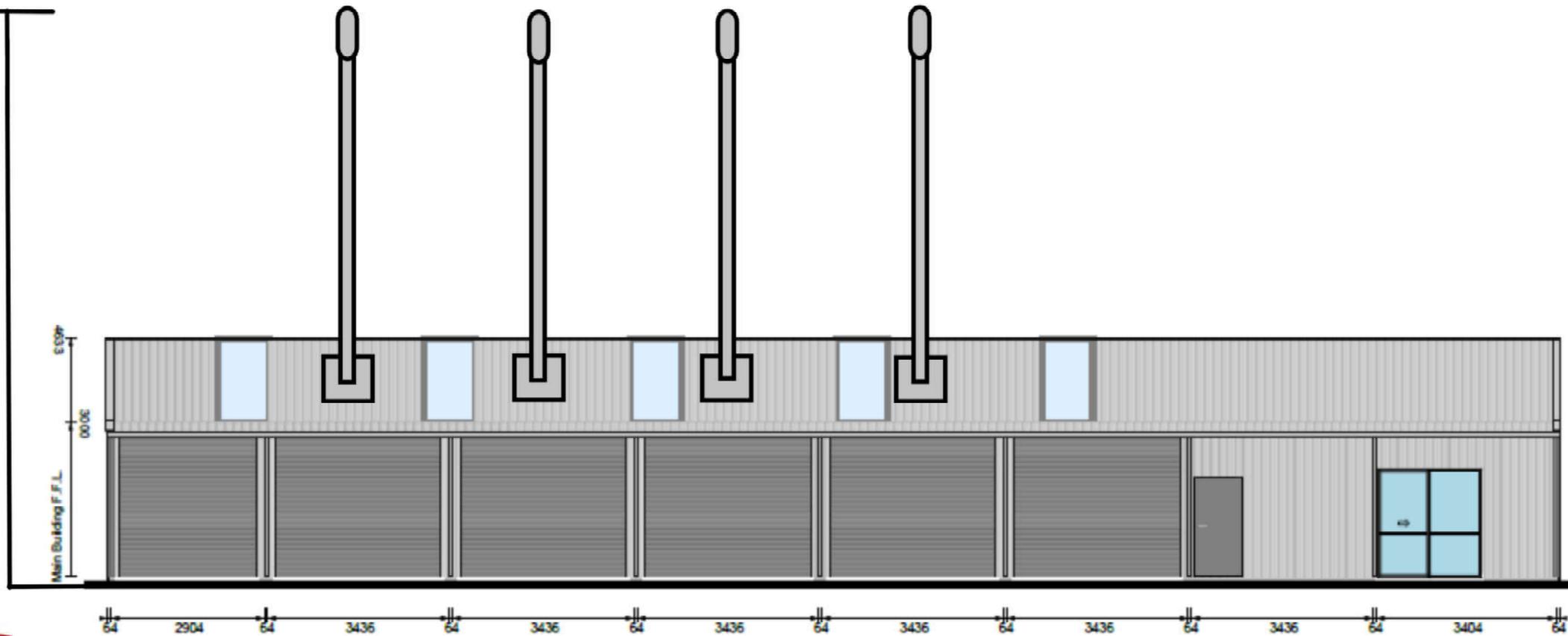
269

Page 3 of 3

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10.5m



Phone (06) 355 5119

Building Proposed For:

Tolly Farm / Soul Friend

Drawing Title:

Plan & Elevation Showing Flues
270

Memorandum

To	Tabitha Manderson
Copy	Samantha Dowse
From	Mercia Prinsloo
Office	Palmerston North
Date	22 September 2021
File/Ref	5-P1403.00 Soul Friends Pet Crematorium
Subject	Traffic Impact Statement – Update to LU5859

1 Purpose

This memo provides an outline of the predicted transportation effects of the proposed development of a pet crematorium at 94 Mulgrave Street in Ashhurst. Since the application was submitted the kennels at the site have now closed permanently. This memo provides an outline of the proposed site operations, anticipated trip generation and parking demands associated with the proposed pet crematorium facility. The proposed development has been assessed against the transportation related rules and standards within relevant sections of the Palmerston North City Council District Plan.

2 Introduction

2.1 Site Location

The site of the proposed activities is situated at 94 Mulgrave Street in Ashhurst, approximately 50m west of the intersection of Mulgrave Street and Hillary Crescent as shown in **Figure 2-1** below. Mulgrave Street is an extension of Ashhurst Road, connecting Ashhurst with Bunnythorpe and serves as one of two major western access routes into Ashhurst. The surrounding land-use is predominantly Rural and Residential with some Industrial zoned land to the west.

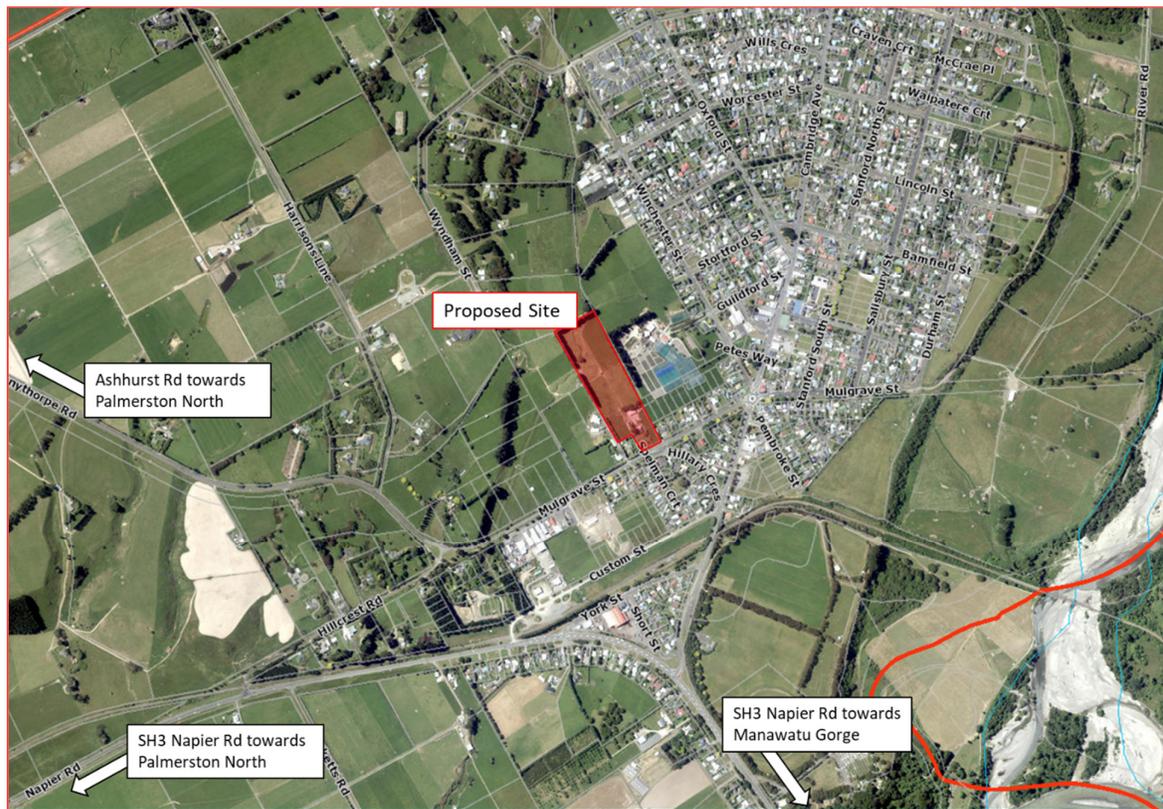


Figure 2-1: Site location in Ashhurst

2.2 Existing Road Network

Mulgrave Street is classified as a Minor Arterial in the PNCC District Plan.

In the vicinity of the site, Mulgrave Street is formed two lanes, one in each direction with two-way AADT ranging between 2,500 to 3,000 vehicles per day (counted in July 2020 following the closure of the Manawatu Gorge). Mulgrave Street is one of two arterial roads providing access to Ashhurst from Palmerston North and Feilding/Bunnythorpe, the other being Cambridge Avenue. The posted speed limit on Mulgrave Street within the vicinity of the site is 50km/h.

There are two intersections within 80 meters of the access to the site. The intersection between Mulgrave Street and Spelman Crescent is situated opposite the access and serves approximately 17 residences in a cul-de-sac arrangement. Hillary Crescent connects Mulgrave Street to Cambridge Avenue forming a give-way control on the Hillary Crescent approach to Mulgrave Street. This intersection of Hillary Crescent and Mulgrave Street has recently been upgraded so that the east-west movement has priority as shown in Figure 2-2 to Figure 2-3.

The change in alignment means that vehicles exiting the proposed development will give-way to vehicles travelling on Mulgrave Street only while vehicles on Hillary Crescent have to give way to traffic on Mulgrave Street as well, essentially removing confusion created by the previous alignment.

The alignment change does not have an adverse effect on the operation of the site access as the required sight distance of 115m as stipulated in the PNCC district Plan is achieved at the access in both directions

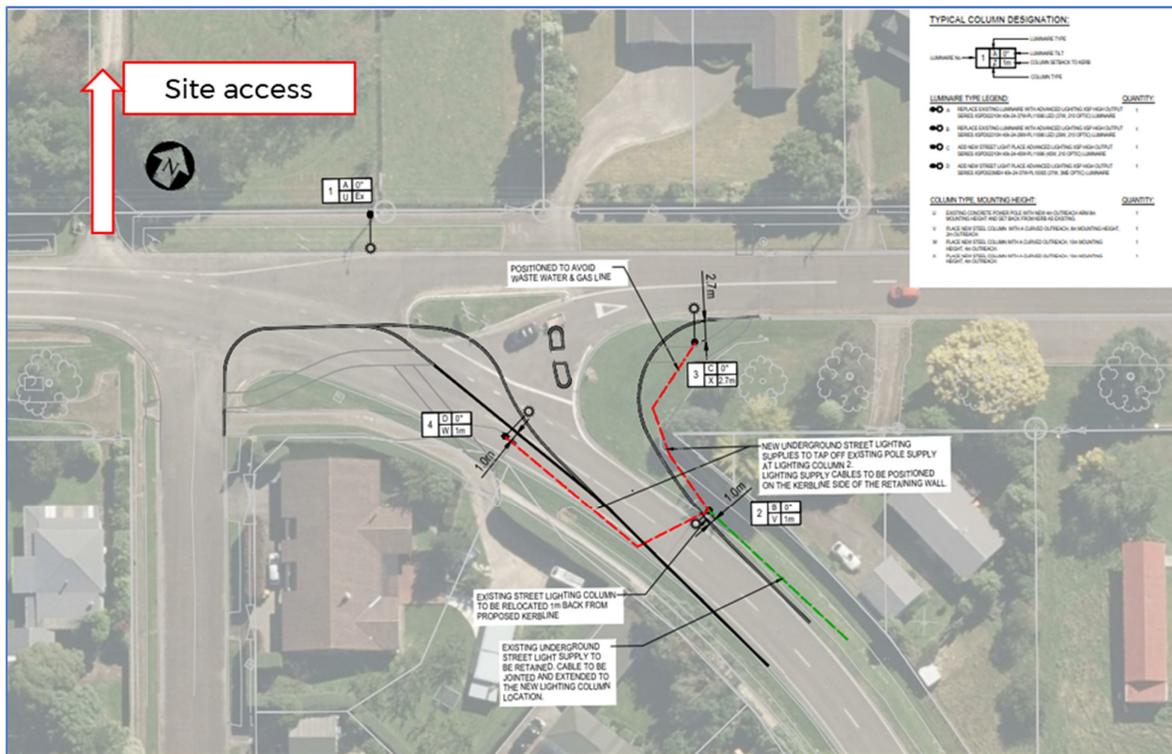


Figure 2-2: Recent changes to the intersection arrangement at Mulgrave Street



Figure 2-3: Current Road Alignment at Hillary Crescent



2.3 The Proposal

Soul Friends Pet Cremations (SFPC) are seeking consent to operate their pet cremation business and associated facilities to 94 Mulgrave Street in Ashhurst. The Tolly Farm Boarding Cattery and Kennel was previously operating onsite but has closed permanently as of September 2021 as result of the Covid-19 pandemic and various lockdowns that have severely impacted business. SFPC would like to:

- Establish a crematorium for pets on site;
- Establish a woodwork workshop onsite to make urns;
- Establish a spray booth for urn finishes onsite; and
- Establish a memorial garden for the public to visit between the hours of 9am to 5pm Monday to Sunday.
- Continue use of the existing residential dwelling as a rental property or housing for the crematorium manager.

The main purpose of the crematorium will be cremation of domestic animals (around 700 per month or approximately 175 per week). The business services vet clinics in the Manawatu, Horowhenua, Kapiti, Wairarapa and Wellington Districts. A van is used to collect animals from vet clinics four times a week.

The cremation business (including the crematorium, woodwork workshop, spray booth and memorial garden) would be open to the public from 9am to 5pm Monday to Friday and by appointment on weekends. Depending on the volume of work, cremation activity could continue until 7pm.

The crematorium business will employ three full time staff and three part-time staff. Conservatively, we have assumed six staff members would be onsite during the hours of operation.

It is only expected that 1 to 2 cremations a day will be for the general public, when this side of the business has been established, with the remaining cremations being for the veterinarian clinics.

Business operations would therefore involve cremation of maximum 700 pets per month and the activities stated above. The site would be serviced by the existing vehicle crossing and access from Mulgrave Street. Signage indicating the business is onsite would be established and designed to meet permitted performance standards and sited in a location that would not impact on sightlines and maneuverability into the development. A 500m² Totalspan shed will be constructed onsite to house a maximum of four cremators and cremator stacks. The location of the building is shown in Figure 2-4 below.

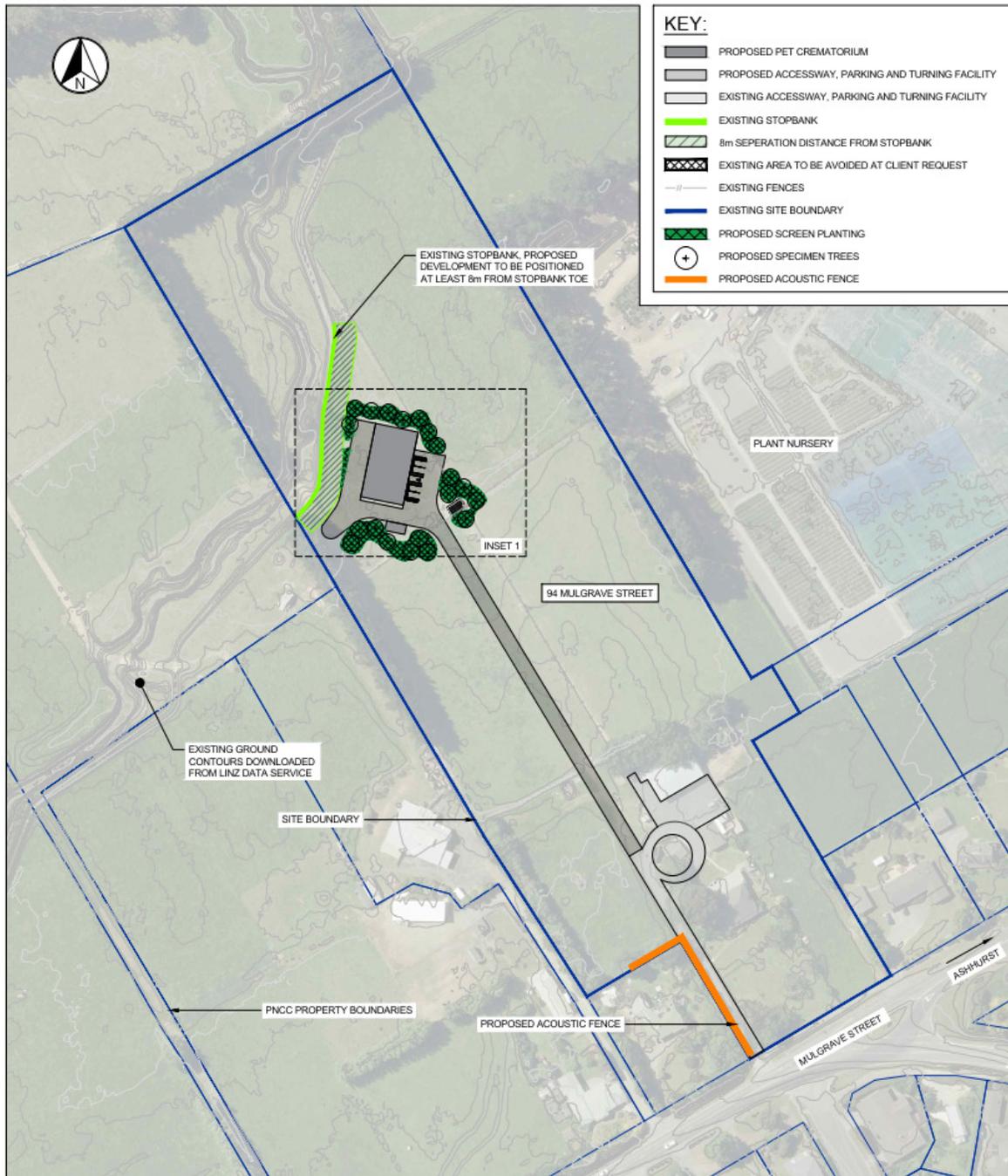


Figure 2-4 Proposed location of new Crematorium buildings onsite.

3 Assessment of effects

3.1 Trip Generation

3.1.1 Existing traffic

The Cattery and Kennel that used to be operational on the property have now permanently closed. Therefore, the only current traffic generating activity using the vehicle access to the property is the residential dwelling on site which is expected to generate a maximum of 10 vehicle trips per day (two-way).

3.1.2 Trips resulting from the proposal

As mentioned in **Section 2.3**, use of the crematorium will mainly be for veterinarian clinics but will also be available to the public who wish to have their deceased pet cremated individually, this will be done by appointment. The crematorium is expected to operate a collection service using a medium rigid truck to collect pets from vet clinics four times a week. It is also highly unlikely that more than 1 person from the public will make use of the crematorium or remembrance garden per day. Visiting the remembrance garden is by appointment only.

The proposed wood urn making workshop on site will be a complementary service to the crematorium and remembrance garden and is not considered to generate any additional trips. Two staff members will work in the wood workshop and they form part of the proposed six total staff members on site.

Assuming one medium rigid truck and one public visitor will access and exit the site during the peak hour, resulting in 4 car movements on weekdays between 08:00 to 09:00, the total additional traffic volumes generated by the proposal during this peak hour will be 11 vehicle movements per hour (two-way) when including the six staff members who enter the property in the morning but exit in the afternoon. A breakdown of the expected vehicle trips is captured in Table 3-1 below.

Table 3-1: Total vehicle trips resulting from the proposal

Activity	Daily Trips (Two-way)	Max Peak hour
Existing Residential Dwelling	10	1
Crematorium (veterinarian deliveries)	2	2
Staff	12	6
Private Cremation	2	2
Total	26vpd	11vph

Previously, the Kennels on site that have since closed, housed 20-26 pets during the day for day-care resulting in up to 52 vehicle trips (two-way) during the morning peak hour excluding staff members.

Given the above, it is noted that the 11 trips per hour that will be generated by the crematorium proposal is significantly less than the traffic volumes associated with the

previous activities that operated from the site and therefore considered less than minor. These trips are not expected to have an adverse effect on the operation of the access.

3.1.3 Equivalent car movements

The District Plan requires that vehicle crossing movements in a rural zone do not exceed 100 car-equivalent vehicle movements per day more than two days a week and do not exceed 200 car-equivalent vehicle movements per day on any given day of the week.

With the addition of trips resulting from the crematorium and staff members leaving the facility in the afternoon, as well as trips generated by the residential dwelling (10vpd) the total daily two-way trips at the access are 26vpd which is significantly less than the 100 allowable car equivalent movements per day.

This is not a significant increase in daily traffic and WSP deems this acceptable. The proposed activity is appropriate for the low speed, low risk environment.

3.2 Site Access

The proposed pet crematorium will be accessed via the existing vehicle crossing to Mulgrave Street, which is 3 meters wide. This access will be shared between users of the residential property and visitors to the remembrance garden. A view from the existing vehicle crossing onto Mulgrave Street is shown in Figure 3-1.

Sight distance at the access is acceptable for the 50km/h environment at 115m in each direction.



Figure 3-1: Existing site access

This access will serve one residential dwelling as well as the crematorium. The minimum access width for these uses, as per the performance standards for permitted activities under R20.4.2 in the District Plan, are 2.75m and 3.5m respectively. Although both of these uses will access the

site through the same access, the existing 3m width is considered to be sufficient based on the following:

- The 3m existing width is measured at the narrowest point of the access at the gate shown in Figure 3-1. Along the rest of the accessway and driveway, 5.5m is available allowing for passing on site should it be necessary.
- The crematorium (non-residential use) is expected to generate a very low volume of trips. The bulk of trips will be generated by staff, and are expected to be highly tidal in nature, with staff travelling inward during the morning peak, and outward during the evening peak. This will minimise potential conflicts between users of the driveway.
- The existing vehicle driveway provides clear forward sight lines between the development and the vehicle crossing onto Mulgrave Street, meaning vehicles within the development can pull to the side and give way to inward moving traffic.

3.3 Parking

3.3.1 *Anticipated parking demand impacts*

As per the latest National Policy Statement on Urban Development 2020, there is no longer a minimum parking requirement for residential and commercial developments in the District Plan. Therefore, parking provisions for this development are proposed based on a “first principles” approach.

The staff members of the crematorium and workshop are a combination of permanent (3 staff) and part-time staff (3 staff members) therefore the maximum potential parking demand associated with the site is expected to be 6.

The proposal will provide 4 standard parking spaces adjacent to the crematorium facility. These are additional to 2 existing parking spaces available at the former Kennel building north of the turnaround facility.

Therefore, the proposed parking supply on site is expected to be sufficient to support parking demand associated with the development.

As per the requirements of the District Plan, where parking is provided, one mobility impaired parking space is required where 20 or less parking spaces are provided. Therefore, one mobility impaired parking bay will be required as part of the proposed development.

These proposed formal parking bays as well as the existing turnaround facility at the old kennels building on-site are deemed sufficient to accommodate the demand and should be designed according to the standards of Palmerston North City Council, as outlined within Section 20 (Land Transport) of the District Plan. The site plan shown in Figure 3-2 below and attached in **Appendix A** provides an indication of the planned parking provisions on site.

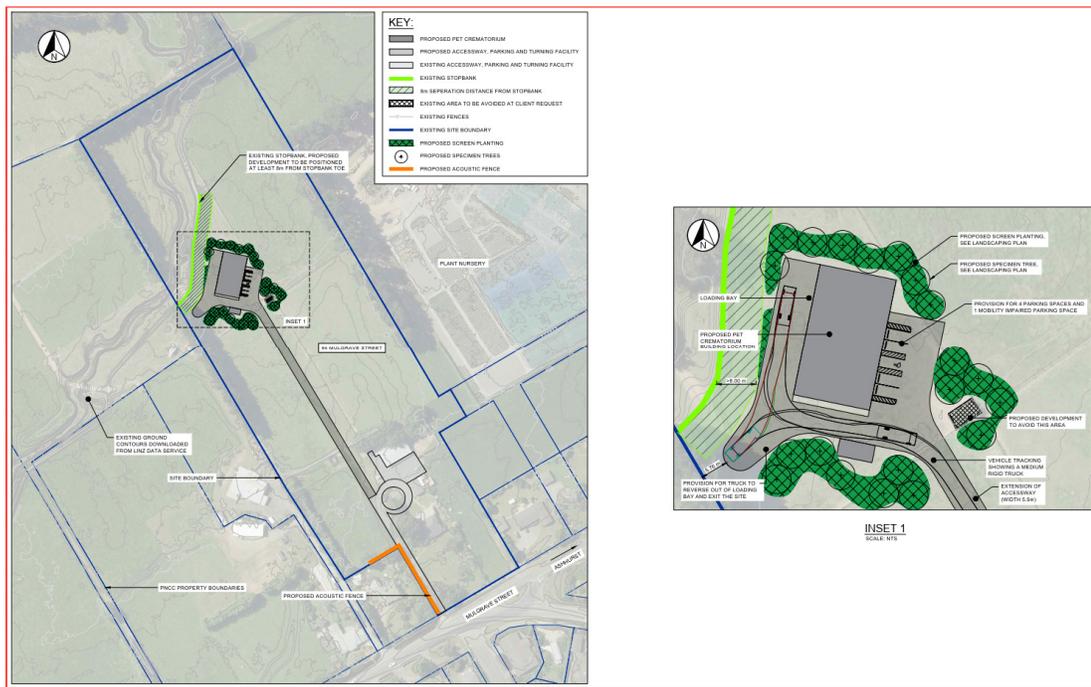


Figure 3-2: Proposed Site Plan

3.3.2 Loading Requirements

It is not expected that any large heavy vehicles will have a need to access the property. Deliveries such as wood for the urn making facility as well as the deceased pets will be transported to the property in medium rigid trucks. These vehicles can easily access the site and use the turnaround facility at the end of the driveway as shown in Figure 3-2. No more than 4 medium rigid trucks per week are expected.

3.4 District Plan requirements

The proposed SFPC development has been assessed in accordance with the transportation related rules outlined within relevant sections of the Palmerston North City Council District Plan (see Table 3-2 below).

The assessment indicates that the impacts are minor and can be accommodated in the current traffic environment.

Table 3-2: Assessment against the PNCC District Plan rules

Performance standards for permitted activities under R20.4.2	Assessment
(a) Vehicle Access	
(vi) Number of Vehicle crossings, Location and Sight Distance	Existing Access so no additional assessment undertaken.
(vii) All vehicle accesses are to be formed in a permanent, dust free surface.	Complies
(viii) Width, passing and queuing standards	Existing 3m width at its narrowest is deemed sufficient as per Section 3.2 of this report for the proposed Crematorium and existing residential use. Turning facility is provided on site to avoid the need for reversing onto Mulgrave Street.

	The access meets the minimum sight distance requirements for a 50km/h road
(ix) Gradient requirements	Complies
(xi) Vehicle Crossing Movements	Complies. Less than 100 car equivalent movements.
(b) Parking	
(i) Parking Spaces for People with Disabilities	Four parking spaces are to be provided, with an accessible parking space provided. Complies with required number, and standards specified.
(c) Car Park Landscape Design	Complies. Parking does not front a road. Planting will be undertaken in accordance with landscape plan.
(d) Formation of Parking Spaces	Complies. Car parking to be designed in accordance with standards
(e) Loading Space Provision	Complies. Loading space provided, including allowance for turnaround and driving forward away from loading area.
(f) Loading Space Design	Complies. Designed in accordance with standards.
(g) Cycle Parking – Provision and Design	N/A Less than 10 employees.
(h) Cycle Parking – End-of-Trip Facilities	N/A



4 Summary and Conclusion

It is concluded that the proposed development, taking into account the traffic generating potential of the development and existing parking provisions will result in transport effects on the surrounding network that are minor. It is considered that there is no transportation reason to preclude the implementation of the development as intended.

Soul Friend Pet Cremations

MANAGEMENT PLAN

17 SEPTEMBER 2021





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1 INTRODUCTION

Soul Friend Pet Cremations provides pet and livestock cremation services to vet clinics in the Manawatu, Horowhenua, Kapiti, Porirua, Wellington, Hutt Valley, Wairarapa, Dannevirke, Rangitikei and Taihape regions. This has operated from 120 Tennent drive in rented premises for the past 11 years, and includes a woodwork division for the manufacture of urns.

The purpose of this management plan is to provide direction for managing business activities as the business moves all operations to the Ashhurst site. The site is to be developed as a more funeral home style of presentation rather than just to perform an industrial function.

2 SCOPE OF OPERATIONS

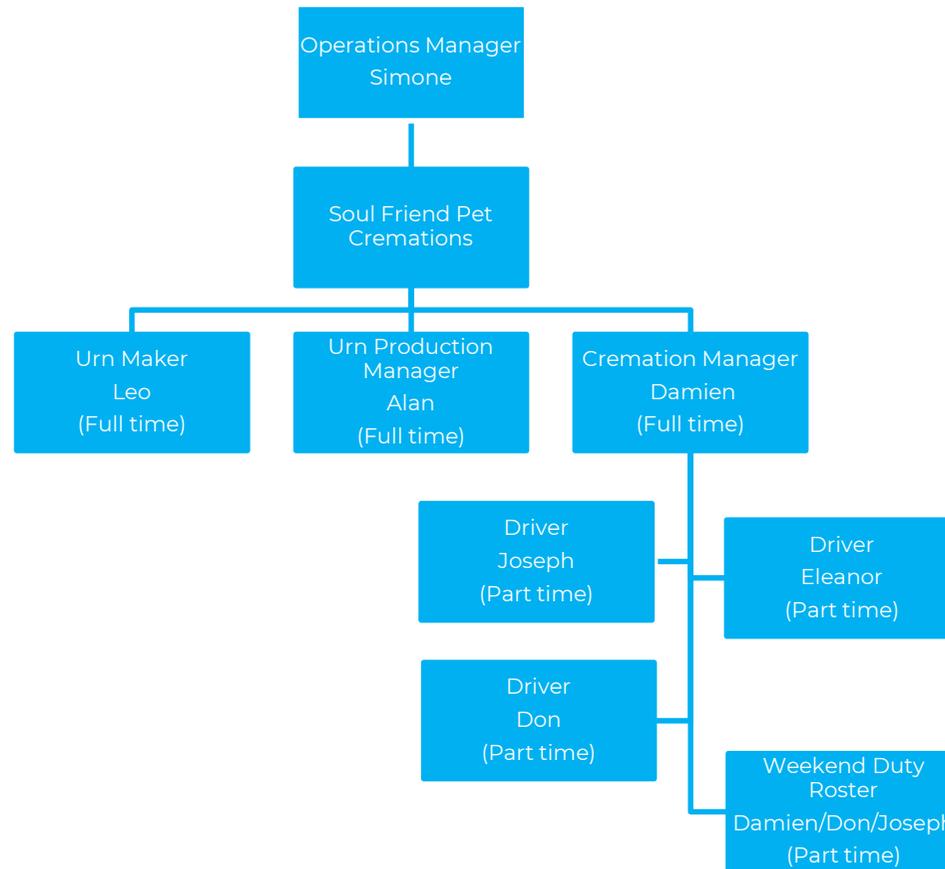
Soul Friend Pet Cremations propose to relocate their pet cremations business to 94 Mulgrave Street, Ashhurst. Development and operation of the site would involve:

- Constructing the necessary buildings:
 - One 500m² Totalspan building housing four cremators, an aquamator, 2 autoclaves, a woodworking workshop, and chapel; and
 - One shipping container containing a spray booth for urn finishes. There would be 4 cremator stacks would be 10.5 – 13m high.

Both buildings would be setback 8m from the stopbank.

- Discharging to air emissions from cremating domestic animals (currently around 700 pets per month) and incinerating biological, pathological and medical wastes;
- Undertaking aquamation using alkaline solution;
- Autoclaving sharps for disposal at landfill;
- Establishing a woodworking workshop onsite (to be housed in the Totalspan shed), which would produce urns and paw prints, potentially coffins and other memorial products;
- Establishing a spray booth for urn finishes onsite (to be housed in the shipping container);
- Establishing a memorial garden for the public to visit from 9am to 5pm Monday to Sunday;
- Operating the cremation business (including the crematorium, woodwork workshop, spray booth and chapel) would be open to the public from 9am to 5pm Monday to Friday and by appointment on weekends. Depending on the volume of work, cremation activity could continue until 7pm.
- The capacity of the chapel would be approximately 8-10 people. The chapel will be an area dedicated for friends and family to accompany their deceased pet and view them being loaded into the cremator. This provides an assurance to pet owners their pet is the only animal in the cremator and the ashes returned are their animal only.
- Earthworks would be undertaken to form appropriate footprints for the buildings, accessway and carparking/loading areas. All earthworks would be 8m away from the stopbank onsite.
- A new septic system would be installed to service the Totalspan building toilet and wash facilities (domestic only).
- A sump would be installed to capture water from wash downs inside the Totalspan building, this would be treated onsite as required.

3 ORGANISATION CHART



4 JOB DESCRIPTIONS

A brief description of the jobs shown in the organisation chart above are below. The full job description for each position are attached as Appendices A – E

4.1.1 CREMATIONS MANAGER

The purpose of this role is to ensure that the entire operation of the Cremations division, personnel and day-to-day efficiency continue to work well with the overall aim of achieving business objectives. The full job description for the Cremations Manager is appended as Appendix A.

4.1.2 DRIVER

The purpose of this role is to provide assistance to the Cremation operation. This assistance is crucial to the day-to-day efficiency. All pickups require sensible planning and detailed record keeping. The full job description for the Drivers is appended as Appendix B.

4.1.3 WEEKEND ROSTERED ON

The purpose of this role is to ensure that the operation of the Cremations division to provide service to the public on weekends, and to ensure throughput of pets through the cremator such that weekdays runs have optimal turn-around time, achieving business objectives. The full job description for the Weekend Rostered On is appended as Appendix C.

4.1.4 URN MAKER

The purpose of this role is to manufacture product in the Urn making operation. This assistance is crucial to the day-to-day efficiency. All manufactured items require sensible planning and detailed record keeping. The full job description for the Urn Maker is attached as Appendix D.

4.1.5 URN PRODUCTION MANAGER

The purpose of this role is to ensure that the entire operation of the Urn Production, personnel and day-to-day efficiency continue to work well with the overall aim of achieving business objectives. The full job description for the Urn Production Manager is attached as Appendix E.

4.2 CONTACT DETAILS

	Email	Mobile	Phone
Operations Manager	admin@soulfriends.nz	027 326 8553	
Urn Manager	process@soulfriends.nz	027 555 6089	
Cremation Manager	info@soulfriends.nz	027 355 7006	06 3544 086

5 ENVIRONMENTAL RISK IDENTIFICATION AND MANAGEMENT

The following tables identify the potential effects associated with operation of the Soul Friend Pet Cremations.

The first table identifies the activities which could result in the potential effects unless adequate mitigation measures are used throughout operations. Also summarised in this table is why each potential effect is a concern.

The second table provides a brief summary of the mitigation measures to address the potential effects. The mitigation, including the principles of the mitigation, are described further in Section 7.

Table 1: Potential Effects from Activities

POTENTIAL EFFECTS				
Noise	Discharges to Air	Discharge of other contaminants	Amenity	Traffic
<p>Activity</p> <ul style="list-style-type: none"> Vehicles travelling to and from the buildings and memorial garden on site Operation of cremators Woodworking in workshop Spraying in spray booth Operation of ventilators Rolling up and down of roller doors in Soul Friend building Loading and unloading of goods Staff and visitors onsite <p>Concern</p> <ul style="list-style-type: none"> Noise may affect neighbouring 	<p>Activity</p> <ul style="list-style-type: none"> Cremation of animals, incinerating documents, biological, pathological and medical wastes <p>Concern</p> <ul style="list-style-type: none"> Contaminants affecting air quality Contaminants reaching the unnamed stream onsite 	<p>Activity</p> <ul style="list-style-type: none"> Wash down of cremator areas <p>Concern</p> <ul style="list-style-type: none"> Contaminants from wash down discharge to land and enter nearby waterway Contaminants from wash down pose a risk to human health Contaminants release odour 	<p>Activity</p> <ul style="list-style-type: none"> New building may be visible from surrounding property Activities producing odour such as wash down of crematoria Activities producing noise Traffic coming to and from the property <p>Concern</p> <ul style="list-style-type: none"> Loss of amenity for surrounding properties and enjoyment of their property. 	<p>Activity</p> <ul style="list-style-type: none"> Vehicles coming to and from the property Vehicles loading and unloading onsite Carparking onsite <p>Concern</p> <ul style="list-style-type: none"> Noise from vehicles Loss of amenity and enjoyment of their properties for surrounding landowners and occupiers The release of dust

properties enjoyment of their properties				
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Table 2: Mitigation of Effects

ACTIVITY	RISK MITIGATION				
	Noise	Discharges to Air	Discharge of other contaminants	Amenity	Traffic
Soul Friend Pet Cremators	<ul style="list-style-type: none"> Hours of operation restricted to 9am to 5pm 7 days a week, with burns until 10pm occurring only when workload requires Restrict cremator operation to two units at a time Operation of the cremators in accordance with the operating instructions from the manufacturers and Standard Operating Procedure 	<ul style="list-style-type: none"> Operation of the cremators in accordance with the operating instructions from the manufacturer All staff require induction including how to operate the cremators Regular maintenance of cremators 	<ul style="list-style-type: none"> Wash down discharged to a sump and collected and disposed of off-site. 	<ul style="list-style-type: none"> Screen planting that is regularly maintained and replaced if necessary Hours of operation restricted to 9am to 5pm 7 days a week with burns till 10pm occurring on an irregular basis Building colour is recessive 	<ul style="list-style-type: none"> Speed limit on driveway Hours of operation restricted to 9am to 5pm 7 days a week, with cremations until 10pm occurring only when workload requires
Soul Friend Woodworking Workshop	<ul style="list-style-type: none"> Noise insulation of workshop 			<ul style="list-style-type: none"> Acoustic insulation of the workshop 	<ul style="list-style-type: none"> Speed limit on accessway

	<ul style="list-style-type: none"> Hours of operation restricted to 9am to 5pm 7 days a week 			<ul style="list-style-type: none"> Hours of operation restricted to 9am to 5pm 7 days a week 	<ul style="list-style-type: none"> Hours of operation restricted to 9am to 5pm 7 days a week
Soul Friend Spray Booth	<ul style="list-style-type: none"> Hours of operation restricted to 9am to 5pm Monday to Friday 			<ul style="list-style-type: none"> Hours of operation restricted to 9am to 5pm Monday to Friday 	<ul style="list-style-type: none"> Speed limit on accessway Hours of operation restricted to 9am to 5pm Monday to Friday
Soul Friend Chapel	<ul style="list-style-type: none"> Hours of operation restricted to 9am to 5pm 7 days a week Limit number of people in the chapel to 10 			<ul style="list-style-type: none"> Hours of operation restricted to 9am to 5pm 	<ul style="list-style-type: none"> Speed limit on accessway Hours of operation restricted to 9am to 5pm Monday to Friday
Memorial garden	<ul style="list-style-type: none"> Hours of operation restricted to 7am to 7pm 7 days a week 				<ul style="list-style-type: none"> Speed limit on accessway Hours of operation restricted to 7am to 7pm 7 days a week

6 CONSENT REQUIREMENTS

Will be populated if consents are granted.

7 CREMATORIUM MANAGEMENT

Crematorium activity is managed through regular maintenance and inspections along with Standard Operating Procedures and emergency responses, which staff must follow.

7.1 MAXIMUM NUMBERS

The crematorium currently cremates approximately 700 animals per month and 200 items of medical waste or sharps.

Of those animals, 2/3rds are cremations where the cremains are returned to their owner, and therefore are spaced individually on the floor of the cremator (10 -1 5 at a time per cremator). The balance are the unclaimed or unwanted which are cremated in batches with medical waste. The cremains are then disposed of at landfill.

The implementation of the additional large cremator (reconditioned hot hearth McDonald unit) will increase our capacity to be able to double that if needed, and the addition of the small Therm-Tec cremator will allow for witnessed cremations, when public visit with us.

7.2 RUN TIMES

We currently collect from clinics in the Manawatu and the Wairarapa on a Monday and a Thursday. We collect from Horowhenua, Kapiti, Porirua, Wellington and Hutt Valley on a Tuesday and a Friday. We aim to have the cremains returned on the next run after collection – 3 days turn around.

7.3 MAINTENANCE – REGULAR INSPECTIONS

Maintenance of all equipment, as well as contractor attendance to breakdowns are documented in the equipment register. The schedule of maintenance is shown in the table below.

Table 3: Schedule of Maintenance

ACTIVITY	SCHEDULE OF MAINTENANCE				
	Vehicle	Cremator	Extraction for spray booth	Workshop	Autoclaves
Soul Friend Pet Cremations	<ul style="list-style-type: none"> Cleaned and checked for damage daily Monthly Vehicle maintenance record completed and filed in equipment register 	<ul style="list-style-type: none"> Clear hearth ventilation holes daily Monthly Check of door seals Annual clearance of grease traps Annual Service of 	<ul style="list-style-type: none"> Change filter daily Annual service of fan Document breakdown and repair in Equipment Register 	<ul style="list-style-type: none"> Daily clean up of all dust Weekly documentation of cleaning Document breakdown and repair in Equipment Register 	<ul style="list-style-type: none"> Service and calibrate Document breakdown and repair in Equipment Register

	<ul style="list-style-type: none"> • Service 20000kms • WoF 12 months • Document breakdown and repair in Equipment Register 	<ul style="list-style-type: none"> burners and hearth fans • Document breakdown and repair in Equipment Register 			
--	--	--	--	--	--

7.4 STANDARD OPERATING PROCEDURES

Staff must follow Standard Operating Procedures for workshop and equipment maintenance, vehicle maintenance, extraction system cleaning, autoclaving sharps for disposal and cremation maintenance. These procedures are listed below and appended as Appendices H – M.

1. Procedure 08-19 Workshop and Equipment Maintenance Standard Operating Procedure
2. Procedure 05-19 Vehicle Maintenance Standard Operating Procedure
3. Procedure 04-19 Extraction System Cleaning Standard Operating Procedure
4. Procedure 01-19 Autoclaving Sharps for Disposal Standard Operating Procedure
5. Procedure 10-20 Cremation maintenance Standard Operating Procedure provided in appendices
6. Procedure 09-20 Cremator Operation

7.5 EMERGENCY RESPONSE

7.5.1 CREMATION OPERATION

Cremators will be fitted with an emergency stop so they can be shut down from outside.

They have temperature probes fitted to ensure that they do not continue to input gas once the primary chamber has reached 800°C.

They have regulators per burner to ensure consistent gas flow, and a safety shut off valve if a gas leak occurs.

Should a grease trap be damaged and grease leak from its containment we have saw dust and ash materials on site at all times to facilitate soak up and clean up.

The areas in the building that house the cremators have bunding so that any leaks will be contained in that area. Blood and body fluid will be mopped and the water discarded via septic.

7.5.2 SPRAY BOOTH OPERATION

Flammable products will be kept in a hazardous goods store that is bunded and has an emergency shower (already on the site). Amounts available per product will be 20 L and with 8 types of product being used, the maximum in this store will be 100L. From here the product will be dispensed into 1.5 Litre plastic bottles for use in the spray booth itself.

8 TRAINING

Our Standard Operating Procedures have a four-step competency progression:

C1 = I have read and understood this Standard Operating Procedure

C2 = I have received training

C3 = I am competent to manage this task on my own

C4 = I am credentialed to train other staff in this Standard Operating Procedure

A new staff member starts with comprehending the task through reading about it and watching it being performed. As they gain practice, they then accept responsibility of being left to conduct the task and the quality of it. Ultimately being credentialed to train means that knowledge can be spread throughout the business and provide for cover when key personnel are not available.

9 RECORD KEEPING

Soul Friends has built a custom database for documenting all items we receive, and the orders pertaining to them. The specifications for the database are:

1. Track all items in clinic freezers by way of a 'hold' ticket system
2. Track every item (animal or biological waste or sharps containers) submitted to us for service
3. Ability to store files such as photos per item
4. Track item history – the Company staff who logged in and worked on each item
5. Filters such that items can be batched and documented as moving through parts of the process
6. Search functionality so we can respond to individual client enquiry
7. Communications log in a comments section per item
8. Online booking portal for vet clinics including generating identification labels
9. Manage the ordering of consumable items (body bags, bin liners and sharps bins) by vet clinics
10. Facilitate online memorial building from clients to be able to instruct vets including submitting photos to us.
11. Generate a report for council to check we have met our resource consent requirements.
12. Generate a run sheet (of which there will be multiple) for Drivers to document pickup and delivery, and leave the clinic with a delivery docket for each delivery event
13. Document Phone messages per clinic
14. Manage inventory of urns.
15. Integration of API so that all items completed can be batch invoiced to xero
16. Training videos to show the program in operation for both clinic staff, and those we employ.

10 COMPLAINTS

Soul Friends have complaints registers set up as a folder in their 'info@' email. The purpose is to document the complaint, what the solution and resolution was, and how the process concluded. When a complaint is made the employee responsible for responding to complaints must follow the 'Relationship 09-19 Managing Complaints' Standard Operating Procedure, which is appended as Appendix N.

APPENDIX A

JOB TITLE CREMATIONS MANAGER

DATE 01/09/2018

REPORTS TO OPERATIONS MANAGER

BACKGROUND

Tolly Farm Limited specialises in the Boarding of animals from the Manawatu and the wider regions. In addition to this service, Tolly Farm also operates a Cremations division and an Urn making facility. These two areas operate under the name Soul Friend Pet Cremations. These specialised services offer the client access to a high standard of “One stop shop” services for their animals.

POSITION DESCRIPTION

Position purpose The purpose of this role is to ensure that the entire operation of the Cremations division, personnel and day-to-day efficiency continue to work well with the overall aim of achieving business objectives. This role needs to be flexible around work hours.

Main Tasks

Core objectives include:

- Ensuring rosters are in place to cover all shifts.
- Manage and monitor staff so that maximum efficiency is gained through sensible and productive work tasks.
- Champion training of staff and foster a continuous improvement culture.
- Manage all purchasing activities within budget.
- Ensure compliance on regulatory, administrative and operational requirements.
- Report all accidents and near misses.
- Keep accurate and up to date records of all items produced.
- Liaise with client where necessary.

Cremation Tasks

- Unload van, organise the load and weigh the dogs.
- Make paw prints where needed.
- Load the incinerators placing metal dividers between each animal.
- Maintain accurate map of each cremation.
- Accurately pull down the resulting bone and reunite with identification label.
- Crush bone and capture in Zip lock bag.
- Box as required.
- Provide Cremation Certificate.
- Make plaques as required.
- Autoclave “sharps”.
- Relieve driver if required.

Ensure to check comments before igniting a cremation.

Database Tasks

Double check other staff's data entry.
Enter the animal and biowaste weights.
Identify and action as cremated in Cremator-1 or Cremator-2 for council records.
Print and file burner report.
Identify and action as processed and then invoice all completed items.
Print and collate drivers run sheets with returns.

Equipment Maintenance

Advise management when a trip to the Refuse Station is required.
Manage oils from the cremators.
Wash concrete floor and van tarp as needed.
Ensure Chiller is thawed and functional.
Mop floor and tarp as needed.
Contact electrician as needed for incinerator malfunctions.

Admin Tasks

Respond to client phone and email enquiry.
Order Bags, Sharps containers, Scatter boxes, cable ties, Manila tags, Zip lock bags and maintain a collection of receipts.
Contribute and participate in Health and Safety meetings.
Maintain Risk and Injuries register.
Maintain a timesheet.

Other Duties

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

- *“Fulfil other duties as required by management and other department personnel as requested/required.” This needs to be understood in context of the role's requirements around flexible time. All though there is a roster in place, it is imperative that allowances are made to ensure the highest level of care and attention is applied to all animals all of the time. To that end, it is emphasized here that there will be times where work hours may vary from an intended roster. On these occasions, this role is expected to cope with this variance and continue to provide the excellent services that have been paid for by the client.*

Required qualities

Professional approach.
Ability to work under pressure.
Organisational and time management skills.
Excellent attention to detail.
Problem solver.
Initiative.

Demonstrate passion and enthusiasm for the Company's Purpose.
Demonstrate a professional and caring attitude towards customers and staff.
Seek to perform all tasks to the highest standard.
Embrace Health & Safety.

Desired competencies

Analytical thinking.
Business awareness.
Tenacity.
Positive approach to change.

PERSON SPECIFICATION

Qualifications

- ***No qualification required.***

Experience

Relevant commercial or practical management experience.

Knowledge

Requirements and regulations associated with a cremation operation.

Skills & competencies

Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.

Commerciality: ability to apply knowledge in a practical, commercial manner.

Teamwork: willingness to assist and support others as required and get on with team members.

Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

Professional approach (essential).
Confident manner (essential).
Positive approach to change (essential).
Flexible approach to work hours.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

Quality of work

- Is to a standard that exceeds the customer's expectations.
- Is to a standard the customer will pay a premium for.
- Is to the standard set by the company owner/CEO.

The Operations Manager will regularly check the standard of workmanship on jobs & activities.

Productivity

- All work tasks are completed within the allocated time.
- All deadlines are met.
- All materials & consumables used are within the quoted amounts for the job.
- Wastage of materials and time is kept to an acceptable minimum.

The Operations Manager will regularly check that work is completed on time and to the quality standards required. Where appropriate, training will be given to staff to enable these standards to be met.

KRA & KPIs		
KRA	Desired Result	Measure
Cremation Schedules.	All cremation deadlines met.	Weekly audit checks.
Documentation.	All items cremated are recorded Accurately.	Weekly audit checks.
Raw materials.	All raw materials are sufficiently Stocked to meet existing and Planned cremations.	Weekly audit checks.
Equipment Maintenance.	All equipment is regularly Maintained and meets operational Safety requirements.	Daily checks.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU
SIGNED BY MANAGEMENT

.....
 Employee.....
 Manager

.....
 Date.....
 Date

APPENDIX B

JOB TITLE DRIVER
DATE 01/09/2018
REPORTS TO CUSTOMER SERVICES MANAGER

BACKGROUND

Tolly Farm Limited specialises in the Boarding of animals from the Manawatu and the wider regions. In addition to this service, Tolly Farm also operates a Cremations division and an Urn making facility. These two areas operate under the name Soul Friend Pet Cremations. These specialised services offer the client access to a high standard of “One stop shop” services for their animals.

POSITION DESCRIPTION

Position purpose The purpose of this role is to provide assistance to the Cremation operation. This assistance is crucial to the day-to-day efficiency. All pickups require sensible planning and detailed record keeping. This role needs to be flexible around work hours.

Main tasks

Core objectives of fixed salary include:

- Ensure timetable for pickups is adequate to complete the run in the allotted time.
- Collect deceased pets from vet clinics.
- Accurately document each collection and ensure only labelled items are collected.
- Return cremains and other mementos as required, documenting the release of such.
- Preparing stock and document the supply bags, tags, cable ties, sharps containers to clinics.
- Direct enquiries back to administration when answers cannot be accurately conveyed from your tablet.
- Collect large dogs off schedule if needed to support a clinic.

Admin

- Maintain Vehicle (WOF, COF, Road User Charges (RUC) servicing, tire pressures, internal and external cleaning).
- Participate and contribute to Health and Safety meetings.
- Report all accidents and near misses.
- Maintain Risk and Injuries register.
- Maintain a timesheet.
- Maintain a log of vehicle receipts in Xero.

Direct to Public sales

- Collect deceased pets from clients homes as directed by management. This will involve working with grieving people, directing them to the most efficient ways of ordering our service and respectfully handling their pet as they commit them to our care.

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other Duties

- *“Fulfil other duties as required by management and other department personnel as requested/required.” This needs to be understood in context of the role’s requirements around flexible time. All though there is a roster in place, it is imperative that allowances are made to ensure the highest level of service and attention is applied to all clients all of the time. To that end, it is emphasized here that there will be times where work hours may vary from an intended roster. On these occasions, this role is expected to cope with this variance and continue to provide the excellent care and services to the clients that have been paid for.*

Required qualities

Honest beyond reproach
Compassion and Patience
Professional friendly and fearless approach.
Ability to work under pressure.
Problem solving in keeping with the guiding principles of the organisation
Organisational and time management skills.
Excellent attention to detail.
Initiative.
Demonstrate passion and enthusiasm for the Company’s Purpose.
Demonstrate a professional and caring attitude towards customers and staff.
Seek to perform all tasks to the highest standard.
Embrace Health & Safety.

Desired competencies

Tenacity.
Positive approach to change.

PERSON SPECIFICATION

Qualifications

- *Clean “Full” drivers license capable of driving a manual vehicle*

Experience

Relevant experience in a similar role.

Knowledge

Requirements and regulations associated with deceased animals.

Skills & competencies

Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.

Teamwork: willingness to assist and support others as required and get on with team members.

Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

Professional approach (essential).
 Confident manner (essential).
 Positive approach to change (essential).
 Flexible approach to work hours.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

Quality of work

- Is to a standard that exceeds the customer’s expectations.
- Is to a standard the customer will pay a premium for.
- Is to the standard set by the company owner/CEO.

The Cremations Manager will regularly check the standard of workmanship on jobs & activities.

Productivity

- All work tasks are completed within the allocated time.
- All deadlines are met.
- All materials & consumables used are within the quoted amounts for the job.
- Wastage of materials and time is kept to an acceptable minimum.

The Cremations Manager will regularly check that work is completed on time and to the quality standards required. Where appropriate, training will be given to staff to enable these standards to be met.

KRA & KPIs		
KRA	Desired Result	Measure
Timetables.	Scheduled pickups completed On time.	Weekly audit checks.
Documentation.	Every animal body in our care Has a unique record of ID.	Weekly audit checks.
Vehicle maintenance.	Vehicle is always current for Servicing, WOF, COF and RUC.	Monthly checks.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU
SIGNED BY MANAGEMENT

.....
Employee.....
Manager

.....
Date.....
Date

APPENDIX C

JOB TITLE WEEKEND ROSTERED ON

DATE 11/11/2020

REPORTS TO CUSTOMER SERVICES MANAGER

BACKGROUND

Tolly Farm Limited specialises in the Boarding of animals from the Manawatu and the wider regions. In addition to this service, Tolly Farm also operates a Cremations division and an Urn making facility. These two areas operate under the trading name Soul Friend Pet Cremations. These specialised services offer the client access to a high standard of “One stop shop” services for their animals.

POSITION DESCRIPTION

Position purpose The purpose of this role is to ensure that the operation of the Cremations division to provide service to the public on weekends, and to ensure throughput of pets through the cremator such that weekdays runs have optimal turn around time, achieving business objectives. This role needs to be flexible around work hours.

Cremation Event Organise the load and document weights of the Pets.
Make and spray paw prints.
Load the incinerators placing fire bricks between animals for return.
Maintain accurate map of each cremation.
Ensure to check comments before igniting a cremation.
Maintain cremation log for council records.
Accurately pull down the resulting bone and reunite with identification label.
Crush bone and capture in Zip lock bag.
Weigh and document ash weight.
Box and wrap cremains as required.
Provide Cremation Certificate.
Make plaques as required.
Identify and action as processed and then invoice all completed items.
Print and collate drivers run sheets with returns.

This portion of work attracts a piece rate of remuneration

Oncall Tasks Document clinic or client complaints
Document discussion pertaining to specific pet requests
Respond to client phone and email enquiry.
Maintain a log of vehicle receipts in Xero.
Collect deceased pets from clients homes. This will involve working with grieving people, directing them to the most efficient ways of ordering our service and respectfully handling their pet as they commit them to our care.

This portion of work attracts a piece rate of remuneration

Required qualities

Professional approach.
 Ability to work under pressure.
 Organisational and time management skills.
 Excellent attention to detail.
 Problem solver.
 Initiative.
 Demonstrate passion and enthusiasm for the Company's Purpose.
 Demonstrate a professional and caring attitude towards customers and staff.
 Seek to perform all tasks to the highest standard.
 Embrace Health & Safety.

Desired competencies

Tenacity.
 Positive approach to change.

PERSON SPECIFICATION

Qualifications

- *No qualification required.*

Experience

Relevant commercial or practical management experience.

Knowledge

Requirements and regulations associated with a cremation operation.

Skills & competencies

Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally. Accurate with numbers.

Commerciality: ability to apply knowledge in a practical, commercial manner.

Teamwork: willingness to assist and support others as required and get on with team members.

Time management/organisation: accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

Professional approach (essential).
 Confident manner (essential).
 Positive approach to change (essential).
 Flexible approach to work hours.

This job description serves to illustrate the scope and responsibilities of the post. Piece rates of remuneration have been calculated on its content. If other job related tasks requested by management and as necessitated by the development of this role and the development of the business become routine, piece rates need to be renegotiated.

Quality of work

- Is to a standard that exceeds the customer's expectations.
- Is to a standard the customer will pay a premium for.
- Is to the standard set by the company owner/CEO.

The Customer Services Manager will regularly check the standard of workmanship on jobs & activities.

Productivity

- All work tasks are completed within the allocated time.
- All deadlines are met.
- All materials & consumables used are within the quoted amounts for the job.
- Wastage of materials and time is kept to an acceptable minimum.

The Customer Services Manager will regularly check that work is completed on time and to the quality standards required. Where appropriate, training will be given to staff to enable these standards to be met.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

SIGNED BY MANAGEMENT

.....
Employee.....
Manager

.....
Date.....
Date

APPENDIX D

JOB TITLE URN MAKER
DATE 01/09/2018
REPORTS TO URN PRODUCTION MANAGER

BACKGROUND

Tolly Farm Limited specialises in the Boarding of animals from the Manawatu and the wider regions. In addition to this service, Tolly Farm also operates a Cremations division and an Urn making facility. These two areas operate under the trading name Soul Friend Pet Cremations. These specialised services offer the client access to a high standard of “One stop shop” services for their animals.

POSITION DESCRIPTION

Position purpose The purpose of this role is to manufacture product in the Urn making operation. This assistance is crucial to the day-to-day efficiency. All manufactured items require sensible planning and detailed record keeping. This role needs to be flexible around work hours.

Main tasks

Core objectives include:

Wood work

Use table saw to cut wood to shape.
Glue together sides and top to form Urn.
Use belt sander to finish Urn.
Use spindle moulder to shape tops and bases.
Use reciprocating sander to finish scalloped edges.
Use stationery orbital sander to finish 45-degree aris.
Use drill press to drill and counter sink screw holes.
Accurately fit bases to Urns.
Make to order Vintage, Classic, and Modern style urns.

Spray Finish

Apply spray colour.
Apply sealer twice.
Sponge sand between sealer coats.
Apply Top Coat or colour coat as required.
Apply gold embossing as required.
Spray paw prints if needed.

Equipment Maintenance

Vacuum Sawdust with extractor and clean bag weekly.
Use compressor to blow down equipment that collects dust and contributes to wear (Table Saw, Spindle Moulder)
Clean filter in spray booth air extraction system each spray session.
Drain air filters on compressor every spray session.
Empty the tank on the compressor every spray session.
Break down and clean spray guns at least monthly.
Sweep and Vacuum spray booth at least monthly to resolve excess overspray.
Appropriately store chemicals and product (new and used)

Admin

- Participate and contribute to Health and Safety meetings.
- Report all accidents and near misses.
- Maintain Risk and Injuries register.
- Maintain a timesheet.
- Maintain a log of production items.
- Adhere to all SOP's for the Urn making operation.

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other Duties

- *“Fulfil other duties as required by management and other department personnel as requested/required.” This needs to be understood in context of the role’s requirements around flexible time. All though there is a roster in place, it is imperative that allowances are made to ensure the highest level of care and attention is applied so that deadlines for product orders are met. To that end, it is emphasized here that there will be times where work hours may vary from an intended roster. On these occasions, this role is expected to cope with this variance and continue to provide the excellent product that have been paid for by the client.*

Required qualities

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Initiative.
- Demonstrate passion and enthusiasm for the Company’s Purpose.
- Demonstrate a professional and caring attitude towards customers and staff.
- Seek to perform all tasks to the highest standard.
- Embrace Health & Safety.

Desired competencies

- Tenacity.
- Problem solving.
- Positive approach to change.

PERSON SPECIFICATION

Qualifications

- *No qualification is required.*

Experience

Relevant experience in a similar role.

Knowledge

Requirements and regulations associated with operating equipment in a manufacturing environment.

Skills & competencies

Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.

Teamwork: willingness to assist and support others as required and get on with team members.

Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes
 Professional approach (essential).
 Confident manner (essential).
 Positive approach to change (essential).
 Flexible approach to work hours.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

Quality of work

- Is to a standard that exceeds the customer’s expectations.
- Is to a standard the customer will pay a premium for.
- Is to the standard set by the company owner/CEO.

The Urn Production Manager will regularly check the standard of workmanship on jobs & activities.

Productivity

- All work tasks are completed within the allocated time.
- All deadlines are met.
- All materials & consumables used are within the quoted amounts for the job.
- Wastage of materials and time is kept to an acceptable minimum.

The Urn Production Manager will regularly check that work is completed on time and to the quality standards required. Where appropriate, training will be given to staff to enable these standards to be met.

KRA & KPIs		
KRA	Desired Result	Measure
Timetables.	Scheduled production completed On time.	Weekly audit checks.
Documentation.	Every item manufactured Has accurate records.	Weekly audit checks.
Equipment maintenance.	All production equipment is always clean and maintained.	Monthly checks.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
SIGNED BY MANAGEMENT

.....
Date

.....
Manager

.....
Date

APPENDIX E

JOB TITLE URN PRODUCTION MANAGER

DATE 01/09/2018

REPORTS TO OPERATIONS MANAGER

BACKGROUND

Tolly Farm Limited specialises in the Boarding of animals from the Manawatu and the wider regions. In addition to this service, Tolly Farm also operates a Cremations division and an Urn making facility. These two areas operate under the trading name Soul Friend Pet Cremations. These specialised services offer the client access to a high standard of “One stop shop” services for their animals.

POSITION DESCRIPTION

Position purpose The purpose of this role is to ensure that the entire operation of the Urn Production, personnel and day-to-day efficiency continue to work well with the overall aim of achieving business objectives. This role needs to be flexible around work hours.

IN ADDITION TO THE TASKS SET OUT IN THE URN MAKER JOB DESCRIPTION THE CORE OBJECTIVES ARE:

Main tasks

- Ensuring rosters are in place to cover all shifts.
- Manage and monitor staff so that maximum efficiency is gained through sensible and productive work tasks.
- Champion training of staff and foster a continuous improvement culture.
- Manage all purchasing activities within budget.
- Ensure compliance on regulatory, administrative and operational requirements.
- Report all accidents and near misses.
- Provide thorough and accurate reports on the activities performed within the Urn manufacturing business.
- Keep accurate and up to date records of all items produced.
- Liaise with clients who purchase urns where necessary.
- Adhere to and update where necessary all SOP's for the Urn production operation.
- Ensure that all equipment is cleaned, serviced and maintained fit for purpose
- Scan and enter invoices into accounting program

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other Duties

- *“Fulfil other duties as required by management and other department personnel as requested/required.” This needs to be understood in context of the role’s requirements around flexible time. All though there is a roster in place, it is imperative that allowances are made to ensure the highest level of care and attention is applied so that deadlines for product orders are met. To that end, it is*

emphasized here that there will be times where work hours may vary from an intended roster. On these occasions, this role is expected to cope with this variance and continue to provide the excellent product that have been paid for by the client.

Required qualities

Professional approach.
 Ability to work under pressure.
 Organisational and time management skills.
 Excellent attention to detail.
 Problem solver.
 Initiative.
 Demonstrate passion and enthusiasm for the Company's Purpose.
 Demonstrate a professional and caring attitude towards customers and staff.
 Seek to perform all tasks to the highest standard.
 Embrace Health & Safety.

Desired competencies

Analytical thinking.
 Business awareness.
 Tenacity.
 Positive approach to change.

PERSON SPECIFICATION

Qualifications

- *Some form of woodworking or spray painting qualification required.*

Experience

Relevant commercial or practical management experience.

Knowledge

Requirements and regulations associated with a production environment.

Skills & competencies

Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.

Commerciality: ability to apply knowledge in a practical, commercial manner.

Teamwork: willingness to assist and support others as required and get on with team members.

Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes Professional approach (essential).
 Confident manner (essential).
 Positive approach to change (essential).
 Flexible approach to work hours.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

Quality of work

- Is to a standard the customer will pay a premium for.
- Is to the standard set by the company owner/CEO.
- Is to a standard that exceeds the customer’s expectations.

The Operations Manager will regularly check the standard of workmanship on jobs & activities.

Productivity

- All work tasks are completed within the allocated time.
- All deadlines are met.
- All materials & consumables used are within the quoted amounts for the job.
- Wastage of materials and time is kept to an acceptable minimum.

The Operations Manager will regularly check that work is completed on time and to the quality standards required. Where appropriate, training will be given to staff to enable these standards to be met.

KRA & KPIs		
KRA	Desired Result	Measure
Production Schedules.	All production deadlines met.	Weekly audit checks.
Documentation.	All items produced are recorded Accurately including all WIP.	Weekly audit checks.
Raw materials.	All raw materials are sufficiently Stocked to meet existing and Planned production.	Weekly audit checks.
Equipment Maintenance.	All equipment is regularly Maintained and meets operational Safety requirements.	Daily checks.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

SIGNED BY MANAGEMENT

.....
Employee.....
Manager

.....
Date.....
Date

APPENDIX H

STANDARD OPERATING PROCEDURE

08-19

Workshop and Equipment Maintenance



Potential Hazards:

- Eye injury
- Respiratory damage

< Example of what not to do

Required Personal Protective Equipment (PPE)



Appropriate footwear



Eye protection



Hearing Protection



Face mask (disposable dust)

PROCEDURE

WORK SPACE RULES

- We operate in a small space with lots of task specific workstations. Cleanliness and organisation is paramount to optimal function.
- The workspace needs to function reliably and predicatably. If you did not come to work tomorrow the business needs to continue to function uninterrupted. The minimum requirements for staffing this area during staff absence is:
 - Clean functioning equipment
 - Tools available to perform all tasks
 - Clear traffic area around all equipment
 - Ease of identifying where any unfinished batch is up to in the process
- Boxes are only be used for storing completed raw urns in the urn store room, or for sending completed lacquered urns to clients. Boxes **ARE NOT** to be used for moving batches of urns from work station to work station. They can become invisible and results in missed deadlines or dead stock, both of which cost the business revenue. The red trolleys are for moving batches of urns from workstation to workstation.

-
- The Yellow wheelie bin is for Rubbish. Ensure it has a yellow bin liner installed and wheel it to where you need it, and wheel it out of the way when finished. Once filled this rubbish can be incinerated.
 - The Red wheelie bin is for Salvage. Salvage is the shorts left after periods of cutting timber, that are long enough to get small pieces from. This bin should be used preferentially before cutting into new lengths of timber.
 - The Blue wheelie bin is for Scrap. That is the wood left over after the Salvage has been cut down. The pieces are too small to use for urn making and are only suitable for kindling. Advise Management when this is full so it can be emptied or replaced.
 - The floor area around the equipment needs to be clear at all times, so that the trolleys can move urns from workstation to workstation, and so that staff can leave quickly in an emergency.
 - Sawdust is a firehazard. It cannot be allowed to accumulate on equipment as it can create electrical shorts and damage the equipment. It cannot be allowed to accumulate at power points. At best it will trip breaker switches. At worst it will smoulder and a fire could erupt while no one is in attendance. Sawdust needs to be swept or vacuumed as soon as the task is finished that created it. Additionally the Workshop needs to be swept and vacuum at the end of each work day, so leave time available to do this.
 - If any equipment is broken or worn, advise Management immediately (via email) so it can be repaired, and a plan made for the continuation of work in its absence

WOOD STORAGE

- When a new order of wood arrives, it needs to be stored flat under the bench. Fillets should keep it off the floor. It should be stored in bundles of the same width so it is easy to identify when we are short on a particular size. If you have ripped too much of a width of timber, label it with pencil (either the width in cms, or the piece it was ripped for i.e # 3 classic base) before placing back in the stack.

HAND TOOLS

- Hand tools are storage in labelled draws or labelled cube boxes in the cube shelving. They need to be returned to the appropriate storage after use for the benefit of all workers. Time spent looking for tools is not productive time making urns, and sometimes our timeframes are tight.
- If a tool is broken or lost immediately arrange for its replacement. Using tools that are not fit for purpose creates damage on the equipment to which they are applied.

SAW

- Daily as used – sweep and vacuum dust
- Weekly – blow out the door mechanism, the track for winding down the router spline, and all the mechanisms where sawdust collects inside the saw cabinet with the air gun attached to the compressor
- Monthly – used lubricant spary to keep the springs and moving parts that allow for the raising and lower and angling of the saw blade free

SANDERS

- Daily as used - sweep and vacuum dust
- Weekly – use air compressor to blow out accumulations in the mechanisms and around the on off switch to prevent shorts.

DRILL PRESS

VEHICLE MAINTENANCE



Potential Hazards:

Not Applicable

Required Personal Protective Equipment (PPE)

Not applicable

PROCEDURE

- If a vehicle is used in the conduct of your work, the Company requires you to treat the vehicle as well as you treat your own personal vehicle. However, if it is acceptable for you to accumulate panel damage without ownership, road dust and diesel residues, and storage of rubbish items within, then the Company requires you to treat the vehicle better than your personal vehicle.
- WHEN OUR VEHICLES APPEAR UNCLEAN AND UNKEPT, WHY WOULD CLIENTS TRUST THAT WE CAN CARE FOR THEIR BELOVED PETS? Scrupulously clean and well presented vehicles are figural to conveying professionalism, competency and trust worthiness.
- There is insurance cover in place for all vehicles used by the Company. The excess for each claim is \$500 per incident. Be aware of who will be paying that excess – the Handbook outlines that when an accident that results in damage is your fault you will be liable for that cost.
- When a Company vehicle resides at your home, it is your responsibility to park it in such a manner that it is not damaged by other vehicles or implements at your property.
- There is no smoking in Company vehicles.
- Rubbish is to be removed from Company vehicles daily.
- If you carry pets on furnishings you are responsible for vacuuming them.
- **EVERY DAY** that you use the vehicle, cast an eye around the vehicle to see if there is any new damage. If new damage has occurred Management must be notified immediately, with some explanation of how that damage has occurred. This notification should be made via email, as this information may be needed by the insurance company.
- Due to the nature of the business, it is expected that there will be spills of blood, urine and faeces in the containment area of the vehicle. **EVERY DAY** that you use the vehicle the

containment area needs to be spot cleaning with detol wipes. It may be that the tarp needs to be removed, washed with sanitiser and hung up to dry. **DO NOT** wash the vehicle inside with a hose. They are not designed to be cleaned in the manner and soiled water will be wicked up by carpets and other interior linings.

- **ONCE A MONTH**, complete a Vehicle Maintenance Form, available in the Forms section in Monday. The tool provided on the key ring allows you to check tyre tread depths accurately. Scan or photograph the completed form and attach to the maintenance log for your vehicle.
- Advise management **BEFORE**:
 - You run out of Road User Charges
 - A Service is due
 - A WoF is due
 - Tyres are no longer legal
 - A poor wheel alignment causes tyres to wear unevenly through to steel belts.
- If driving is part of your job description it is your responsibility to check this task is being attended to accurately after a period of absence, whether that be annual leave, sickness or injury.

COMPETENCIES
19

VEHICLE MAINTENANCE

05-

Staff member	C1	C2	C3	C4	Trained by
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Athena Irvine

Tania Hoeta

Jessie Best

Key

C1 = I have read and understood this SOP

C2 = I have received training

C3 = I am competent to manage this task on my own

C4 = I am credentialed to train other staff in this SOP

EXTRACTION SYSTEM CLEANING



Potential Hazards:

- Respiratory damage

Required Personal Protective Equipment (PPE)



Face mask
(disposable
dust mask)

PROCEDURE

- The consequence of not performing this task correctly is the shut down of this area of business due to complaints for neighbouring tenants.

The extraction unit pulls air through the holes in the bottom of the entrance door, up through the booth and out the roof at the rate of 460L per second.

When the filter on the extraction unit is not cleaned either:

- 1) The fan shuts down and wont move air or
- 2) The duct collapses and fumes escape into the ceiling cavity we share with the neighbours.

Given that these are known outcomes from previous experience, not performing this task to the standard defined below is considered serious misconduct. The impact on the business is significant.

- **EVERY SPRAY DAY** Remove the bottom pan of the extraction system by undoing the compression clip and sliding the pan forward to free it from where it secures
- The filter material is wrapped around a triangular piece of mesh. Pull this whole apparatus downward.
- Remove the filter and shake outside. The air gun attached to the compressor can be used to blow out the excess. Place this filter in the laundry bucket.

APPENDIX K

STANDARD OPERATING PROCEDURE

01-19

Autoclaving Sharps for Disposal



Potential Hazards:

- Needle stick injury
- Zoonotic disease

Required Personal Protective Equipment (PPE)



Appropriate
footwear



Gloves

PROCEDURE

- Turn on the boiler in the boiler room. The switch is just inside the boiler room door. Check that there is no water leaking from the pump on the floor, and ensure the boiler is functioning by observing the water level gauge and the temperature gauge.
- Only 1 autoclave can run at a time and be effective in sterilising the contents, as the boiler is feeding them is small. To be effective, the autoclave must reach and maintain a temperature of 121° C for at least 30 minutes by using saturated steam under at least 15 psi of pressure. Heat detection strips are used to show that this has been achieved.
- Fill the chamber of the autoclave with sharps containers. The rigid nature of these containers means its ok that they touch the walls. Write your name and date on a new heat detection strip and add it to the chamber.
- Ensure the the door to the chamber is fully wound closed. Remember that this process creates pressure. It is critical the door is closed properly.
- Due to the age of these units, the manual controls are tired and require a reset everytime a sterilisation session is started. Press On, Press off, Press manual reset and then liquid cycle. Turn the handle til the light comes on. The cycle will then run for the next 2 hours.
- At the end of the session, switch the autoclave off as well as the boiler in the boiler room and leave to cool overnight.

-
- When cold, open the autoclave door, find the heat detection strip and tape it into the log book as proof that the autoclave has reached the appropriate temperature to sterilize the contents.
 - IF THE DETECTION STRIP has failed to change colour, run another cycle. If the result is the same the Autoclave will need servicing. Make arrangements to do so (See Soul Friend Service techs in Monday) and advise management of the unplanned expense.
 - An autoclave session should occur every cremation session where there is enough sharps to fill an autoclave chamber
 - Remove containers from chamber once cooled and tape lids closed for secure transport to the dump site. The vibration of the vehicle can pop open lids that have been warped during the sterilisation process. This leads to spillage in the truck and a Health and Safety risk at the dump site. All our sharps waste is deep buried so that personel and wildlife (seagulls) are safe from them. ALL containers must be taped closed.
 - Remove the containers to the Hazardous goods store at the end of the driveway. By this point they should be ready to load out into the truck directly.
 - NO Sharps Containers are to be stored in the Cremation room.
 - ONLY sharps waiting for sterilisation can be stored in the autoclave room.
 - If autoclaving is part of your job description it is your responsibility to check this task is being attended to accurately after a period of absence, whether that be annual leave, sickness or injury.
-

Cremator Maintenance



Potential Hazards:

- Burn
- Respiratory damage
- Manual handling

Required Personal Protective Equipment (PPE)



Appropriate
footwear



Gloves

PROCEDURE

- The air holes in the floor need to be cleared each cremation event. Air is essential to seat the fire down low in the chamber, otherwise the flame wants to climb up the chimney to receive oxygen.
- During cremation grease leaves the body and is collected in the trap under the floor. After cremations and during the rake out, some of the cremains also enters the holes and quickly solidify.
- IF THE HOLES ARE NOT CLEARED the grease in the chamber will become super heated, start giving off gases, and create an explosion. The business cannot sustain the consequences of such an explosion.

- Every 12 months the chamber needs to be cleared of grease. JB's environmental are our preferred contractor to do this. The hatch on the site is removed to achieve this and needs to be reinstated before attempting another cremation. This even t needs to be documented in the Equipment log.
- Door seals are to be checked once a month. The bead around the door opening needs to be sealed into the rope seal on the adjoining face. Smoke will leak where this closure does not occur well.
- Door seals need to be replaced once a year as routine. They get clogged with rease and other contaminants reducing their effectiveness. They can be purchased from Pyrotec.
- The flame rods, controllers, ignitors and fan bearings need to be serviced by Windsor Engineering annually. Book 1 unit at a time so the business can continue to function with the remaining cremator.
- From time to time cracks will appear in the refractory. This is an extremely arsh environment in terms of temperature and this will create expansion and contraction in the metal work which will crack refractory over time. When these cracks fill with ash they deepen, and refractory will start to break away. When you see a crack appear, fill it with Mastic sealer. This will cure during the next firing of the cremator holding things in place and reducing wear and tear. Southern Pacific refractories hold a product coloured grey. Heatrite also have tubes of fire cement in black.
- Parts to be kept onsite include
 - Temperature probe
 - Door seals
 - Mastic sealant
 - Flame controllers
 - Fan Bearings

**COMPETENCIES
20**

CREMATOR MAINTENANCE

10-

Staff member	C1	C2	C3	C4	Trained by
--------------	----	----	----	----	------------

AJ Pehi

Damien Burns

Sammy Butler

Key

C1 = I have read and understood this SOP

C2 = I have received training

C3 = I am competent to manage this task on my own

C4 = I am credentialed to train other staff in this SOP

APPENDIX M

STANDARD OPERATING PROCEDURE

NUMBER 09-20

Cremator Operation



Potential Hazards:

- Burn
- Respiratory damage
- Manual handling

Required Personal Protective Equipment (PPE)



Appropriate
footwear



Gloves

PROCEDURE

PREPARATION

- Load the Cremator with return animals and separate them with fire bricks. As each pet goes into the Cremator the animals area is drawn on the map on the clip board, and the paper ID tag is kept within the clip board. It is optimal for the load to be 150kg or more. Lighter loads take disproportionately longer to cremate and are not economic.
- The optimal burn loading to balance fats and reduce emissions is 4 x 30kg dogs and 8 – 10 5 kg cats (or equivalent). Place the cats along the side where the burners come in (left side). This should not obscure the flames entry into the chamber. Dogs are placed along the right hand side.

A burner filled with only cats will not cremate well. A cremation filled with too many large dogs will need the exhaust slowed to reduce emissions (see Troubleshooting). A horse cremation normally doesn't produce fat fueled emissions as they are often skinny at the time of death or muscularly fit (if they have died by accident). A sea lion is very fatty. Once alight both primary burners will likely cycle off as the cadaver cremates itself.

- Before firing the Cremator up, have one last check of comments in the database to ensure that we don't miss out on taking a paw print or a fur clip.

- Ring fire comms to let them know you are running a cremation and when it will conclude. This stops them sending a fire truck if passerby notice flame from the stack (see process below).

START SEQUENCE

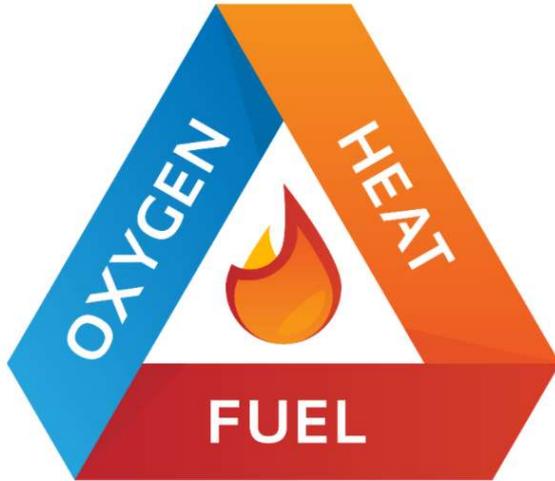
- Turn on the power switch and press the buttons in the sequence shown.



- The hearth fan comes on for 5 minutes to clear the main chamber of any fumes that might ignite. The duration of this is set by the first timer.

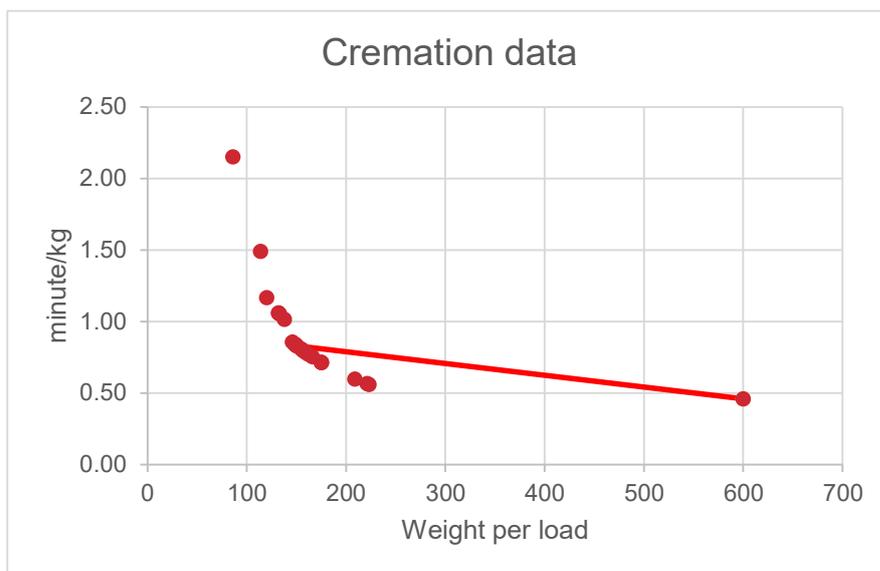


- The after burner in the secondary chamber comes on next. This fires for 20 mins to heat the refractory in the secondary chamber, which burns off emissions leaving the primary chamber. The duration of this is set by the second timer.
 - Both burners on the primary chamber fire up next. It is important to observe the stacks at the point that ignition in the primary chamber occurs (aprox 25 mins into the cycle).
 - **SMOKE IS NO JOKE!!**
-
- CREMATION**
- The key to good combustion is striving for the balance of 3 factors
-



Oxygen is provided via the hearth fan through the breather holes in the floor. This seats the fire down low. When these holes block, the fire wants to climb the chimney to get oxygen. Heat or ignition source is provided by two burners directed downwards into the primary chamber. These also have fans generating oxygen. The gas involved is one fuel input. The bodies themselves are another.

- Once both primary burners are operating they will cycle on and off by themselves without producing a flame failure, as they respond to the temperature probe and the digital display. The cut off is set at 800 degrees Celsius. This stops over fueling with gas making the cremation both safe, economic and kind on equipment.
- Once through the firing up process, the Cremator can consume approximately 100kg per hour. Since our routine cremation full with return animals involves around 150kg, the total cycle should take 2 hrs. Extend the time if you are cremating a larger load. A horse will take somewhere between 4.5 and 5 hours for a 600kg animal.
- Previous cremation data shows that as the weight of the cremation rises the time to reduce to ash reduces on a per kg basis. (graph does not include the warm up phase of the cycle – see description below).



The Table below indicates suggested cycle times (including warm up phase)

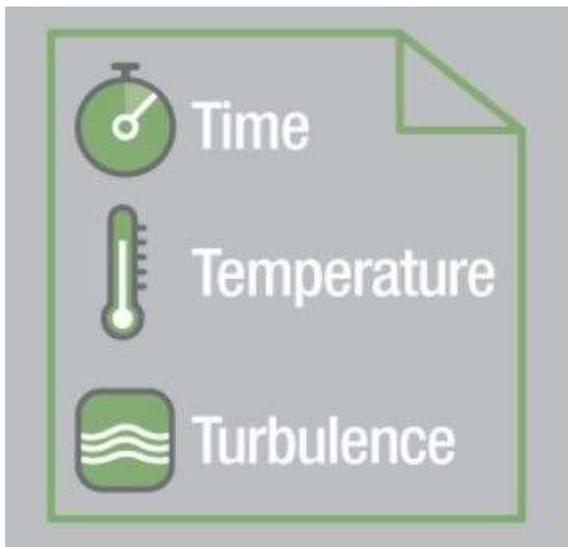
Weight (kg)	15 0	17 5	20 0	22 5	25 0	27 5	30 0	32 5	35 0	37 5
Cycle time	2:3 0	2:4 7	3:0 3	3:1 8	3:3 2	3:4 5	3:5 7	4:0 7	4:1 8	4:2 6

Weight (kg)	40 0	42 5	45 0	47 5	50 0	52 5	55 0	57 5	60 0
Cycle time	4:3 4	4:4 1	4:4 8	4:5 2	4:5 6	4:5 8	5:0 0	5:0 1	5:0 1

- The graph and calculation are shown to offer sensible estimate, but always check through the viewing port if there is concern it's not completed.
- Non-return or biological waste loads should be calculated also on a per weight basis.

TROUBLE SHOOTING

- Visible emissions are most likely to occur as the plastic bags surrounding the cadavers or waste ignite. The quality of the exhaust is determined by 3 factors



Turbulence is created by the after burner being aimed diagonally through the after secondary chamber. The temperature will be approximately 1100 degrees if the pre-heat is observed properly. The only other factor we can influence is Time. Visible emissions will occur if the time for the exhaust to travel through the after chamber is too slow or too fast. Previous experience with witches hats over the stacks to prevent rain influx, slowed the exhaust too much and caused emissions to occur through breathing holes in the stack. Now that these have been removed, the reason for visible emissions is the exhaust moving too fast. Turn off the primary burner towards the back of the primary chamber by turning off the gas tap. A flame failure will occur. A light will show on the burner and an alarm will sound. Dismiss the alarm by pushing the yellow button. Monitor the stack, and after 10 minutes reinstate the burner by turn on the gas tap. If emissions are observed repeat the process. Only the early part of a cremation event may be affected in this way, if it occurs at all.

- If the load is large you may notice flame coming out he top of the chimney stack. This means that the bodies are acting as fuel in their own right and we don't need full gas inputs at the beginning. Again turn off the primary burner towards the back of the primary chamber by

turning off the gas tap. If flame is still observable out the stack you can also turn off the front primary burner. Observe regularly over the next 10 to 15 minutes. When the flame in the chamber has settled as observed through the viewing ports, you can turn the back onto the burner and clear the flame failure but pressing the lit button on the burner. Within a couple of minutes it should fire again.

- If a flame failure occurs the alarm bell will sound to alert you. The front of the switch board will show you which burner is affected (red light), and there is also a light that will be illuminated on the flame controller visible through the burner maintenance cover. Press this light and reset the alarm (yellow button). Within a couple of minutes the flame controller will attempt ignition again. If you have repeated events of this during a cremation, maintenance should be initiated the following day and documented in the Equipment Log.



MANAGING COMPLAINTS



Potential Hazards:

- Damaged Morale and Culture

Required Personal Protective Equipment (PPE) Not Applicable

PROCEDURE

- Complaints are our mechanism for improving, growing and expanding

When a client has a complaint we haven't met their expectation. If their expectation is unrealistic then there is some education needed from us. If we have failed to meet their expectation (and it is realistic) we need to know why and what we can do to improve. If more staff training in house is needed then that can be provided, but after training has been provided, it is expected that we can deliver on the promises we sell ourselves on.

- Soul Friend Pet Cremation provides service to people who are shocked, grieving and bereft.

Often we are responding to a need that is unplanned. As such it will never be convenient. The entire function of this business is to provide solution, to provide comfort, to provide resource, to provide assistance. If 35 dogs die in a week, we respond to 35 dog cremations accordingly. If 3 horses die in a week, we respond to 3 horse cremations accordingly. Each client we are attending to should have no awareness of the difficulty we are experiencing because we provide service.

- Complaints from clients must be documented.

There is no value in hiding from a complaint. Complaints will be assessed each month, can be discussed with staff, can be round tabled at meetings to find solutions. Complaints are to be documented in writing via an email to info@sfpetcremations.co.nz. In the subject line write Complaint: and then a brief description. In the body of the email describe the complaint more fully, note personnel involved and contact details ("I spoke to the vet nurse at the counter" is not suitable). Also write any solution that was applied to this situation. Assure the client that management will respond promptly.

Soul Friends has a progressive policy around responding to complaints. This isn't quite the same as the customer is always right. We don't automatically refund or repair to keep people

happy. We deliver our product in good order and these are signed for upon receipt. Any solution that has a price tag attached needs approval at management level.

Once attended to, these emails are stored in the Complaints folder in the inbox.

- Complaints in house

Soul Friend Pet Cremations is a small team. As such inappropriate complaining has a detrimental affect on morale and grows victim thinking. By directing complaints where they can be responded to we grow unity in a supportive work environment. If you have a complaint around your working situation, whether it be the tasks you are asked to do, or some other staff member has had some impact on you, your complaint should be directed to management, If your complaint isn't worthy of taking to management, take it home. DO NOT sully the waters with your colleagues.

If you take a complaint about work conditions, tasks or staff interactions to management, sometimes the answer will be yes, and sometimes it will be no. Either way the decision will be explained to you, so that you can at least know that you have been heard. Sometimes the no will mean not now, particularly if there are financial implications that need to be budgeted for.

It is not appropriate ever to discuss wages, or contract conditions with your colleagues. Each of your contracts are negotiated individually, between the staff member and the Company. That negotiation is based on the staff members ability and availability, and the Company's need and financial constraints. The contract is not a measure of the worthiness or value of the individual. Discussing your contract with anybody but management within the company, is not in keeping with your contract which states we will work together in good faith.

If you have an issue with your paysheet, take it to payroll. Do not discuss with staff.

If you have an issue with your hourly rate, take it to management. Do not discuss with staff.

If you take a complaint to management and you don't feel you have found resolution, you may take it outside of the company to seek advice, as outlined in your contract and in the handbook. Outside mediation can be sought.

Now that this has been outlined in

- 1) Your contract
- 2) The handbook and
- 3) This SOP

It is expected that you will comply. Breaches of this complaint policy will be dealt with formally, consistently and swiftly.

Soul Friend Pet Cremations aims to grow a workplace where staff feel good about what they are doing and contributing to their clients, feel successful about meeting their targets and obligations, and feels resourced in terms of competencies and skills. The Company alone can not achieve that. Your continued commitment to the process can.

**COMPETENCIES
2019**

MANAGING COMPLAINTS

09-

Staff member	C1	C2	C3	C4	Trained by
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Tania Hoeta

SOUL FRIENDS PET CREMATIONS

SOUL FRIENDS PET CREMATORIUM AND WORKSHOP, ASHURST

UPDATED UPDATED ASSESSMENT OF
ENVIRONMENTAL NOISE EFFECTS REPORT
- LU5959

SEPTEMBER 2021

PUBLIC



Question today *Imagine tomorrow* Create for the future

Soul Friends Pet Crematorium and Workshop, Ashurst Updated Assessment of Environmental Noise Effects Report - LU5959

Soul Friends Pet Cremations

WSP

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Christchurch 8011

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REV	DATE	DETAILS
1	09 February 2021	Update for existing site activities
2	16 September 2021	Update for kennel and cattery closure
3	22 September 2021	Update for existing consent update

	NAME	DATE	SIGNATURE
Prepared by:	George van Hout	22 September 2021	
Reviewed by:	Jon Jones	22 September 2021	
Approved by:	Jon Jones	22 September 2021	

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210922-5-P1403 -GvH-R1-Rev3- Public

September 2021

Soul Friends Pet Crematorium and
Workshop AENE

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EXECUTIVE SUMMARY

This report provides an updated assessment of noise for the proposed activities at 94 Mulgrave Street in relation to LU5959, since the application was submitted the kennels that previously operated from the site have closed. Hence this report provides an update in respect to noise effects.

WSP has undertaken an assessment of the noise associated with the proposed relocation and extension of an existing pet crematorium and woodwork workshop, operating as Soul Friends Pet Cremations (Soul Friends). It is proposed that the existing crematoria and workshop are relocated at new location at 94 Mulgrave Street, in Ashurst. The proposal involves a new building being constructed to the north on the 94 Mulgrave Street site which will eventually house four crematoria and associated stacks (two existing and two new), along with the relocated workshop, a reception, staff areas, and non-denominational chapel.

The operation of the crematorium and workshop will generally occur between 0900 and 1700 hours Monday to Friday; however, the crematorium activities may run until 2100 hours if any crematorium chambers are non-operational due to maintenance. All staff will be offsite prior to 2200 hours.

The proposed site activities are:

- The operation of the workshop between 0900 and 1700 hours
- Two cremation chambers operating concurrently. Cremation services will not operate all day, as each burn takes approximately 2.5 hrs to undertake, with downtime between each burn for cooling, loading and unloading.

We have undertaken an assessment based on both the workshop operation in isolation, and another assessment considering the workshop and crematorium operating concurrently in a worst-case scenario. We have assessed noise from vehicles arriving and leaving the site separately as the peak staff vehicle movements will occur outside of when the crematorium or workshop operates.

While assessments have been undertaken against the relevant District Plan Standards at the property boundaries, alternative noise limits for the site have been developed. This has been undertaken based on the context of the wider site, as some adjacent properties are commercial in nature or are not noise sensitive (pastoral land, rather than residential).

For completeness we have also assessed noise against the Palmerston North City Council District Plan noise Standards which assesses noise at the boundary of rural zoned sites. Although these limits are exceeded at some adjacent sites between 1 and 12 dB, the effect is not considered to be significant.

Noise from a scenario where the workshop solely operates achieves the recommended noise limits at the boundary of the property and notional boundary of any dwelling in the rural zone at all adjacent properties.

Noise from the workshop operating concurrently with the crematorium achieves the recommended noise limits at the boundary of any residential zone and notional boundary of any dwelling in the rural zone at all properties.

Therefore, on the basis of the assessments presented within this report, noise as a result of the crematorium and workshop on the site is not considered to be a material constraint to the reasonable operation of the facility.

1 PROJECT BACKGROUND

WSP has been appointed by Soul Friends to provide acoustic consultancy services to assess the noise effects associated with the relocation and extension of the current pet crematorium and existing workshop. The existing crematorium and wood workshop is to be relocated to a single new site at 94 Mulgrave Street, in Ashurst.

Previously Tolly Farm Kennels and Cattery operated from the site, this activity has now permanently closed and will no longer be considered part of the existing environment.

Soul Friends Pet Crematoriums provides cremation services for private individuals, vet clinics, and education providers in the Manawatu-Tararua area. The relocation of the two existing chambers, and the addition of another two cremation chambers would provide a higher capacity and provide specialist services for individuals who want to witness the cremation. Relocating the workshop to the same site as the crematorium would provide a single site for all staff at Soul Friends.

This noise assessment is based on our correspondence with the applicant to date along with the following documentation:

- Operating procedure document titled *Standard operating Procedure; Cremator Operation*, numbered 09-20, prepared by Soul Friends Limited, and received by email on 26 November 2020; and,
- Site layout titled *Tolly Farm – Soul Friends; 94 Mulgrave St, Ashurst; Site Plan*, as prepared by Total Span, and received by email on 5 October 2020.

This report outlines relevant operational acoustic criteria for the relocation and extension of the crematorium and workshop and assesses the potential operational noise effects against the acoustic criteria.

2 SITE DESCRIPTION

2.1 SITE LOCATION

The area surrounding the proposed site is generally rural in nature to the north, east and west. A plant nursery is located to the east, and an abattoir is located to the west of the proposed site. Rural dwellings are located further north. To the south is undeveloped residential land, and low-density typically single-story residential dwellings. The site is located in a Rural Zone, as are the sites immediately to the east, west and north. The sites to the southeast, southwest, and south across Mulgrave Street are located in a Residential Zone.

The wider subject site includes an existing residential dwelling. Previously a kennels and cattery operated on the site, which was recently permanently closed due to COVID-19 impacts. As such, in future only the crematorium and workshop will operate on the site.

A proposed new building which is to house the crematorium, workshop, chapel and administrative spaces is to be constructed to the north of the current buildings on site, as shown in pink in

Figure 2.1 and described below. A new internal driveway will be developed between the current driveway and proposed new building. The location of the proposed development in the context of the surrounding area is shown in

Figure 2.1.

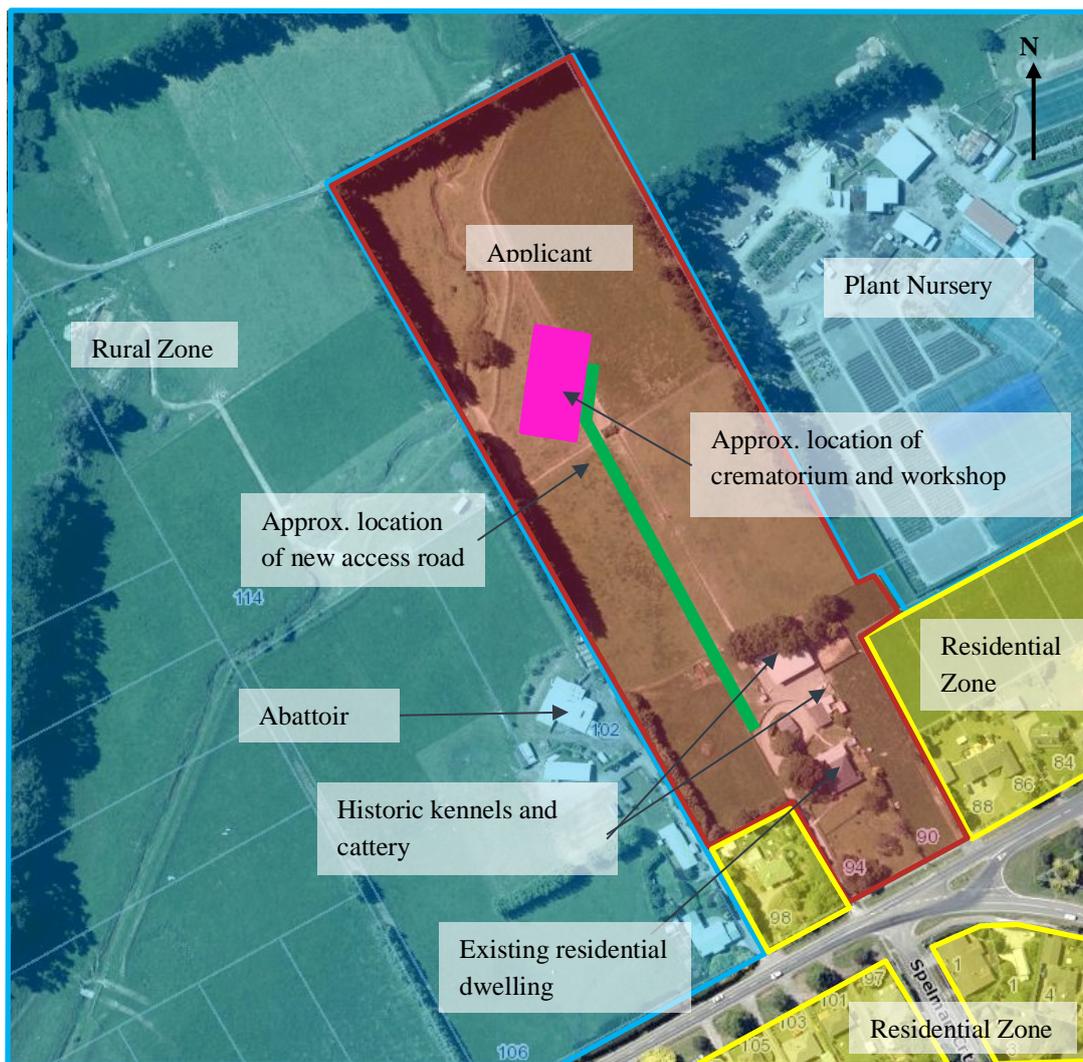


Figure 2.1 Location of the proposed building (in pink) (Palmy Local Maps accessed 02/12/2020)

2.2 NOISE SENSITIVE RECEPTORS

There are multiple existing noise sensitive receptors surrounding the site. These include:

- 102/106 Mulgrave Street (abattoir) and 83 Winchester Street (plant nursery) which are commercial in nature
- 88, 97, and 98 Mulgrave Street (residential zoned with dwellings on the land)
- 114 Mulgrave Street and 167 Wyndham Street (rural zoned land)
- 73 Winchester Street (residential zoned land with no dwelling currently on the land)

The above properties are shown in relation to the proposed site in Figure 2.2.



Figure 2.2 Location of nearby noise sensitive properties

2.3 PROPOSED ACTIVITY

The proposal is to construct a new building to the north of the 94 Mulgrave Street site, adjacent to the unnamed stream that runs through the site, with a new vehicle access leg between the current driveway and proposed building. Additionally, new parking facilities for staff and customers and an area for receiving deliveries are proposed.

The proposed building is to be constructed from profiled steel and lined internally on the walls with plywood. There will be sliding/roller doors in the façade of the building to allow for access, ventilation, and ease of movement into the workshop and crematorium. Mechanical ventilation will be provided into the workshop spaces.

The proposed building is to contain:

- The two current crematorium chambers relocated to the site and two proposed new crematorium chambers, with the stacks penetrating the roof.
- A woodwork workshop.
- Staff room and amenities.
- A reception, non-denominational chapel, and private area to watch the crematorium process.

Staff for the workshop and crematorium will generally arrive on site around 0900 hours, and on a typical day leave around 1700 hours. When a crematorium chamber is having maintenance (2 – 3 times a year), crematorium staff may depart the site later (around 2100 hours) to allow for an additional burn cycle, this would not be a common occurrence.

A total of 6 staff, consisting of 3 full time employees and 3 part-time employees are to work at the proposed building, Monday to Friday. The crematorium and workshop will operate concurrently though crematorium burn cycles. During the loading and cool-down cycles of the crematorium, the workshop will also operate. Only up to two chambers of the crematorium will operate at once.

The wider area will include a memorial garden, which is open to the public, but by invitation only. Visitor numbers will be limited, but for the purposes of this assessment it is assumed that 6 vehicle movements in a worst-case 15 minute period may occur (same as staff movements). In addition, it is unlikely that visitors will come onto site during a cremation process.

A new acoustic fence is to be installed along the boundary of 98 Mulgrave Street and the current driveway of the site. This acoustic fence will continue along the northern boundary of 98 Mulgrave Street, described further in Section 4.2.1.

3 ACOUSTIC CRITERIA

Section 16 of the Resource Management Act (RMA) requires occupiers of land to ensure any noise generated is of a reasonable level. A District or Resource Management Plan presents noise limits which have been developed by the Council to provide guidance as to reasonable general noise limits in certain zones.

Noise limits set in District Plans are general rules for a zone and not specific to a single site or particular land use. Specific sites may be more or less noise sensitive depending on the site use and surrounding noise environment. Therefore, it is appropriate to consider alternative criteria in such circumstances, which are relevant to the specific site and surrounding area.

Guidance as to a reasonable level of noise received at adjacent noise sensitive receivers is provided in several national and international sources, as outlined below.

3.1 PALMERSTON NORTH CITY COUNCIL DISTRICT PLAN

The noise limits for the Rural Zone are outlined in Section 9.11 *Rules: Noise*, in the Palmerston North City Council (PNCC) District Plan .

11.11.9 *Rules: Noise*

R9.11.1 *Noise*

Sound emissions from any activity in the Rural Zone when measured at or within the boundary of any land zoned for residential purposes or at or within the boundary of any land in the Rural Zone (other than land from within the noise is emitted or a road) shall not exceed the following:

<i>7.00 am – 7.00 pm</i>	<i>50 dB L_{Aeq}(15 mins)</i>
<i>7.00 pm to 10.00 pm</i>	<i>45 dB L_{Aeq}(15 mins)</i>
<i>10.00 pm – 7.00 am</i>	<i>40 dB L_{Aeq}(15 mins)</i>
<i>Night-time L_{max}</i>	<i>10.00 pm – 7.00 am 70 dBA L_{max}</i>

Noise between Business Zones in the PNCC District Plan are required to achieve between 60 dB L_{Aeq} (15 min) to 70 dB L_{Aeq} (15 min) depending on the type of Business Zone the noise receiver and source are located within. This is typical as businesses are less noise sensitive than residential or rural properties, and generally do not change in sensitivity between daytime and night-time.

As outlined in Section 6.2 of the Palmerston North City Council District Plan, noise is to be measured in accordance with NZS 6801:2008 *Acoustics – Measurement of Environmental Sound* and assessed in accordance with NZS 6802:2008 *Acoustics – Environmental Noise*.

Specific noise sources (outside of the scope of this assessment) such as construction noise, road traffic noise, and/or helicopters are to be assessed against the appropriate New Zealand Standard, rather than the fixed noise limits above.

3.2 NEW ZEALAND STANDARD NZS 6802:2008

The District Plan references NZS 6802:2008 for assessing noise emissions. New Zealand Standard NZS 6802 provides guidance daytime noise limit at the boundary of any residential zoned site or the notional boundary of any rural zone (20 metres from any habitable dwelling) of 55 dB L_{Aeq}(15 min) and an evening noise limit of 50 dB L_{Aeq} which have been set “for the reasonable protection of health and amenity associated with use of land for residential purposes”.

NZS 6802 states that a 60 dB $L_{Aeq(15 \text{ min})}$ noise limit is appropriate during the day “for the protection of amenity values for the character of a mixed-use area or zone”, which could be considered adequate for commercial properties in this setting.

The use of the notional boundary for the assessment of noise is generally the area where the majority of residential living activities occur and is a more practical approach for this assessment for rural zoned land.

3.3 WORLD HEALTH ORGANISATION

The World Health Organisation (WHO) *Guidelines for Community Noise* (1995) document discusses health effects for environmental noise exposure including sleep disturbance, annoyance and speech disturbance. This document states that a 55 dB L_{Aeq} noise limit at the boundary of residential zones or the notional boundary of dwellings in a rural zone over a 16 hour daytime period will ensure that few people are seriously annoyed by an activity and a 50 dB L_{Aeq} noise limit at any noise sensitive location over a 16 hour daytime period will cause few people to be moderately annoyed.

3.4 DISCUSSION OF ACOUSTIC CRITERIA

Based on the documents discussed in sections 3.1-3.3 above, noise limits have been proposed, which provide what is considered to be a reasonable level of noise for the proposed activity from the site. These have developed based on protecting the existing amenity for residential dwellings in the rural and residential zones, with a slightly relaxed design requirement adopted for the existing properties which are commercial in nature (plant nursery and abattoir), at a level in keeping with the design requirement for commercial properties in an urbanised area.

Proposed project noise limits are provided in Table 3.1.

Table 3.1 Proposed Project Noise Limits

ZONE	TIME	NOISE LIMIT AT ADJACENT SITES
Residential Zone (noise limit applies at the boundary of the site being assessed)	0700 – 1900 hours	50 dB $L_{Aeq(15 \text{ min})}$
	1900 – 2200 hours	45 dB $L_{Aeq(15 \text{ min})}$
Rural Zone (noise limit applies at the notional boundary of dwellings within this zone)*	0700 – 1900 hours	50 dB $L_{Aeq(15 \text{ min})}$
	1900 – 2200 hours	45 dB $L_{Aeq(15 \text{ min})}$
Rural Zone (noise limit assessed at site boundary for commercial activities on rural zoned land, abattoir and nursery)*	At all times	60 dB L_{Aeq}

* We have also undertaken a separate review of noise at the site boundary of adjacent sites against the District Plan Rural Zone rules for completeness.

4 ASSESSMENT OF NOISE EFFECTS

The main noise sources associated with the operation of the relocated workshop and crematorium are expected to be:

- Break-out noise from the operation of the fans associated with the crematorium chambers.
- Noise from the stacks associated with the crematoria.
- Break-out noise from the woodwork workshop including extract systems.
- Noise generated by vehicles entering and exiting the site.

Noise from people outside of the building talking (such as from people on a coffee break, sitting outside during lunch, or guests walking from the carpark to the reception) are expected to produce minimal noise emissions. We would expect the effects of these to be negligible due to the relatively low level, infrequent occurrence and distance to surrounding boundaries. Therefore, noise from these sources is not considered within this assessment.

4.1 CURRENT ACTIVITY

Currently, the crematorium and workshop operate over two different sites. On the 8th of October 2020, George van Hout from WSP visited both the current workshop site and crematorium to undertake noise measurements of the current activities which occur at both of these sites. Results from the measurements are provided below.

4.1.1 WORKSHOP

During our site visit, the current workshop was located within an independent building, on a rural property not owned or operated by the applicant. This workshop is a shared working space, used by others (joinery business). During the time on site, people not associated with Soul Friends were also using the workshop space, however; measurements were only taken of machinery that is to be relocated to the proposed new workshop.

The workshop creates hand-made wooden urns for housing the ashes of pets for owners to keep. The machinery used in the creation of these wooden urns includes bench saws, drills, routers, planes, and belt sanders. Various hand tools are also used. The main equipment is summarised in Table 4.1.

Noise measurements were undertaken close (1.5 metres away) to the equipment, along with general reverberant levels within the space when multiple pieces of equipment were in operation. All measurements were undertaken within the workshop such that the influence from ambient noise (such as noise from birds and vehicles) was negligible.

Based on our site visit, observations of the use of the equipment were:

- Two workshop staff were on site while the site visit was undertaken.
- The equipment was not used continuously, so there were periods where no equipment was used. This ranged between 30 seconds and 5 minutes, depending on the activity that was occurring.
- Equipment was used concurrently, with staff undertaking various tasks, including using the bench saw and belt sander concurrently.
- Each piece of equipment had its own dedicated dust removal system (where relevant).

The equipment, and measured sound level is given in Table 4.1 below. Where reverberant noise levels are provided, measurements were undertaken away from the operational equipment such that one source was not dominant over the other. The reverberant levels were representative of the existing workshop environment.

Noise from handheld tools such as hammers, hand sand papering, hand saw, etc. did not generate significant noise levels compared to machinery outlined in Table 4.1. The equipment measured is considered to be amongst the noisiest activities in the workshop.

Table 4.1 Measured noise level of workshop equipment

Equipment	Noise Level
Belt sander with extract fan	75 dB $L_{Aeq(30 \text{ sec})}$ at 1.5 m away
Bench router	78 dB $L_{Aeq(30 \text{ sec})}$ at 1.5 m away
Bench side drill	75 dB $L_{Aeq(20 \text{ sec})}$ at 1.5 m away
Bench planer	89 dB $L_{Aeq(20 \text{ sec})}$ at 2 m away
Table plane/square edge	80 dB $L_{Aeq(20 \text{ sec})}$ at 1.5 m away
Table saw	88 dB $L_{Aeq(30 \text{ sec})}$ at 1.5 m away
Reverberant level with belt sander, extract fan and bench router	73 $L_{Aeq(30 \text{ sec})}$ SPL _{rev}
Reverberant level with table plane/square edge and belt sander	73 dB $L_{Aeq(30 \text{ sec})}$ SPL _{rev}
Reverberant level with table saw and belt sander operating	80 dB $L_{Aeq(30 \text{ sec})}$ SPL _{rev}

Noise measurements were only undertaken while the equipment was operational. No long-term (15 minute) measurements were undertaken as the workshop was used by others and would not be representative of the new facility.

4.1.2 CREMATORIUM

The existing crematorium is located in a commercial precinct in Fitzherbert, in Palmerston North. The current building contains two large crematorium chambers and associated supply fans (for gas and air), with the two stacks penetrating through the roof to approximately 10 metres high.

Based on site observations, discussions with the client, and the Cremation Procedure document, once the cremator is loaded and shut, the following procedure is followed:

- The hearth fan is turned on to remove any fumes which may ignite. This runs for approximately 5 minutes.
- The after burner in the secondary chamber then turns on to heat the chamber and stacks. This runs for approximately 20 minutes.
- Both burners in the primary chamber then ignite, heating the chamber to approximately 800 degrees Celsius.
- The primary burners cycle on and off based on the temperature of the chamber to keep it at approximately 800 degrees Celsius.

The total time of each cremation depends on the weight which is loaded into the chamber. Typically, a 150 kg load (made up of multiple animals) is used, which takes between 2 and 2.5 hours to complete a single cycle.

WSP undertook measurements of the crematorium at the following locations:

- Within the room which houses the crematorium chambers as a reverberant noise level.
- 10 metres from the partial open door to the room which contains the crematorium chambers.
- Locations around the building where noise from the two stacks are dominant.

Outside the crematorium room, other noise sources were also audible during the measurement period, including vehicles on Tennent Drive, birdsong, and noise from other tenancies in the general area.

Noise measurements were made during the first three stages of the cremation process above. During our site visit, a cowl was installed on top of both towers to reduce rain from entering the stacks while the kiln dried. This made audible noise

due to the air movement around the cowls. Once the cowls are removed, the less turbulent air is expected to result in lower noise levels; however, we have considered this worst-case level only with the cowl on for the purposes of this assessment.

The noise levels measured during our site visit of the crematorium operating are outlined in Table 4.2.

Table 4.2 Measured noise level of two cremators operating

Activity	Noise Level	Notes
Hearth fans operating only	81 dB $L_{Aeq(20\text{ sec})}$ SPL _{rev}	Measured inside the room (reverberant level) when hearth fans were only operating.
Noise from the stacks with hearth fans only	54 dB $L_{Aeq(20\text{ sec})}$ at 15 metres*	Measured behind building, away from traffic noise. Other noise was audible during measurements
Second fans and hearth fans operating only	83 dB $L_{Aeq(20\text{ sec})}$ SPL _{rev}	Measured inside the room (reverberant level) when hearth fans and secondary fans were operating.
Noise from the stacks with hearth fans and secondary fans	61 dB $L_{Aeq(20\text{ sec})}$ at 15 metres*	Measured behind building, away from traffic noise. Other noise was audible during measurements
Primary, secondary and heath fans all operating	84 dB $L_{Aeq(20\text{ sec})}$ SPL _{rev}	Measured inside the room (reverberant level) when all three sets of fans were operating.
Noise from the stacks with primary, secondary, and hearth fans operating	64 dB $L_{Aeq(20\text{ sec})}$ at 15 metres*	Measured behind building, away from traffic noise. Other noise was audible during measurements

*Noise was measured at a location 13 metres horizontally to the stacks, with the stacks approximately 8 metres above the measurement location.

The highest noise generating operation associated with the crematorium is when all six fans (two hearth fans, two primary fans, and two secondary fans) are operating concurrently.

During the initial stages when the hearth fans are operating only, noise levels from the stacks are 10 dB lower overall. During the warming of the stacks when the secondary fans operate concurrently with the hearth fans, noise levels from the stacks are 7 dB lower. Therefore, noise levels on site will be lower than predicted within this report during other stages of crematorium use.

4.2 PREDICTED NOISE LEVELS

SoundPLAN Version 8.1 3D computational noise modelling software has been used to predict the transmission of noise from the proposal to adjacent noise sensitive receptors, based on the methodology contained within ISO 9613-2. The assessment takes into account attenuation due to distance and terrain as well as absorption by the atmosphere and ground. Our assessment assumes worst-case downwind conditions in all directions from the source which provides a conservative approach for assessment.

Under NZS 6802:2008, where an activity produces a Special Audible Characteristic (SAC) a 5 dB penalty shall be applied. While the measured noise spectrum from each equipment does not show overly tonal levels (when assessed in line with NZS 6802:2008), this equipment can be intrusive, impulsive, and includes high speed cutting. Therefore, we have included a 5 dB penalty for Special Audible Characteristics from the workshop.

For activities on site that occur for a limited duration, or that occur during the daytime period, but at a reduced rate to the peak period assessed, a -5 dB duration adjustment can be applied under NZS 6802:2008. We have allowed a -5 dB

duration adjustment for vehicles entering and exiting the site only, as during the majority of the day (non-peak periods), vehicles movements will be considerably less than the peak periods for staff arriving and departing at the beginning and end of the day.

4.2.1 MITIGATION

An acoustic fence is proposed along the boundary of the site and 98 Mulgrave Street, as shown in Figure 4.1. The acoustic fence shall comply with the following minimum specifications:

- Height: 1.8 metres (min.)
- Surface mass: 10 kg/m² (min.)
- The fence shall be constructed and maintained such that there are no gaps or cracks in the fence. Where timber is used, the paling shall be overlapped by a minimum of 25 mm or a board and batten system implemented. A sleeper rail will be required sealing the bottom of the fence to the ground.
- If timber is used, this would be constructed of 25 mm pine (or equivalent) to resist warping.



Figure 4.1 Location of acoustic fencing

4.2.2 NOISE FROM THE WORKSHOP ONLY

We have assessed noise emissions from the workshop space within the proposed building. The workshop takes up approximately a quarter of the building, in the southwest corner. There are five roller/sliding doors proposed in the façade of the building. We have assumed for this analysis that all roller doors would be open, reflecting a worst case scenario for noise break out.

The workshop is to be a similar size, scale, and have a similar acoustic environment (all hard surfaces) as the current workshop where the source noise level were measured. Based on our existing site noise measurements, we have calculated that a reverberant internal noise level of 90 dB L_{Aeq} within the workshop area may occur during the worst-case operation of the workshop, which includes a 5 dB correction for SAC. We have assumed that this level would be approximately constant over a 15-minute period. This in reality may not occur as equipment is turned on when in use, and off to inspect progress, or as hand tools (hand sanding, light drilling, hammering pins) are used which have a significantly lower noise level. Therefore, this assessment is expected to be conservative.

Based on the above, and accounting for the acoustic fence installed in the location outlined in Figure 4.1, the predicted noise emissions from the workshop are provided in Table 4.3.

Table 4.3 Predicted operational noise levels from the workshop only

Property Address	Distance to assessment location, m	Predicted noise Level (dB L _{Aeq}) inclusive of SAC	Property type	Noise Limit (dB L _{Aeq})	Compliant?
106 Mulgrave Street	176	43	Rural	50	Yes
167 Wyndham Street	268	< 30	Rural	50	Yes
88 Mulgrave Street	200	43	Residential	50	Yes
97 Mulgrave Street	266	36	Residential	50	Yes
98 Mulgrave Street	180	43	Residential	50	Yes
73 Winchester Street	160	44	Residential	50	Yes
83 Winchester Street	75	52	Rural Commercial	60	Yes
102 Mulgrave Street	45	52	Rural Commercial	60	Yes

A noise contour map showing the noise emissions from this activity is provided in Appendix A.

Table 4.1 demonstrates that noise levels are predicted to achieve the noise limits at the site boundary of all residential zones, the notional boundary of all dwellings in the rural zone, and the site boundary of rural zoned sites which are commercial in nature. Therefore, effects from the workshop operating concurrently are predicted to be reasonable.

4.2.3 NOISE FROM THE CREMATORIUM AND WORKSHOP OPERATING CONCURRENTLY

We have assessed the noise emissions from the proposed building when activities in the workshop occur concurrently with the operation of the crematorium. The crematorium takes up one-half of the proposed building across the length of the building. The stacks penetrate the roof of the proposed building and will stand approximately 10 metres high. The roller/sliding doors in the façade are required to be open to allow for ventilation to the crematorium chambers, and so assessed all roller doors being open.

When all four crematoria are installed at the site, only two crematoriums chambers will operate concurrently. We have based our analysis on the noise measurements undertaken on site, with a calculated reverberant level within the building of 83 dB L_{Aeq} for two crematorium chambers operating, and noise out of the stack being 61 dB L_{Aeq} at 15 metres for one stack, both of which are assumed to be steady over a 15 minute period. The directivity of the stack for the measurements is generally representative of the directivity at receptor locations. The stack noise level is a worst-case scenario when the heath fan, after burner, and primary chamber burners all operate concurrently on both crematorium chambers. This would only occur after the first 25 minutes (the first 25 minutes is the hearth fan and secondary fan operating only) to heat the chamber up to 800 degrees Celsius. Once the chamber is at 800 degrees Celsius, the two primary burners will cycle on and off to keep temperature. Therefore, this noise assessment predicts the worst-case noise emissions generated. This

level of noise would not occur for the entire operating period, as the cremators run for approximately 2.5 hours for a typical burn period, with a down period for cooling, unloading, and loading.

For the combined assessment it has been assumed that the workshop operation is the same as that outlined in Section 4.1.1.

Based on the above, and accounting for the acoustic fence installed in the location outlined in Figure 4.1, the predicted noise emissions from the workshop and crematoriums operating concurrently are provided in Table 4.4.

Table 4.4 Predicted operational noise levels from the workshop and crematorium operating concurrently

Property Address	Distance to assessment location, m	Predicted Noise Level (dB L _{Aeq}) inclusive of SAC	Property type	Noise Limit (dB L _{Aeq})	Compliant?
106 Mulgrave Street	176	45	Rural	Daytime 50	Yes
				Evening 45*	Yes
167 Wyndham Street	268	40	Rural	Daytime 50	Yes
				Evening 45*	Yes
88 Mulgrave Street	200	44	Residential	Daytime 50	Yes
				Evening 45*	Yes
97 Mulgrave Street	266	42	Residential	Daytime 50	Yes
				Evening 45*	Yes
98 Mulgrave Street	180	45	Residential	Daytime 50	Yes
				Evening 45*	Yes
73 Winchester Street	160	45	Residential	Daytime 50	Yes
				Evening 45*	Yes
83 Winchester Street	75	54	Rural Commercial	60	Yes
102 Mulgrave Street	45	52	Rural Commercial	60	Yes

*Lower noise limit as the cremators may operate until 2200 hours for maintenance purposes, where the workshop will only operate until 1700 hours.

A noise contour map showing the noise emissions from this activity is provided in Appendix B.

Table 4.1 demonstrates that noise emissions are predicted to achieve the proposed noise limits at the site boundary of all residential zones, the notional boundary of all dwellings in the rural zone. Therefore, effects from the workshop operating concurrently with the crematorium are predicted to be reasonable.

We have also assessed noise at the boundary of the rural zoned sites. Noise emissions are predicted to achieve the District Plan noise Standards at the site boundary of the majority of rural zoned sites. Further description of these properties is provided below.

4.2.4 NOISE LEVELS AT RURAL SITE BOUNDARIES

Predicted noise at the boundary of adjacent rural zoned sites has been assessed against the PNCC District Plan standards.

Regarding noise from the workshop operating solely, our predictions show that the noise level at the site boundary of all adjacent rural zoned sites achieve the District Plan noise standards. This is except for 83 Winchester Street and 102 Mulgrave Street, which are 2 dB higher than the general Rural Zone noise standards outlined in the District Plan. We have the following comments on this:

- A 2 dB increase is subjectively and imperceptible increase in loudness.
- These two properties are commercial in nature and so are less noise sensitive than residential rural type properties.
- The effects associated with the slight exceedances of the District Plan noise limits are negligible.
- The analysis assumes that workshop equipment will operate concurrently for an entire 15-minute period. This is unlikely to actually occur for any extended period of time, and therefore noise levels will be lower.

With regard to noise at the boundary of rural zoned sites when the workshop operates concurrently with the crematorium:

- The predicted noise levels exceed the general Rural Zone noise standards outlined in the PNCC District Plan at the boundary of the adjacent site, as shown in Table 4.5. We do not expect that these exceedances are significant, due to the following:
 - The predicted noise levels are from the worst-case operation of the crematorium activity when it occurs during worst-case operation of the workshop. The crematorium will not operate over the entire daytime period (only for 2.5 hrs at a time, with a respite time for cooling, loading and unloading). In addition, when operating, noise is expected to be lower as all fans are not operating concurrently and at full all of the time.
 - Operation of the crematorium after 1700 hours is expected to occur up to three times per year when other chambers cannot operate for maintenance purposes. For completeness Table 4.5 provides the difference in noise level to the evening noise standards.
 - 83 Winchester Street and 102 Mulgrave Street are currently commercial in nature, as they are a plant nursery and abattoir (consecutively). These sites therefore are significantly less noise sensitive than residential activities and would generate their own noise. They would also not be noise sensitive outside of operating hours. Therefore, the Rural Zoned noise standards are not a good indication of effects at these properties.
 - The area which experiences elevated levels of noise above the Rural Zone noise limits at 167 Wyndham Street, 102 Mulgrave Street, and 114 Mulgrave Street are not near any residential dwellings with the land currently used as pasture for stock.
 - A dwelling could only be built as a permitted activity in the northwest and southeast corners of 114 Mulgrave Street due to the unnamed stream and flood prone areas throughout this lot.
 - If a dwelling was to be constructed in the southeast corner (which is the closest site where a dwelling could be built near the boundary of the Soul Friends site) it would likely be cost prohibitive as the vehicle access leg to the area would need to cross the unnamed stream twice and require discretionary consent from the regional council as well as there being restrictions for habitable buildings in this area. Nevertheless, hypothetically any dwelling in this area may receive levels between 50 – 57 dB $L_{Aeq}(15 \text{ min})$.
 - If a dwelling was to be constructed in the northwest corner it would be further from the Soul Friends site and it would also require consent from the regional council due to the access having to cross the unnamed stream. Any dwelling constructed in this area would receive levels of 43 – 48 dB $L_{Aeq}(15 \text{ min})$.
- When considering the limited times per year that activities between 1900 and 2200 hours would actually occur, along with not occurring for the entire period (as staff will leave by 2100 hours), the exceedances are considered reasonable.
- Due to the above, we therefore expect any noise effects with these exceedances are negligible.

Table 4.5 Technical non-compliance

Property	Technical non-compliance at property boundary	
	0700 – 1900 Hours (50 dB L _{Aeq} limit)	1900 – 2200 Hours (45 dB L _{Aeq} limit)*
83 Winchester Street	4 dB	9 dB
102 Mulgrave Street	2 dB	7 dB
114 Mulgrave Street	7 dB	12 dB
106 Mulgrave Street	-	1 dB

*Will only occur up to four times per year.

4.2.5 NOISE FROM VEHICLES ENTERING AND EXITING THE SITE

Vehicles will enter and exit the site as staff arrive and depart, when visitors come to the site, and for deliveries to the workshop and crematorium. The proposal is for carparks to the northwest and southeast of the proposed building, with the sole entry and exit onto Mulgrave Street, utilising the existing entry/exit.

Based on advice from the operator of the crematorium and workshop, up to 6 staff vehicle movements will arrive prior to 0900 hours and generally depart at 1700 hours, Monday to Friday. While workshop staff will always depart at 1700 hours, crematorium staff may depart later (prior to 2200 hours) if additional usage is required when a crematorium chamber is down for maintenance (up to three times per year). We have assumed that all staff would arrive or depart in a worst-case 15 minute period (6 vehicle movements).

The occasional visitor or light delivery vehicle will occur during the day. All vehicle activities occur within the “daytime” period outlined in the PNCC District Plan. Visitor numbers will be controlled by an invitation only process. However, as a worst-case scenario we have assumed that 6 vehicle movements may occur in a worst-case 15 minute period, the same as staff movements.

It is proposed that the acoustic fence described in Section 4.2.1 will be installed along the boundary of the site shown in Figure 4.1. Staff would arrive and/or depart outside of when other activities occur in the proposed new building, and therefore we have assessed these scenarios in isolation.

We have undertaken calculations of light vehicles moving through the site based on a sound level of a vehicle drive-by having an SEL of 71 dB L_{AE} at 10 metres. The predicted noise from traffic is provided in Table 4.6.

Table 4.6 Predicted noise emissions from vehicles

Property Address	Distance to Boundary, m	Predicted Noise Level (dB L _{Aeq})	Property type	Project Noise Limit (dB L _{Aeq})	Compliant?
106 Mulgrave Street	42	34	Rural	50	Yes
167 Wyndham Street	120	30	Rural	50	Yes
88 Mulgrave Street	55	33	Residential	45	Yes
97 Mulgrave Street	26	36	Residential	45	Yes
98 Mulgrave Street	4	39	Residential	45	Yes
73 Winchester Street	55	33	Residential	45	Yes
83 Winchester Street	72	32	Rural Commercial	60	Yes
102 Mulgrave Street	42	34	Rural Commercial	60	Yes

As shown above, noise from traffic is predicted to be within the noise limits at the site boundary of adjacent residential zones, or at the notional boundary of any dwellings within the rural zone. Therefore, effects from noise associated with traffic are reasonable.

Noise from traffic are also predicted to be below the District Plan noise limit at the boundary of adjacent rural zone sites.

5 CONCLUSIONS

WSP has undertaken an assessment of the noise associated with the relocation and extension of the existing pet crematorium and workshop. The proposal is to relocate the activities to a new site at 94 Mulgrave Street, in Ashhurst. The proposal is for a new building in the north of the site which will house four crematorium chambers and associated stacks (two existing and two new), along with the relocated woodwork workshop, a reception, staff areas, and denominational chapel.

The activity at the site will generally occur between 0900 and 1700 hours Monday to Friday; however, the crematorium may run until 2100 hours on occasion if crematorium chambers required additional maintenance (up to three times per year). All staff will be offsite prior to 2200 hours and maintenance after hours is expected to be relatively infrequent.

Only two cremators will operate concurrently, along with the workshop. Cremation services will not operate all day, as each burn takes approximately 2.5 hrs to undertaken, with downtime between each burn for cooling, loading and unloading. The workshop will operate throughout the 0900 to 1700 hours period.

We have undertaken our assessment based on both the workshop operation in isolation, and separately based on the workshop and crematorium operating concurrently in a worst-case scenario. We have assessed noise from vehicles individually as staff will arrive or depart outside of when the crematorium or workshop operates.

Noise from the workshop operating only achieves the recommended project noise limits at the boundary of any residential zone and notional boundary of any dwelling in the rural zone at all properties.

Noise from the workshop operating concurrently with the crematorium achieves the recommended project noise limits at the boundary of any residential zone and notional boundary of any dwelling in the rural zone at all properties.

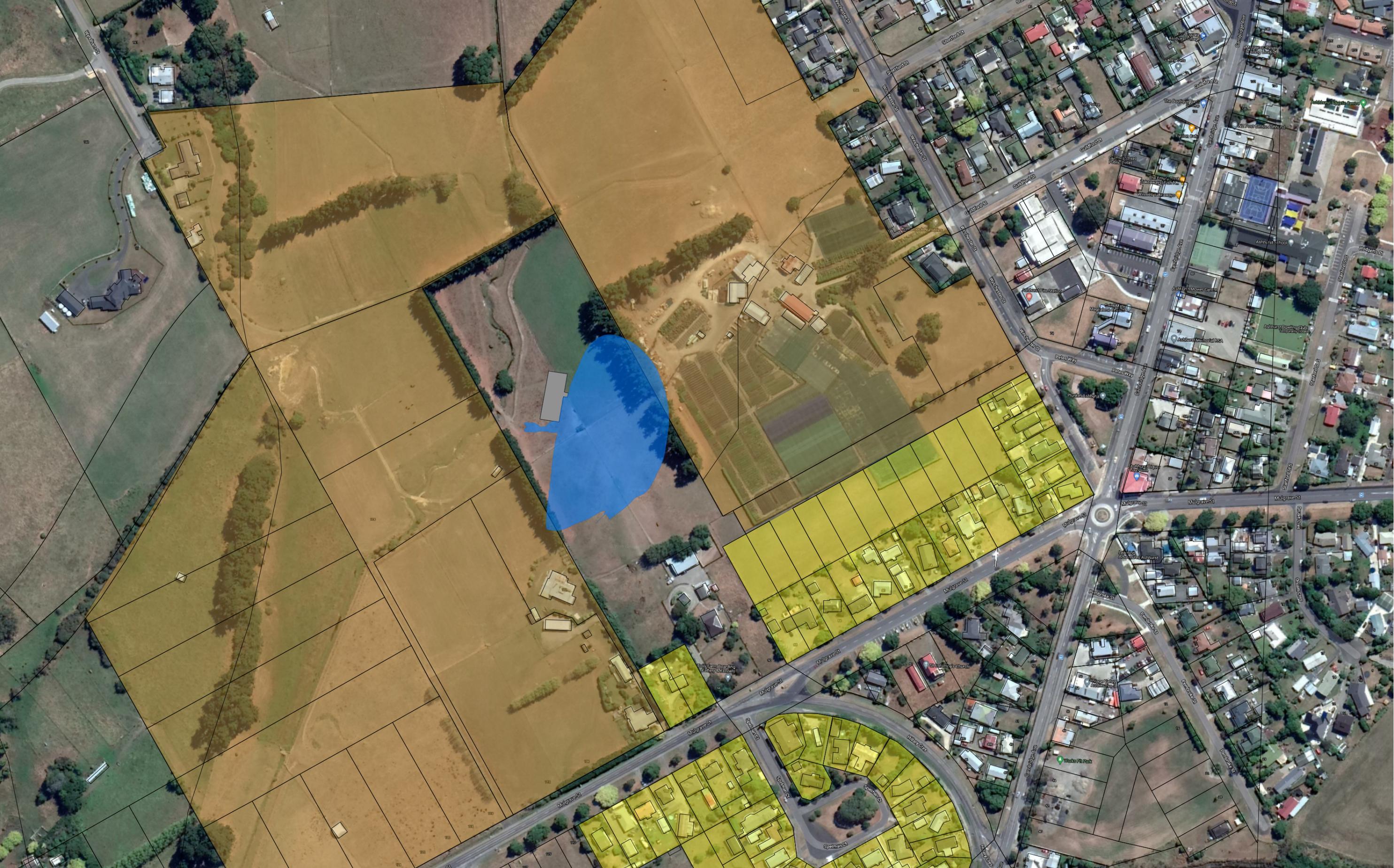
For completeness we have also assessed noise against the PNCC District Plan noise standards. Although these standards are exceeded in some areas at the property boundary. The technical exceedances are over areas of land that are used for pasture/grazing of animals and a stream runs through a portion of this land. No residential dwellings are currently in this area and cannot be built in the area potentially most affected as of right. In addition, the 83 Winchester Street is used for a plant nursery and 102 Mulgrave Street is used for an abattoir, which are commercial activities, and so are not considered to be noise sensitive.

Therefore, on the basis of the assessments presented within this report, noise as a result of the crematorium and workshop on the site is not considered to be a material constraint to the reasonable operation of the facility and adverse effects are not significant.

APPENDIX A

NOISE CONTOUR FOR SCENARIO
WHERE WORKSHOP OPERATES ONLY





Map: 201210-5-P1403-GvH-MAP1	Author: GvH	 <REPORT_ID>	 1:2500 at A3	Legend  Workshop Operating Only - 50 dB LAeq Contour  Proposed Building  Rural Zone  Residential Zone	Soul Friends Pet Crematorium and Workshop, Ashurst Noise Contour of workshop operating only
Date: 10/12/2020	Approved by: CB			362	

To be read in conjunction with WSP document:
 Map Source: Google Maps
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APPENDIX B

NOISE CONTOUR FOR SCENARIO
WHERE 2 CREMATORIUM STACKS ARE
OPERATING ONLY





Map: 201210-5-P1403-GvH-MAP2	Author: GvH			Legend Two Cremators and Workshop Operating Concurrently - 50 dB LAeq Contour Two Cremators and Workshop Operating Concurrently - 45 dB LAeq Contour Proposed Building Rural Zone Residential Zone	Soul Friends Pet Crematorium and Workshop, Ashurst Noise Contour of workshop and two cremators operating concurrently
Date: 10/12/2020	Approved by: CB				

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IN THE MATTER OF

the Resource Management Act 1991

AND

IN THE MATTER OF

application RC LU5959 by Soul Friends Pet Cremations (Applicant) to the Palmerston North City Council for resource consents to establish and operate a pet cremation business, memorial garden, woodworking workshop and spray booth for urn finishes and to undertake land disturbance and a change in use of a piece of land described in the hazardous activities and industries list without a detailed site investigation at 94 Mulgrave Street, Ashhurst.

BY

**SOUL FRIENDS PET CREMATIONS
Applicant**

**STATEMENT OF EVIDENCE OF TABITHA MANDERSON
(PLANNING)**

ON BEHALF OF SOUL FRIENDS PET CREMATIONS

5 October 2021

A. INTRODUCTION

1. My name is Tabitha Manderson. I am a Principal Planner with the consulting firm WSP, a firm specialising in engineering, environmental science and planning. My qualifications are a Bachelor of Agricultural Science (Massey University), Post-Graduate Diploma in Environmental Agricultural Science (Massey University) and a Master of Applied Science (Natural Resource Management) (Massey University). I have undertaken various Post-graduate planning papers (Massey University). I am an Associate Member of the New Zealand Planning Institute. I have completed the Making Good Decisions programme and am a current certificate holder.
2. I have over 22 years' experience in planning and resource management. I have been employed by WSP as a Senior Resource Management Planner and subsequently Principal Planner since October 2007. Since joining WSP I have been engaged in various roles, including providing assistance to various Councils to process consent applications as well as preparing consent applications on behalf of clients.
3. I previously worked for Horizons Regional Council in several roles including over three years as a Consents Planner. As a Consents Planner I processed a diverse and complex range of Land Use Consents, Discharge Permits and Water Permits, including those that were decided at Hearings and Environment Court. During my time with WSP I have prepared numerous applications for wastewater treatment plant discharges, public water supplies, land use consents for earthworks and infrastructure projects and I have also prepared other consent applications for discharge to air from crematoria. I have also worked for the Ministry for the Environment, Taranaki Regional Council and the Wanganui District Council.
4. I confirm that I have read the Code of Conduct for Expert Witnesses in the Environment Court Practice Note (2014). I agree to comply with the Code of Conduct. Except where I state that I am relying upon the specified evidence of another person, my evidence in this statement is within my area of expertise. I have not omitted to consider any material facts known to me that might alter, or detract from, the opinions that I express.
5. I have been assisting Soul Friends Pet Cremations (SF) since July 2020, initially providing planning assessment advice and then with review and drafting of the required resource consents for both PNCC and Horizons Regional Council. I assisted SF with the consultation evening that was undertaken in November 2020.

B. SCOPE OF EVIDENCE

6. My evidence will address the following:
 - An outline of any areas where I disagree with the planning evidence provided by Mr Hindrup in the circulated Section 42A report as directed by the panel;
 - Some additional areas of assessment for the panel to consider in their decision-making process;
 - Commentary on the consent conditions recommended in Mr Hindrup's Section 42A report; and
 - Commentary on some matters raised in submissions; and
 - Concluding remarks
7. In preparing this report I have considered:
 - The Section 42A reports prepared by Mr Phillip Hindrup (Planning), Mr Nigel Lloyd (Noise), Ms Chelsea Kershaw (Landscape) and Mr Chris Lai (traffic).
 - Submissions received through the notification process.

- The application reports and revised reports as circulated on 23rd September, the Air Quality report prepared by PDP as part of the Horizons Regional Council Discharge to Air Permit.
 - The evidence prepared by on behalf of SF by Mr George van Hout (Noise), Mr Stefan Steyn (Landscape), and a memorandum prepared by Dr Jack McConchie in relation to inundation.
8. I have visited the site on several occasions and am generally familiar with the surrounding area. I am familiar with the provisions of the Resource Management Act 1991 (the Act) and the Palmerston North City District Plan.
 9. I do not provide a description of the proposal or the site as I consider this is adequately addressed in the application, the revised noise and traffic statements and site plan forwarded 23rd September and the Officer's Section 42A report. But following discussions with Mr Hindrup I try to provide some clarity regarding what appear to be operational differences across technical reports as it noted there appears to be some disconnect across some of the reports (see para 13).

C. UPDATES AND CHANGES TO APPLICATION, CONSENTS REQUIRED

10. As noted by Mr Hindrup in paragraph 3.5 of his Section 42A report, the application was recently amended to reflect the recent closure of the kennels at the site, it is acknowledged that PNCC reporting officers had not long to consider the changes as noted by Mr Hindrup. The applicant's team considered it was preferable to circulate the revised reports as soon as practical after this change to the application was known to us, hence the circulation of revised reports essentially while PNCC staff would have been preparing evidence. I thank the reporting team for including the new information within their reports.
11. During consultation and from submissions received it was clear that noise from the kennels was an issue for some nearby residents. The closure of the kennels, as I understand it is permanent and the applicant has no intention of reopening them. I understand the Ms Morrison is likely to speak to this further in her evidence, and this should allay fears that the kennels could attempt to seek to re-open under existing use rights. I note Mr Hindrup recommended a condition in relation to this and make a minor comment in respect of this in my commentary on conditions in Appendix 1.
12. As discussed above and noted by Mr Hindrup, an application for a discharge to air from the crematorium is lodged with Horizons Regional Council. At the time of preparing this evidence that application remained on hold for further information. I have recently spoken with the processing planner who confirmed that their technical advisor was now satisfied with the information response provided in relation to technical matters and was expecting advice back some time mid-week of 4th October 2021. The further information request also requested information in relation to cultural matters, WSP have been assisting with this and as such had various meetings and phone conversations in addition to providing the application details to the relevant iwi representatives. At the time of preparing this evidence we have had verbal confirmation from the iwi parties consulted with that there were no issues (in the case of Ngāti Kauwhata) and that the subject site was outside of the rohe (in the case of Rangitāne o Tāmaki nui a Rua and Ngāti Raukawa ki te Tonga). We are currently waiting on the written confirmation of this verbal advice so this can be provided to Horizons Regional Council. I hope to be in a position to provide further updates in relation to this matter at the hearing, noting that while the two applications are separate there is likely to be ongoing interest in the discharge to air consent as air quality was raised as a concern by some submitters.
13. As a description of the operation proposed I provide the following outline where I have tried to condense what activities would occur and when, along with what is typical vs. infrequent occurrences-

Day of the week	Hours of Operation	Activities on site/notes
Monday to Friday	7am to 7pm	Staff arriving onsite from 7am-8am, cremation operation, workshop operation, staff leaving site. The typical operation of the site.
Monday to Friday	7pm to 10pm	Maintenance associated with the cremators as required, infrequent. All staff off site by 10pm.
Saturday	11am to 3pm	Some routine cremations to occur. Occasional use of crematorium in response to unplanned customer requests, planned visits to memorial gardens on request. Use of workshop due to large orders to be processed. Intermittent occurrences.
Sunday	11am to 3pm	Occasional use of crematorium in response to unplanned customer requests, planned visits to memorial gardens on request. Infrequent occurrences.
Public Holidays	No operation	

14. Mr Hindrup discusses the consents required in Section 6 of his evidence, I agree with this assessment and that the activity should be assessed as a Non-Complying Activity.

D. SUBMISSIONS

15. I have read the original submissions, and do not repeat a summary of them here as they are provided in Mr Hindrup's report. Where relevant I have discussed the submission points raised throughout my evidence.
16. In Section J of my evidence below I make some comment on recommended conditions and the degree to which I consider they address some of the specific issues raised in submissions.

E. ASSESSMENT – SECTION 104

17. In Section 10 of Mr Hindrup's Section 42A report he outlines the matters in Section 104 of the Act that are relevant to the application. I concur with the matters identified by Mr Hindrup and I do not repeat them here.
18. In addition to the technical Section 42A reports, I have also considered the evidence prepared by Mr van Hout and Mr Steyn where they relate to Section 104 matters, as well as the memorandum prepared by Dr McConchie which includes reference to a site plan that now includes the flooding information provided by Horizons Regional Council.

F. ACTUAL AND POTENTIAL EFFECTS ON THE ENVIRONMENT

Landscape character and rural amenity

19. Landscape character and rural amenity effects were assessed as part of the planning assessment phase and informed the site design. A landscaping plan was submitted as part of the application, as noted by Mr Hindrup.
20. Mr Hindrup provides a summary of landscape character and rural amenity effects in paragraphs 9.1 to 9.16, I generally concur with the assessment provided by Mr Hindrup but I note the evidence of Mr Steyn and provide some further comments regarding

'inappropriateness' (in both the rural zone and adjacent to residential zones) below as this was raised by several submitters.

21. There is a large degree of agreement between the landscape experts, with Mr Steyn noting that after reviewing the Section 42A evidence he has recommended some changes to tree species in order to better mitigate potential visual effects from the stacks. I note that a number of submitters were concerned regarding visibility of smoke from the stacks. Mr Steyn has also referenced the PDP Air Quality report, this report noted that under normal operating conditions there would not be smoke plumes visible but rather a 'heat shimmer'. My understanding is that this does not alter the overall level of effects assessment provided by the landscape experts.
22. In his evidence Mr Steyn also references approximate times for the various vegetation (as recommended in the landscape plan) to become established. The recommended conditions require that a landscape plan be submitted for certification prior to operation of the crematorium. As I understand it there will be a period of time during which construction of the proposed building would be undertaken and thus it would not be until the building work is completed and cremators are moved onto the site before the activity could be operational. It is important that the current phrasing of the condition is retained as it currently does not preclude the applicant from commencing planting when practicable in order to allow for plant establishment to occur before the cremators are in place. The applicant will comment on this in her evidence at the hearing.
23. Another element of amenity value as defined in the Act are the natural or physical characteristics of an area that contribute to people's appreciation of pleasantness. This will be highly variable and it must be acknowledged that perceptions and personal opinions that can be held by people in respect of crematorium may at times be strong. These opinions are acknowledged, and in relation to the ongoing perception of crematorium the applicant, Ms Morrison, is to present evidence in relation to this as she has experience with the operation of the pet cremation business.
24. I agree with para 9.16 of Mr Hindrup's evidence that the proposal will have less than minor effects on the surrounding landscape character and rural amenity. I have recommended minor changes to the landscape conditions, but in my opinion, these strengthen the certainty in relation to the mitigation to be provided.

Noise effects

25. Various noise assessments have been undertaken by the applicant team, most recently revised modelling as a result of the closure of the kennels. I note there is a large degree of agreement between the two noise experts.
26. Noise monitoring standards for consent conditions have been recommended and these are generally agreed between the two noise experts. Mr van Hout has prepared a map showing where the relevant noise standards would be measured from. I am supportive of the inclusion of a map as this provides certainty to the consent holder, and I consider this to be an important part of meeting the required test of consent conditions being reasonable.
27. Mr Lloyd in his evidence noted a difference in terms of hours of operation described in the management plan and the noise report prepared by WSP. On this basis and on the basis of a request from a submitter (Hanno Pieterse) that the crematorium and workshop do not operate on the weekends. The applicant has clarified that they currently do operate on the weekend on occasion, and if a pet passes away on the weekend requests for a cremation can occur. The applicant would like to still be able to operate on the weekends (as was sought in the application) but acknowledges it would be appropriate to only operate under reduced hours. The applicant has confirmed she is willing to restrict hours on the weekend to between 11am and 3pm only.

28. With regard to Mr Pieterse's request, my understanding is that noise from the worst-case scenario activity will comply with the permitted activity standards at the property boundary of Mr Pieterse's property. The noise standards in the District Plan do not change on the weekends. As such, restricting activity from the proposal in its entirety would be requiring a stricter standard than that allowed by the permitted activity standards of the District Plan and I do not consider this appropriate. However, from a noise effects point of view I understand it to be good practice to ensure that periods of respite are given, and the request from Mr Pieterse is reasonable. As noted in para 13, the applicant has offered to restrict hours on the weekends and no workshop activity would occur on Sundays.
29. Mr van Hout has also noted that as part of the noise management plan a complaints register must be kept. I am aware that the applicant actively encourages adjacent property owners to contact her should they have concerns regarding operations at the site (to be clear I make this comment in reference to the kennel operations, but I anticipate the same framework going forward). As part of the noise management plan Mr van Hout has commented that the Applicant could work with neighbours regarding accommodating special events. This would require neighbours to contact the applicant directly regarding upcoming events, but based on my understanding of the business operation, ongoing discussion would be welcomed by the applicant as it is acknowledged this would be the most efficient way for issues to be resolved.
30. Mr Hindrup has noted the opinion put forward in the further information response that it would be challenging for a residential property to be constructed in the south-eastern corner of 114 Mulgrave Street. I stand by this opinion. In addition to the initial assessment provided, based on the online planning maps as part of responding to para 9.34 of Mr Hindrup's evidence, the WSP team have imported the flood modelling image provided by Horizons Regional Council onto the site plan. While the purpose of this was to demonstrate where the proposed building would be located relative to the flood modelling on the subject site, it does show the corner of 114 Mulgrave clearly. There is an area showing that does not have inundation associated with it to the south of the Ashhurst Stream. It is my understanding that the stop bank runs alongside the Ashhurst Stream and continues through 114 Mulgrave, as such no dwelling would be able to be constructed (without consent) within 8m of the toe of the stopbank. In addition, separation distances from the boundaries (10m from a front boundary and 5 m from any other boundary) would need to be adhered to (or consent sought from Palmerston North City Council). As identified by information put forward by the application team, in addition two crossings of the Ashhurst Stream would be required (based on current configuration of the property), and consents would be required for these. As noted in the advice from the Regional Council and within policies of both the Regional Policy Statement and District Plan safe access and egress are required. While I do not go quite so far as to say that construction of a dwelling (a noise sensitive receiver) in the corner of 114 Mulgrave street is fanciful, as discussed above I consider it would require a number of resource consents and is not something that would be undertaken as of right. Therefore, to restrict the proposed activity that is the subject of this hearing on the basis of a potential future dwelling I would not consider sound planning.
31. Subject to the imposition of the recommended conditions including providing clarity in respect of hours of operation on weekends, I am comfortable that potential noise effects are less than minor and am in agreement with para 9.27 of Mr Hindrup's evidence.

Traffic Effects

32. Traffic effects are described in para's 9.28 to 9.30 of Mr Hindrup's evidence. As noted, there is a large degree of agreement between the parties, and as such no additional traffic evidence is presented on behalf of the applicant. It is noted that in the revised assessment there was no recommendation to upgrade the access to 5.5m, however it was noted in the original application that was notified that the upgrade would be undertaken. As such I am in agreement that it is appropriate from a procedural perspective that the upgrade be undertaken and conditioned.

33. Several submitters noted concerns regarding increased traffic to the site. As discussed in the revised traffic effects memorandum and confirmed by Mr Lai's evidence traffic generated is assessed as being less than occurring currently as a result of the closure of the kennels.
34. I am in agreement with para 9.30 of Mr Hindrup's evidence that traffic effects will be less than minor.

Natural Hazards

35. In providing advice in relation to the overall site design for the property, the WSP team took into account the permitted activity standards (of both the One Plan and District Plan) in relation to a non-habitable building in an inundation area. The advice provided from Horizons Regional Council provides additional useful context, however I do note that my understanding is that in relation to the building itself matters such as floor heights will be looked at as part of the building consent process noting that this building does not include habitable rooms. As such while acknowledging that Mr Hindrup has sought advice from the Building Consent Team that would apply at the time of building consent, I do not consider that this matter needs to be resolved at the resource consent stage provided the relevant policy provisions are met. It will of course however be of assistance to the applicant to have further clarification with regards to this, I do not consider there would need to be a condition on consent regarding this and noting that the building consent process would have its own requirements in this regard. The applicant (Ms Morrison) may make additional comments in relation to this at the hearing. I make comment regarding relevant policies in the Operative District Plan below.
36. In response to the question regarding whether there would be additional flood hazard risk to neighbouring properties discussed in Mr Hindrup's evidence. I sought advice from a WSP colleague, Dr Jack McConchie, and a short memorandum is attached as Attachment 2 to my evidence. This assessment focuses at a high level on the volume of water that would theoretically be displaced during a 0.5% AEP event. The volume of water displaced was calculated as being some 203m³ of flood water which could increase the flooding depth on the subject site by a maximum of 5mm. The memorandum goes on to note –

The actual increase in flooding, however, will be less than this because there would also be a slight increase in the lateral extent of flooding to the east of the proposed building; but still on the applicant's property. This would reduce any potential increase in the depth of flooding such that, in my opinion, it would be 'less than minor'. Any change would certainly not be able to be measured. Again, it must be stressed that this increase in the depth of flooding would only occur during a very large design flood event (i.e. 0.5% AEP).

In my opinion therefore, I believe that the proposed development will have a 'less than minor' effect on the existing flood hazard in this area. There will be no effects outside of the applicant's property.

37. On the basis that the proposed building is able to meet the permitted activity standards and taking into account the information provided in the technical memorandum I am comfortable that effects on flood hazard are less than minor.

Servicing

38. The Section 42A report of Mr Hindrup discusses servicing, in para 9.57 to 9.59 I am generally in agreement with this assessment.

Effects on the Productive Capacity of Elite and Versatile Soils

39. I agree with the summary provided by Mr Hindrup in para 9.60 to 9.62. I can confirm that one of the considerations of site selection for the proposed building was avoiding the Class 2 land on the property. I agree that effects on the productive capability of the site will be less than minor.

Contaminated Soils

40. I am generally comfortable with having a condition requiring testing be overseen by a suitably qualified person. I do note however that the Preliminary Site Investigation was based on the original application where additional car parking was proposed near to the chemical storage shed that was renovated in 2010. I note that this car park is no longer part of the revised proposal. As such I consider the recommendations may be amended as now little development, if any, will occur close to the chemical storage shed, it is my intention to seek further advice regarding this and I will provide further update at the hearing. Based on my understanding of the Preliminary Site Investigation the recommendations in relation to asbestos testing may no longer be required, but as above I will seek confirmation from the relevant expert prior to the hearing.
41. Subject to appropriate conditions I agree with Mr Hindrup that the risk of adverse effects on human health will be less than minor. While I may recommend some minor changes to the conditions wording, as above I will seek comment from the Preliminary Site Investigation authors and provide an update at the hearing.

Property Values

42. I agree with Mr Hindrup at para 9.65 that property values are not an effect under the Act that can be considered.

Future Rezoning

43. In his Section 42A report Mr Hindrup discusses the potential rezoning in relation to some adjacent properties. I agree with Mr Hindrup that no weighting can be given to this as no formal rezoning process has commenced.
44. In relation to rezoning I can confirm that a meeting did take place with the applicant, myself and two of the policy planners at Palmerston North City Council regarding the potential rezoning. This discussion occurred in late 2020, one of the options being put forward by the applicant was to include her property in the rezoning as well. I understand from recent discussion there are some concerns about the inundation potential on the applicant's property as well as 'incompatibility' of a crematorium in or adjacent to residential zone properties.
45. Several submissions refer to this rezoning. The potential for rezoning was acknowledged in the application and it is acknowledged that it is of concern to several submitters, with the issue including the 'incompatibility' or inappropriateness of a crematorium adjacent to residential properties. While agreeing with Mr Hindrup that the potential plan change should not be given any weight, I do make some comments regarding 'incompatibility'.
46. I am not of the opinion that crematorium are outright incompatible with adjacent residential sites. The other crematorium sites I have been involved with consenting have residential properties adjacent to them, though it is acknowledged that those sites were existing sites that were also designated. What the sites I have been involved in consenting did have in common with this proposal is the open space around them.
47. In preparation for this hearing, I used an internal WSP Microsoft Teams discussion forum to understand where crematoria are located around New Zealand. While this is not extensive research, I was provided with 15 examples of where crematoria are located in sites adjacent to residential sites. A brief memorandum outlining location of cremators in relation to residential zones is attached as Attachment 3 of this evidence. Examining this my comment is that while the sites are in various zones, the most common element between these sites was for them to be located in open space or recreation zones. Recognising that we are of course dealing with a rural zoned site here I wish to only draw attention to the fact that the common element that I observed from the examples provided to me was open space around them with landscaping in the form of trees.

48. As discussed above the general agreement between the landscape architects that the proposed landscaping mitigation, including planting and colour choice for the building was to ensure that visual amenity is mitigated to the point where, in their opinion, effects are no more than minor. From my discussions with the applicant over the time WSP have been assisting with the project, there is commitment to ensuring that effects are adequately mitigated and to this end the screen planning will continue to play a role in mitigation of effects.
49. The application acknowledged that there can be perceptions and in some cases strong personal aversions to crematoria in general, and often amenity issues can be at the heart of this. The applicant has been operating the current business for some time and will be presenting evidence in relation to general public response, based on her experience and that of others in the industry, in relation to public perceptions and how these can change over time.
50. As noted above, and in agreement with Mr Hindrup, as the plan change for potential rezoning on some neighbouring sites has not occurred no weight can be given to this. Should sites be rezoned in the future then the crematorium as proposed, with associated mitigation, would not, in my opinion, be out of place having considered a number of examples from around the Country.

Effects Summary

51. In summary in consideration of the identified potential effects as discussed above, subject to the proposed mitigation and recommended conditions I consider the effects to be less than minor.

G. STATUTORY PROVISIONS

National Environmental Standards

52. I agree with Mr Hindrup's assessment of National Environmental Standard in para 10.3.

National Policy Statement for Highly Productive Land

53. I agree with Mr Hindrup's assessment of the proposed National Policy Statement for Highly Productive Land in 10.4 to 10.7.

One Plan Regional Policy Statement

54. I agree with Mr Hindrup that the correct planning instrument in respect of assessing objectives and policies is the One Plan – Plan Change 2 (2016). I agree with para 10.9 of Mr Hindrup's assessment.
55. In relation to Natural Hazards, I am comfortable based on the technical memorandum of Dr Jack McConchie, that Objective 9-1 and supporting policies are able to be met. The relevant rules and permitted activity standards as required by Policy 9-1 (c) are able to be met by the proposal, in this case Policy 9.2(b)(ii) is of particular relevance as the building is a non-habitable structure and therefore can be allowed. Potential effects from displacement of water from the proposed building have been assessed as being less than minor. As I discussed above, additional information from the Building Consent Team I expect would be advantageous for the applicant in terms of what may be required under the building consent process, but there does not need to be a condition of this consent in relation to a required minimum floor level.

56. I agree with Mr Hindrups para 10.11 that the Palmerston North City District Plan is the correct planning instrument to be assessed.

City View Objectives

57. I generally agree with Mr Hindrup and his assessment against the City View Objectives, with the exception in relation to minor disagreement in relation to Objective 19. I am more comfortable that effects in relation to natural hazards are appropriately met based on the Memorandum I have from Dr Jack McConchie.

Objectives and Policies – Section 9 (Rural Zone)

58. I am largely in agreement with the assessment provided by Mr Hindrup in paragraphs 10.21 to 10.29, except where I recommend minor changes to conditions (refer section J of my evidence). I note the high degree of agreement with the respective technical experts for landscape and noise and generally agree with the recommended conditions (with some minor edits as discussed further below). In respect of Policy 2.5 I am comfortable that this policy is met, based on the adherence to permitted activity standards and the technical memorandum provided by Dr Jack McConchie.

59. I agree with Mr Hindrup that the proposal meets the relevant objectives and policies of Section 9 of the ODP.

Objective and Policies – Section 20 (Land Transport)

60. I agree with the assessment provided by Mr Hindrup in paragraphs 10.30 to 10.39.

H. SECTION 104(C) OTHER MATTERS

61. Mr Hindrup assesses precedent in response to a submitter concern. I agree with his paragraphs 11.2 to 11.3 and make some additional comment below.

62. I note that in *Dye v Auckland Regional Council* [2002] 1 NZLR 337 (CA) the following:

The granting of a resource consent has no precedent effect in the strict sense. It is obviously necessary to have consistency in the application of legal principles, because all resource consent applications must be decided in accordance with a correct understanding of those principles. But a consent authority is not formally bound by a previous decision of the same or another authority. Indeed in factual terms no two applications are ever likely to be the same; albeit one may be similar to another. The most that can be said is that the granting of one consent may well have an influence on how another application should be dealt with. The extent of that influence will obviously depend on the extent of the similarities.

63. On the basis of case law, I agree with Mr Hindrup that little, if any weight, should be given to perceived precedent effects.

I. SECTION 104D ASSESSMENT

64. Mr Hindrup provides a Section 104D assessment in paragraphs 12.1 and 12.2. I am in agreement with the assessment that provided the proposal passes through one of the Section 104D gateway tests the applicant is entitled to have its application determined on its merits in accordance with the provisions of Section 104 RMA. I do however make some further comment below as it was a matter raised by one submitter.

Section 104D(1)(a) – “the adverse effects of the activity on the environment.... will be minor”

65. The first limb of the gateway test is whether the adverse effects of the activity on the environment will be no more than “minor”

66. In considering adverse effects on the environment, it is important to note that this does not mean no effect but rather that the panel must be satisfied that “minor” or comparatively small effects will result from the activity.

67. Case law has established that “minor” is a comparative word. In the early authority of *Bethwaite and Church Property Trustees v Christchurch City Council* His Honour Judge Skelton held on pages 7 and 8:

“The word “minor” is not defined in the Act but dictionary meanings suggest that in its primary sense, which is the appropriate one here, it is a comparative word. Thus, the Concise Oxford Dictionary gives as the primary meaning “lesser or comparatively small in size or importance...”. The Collins Concise Dictionary gives as the primary meaning “lesser or secondary in amount, importance,”.

“It seems clear therefore, that in providing the pre-condition in section 105(2)(b)(i) of the Act Parliament did not intend that there should be no adverse effects. Nor, so it seems to us, did it intend that any adverse effects should be minimal. That is to say, again having recourse to the dictionaries, “smaller or very minute or slight”. Thus, in using the word “minor” Parliament intended that whatever adverse effects there might be they had to be less than major, but could be more than simply minute or slight.”

*“Then too, we think it is permissible to consider this question having regard to any mitigation of effects that might be achieved by the imposition of conditions. Put another way, it is permissible to have regard to the effects of the activity, controlled by conditions that would limit or proscribe that activity and its effects. This has been done before – see for example *Shell Oil NZ Ltd v Rodney District Council* Decision No: C19/93. We did not have the benefit of any submissions about that in this case, but we think it must follow from the way sections 104 and 105 are structured. It would not be sensible to have to rule out a proposed activity on the grounds that it failed to comply with both the pre-conditions in section 105(2)(b) of the Act if it was clear that by the imposition of conditions on the granting of consent, such a result could be avoided. We remind ourselves too however, that even though a proposal might be found to satisfy one or other of the pre-conditions, does not follow that consent has to be granted.”*

68. Subsequently, in *Stokes v Christchurch City Council* His Honour Judge Jackson confirmed, at paragraph 75, his agreement with the Planning Tribunal’s findings in *Bethwaite* that the word “minor” means “less than major but could be more than simply minute or slight.”. Then, His Honour went on to hold at paragraph 76 that:

“The test is whether the adverse effects as proposed to be remedied and/or mitigated, and taken as a whole, are more than minor”.

69. Based on the technical reports supporting this application and technical evidence prepared the effects are considered to be less than minor to no more than minor. This assessment is guided by comparison with the relevant standards for permitted activities within the plan as applicable (in relation to traffic and building location etc).

70. Overall it is concluded objectively that the adverse effects of the proposal on the environment, as proposed to be remedied and/or mitigated, and taken as a whole, will be no more than ‘minor’ (as that term is legally understood following *Bethwaite* and *Stokes*).

Section 104D(1)(b) – “the application is for an activity that will not be contrary to the objectives and policies of...”

71. The second limb of the Section 104D gateway test is whether the activity is contrary to objectives and policies. Contrary is understood to mean something more than just non-complying. In general terms the Courts have applied the definition of “contrary” as being “repugnant to” or “opposed to”, not simply that the proposal does not find support from them

(See [35], Monowai Properties Ltd v Rodney DC A215/03.). The policy assessment undertaken as part of this application indicates there is a lot of consistency with the relevant identified objectives and policies, there is an enabling intent to the policies and desire to see a range of land uses allowed for – provided adverse effects can be avoided or mitigated. Taking into account the effects assessment it therefore follows that the activity is not found to be contrary to relevant objectives and policies.

72. Taken overall, the proposal is not repugnant to, or opposed to, the thrust of the objectives and policies of the plan. I note there is a large degree of agreement between Mr Hindrup and myself in this respect. At the time of preparing my evidence, I am not aware of nor viewed any additional expert planning evidence. There is also a high degree of agreement on the assessment of adverse effects between the applicant team and the Council team.
73. As such I am in agreement with Mr Hindrup that the proposal is able to meet both limbs of Section 104D.

J. COMMENTS ON PROPOSED CONDITIONS

74. Mr Hindrup has provided a set of conditions. These are by and large based on mitigation proffered in the application. I have recommended minor changes based on the evidence of Mr van Hout and Mr Steyn. As noted above I will be seeking further comment with respect to the recommendations in the Preliminary Site Investigation now that the additional car parking area close to the closed kennels area is no longer required, there may be changes to the recommendations made in the Preliminary Site Investigation and I intend to resolve this prior to the hearing.
75. I have made changes to conditions 3 to 6 in relation to where noise monitoring would occur and have recommended a map be included as part of the conditions. I have made updates to reflect hours of operation, including weekend work but these are restricted to the hours as offered by the applicant.
76. In relation to the landscaping conditions, I have made minor updates to these conditions to provide more certainty and measurability in relation to these. Mr Steyn has produced an updated landscaping plan, this could be incorporated into the conditions if there was agreement regarding this.
77. I have had some initial discussions with Mr Hindrup and our intention is to meet prior to the hearing to work through the conditions and we may be able reach agreement on some matters.

K. RELIEF SOUGHT IN SUBMISSIONS

78. Below I make brief comment where submitters identified specific matters that could be conditioned.
79. Ms Catherine Shannon sought to be informed should the proposal go ahead. I do not consider that a condition of consent would be required to accommodate this, as a submitter she will be provided with a copy of what decision is made as a matter of course.
80. Mr Hanno Pieterse sought that no operations occur on weekends. As discussed above the proposed activity will meet the District Plan permitted activity standards at the boundary of Mr Pieterse property, the applicant however has agreed that hours of operation should be restricted on the weekends and the 'worst case' scenario as modelled in relation to noise would not occur on weekends.

L. PART 2 ASSESSMENT

81. In Section 13 of his Section 42A report Mr Hindrup sets out the approach as confirmed by the High Court in relation to Part 2.
82. I agree with this assessment, and in a similar manner, based on the evidence currently available do not undertake a Part 2 analysis.

M. CONCLUSION AND RECOMMENDATIONS

83. The technical experts who have provided evidence to date are largely in agreement in respect of the level of effects and appropriateness of mitigation and conditions as proposed. There is a large degree of agreement that effects will be less than minor to no more than minor, and that the proposal is consistent with the relevant Objectives and Policies of the Operative District Plan. I consider that the application meets both limbs of Section 104D.
84. Where submitters have sought specific relief this has been responded to and incorporated to the extent practicable.
85. Subject to the amended conditions proposed (Appendix 1) I remain of the opinion that the consent can be granted.

Tabitha Manderson



5th October 2021

Attachment 1 – Conditions Schedule, T Manderson comments and recommendations
Attachment 2 – Memorandum regarding flooding
Attachment 3 – Memorandum regarding crematorium in relation to residential zones
Attachment 4 – Expert evidence George van Hout, Noise
Attachment 5 – Expert evidence Stefan Steyn, Landscape Architect
Attachment 6 – Updated landscape plan

ATTACHMENT 1 – DRAFT CONDITIONS AS RECOMMENDED BY T MANDERSON

CONDITIONS LU5959

GENERAL ACCORDANCE

1. The Consent Holder must ensure that the activity operates in general accordance with the information provided with the application dated 5 March 2021, further information dated 12 May, and the amended application received 23 September 2021, except as required by the following conditions, and specifically including the following:
 - a. Soul Friend Pet Crematorium Resource Consent Application to Palmerston North City Council dated 5 March 2021, Project Number 5-P1403.00;
 - b. Section 92 response address to Palmerston North City Council dated 12 March 2021;
 - c. The updated set of plans (Site Plan, Landscaping Plan, Architectural Details) including Sheets C01 and C02 Revision C dated 15 September 2021.
 - d. The updated Soul Friends Pet Crematorium Management Plan dated 17 September 2021;
 - e. Soul Friends Pet Crematorium and Workshop, Ashurst: Updated Assessment of Environmental Noise Effects Report - LU5959, prepared by WSP and dated September 2021.
 - f. The updated Traffic Impact Statement prepared by Merica Prinsloo dated 22 September 2022, File reference 5-P1403.00 Soul Friends Pet Crematorium;

EXISTING USE RIGHTS

2. That Tolley Farms Cattery and Dog Kennels must be discontinued prior to the commissioning of the Pet Crematorium and Workshop and that any future establishment or reestablishment of these activities must obtain the necessary resource consent approvals.

ADVICE NOTE: *This condition was agreed to by the applicant.*

NOISE

3. The pet crematorium and workshop (including onsite vehicles) activities must not exceed the following at or within the boundary of the [following sites](#):

Site	Time	Noise Limit
83 Winchester Street	7.00am to 10.00pm	55 dB LAeq(1.5min)
114 Mulgrave Street & 102 Mulgrave Street	7.00am to 10.00pm	60 dB LAeq(1.5min)
Other Rural Zoned Sites	7.00am to 7.00pm 7.00pm to 10.00pm	50 dB LAeq(1.5min) 45 dB LAeq(1.5min)
All Rural Zoned Sites	10.00pm to 7.00am	40 dB LAeq(1.5min) 70 dB Lmax

[As shown on the on the noise monitoring map attached to and forming part of these conditions](#)

4. The pet crematorium and workshop (including onsite vehicles) activities must not exceed the following at or within any residentially zoned site:

7.00am to 7.00pm	50 dB LAeq(1.5min)
7.00pm to 10.00pm	45 dB LAeq(1.5min)
10.00pm to 7.00am	40 dB LAeq(1.5min)
10.00pm to 7.00am	70 dBA Lmax

[As shown on the noise monitoring map attached to and forming part of these conditions](#)

5. Sound levels must be measured in accordance with New Zealand Standard NZS 6801:2008 *Acoustics – Measurement of environmental sound* and assessed in accordance with NZS 6802:2008 *Acoustics – Environmental noise*.
6. The hours of operation of the workshop must be limited to 7.00am to 7.00pm Monday to Friday and the pet crematorium shall be limited to 7.00am to 10.00pm Monday to Friday. [Hours of operation on Saturday and Sunday must be limited to 11am and 3pm, during Saturday times the pet crematorium and workshop must not operate concurrently, the workshop must not operate on Sundays.](#) The pet crematorium and workshop must not operate on public holidays. This would not prevent access for administrative reasons or cleaning and maintenance nor for visits by the public to the memorial garden between the hours of 9am and 5pm Monday to Sunday provided Conditions 3 and 4 are met.

7. An acoustic fence shall be installed on the boundary of 98 Mulgrave Street in accordance with the recommendations of the WSP *Soul Friends Pet Crematorium and Workshop, Ashurst, Assessment of Environmental Noise Effects Report - LU5959 Revision 3 dated 22 September 2021* prior to the commencement of crematorium activities on the site.
8. A Noise Management Plan ("NMP") shall be prepared by a suitably qualified and experienced acoustic consultant, in association with the consent holder, prior to the start of the pet crematorium and/or workshop operating. The NMP shall be submitted to the Palmerston North City Council for review 20 working days prior to the commencement of the activity. The NMP shall include but be not limited to:
 - i. The relevant noise limits as specified in conditions 3 and 4 of this consent,
 - ii. noise mitigation and maintenance requirements for plant and machinery in order to adopt the best practicable option to control noise,
 - iii. general operating procedures,
 - iv. training of staff,
 - v. complaints handling and recording, and
 - vi. noise monitoring.
9. The Noise Management Plan must be certified that it meets the requirements of Conditions 3 and 4 and the consent holder shall operate the pet crematorium and workshop in compliance with the Noise Management Plan at all times. Should no comments be received on the Noise Management Plan within 20 working days of submission of the Plan it shall be taken that the Plan as submitted is certified.
10. Noise monitoring must be undertaken within 6 weeks of the initial commencement of the pet crematorium and/or workshop to demonstrate compliance with Conditions 3 and 4. A copy of the results of each period of monitoring must be provided to Council within 20 working days of undertaking the monitoring.
11. The Council may under section 128 RMA initiate a review of the conditions of the consent 12 months after granting the consent in relation to noise and hours of operation to:
 - i. Assess the adequacy of (and, if necessary, change) the noise conditions controlling activities on the sites

- ii. Deal with any significant adverse effects from noise on the environment that may arise from the exercise of the consent.

LANDSCAPING PLAN

12. Prior to the commissioning of the crematorium and operation of the workshop, the consent holder must submit a final Landscaping Plan to Council's Monitoring and Enforcement Officer for technical certification for the site. This plan must include, but is not limited to, the following:

Planting

- a. The location of all plant species to be installed, including a full schedule of quantities indicating all botanical names, common names, PB size and quantities;
 - b. A planting specification that shall cover all method of site soil preparation, type and quality of all plant materials e.g. plants, soils, mulch, stakes, ties, method of physical planting installation, defects and maintenance period of 24 months;
 - c. Details of the proposed specimen trees including what heights are expected to be achieved within 3 years of planting and at mature height.
13. Prior to commissioning of the crematorium and operation of the workshop, the consent holder must ensure that the landscaping plan certified pursuant to conditions 12 above is fully planted and completed in accordance with the approved plan. Where this is not seasonally practicable, the planting must be completed within the first planting season after the commissioning of the crematorium and workshop.
 14. The consent holder must contact Council's Monitoring and Enforcement Officer within 2 weeks of the completion of planting so that the initial monitoring visit can occur.

Advice Notes:

- *The plantings will be monitored by Council's Monitoring and Enforcement Officer on 2 occasions as follows:*
 - *At the completion of the physical installation of the planting and associated works.*
 - *24 months after the planting is first installed and completed.*
- *Any plants that fail must be immediately replaced at the expense of the consent holder.*
- *All plantings must continue to be maintained by the consent holder thereafter.*

~~15. The consent holder shall continue to maintain all landscape planting required by condition 12, in the event that the plants do not achieve the mitigation intended by the plan the landscaping or part thereof must be replanted within 6 months. The landscaping would be deemed to be not achieving the specified mitigation purpose should plants not have established to the expected height as detailed in condition 12(c) or mortality of more than 20% for shrubs or mortality of any tree has occurred. At any time should the landscape planting required under condition 12 not achieved its required mitigation purpose, the landscaping or part thereof must be established within 6 months at the cost of the consent holder.~~

Commented [MT1]: Understand the intent of this condition is to ensure that the landscape planting is maintained over time. Have amended condition to provide more certainty.

CONTAMINATED SOILS

~~16-15.~~ The consent holder shall undertake the following testing prior to the construction of any building authorised by this resource consent:

- a. Five OCP7 and metals analysis of near surface soils within the proposed footprint of the development and car park area.
- b. One hand auger to 1m depth downstream of the old above ground storage tank with analysis for TPH.
- ~~c. A surface soil sample for % w/w asbestos in the car park footprint near to the chemical storage shed that was renovated in 2010.~~

Commented [MT2]: Deleted at this stage on the basis the car park no longer going in near the chemical storage shed, Will provide update at hearing though.

16. The Consent Holder/contractor shall have all contaminated land earthworks and validation supervised by a suitably qualified and experienced professional (SQEP) land contamination specialist. Reporting shall be prepared by the SQEP.

~~17. Advice Note: Should the sampling required by Condition 15 demonstrate that the soil is below the relevant threshold for contaminated land, no SQEP would be required to supervise earthworks.~~

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~~18-17.~~ An adequate Post-earthworks Land Contamination Planning and Management report to verify the site's immediate and ongoing safety shall be prepared in accordance with Contaminated Land Management Guidelines No's 1 and 5 (2016 edition) by a SQEP land contamination specialist, and include the following:

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- a) Evidence (for example photographs and weigh bridge receipts) that any further contaminated soil required to be removed and disposed offsite at a landfill facility consented to receive such material;

- b) The statement that "it is highly unlikely that there will be a risk to human health" to all future occupants, users and neighbouring occupants;
- c) An updated 'SLUR' site plan with polygons for each SLUR classification of soil and a specific legend describing each element on the plan;
- d) Soil Validation reporting requirements including field sampling, lab and general analysis (Contaminated Land Management Guidelines No 1, page. 14);
- e) Site Management and Monitoring reporting requirements including an assessment of what monitoring procedures are required to maintain the safety of the site regardless of its usage (Contaminated Land Management Guidelines No 1, page. 15).

UPGRADE EXISTING VEHICLE CROSSING

~~19-18.~~ Prior to the ~~arberist base~~ crematorium activity commencing at the site the consent holder must upgrade the existing vehicle crossing servicing 94 Mulgrave Street to meet PNCC District Plan Appendix 20H/NZTA's Diagram C standard, or as approved by the Council Roding / Infrastructure Manager.

Note: A vehicle crossing consent will be required.

REVIEW CONDITION

~~20-19.~~ Palmerston North City Council may serve notice of its intentions to review the conditions of consent in accordance with Sections 128 and 129 of the Resource Management Act 1991, if there is documented evidence that adverse effects relating to noise, hours of operation and traffic effects that are beyond the limits contemplated by the granting of this consent have been generated by activities associated with the use of the site.

MONITORING FEES

~~21-20.~~ The Consent Holder shall pay a monitoring fee of \$348 (GST incl.) at the time the resource consent is granted for the monitoring associated with the development. Upon completion of the works required by these conditions, the consent holder shall give written notice to the Head of Planning that the conditions have been complied with. On receipt of this notice, the Head of Planning or nominee shall carry out an inspection to ensure all conditions have been complied with.

The fees will be payable by the consent holder for any subsequent monitoring of the conditions of this consent. This fee is set in accordance with Section 36(1) (c) of the Resource Management Act 1991.

Note: The current fee for monitoring is set at \$174 per hour. This amount may alter in the future if fees are reviewed. The monitoring fee charged will be the fee applicable at the time of monitoring and will be charged on each additional inspection or hour of work undertaken until full compliance with consent conditions is achieved.

22-21. A fee will be payable by the consent holder if any non-compliance with the conditions of this consent are discovered as a result of monitoring. This fee is set in accordance with Section 36(1)(c) of the Resource Management Act 1991 and Section 690A of the Local Government Act 1974.



Map: 210930-5-P1403-GvH-MAP4	Author: GvH			Legend ■ 83 Winchester St ■ 114 Mulgrave Street ■ 102 Mulgrave Street ■ Other Rural Zoned Sites ■ Residential Zoned Sites	Soul Friends Pet Crematorium and Workshop, Ashurst Property Boundaries where Conditions of Consent Apply	
Date: 30/09/2021	Approved by: CB					

To be read in conjunction with WSP document:
 Map Source: Google Maps
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Memorandum

To	Tabitha Manderson
Copy	
From	Jack McConchie (Technical Principal (Hydrology))
Office	Wellington
Date	1 October 2021
File/Ref	
Subject	Soul Friends Pet Crematorium - Impact of proposed development on flooding

Background

The applicant is proposing to develop the Soul Friends Pet Crematorium at 94 Mulgrave Street, Ashhurst. This property has been identified by Horizons Regional Council (Horizons) as potentially affected by flooding from overbank flows from a local tributary to the Manawatū River during a 0.5% AEP (200-year ARI) flood event (Figure 1 & attached site plan). The area is not affected by flooding from the Manawatū River as it is adjacent to a recently upgraded stopbank. It is noted that the 0.5% AEP (200-year ARI) flood event is a very extreme design event. Consequently, any flooding during smaller and more frequent events will be significantly less than indicated on Figure 1 and discussed in this memorandum.

The proposed crematorium is to be located towards the north-western end of the property (Figure 2) where the maximum depth of flooding is shown to be 0.5m; although much of this area is flooded to a depth of less than 0.2m (Figure 1 & attached site plan).

Any effect of the proposed development on the existing flood hazard will only occur where the development raises the ground level and therefore displaces any flood water. Consequently, it is only the proposed building that may have any effect on the flood hazard.

The proposed crematorium will have a footprint of 27m by 15m, or an area of 405m². Since the applicant's property is 4ha, the proposed building will cover only about 1% of the property.

Assuming that the entire footprint floods to a depth of 0.5m, which is very conservative as shown by Figure 1, the proposed building might displace a maximum of 203m³ of flood water. If this water was redistributed across the applicant's property, and assuming there is no increase in the lateral extent of flooding, this could increase the depth of flooding on the applicant's property by a maximum of 5mm i.e. a 1% increase in the depth of flooding.

The actual increase in flooding, however, will be less than this because there would also be a slight increase in the lateral extent of flooding to the east of the proposed building; but still on the applicant's property. This would reduce any potential increase in the depth of flooding such that, in my opinion, it would be 'less than minor'. Any change would certainly not be able to be

measured. Again, it must be stressed that this increase in the depth of flooding would only occur during a very large design flood event (i.e. 0.5% AEP).

In my opinion therefore, I believe that the proposed development will have a 'less than minor' effect on the existing flood hazard in this area. There will be no effects outside of the applicant's property.

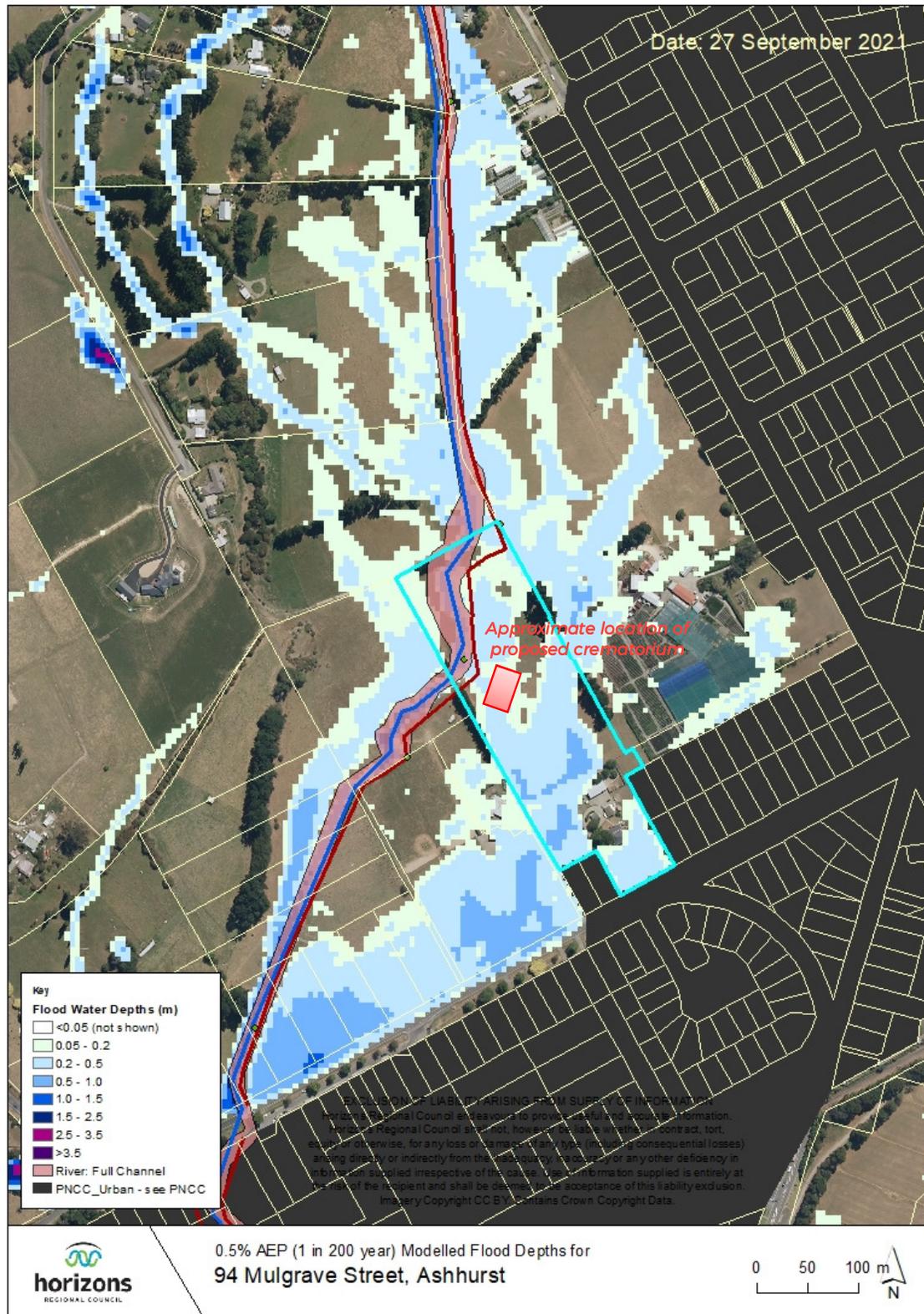


Figure 1: Depth of inundation during a 0.5% AEP (200-year ARI) flood event.

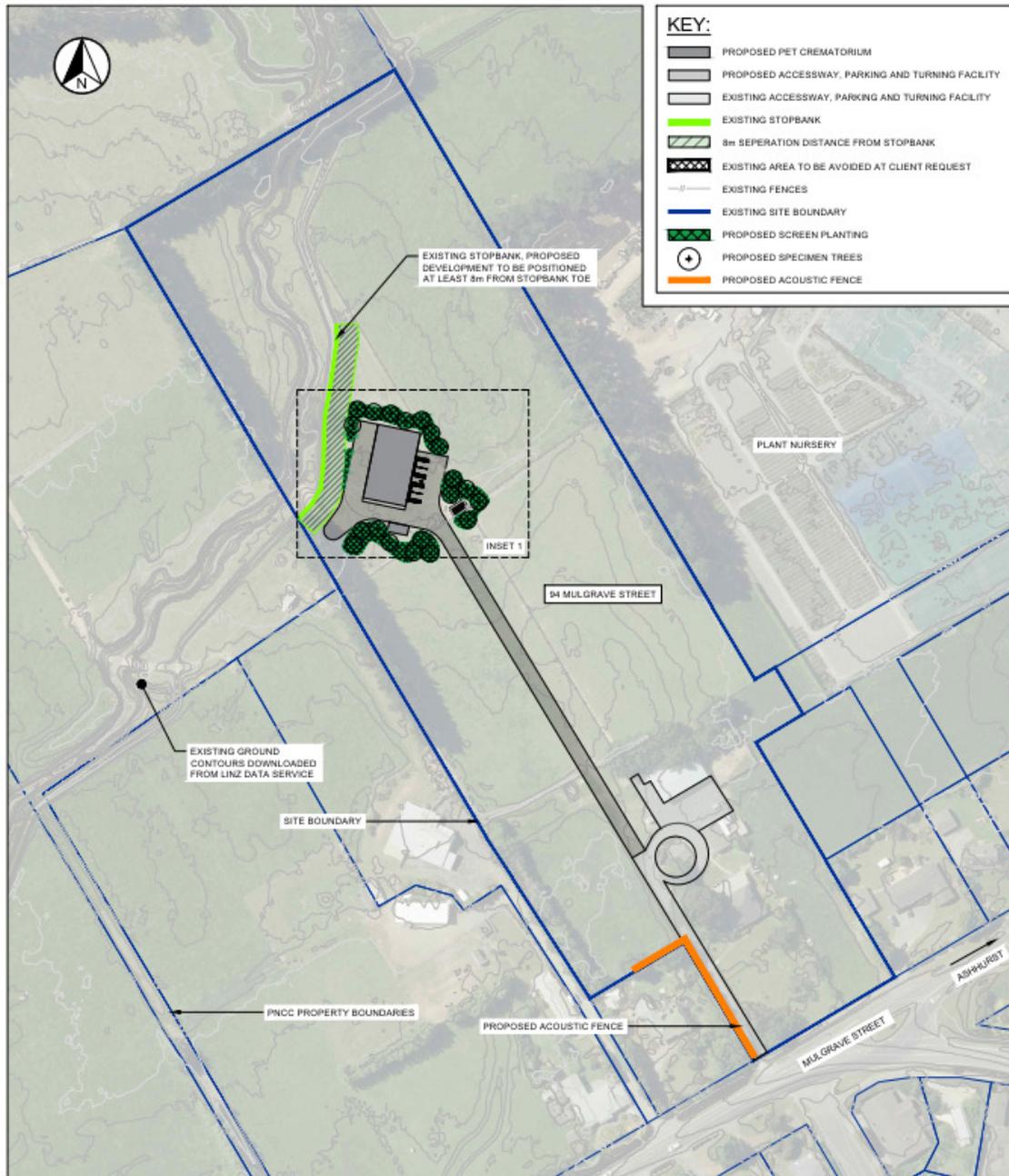
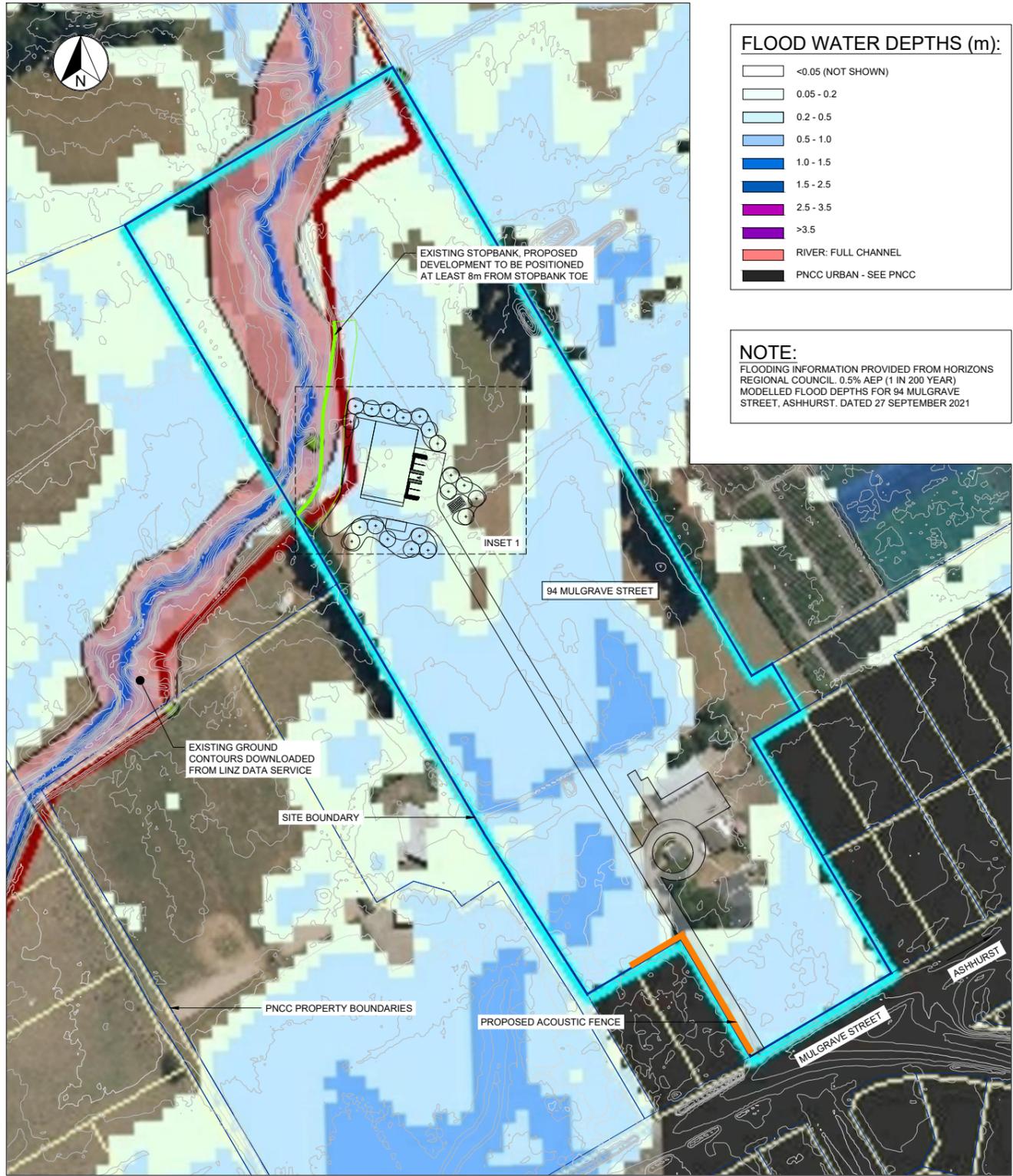
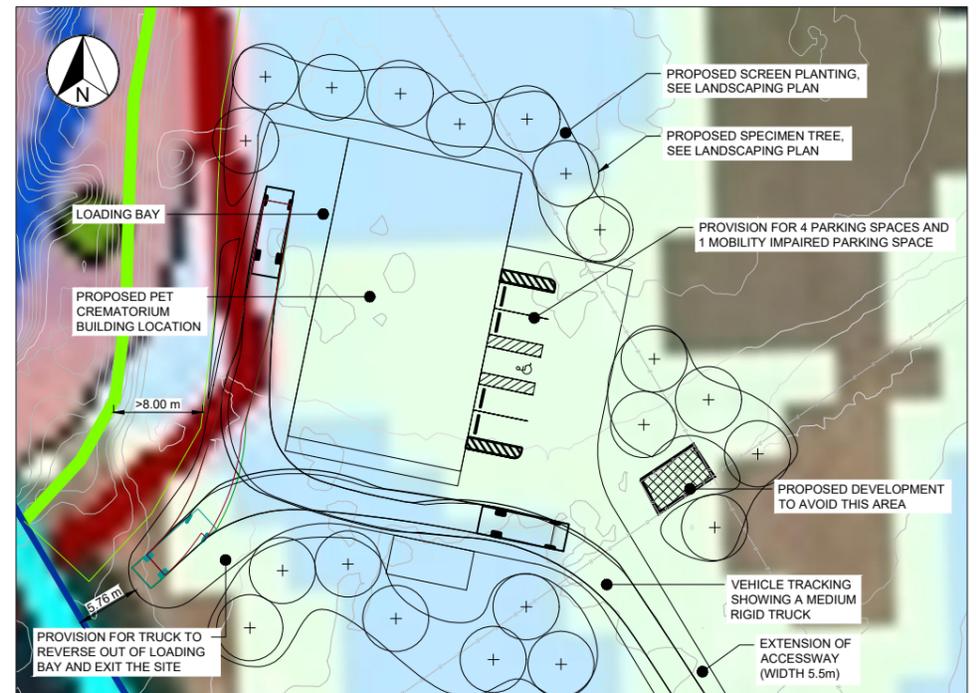


Figure 2: Location of the proposed development on the applicant's property.

300 mm
200
100
50
0 10 mm



SITE LAYOUT
SCALE: 1:1000 @A1



INSET 1
SCALE: NTS

REVISION	AMENDMENT	APPROVED	DATE

wsp
Palmerston North Office
+64 6 350 2500

PO Box 1472
Palmerston North 4440
New Zealand

CIVIL
390

SCALES	ORIGINAL SIZE
AS SHOWN	A1
DRAWN	DESIGNED
GR	GR
DRAWING VERIFIED	DESIGN VERIFIED
RMcD	TM
	APPROVED
	TM
	APPROVED DATE
	2021-09-29

FOR CONSENT

PROJECT	
SOUL FRIEND PET CREMATION	
94 MULGRAVE STREET, ASHHURST	
SOUL FRIENDS PET CREMATORIUM	
TITLE	
SITE FLOODING INFORMATION	
WSP PROJECT NO. (SUB-PROJECT)	SHEET NO.
5-P1403.00	C03
REVISION	A

Memorandum

To	Tabitha Manderson
Copy	
From	Samuel Hammond
Office	Christchurch
Date	5 October 2021
File/Ref	5-P1403.00 STG01
Subject	Crematoria in Proximity to Residential Zones

Karori Cemetery – 76 Old Karori Road, Karori, Wellington 6012

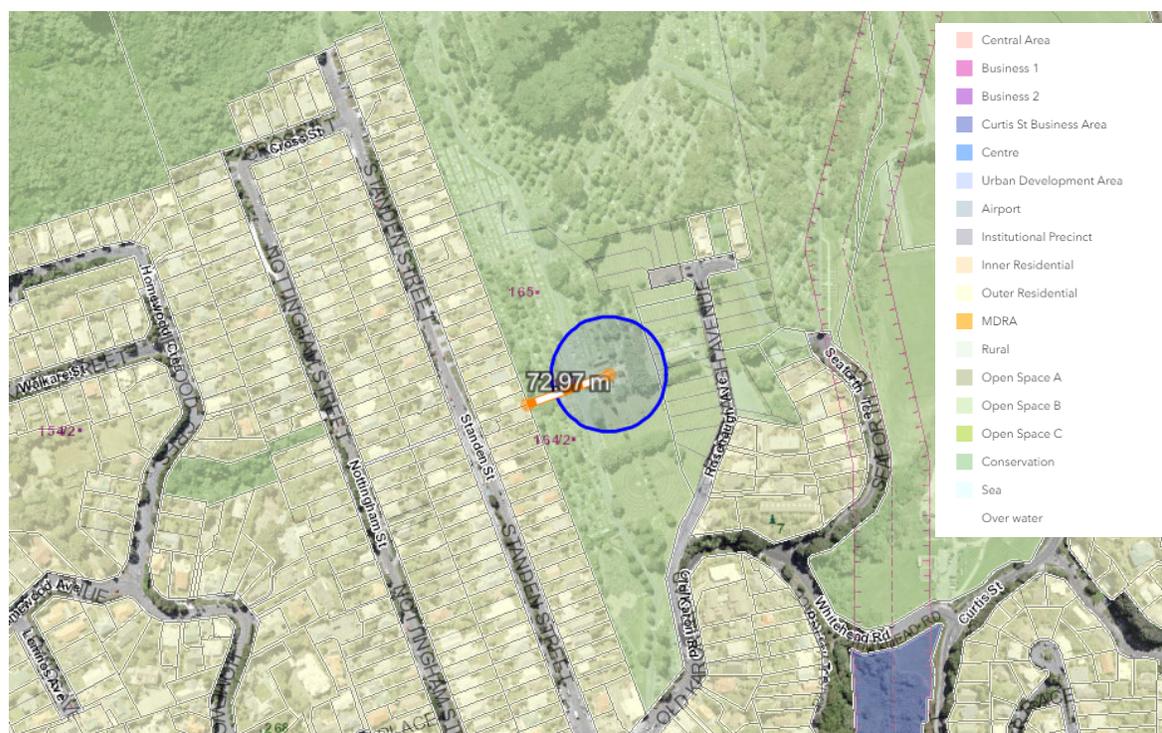


Figure 1: Karori Crematorium proximity to Outer Residential Zone. (Source: WCC)

The Karori crematorium is situated within the *Open Space B* Zone. This zone includes the surrounding cemetery. The cemetery and crematorium is enclosed to the east, south, and west by the *Outer Residential* Zone. A minimum separation of 73 metres (approx.) is provided between the crematorium and residential zone.

Anderson's Bay (Dunedin) Crematorium - 192 Tomahawk Road, Andersons Bay, Dunedin 9013

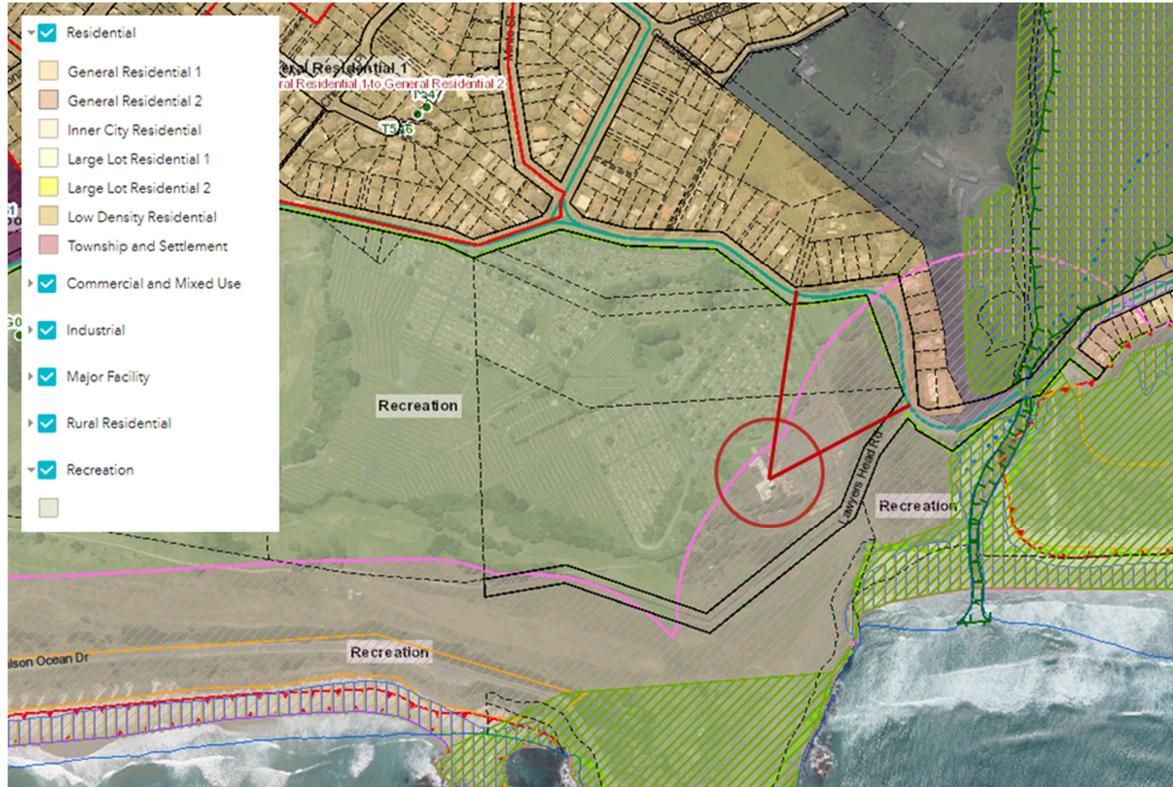


Figure 2: Anderson's Bay Cemetery and Crematorium in proximity to Residential Zone. (Source: DCC 2GP)

The Anderson's Bay crematorium is located a minimum of 200 metres (approx.) from the surrounding *General Residential Zone*. The surrounding area is primarily used for cemetery purposes and is zoned *Recreation*.

Waikanae Crematorium & Cemetery – 130 Ngarara Road, Waikanae 5036

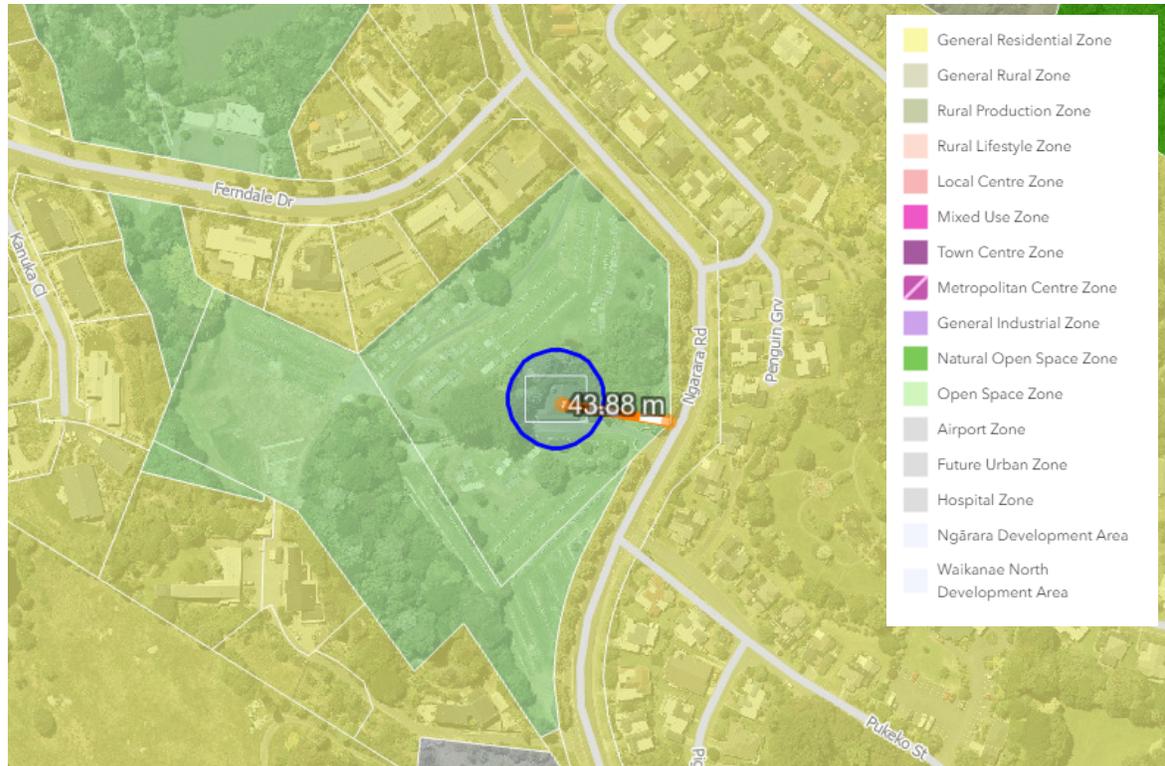


Figure 3: Waikanae Crematorium in proximity to Residential Zone. (Source: KCDP Planning Maps (Appeals Version)).

The Waikanae Crematorium is situated within the *Open Space Zone* which is surrounded on all sides by the *General Residential Zone*. The minimum separation distance between the crematorium and *General Residential Zone* is 43 metres (approx.). This minimum distance is to the *General Residential Zone* boundary on the cemetery side of Ngarara Road and not land used for residences.

Note: Parkwood Retirement Village is located immediately to the east of this Crematorium.

Purewa Cemetery – 100/102 Saint Johns Road, Meadowbank, Auckland 1072

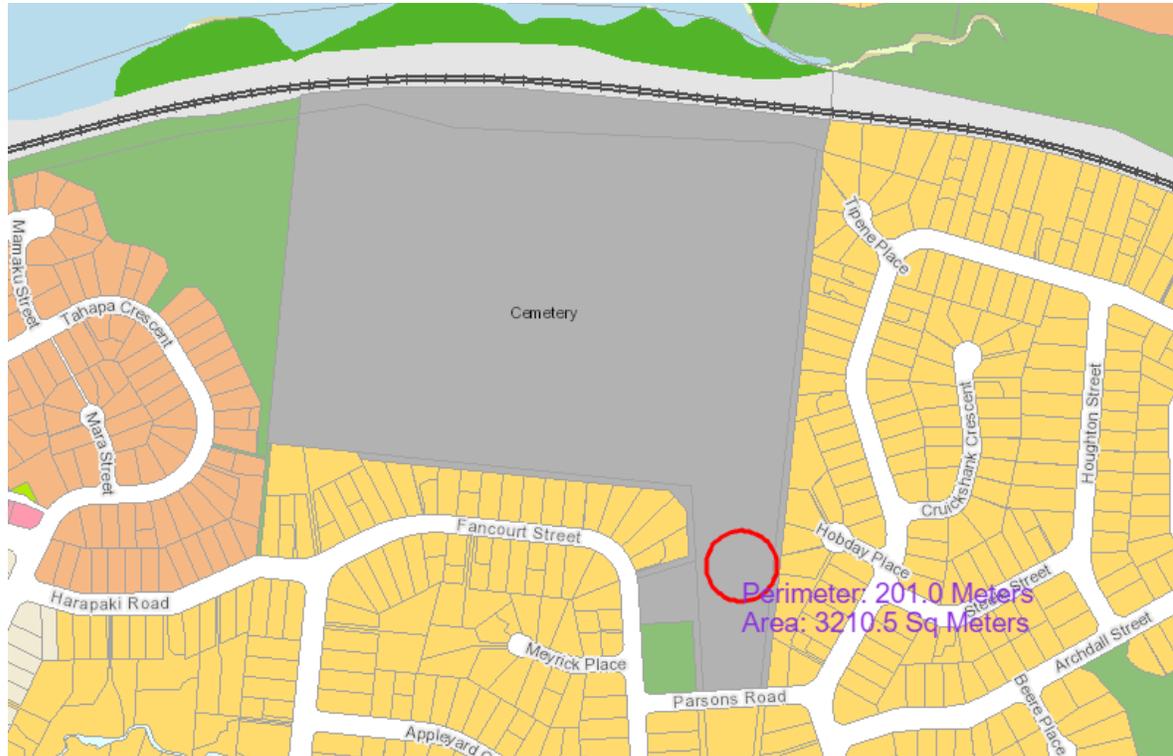


Figure 4: Purewa Cemetery and Crematorium proximity to Residential – Mixed House Suburban Zone. (Source: Auckland Council Geo Maps)

Purewa Crematorium is located a minimum of 35 metres (approx.) from the *Residential – Mixed House Suburban Zone*. The site is also used as a cemetery and is zoned within the *Special Purpose Zone*. No large open spaces, or reserves are located within the immediate surrounds of the crematorium.



Wairarapa (Masterton) Funeral Services – 38 Lincoln Road, Masterton

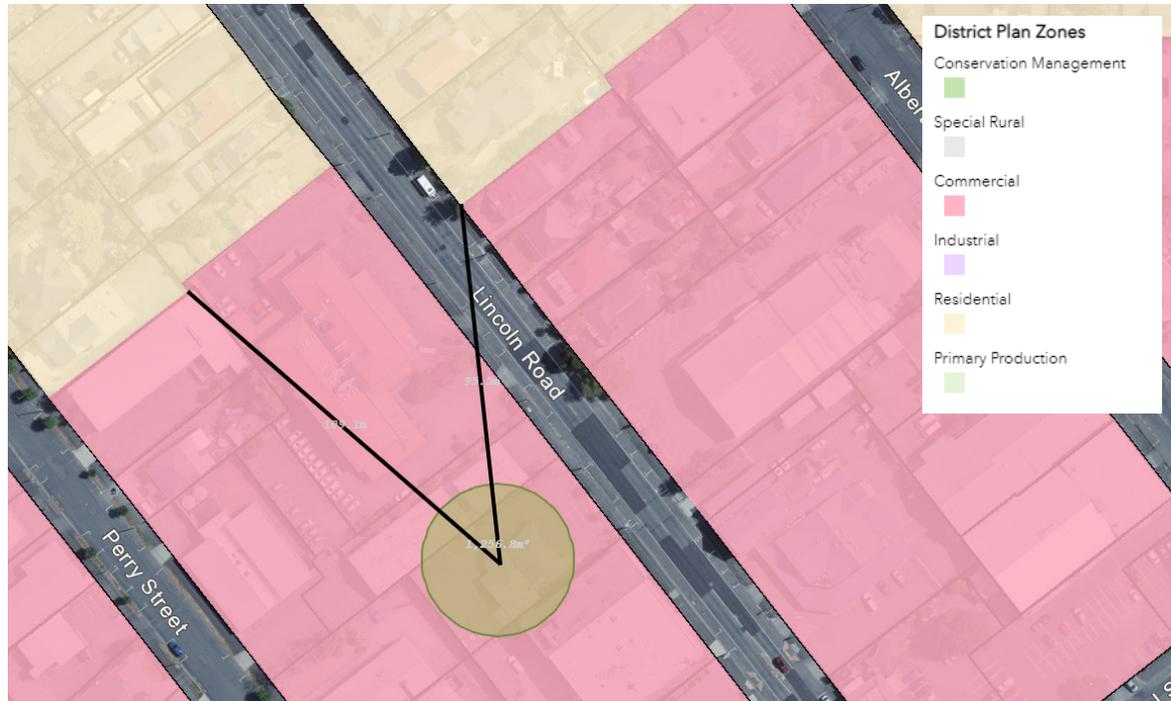


Figure 5: Wairarapa Funeral Services crematorium proximity to Residential Zone. (Source: MDC Wairarapa Combined District Plan)

The Wairarapa Funeral Services crematorium is located a minimum of 95 metres (approx.) from the *Residential Zone*. Distance to the residential zone increases towards the west. The crematorium is surrounded by low/medium density commercial land-uses. No open space or open space zone exists around the crematorium.

Harewood Memorial Gardens and Crematorium –Wilkinsons Road, Harewood, Christchurch 8051

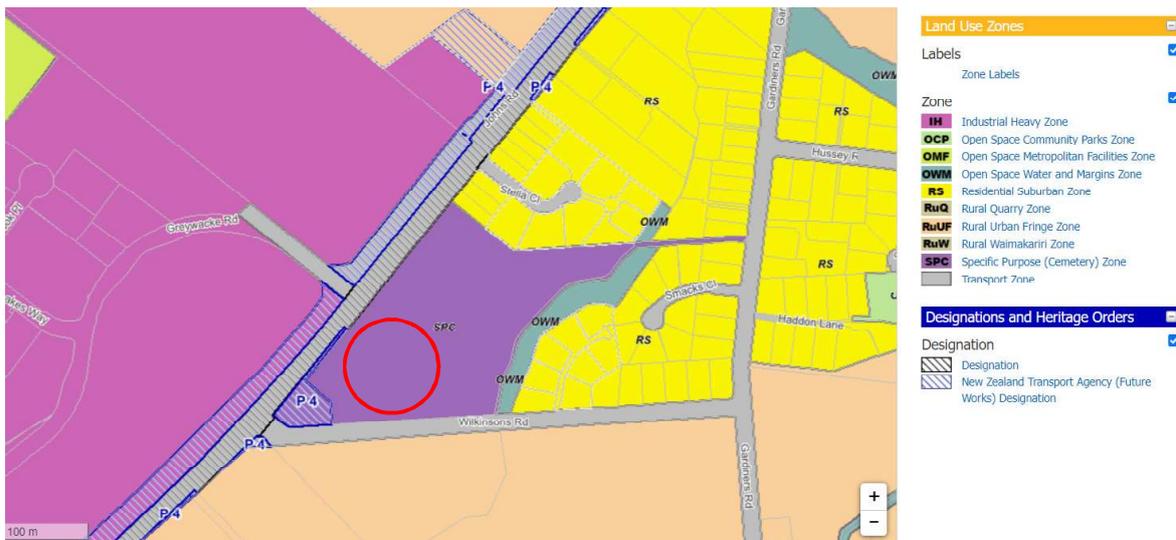


Figure 6: Harewood Memorial Gardens and Crematorium proximity to Residential Suburban Zone. (Source: CCC District Plan)

The Harewood Memorial Gardens and Crematorium is located a minimum of 250 to 300 metres (approx.) from the *Residential Suburban Zone*. The land immediately surrounding the crematorium is used for a mixture of industrial, rural, and open space purposes. Residential properties make up a minority of the surrounding land uses.