

**Engagement
summary:
Pukekohe
Civic
Community
Hub draft
concept plan**



Engagement summary – Pukekohe Civic Community Hub draft concept plan

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Executive Summary

Overview

The Franklin Local Board sought community feedback on a draft concept plan to upgrade Franklin: The Centre and the Pukekohe War Memorial Town Hall to establish the Pukekohe Civic Community Hub. Public engagement was held from 4 February to 4 March 2026 through the Auckland Council online 'Have Your Say' engagement platform. Feedback was received online, via paper feedback forms, direct email submissions and in-person engagement sessions and meetings.

In total, 126 survey responses were received, along with additional feedback gathered during public drop-in sessions, meetings with community hub staff and engagement with young people. Most feedback is from respondents who live in the Franklin area.

Overall, feedback indicates general support for the concept of a more connected civic hub, although there are concerns and objectives about some specific aspects and features in the draft concept plan. Nearly 60 per cent of respondents consider the proposed changes would deliver the vision for the project, while around 40 per cent do not.

Some consistent themes have emerged from the engagement feedback, these high-level themes are summarised and outlined below.

Key themes from feedback

Support for a more connected civic hub

Many respondents support the overall concept of creating a more connected and cohesive civic hub by linking Franklin: The Centre and the War Memorial Town Hall.

Feedback indicates that improved connections between buildings and better use of currently under-utilised spaces could:

- Create a clearer civic destination
- Improve navigation and access between facilities
- Support events, gatherings and community activity
- Enable more flexible use of spaces across the site.

The proposed covered courtyard is frequently identified as a positive feature, with respondents noting its potential to support events, performances and informal community use.

Strong interest in protecting arts, cultural and heritage spaces

A significant theme throughout the engagement relates to concerns about proposed changes to the arts and gallery spaces.

Many respondents express concern about proposals that would relocate or separate the existing galleries. Feedback suggests strong support for:

- Keeping the Community Gallery and NZ Steel Gallery visible and connected
- Maintaining arts spaces in prominent, accessible locations

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- Ensuring the civic hub continues to support arts and cultural activity.

There are also concerns about potential impacts on the library and archive spaces, particularly the importance of retaining access to local historical materials in Pukekohe and not house them away from Franklin.

Parking, transport and site access

Parking and access are frequently raised issues in engagement feedback.

Many respondents oppose the proposed reduction in car parking, noting that Pukekohe serves a wider rural catchment where people still rely on private vehicles. Concerns are raised that reducing parking could affect accessibility for:

- Older residents
- Whānau
- People travelling from surrounding rural areas.

More broadly, respondents highlight the importance of ensuring the final concept plan supports accessible and safe movement such as mobility parking, covered walkways and clear wayfinding.

Cost, funding and project prioritisation

Cost and affordability are key considerations raised by respondents. Some question whether the scale of the proposed redevelopment is appropriate given other community priorities such as infrastructure and maintenance needs.

Respondents are also interested in understanding:

- The actual overall cost of the project
- How the project would be funded
- What other projects might be affected by funding decisions.

Despite these concerns, many respondents indicate that upgrades to the facilities are worthwhile if funding is carefully balanced with other priorities.

A flexible and future-focused community facility

Many respondents emphasise the importance of ensuring the civic hub provides flexible and practical spaces that can support a wide range of community uses such as:

- Flexible rooms that can support meetings, workshops, arts activities and performances
- Whānau-friendly and youth-focused spaces
- Community kitchens and shared facilities for events and programmes
- Improved study, meeting and social spaces within the library.

Respondents also note the importance of operational considerations such as appropriate staffing, security, maintenance and effective management of shared spaces.

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Delivery timeframe preferences

Respondents expressed a range of views on the timeframe for delivering the project. Options outlined in engagements materials are:

- Delivering the hub within six years
- Within around ten years
- Staging the project over 20+ years.

While views on the preferred timeframe vary, when responses are combined around 66 per cent of respondents support delivery within ten years.

Feedback indicates that:

- Some respondents support earlier delivery to respond to population growth and rising demand for community facilities
- Others prefer a balanced approach that considers funding options and impacts on other local projects
- Some consider the project a lower priority compared with core infrastructure and services.

Summary

Overall, feedback indicates broad support for upgrading the facilities and creating a more connected community hub. This support sits alongside requests for further refinement of the draft concept plan.

Key matters raised through engagement are:

- Maintaining visible and accessible arts, gallery and heritage spaces
- Ensuring sufficient parking and accessibility to the site
- Balancing investment with affordability and other local priorities
- Designing flexible, practical spaces that meet community needs
- Considering delivery timing and funding impacts.

The engagement results broadly suggest that while the concept of a civic hub is supported, the local community would like to see the draft concept plan and delivery approach further refined to better balance arts' needs, accessibility, affordability and practical use of facilities as Pukekohe continues to grow.

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Introduction

The Franklin Local Board is proposing upgrades to Franklin: The Centre and the Pukekohe War Memorial Town Hall. Once upgraded, these facilities will become the Pukekohe Community Civic Hub.

At the direction of the local board, Auckland Council's Auckland Urban Development Office (AUDO) developed a draft concept plan that focuses on preparing these community facilities for the future.

The local board requested community feedback on the draft concept plan to better understand if the proposed upgrades should be progressed to create a community civic hub for Pukekohe. Public consultation on the Pukekohe Civic Hub draft concept plan opened on 4 February 2026 and closed on 4 March 2026.

This document is a summary of the feedback received during consultation.

Public engagement

What did we ask?

The Pukekohe Civic Community Hub draft concept plan (attached as Appendix 1) and summary outline of key proposed upgrades were provided during public engagement via the council's online survey platform 'Have your say' and were discussed at in-person events and meetings.

The following five questions were asked of people providing feedback through 'have your say' during consultation:

1) Overall, do you think these proposed changes deliver the vision for the project?

Yes / No / Unsure

2) Tell us why

Delivering an upgraded civic hub will require significant investment. The delivery timeframes will have different implications for how this, and other projects in the area, are funded and prioritised.

3) Which option do you prefer?

Deliver as soon as possible, ideally within 6 years, prioritising the civic hub ahead of other projects, which may delay other local projects

Deliver in around 10 years, by exploring different funding options (eg targeted rate funding) to balance progress on the civic hub with other local projects

Deliver in stages over 20+ years as funding becomes available, to avoid any immediate impact on other local projects

4) Tell us why

5) Do you have any other feedback on the draft concept plan

A copy of the 'have your say' form is provided in Appendix 2.

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How did we get feedback?

Public engagement for this consultation was primarily through the council's [Have your say](#) engagement platform. This platform gives people the opportunity to provide feedback by completing an online feedback survey, complete a paper feedback form to scan and email back or post hard copy feedback to the local board.

Two public drop-in sessions were offered:

- Tuesday 24 February from 4.30pm to 6.30pm at Franklin: The Centre, 12 Massey Avenue, Pukekohe
- Sunday 1 March from 9am to 12.30pm at the Pukekohe Farmers Market, Pukekohe Town Square

Members of the project team took notes from verbal feedback received during these open days. This feedback and subsequent notes do not necessarily respond directly to all 'have your say' survey questions but is considered to respond to Question 5 'Do you have any other feedback on the draft concept plan' and is included in the summary for Question 5.

The project team also engaged directly with:

Young people – two sessions at the Pukekohe Library – Notes from this meeting, comprising verbal feedback on the draft concept plan, were taken by the project team. This feedback does not necessarily respond directly to all 'have your say' survey question but is considered to respond to Question 5 'Do you have any other feedback on the draft concept plan' and is included in the summary for Question 5.

Community Hub staff members- at a meeting held on 17 Feb 2026, 3pm. Notes from this meeting, comprising verbal feedback on the draft concept plan, were taken by the project team. This feedback does not necessarily respond directly to all 'have your say' survey questions but is considered to respond to Question 5 'Do you have any other feedback on the draft concept plan' and is included in the summary for Question 5.

Direct feedback

Some feedback was sent directly to the project team via email. This feedback did not necessarily respond directly to all 'have your say' survey question but is considered to respond to Question 5 'Do you have any other feedback on the draft concept plan' and is included in the summary for Question 5.

Engagement with key stakeholders before formal public consultation

The project team met with members of the RSA, the owner of the Caterpillar Café and owner of Lilly Hairdressers prior to the start of formal engagement to give them a 'heads up' that engagement was forthcoming and to see if they had any initial questions. While these conversations are not included in this summary, notes taken by the project team at these meetings are provided in the Appendix 3.

Mana whenua

As project partners, mana whenua are providing input and feedback at all stages of this project. This engagement summary does not include feedback from mana whenua other than from members of iwi who may have provided feedback as an individual and not on behalf of mana whenua.

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Who gave feedback?

We received a total of **126 responses** through 'have your say' surveys and additional feedback that was not necessarily responding to questions in the survey.

Of the total responses, around 94% is personal feedback and around 6% is feedback given as an official representative of an organisation. We received feedback from the following seven organisations:

- The Franklin RSA
- The Citizens Advice Bureau Papakura/Pukekohe
- The Franklin Historical Society
- Mauku Victory Hall Committee
- Franklin Arts Festival Society (Incorporated)
- Bike Pukekohe
- The Pukekohe business Association
- The Wings Trust

A summary of feedback received from these organisations is provided on page 27 of this document.

In addition, we received feedback emailed directly to the project team from individuals, organisations, Councillor Baker and verbal feedback (provided as notes by a member of the project team) from in-person events and meetings.

Around 96% of the feedback received is from people living in Franklin and 80% of respondents are female.

As shown in Figure 1, just under 30% of the feedback received is from people aged 35 to 44 years and 20% from people aged 65 to 74 years.

As can be seen in Figure 2, 85% of feedback was from people who are Pākehā /NZ European, and around 13% of respondents are Māori.

While we received only minimal feedback from people aged under 17 years through 'have your say,' two sessions were held with students' at the Pukekohe Library; one session was with five young people aged 13 – 16 years, the second with three people aged between 19-22 years. Feedback from these two groups was provided verbally with notes taken and submitted as general feedback from a member of the project team.

A full outline of demographic data related to respondents is provided in the Appendix 4.

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Figure 1 – Age and gender of respondents

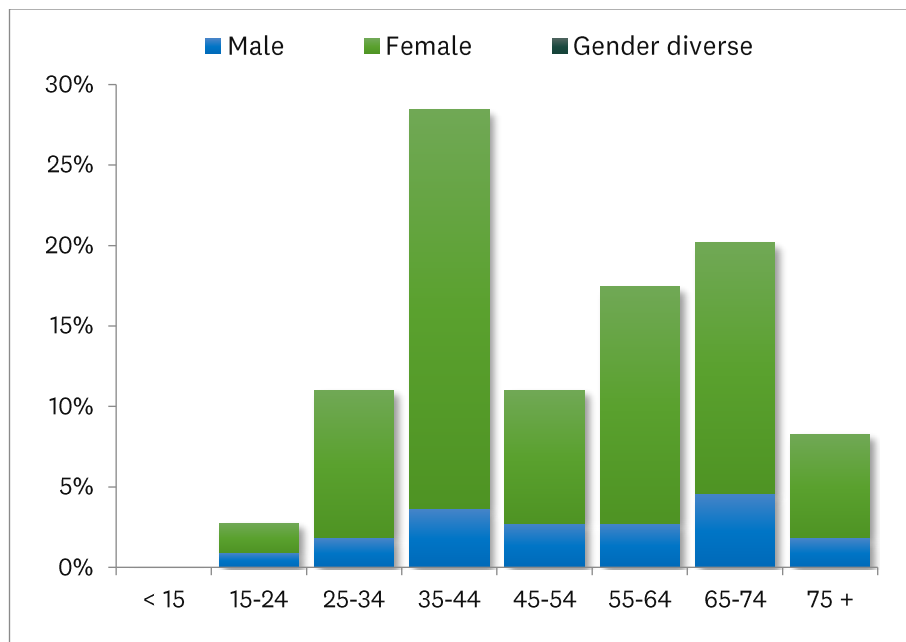
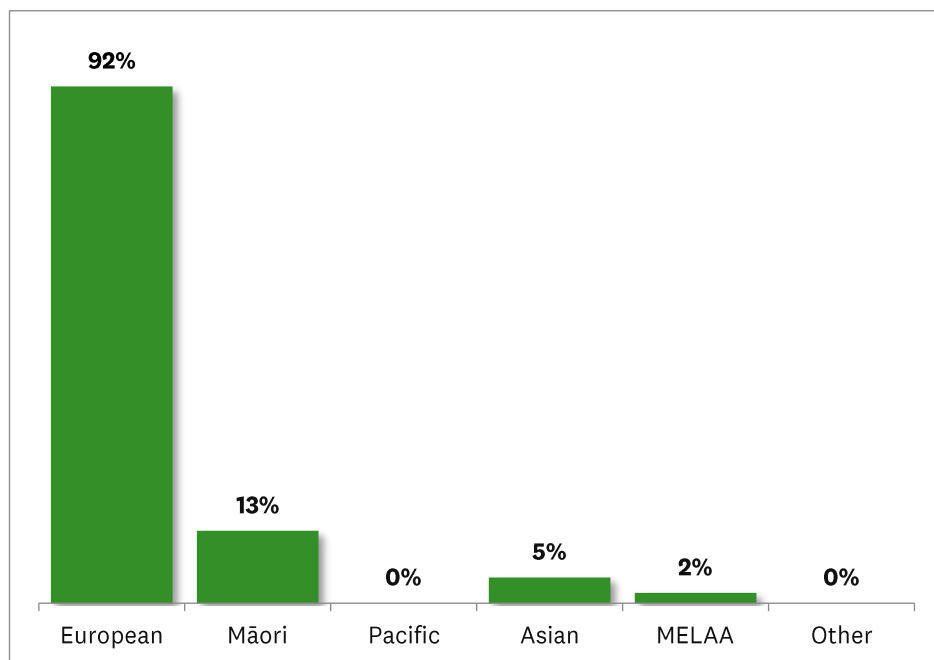


Figure 2 – Ethnicity of respondents



What did feedback tell us?

The following section reviews feedback we received through ‘have your say.’

Question 1 –Overall, do you think these proposed changes deliver the vision for the project?

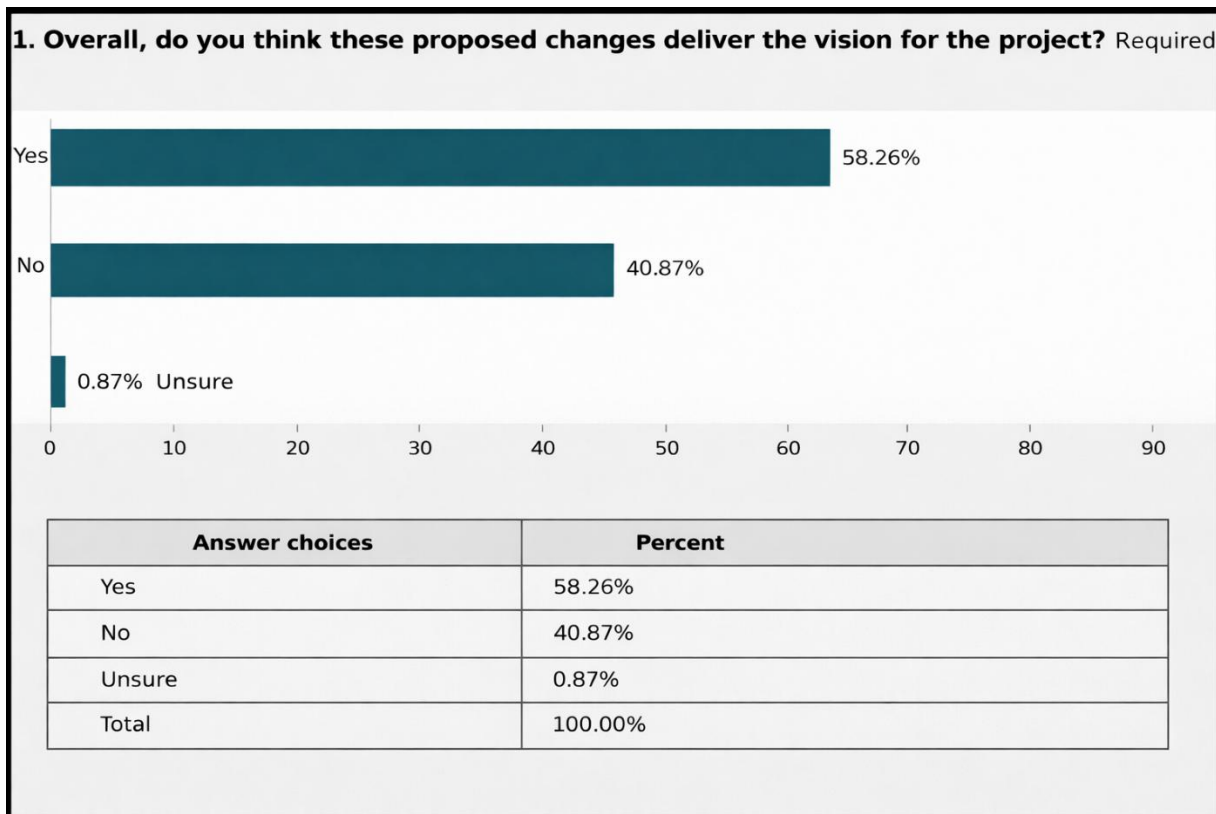
Question 2 – Tell us why

Responses to Question 1 are not simply split between enthusiastic support and outright rejection and the reasons for people’s responses (Question 2) vary considerably.

Several respondents like parts of the draft concept plan with standout features being the covered link/courtyard and the idea of better connecting buildings but did not necessarily support the proposed room layout. Other supporters of the overall draft concept plan raise concerns or objections about the proposed removal of car parking, changes to art spaces/the gallery and impacts on the library.

Respondents are often positive about the direction of a more connected community civic hub, but less comfortable with what might be lost to achieve it. This was particularly the case for arts and the gallery losing prominence, the removal of car parking and changes to the library and archive space. Affordability is also an issue for some people who do like the overall draft concept plan.

Figure 3 – Do proposed changes deliver the vision?



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As shown in Figure 3, just under 60% of respondents believe that, overall, the changes proposed in the draft concept plan will deliver the vision for the Pukekohe Civic Hub.

The three main themes from people answering ‘yes’ to Question 1 are:

- Support for a stronger connection between buildings
- Support for a covered courtyard; and,
- A desire for more flexible community uses.

Around 40% of respondents believe that, overall, the changes proposed in the draft concept plan will not deliver the vision for the Pukekohe Civic Hub.

The main concern/objection from people answering ‘no’ to question one is moving and/or splitting the gallery and art spaces. A strong theme related to this concern was liking the overall concept of a connected hub but objecting to changes to the gallery and/or art spaces.

The other main concerns and objectives from people answering ‘no’ to question one are related to:

- Removing car parking
- Changes to the library and/or archive space; and,
- Questioning if funding should go to core infrastructure and maintenance needs first.

One respondent is unsure if the changes proposed in the draft concept plan will deliver the vision noting that the proposal to move art spaces would not be a good move.

Question 2 – tell us why: in-depth supportive feedback¹

As shown in Table 1 below, feedback that is supportive of the draft concept plan can be categorised under five high-level themes.

#	Subtheme	Number of related feedback comments ²
1	A genuinely connected hub	~19
2	Better use of under-used or disconnected spaces	~17
3	A more welcoming, accessible, all-weather environment	~12
4	Broader family and community use and whānau-friendly design	~8
5	The hub should plan for growth	~7

¹ Please note that sample comments throughout the engagement summary were selected with the assistance of AI to reduce any suggestion of selection bias. Some comments are extracted from longer pieces of feedback to illustrate the point or theme that comment relates to.

² Because a single comment can contribute to more than one subtheme, counts in tables throughout the summary are approximate, may overlap and may be plus or minus the figure indicated.

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Table 1 – High-level themes in support of the draft concept plan delivering the vision

A genuinely connected hub

“I like the connection between the town hall and the centre. It is completely logical to bring the buildings together to enable better management of both buildings.”

This was the clearest positive theme. Respondents whose comments fit this theme like that the proposal better connects Franklin: The Centre and the War Memorial Town Hall to create a more coherent and cohesive place.

Respondents think that the facilities would feel more centralised, be easier to navigate and more strongly resemble a single community civic destination rather than separate buildings.

Better use of under-used or disconnected spaces

“The ideas are good and I can see much more public use of the spaces, particularly if they are available in the evening use as well.”

These comments focus on the idea that the site could work harder than it does now, mentioning a desire for more flexible rooms, better activation of the courtyard/ foyer and providing more opportunities for community activities.

A more welcoming, accessible, all-weather environment

“...I also like that they're trying to improve spaces that people don't use very much like the courtyard.”

The covered courtyard and walkway idea for safer pedestrian movement and a more usable public gathering space is a positive for people who provided comments under this theme. The draft concept for this space is seen as potentially lighter and brighter, more inviting and easier to use year-round.

Broader family and community use

“As a mum with young kids we need more spaces locally for kids and parents alike.”

Some supportive comments like the inclusion of a space for tamariki (or intergenerational spaces), a ‘wellness’ space and/or a kai and community kitchen space. For these respondents, the concept of attracting a wider mix of users, not just existing regulars, is appealing.

The concept of the hub being able to act as a safe community refuge during emergencies was suggested by a respondent.

The hub should plan for growth

“...Pukekohe is growing quickly, and there is a clear need for a well-designed, flexible community hub that can support a wide range of activities, events and services in one accessible location.”

A small number of supportive comments note that Pukekohe is growing and needs civic/community infrastructure to grow with it. These comments frame the project as future-focused, with the civic community hub having more services, more users and more demand over time.

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Question 2 - tell us why: in-depth opposing feedback

As shown in Table 2 below, feedback that is not supportive of the draft concept plan can be categorised under five high-level themes.

#	Subtheme	Number of related feedback comments
1	Changes to the arts and gallery space	~16
2	Car parking	~13
3	Cost, rates and spending priorities	~11
4	The Pukekohe Library and archive space should be protected	~9
5	Some proposed functions felt too specific or not essential	~9

Table 2 – High-level themes that do not support the draft concept plan to deliver the vision

Changes to the arts and gallery space

“The changes diminish and devalue the Arts. Community gallery should not be separated from the Main gallery and Arts shop. The Main gallery looks smaller than it is at present. Meeting spaces seem to take priority.”

Proposed changes to arts spaces are one of the strongest areas of concern. Respondents expressed concern and opposition to the proposal to split up the arts and gallery spaces. They feel that, if split up, the spaces would be in less visible positions and/or moved away from locations that they believe work well now.

It is important to note that most people who note opposition to changing the existing arts spaces and gallery do not generally oppose upgrading the facilities, they just do not want to see changes to the existing art spaces and gallery to do so.

Car parking

“I can see no reason that we should lose any carparks. Pukekohe is growing rapidly and if there is going to be a change put in more parking spaces as if we can’t find a parking now what is it going to be like in another few years. Merritt Watson-Franklin Local Board states that there is quite a lot of unused car parks, this statement is wrong. It is usually a lucky dip to try and find a park. She also states that people park out the back of the library and then go off site. Well the answer to that is there is not enough parking provided in Pukekohe so if you manage to find one you leave your car there and walk to the places you need to go.”

Comments focused on proposed changes to car parking; specifically, a reduction in the existing number of car parks is not seen as desirable. Common arguments are that Pukekohe serves a wider rural

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catchment, public transport is limited and reduced car parking would make the site harder to use and access, especially for older visitors, families and people coming in from further away.

Cost, rates and spending priorities

“Who decided that Pukekohe needs a ‘civic hub’? I think Pukekohe already provides all manner of clubs & societies. This project is a complete waste of money.”

Some people question whether the project is the right spend at the right time. A recurring message is that as rates are already high, core needs such as infrastructure, maintenance, existing facilities or simple practical upgrades should come before larger redevelopment projects.

The Pukekohe Library and archive space should be protected

Don’t agree *“Because you are taking away an important community space- namely the archive room of the library.”*

Some people object to reducing or relocating library/archive-related space. These respondents are especially protective of archival material, existing library use, and spaces they feel were already valued and working now.

Some proposed functions felt too specific or not essential

“...Wellness is a nothing word for a nothing space...”

A noticeable group challenge the value of proposed upgrades such as the wellness space, community kitchen and kai space, play areas and/or proposals to swap rooms. This group of comments suggest the draft concept plan may be trying to do too much or replacing spaces with features some respondents see as ‘nice to have’ rather than necessary core services.

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Question 3 -Which option do you prefer? (and)

Question 4 - Tell us why

Delivering an upgraded civic hub will require significant investment. The delivery timeframes will have different implications for how this, and other projects in the area, are funded and prioritised.

- **Deliver as soon as possible**, ideally within 6 years, prioritising the civic hub ahead of other projects, which may delay other local projects
- **Deliver in around 10 years**, by exploring different funding options (eg targeted rate funding) to balance progress on the civic hub with other local projects
- **Deliver in stages over 20+** years as funding becomes available, to avoid any immediate impact on other local projects

These questions are about competing needs of urgency. Is this a growth-ready investment we should move on now, a worthwhile project that needs careful balancing, or a lower-priority upgrade that should wait behind essentials?

People who support prioritising the civic hub ahead of other projects, ideally within six years, are aware that growth is happening now, and see the point in implementing upgrades sooner to avoid higher costs later.

People who support exploring different funding options and delivering upgrades in around 10 years say that upgrades are important but need balanced funding and a clearer understanding of trade-offs.

People who support delivery in stages as funding becomes available over 20+ years want careful thought about the impact on ratepayers and would prefer to prioritise core infrastructure before upgrades to a civic community hub for Pukekohe.

As seen in Figure 4, when combined, over 65% of respondents would like to see upgrades implemented within a 10-year period.

Figure 4 – Delivery timeframes preferred by respondents

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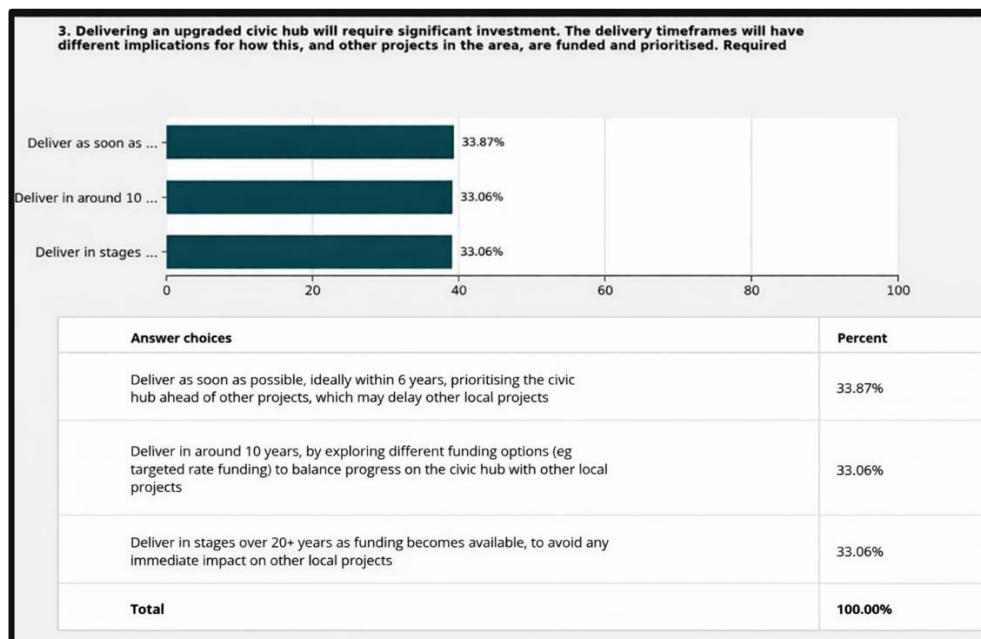


Table 3, provides three high-level themes from feedback received from respondents supportive of different delivery timeframes.

Table 3 – Delivery timeframes preferred by respondents

#	High-level theme	Number of related feedback comments
Deliver as soon as possible (ideally within 6 years)		
1	The need is already here	~22
2	Don't delay, because delay makes things worse	~11
3	Not always unconditional support for the full plan	~7
Deliver in around 10 years		
1	A balanced approach	~18
2	Conditional support	~11
3	Take your time	~10
Deliver in stages around 20+ years		
1	Nice to have but not crucial	~18
2	Affordability	~13
3	The buildings are fine as is	~13

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Question 4 – tell us why: deliver as soon as possible (ideally within 6 years)

“That the project be delivered as soon as possible given the population growth within Franklin. There is a need for a venue that can accommodate larger events that is located centrally within Pukekohe. Recommend that the Franklin: The Centre building be tidied up (especially the toilet facilities) however it is not considered that the proposed changes/additions to the internal layout within the Franklin: The Centre building are necessary if funding is limited.”

The need is already here

“Pukekohe has grown so much already and has more growth planned. This facility will support that growth and keep people coming to Pukekohe rather than going further east or north.”

This group is the most ‘future focused.’ Many comments link support for a faster implementation of upgrades to Pukekohe’s growth, saying the town is already growing and improvements to community facilities need to keep up and be made now, not in a decade or two. More investment in Franklin is desired.

The Pukekohe Business Association expresses strong support for delivering the project within the next six years noting that Pukekohe is experiencing sustained growth, and this project would demonstrate confidence in the future of the area.

An upgraded civic community hub is described by some respondents in this group as something that could support and encourage whānau, youth, events and wider community use sooner rather than later.

Don’t delay, because delay makes things worse

“Get it done while the cost is today’s rate. It will only increase the longer it’s left.”

A second strong theme is not to delay because if upgrades are pushed out, costs will rise, disruption will drag on and the project may lose momentum or funding altogether.

Some also argue that with work already happening around the War Memorial Town Hall, it makes sense to keep going rather than stop and start again later.

Not always unconditional support for the full plan

“That the project be delivered as soon as possible given the population growth within Franklin. There is a need for a venue that can accommodate larger events that is located centrally within Pukekohe. Recommend that the Franklin: The Centre building be tidied up (especially the toilet facilities) however it is not considered that the proposed changes/additions to the internal layout within the Franklin: The Centre building are necessary if funding is limited.”

It is important to note that this group do not necessarily state unconditional support for the full plan within a shorter timeframe. Several comments from people supporting upgrades within six years still want a scaled-back or more practical version of the upgrade.

These respondents generally feel that important and useful upgrades could be done sooner, but that these upgrades do not need to be overcomplicated.

Question 4 – tell us why: deliver in around 10 years

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“The project is clearly important and needed, but it is also significant in scale and cost. Delivering the civic hub within around 10 years, supported by a mix of funding options, feels like a balanced and realistic approach. This timeframe allows meaningful progress without placing undue pressure on other local projects that are also important to the wider Franklin community. It also provides time to stage delivery thoughtfully, respond to population growth, and ensure the final outcome is well planned, inclusive and future-focused.”

A balanced approach

“The project is clearly important and needed, but it is also significant in scale and cost. Delivering the civic hub within around 10 years, supported by a mix of funding options, feels like a balanced and realistic approach.”

These respondents can be considered the ‘middle-ground’ response. They believe the project is worthwhile and proposed upgrades are good, but also believe upgrades could be within a broader funding and priority balance. Comments repeatedly refer to the need to avoid crowding out or disregarding other local needs.

Conditional support

“Would like more information on what plans would be de prioritised to make this happen. Very hard to answer this question without that information. Do not want any more targeted rates and frankly any more increases in rates as I feel we get very little value right now.”

A strong sub-theme for these respondents is conditional support. Many wanted more clarity on what other projects would be delayed, how funding would work and whether targeted rates would be involved. Meaning this group may be considered supportive in principle, but cautious about the trade-offs.

These respondents are more likely to say the project is important but not urgent enough to ‘jump the queue.’

Take your time

“This area is already a well-used space. The community centre is a well-functioning space currently and well patronised. Time needs to be taken to get this right and not rush and push it through.”

These respondents tend to view 10 years as enough time to refine the design, explore other funding options and make sure the project is done properly rather than be rushed.

Question 4 – tell us why: deliver in stages around 20+ years

“Rates increases have been significant recently and we should build the ‘nice to haves’ after we have ensured the ‘necessary services’ are all up to scratch. By this I mean stormwater, sewerage, water supply, roading, paths, maintenance of current parks. It’s all very well wanting Art in public spaces, and big buildings, but we need to ensure that those who are paying (Ratepayers) can actually afford to support this.”

Nice to have but not crucial

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“We need to focus on priorities - water, waste, rubbish and roads and investing in those without increasing debt. This is a nice to have not a need, and the funding for it should reflect that.”

Perhaps unsurprisingly, this group of respondents is the most cost-sensitive and the most sceptical about urgency. The dominant message is that upgrades are more of a nice-to-have than a must-do now, especially when compared with other core local services and needs such as roads, water, wastewater, transport, paths and general maintenance.

Affordability

“Raising rates is not the answer, many people are already struggling financially. The new civic hub is a nice idea, but there are so many more important unanswered needs in Franklin.”

There is also a strong rates and affordability theme. Many comments push back on the idea of more rates pressure on ratepayers and/or did not like the idea of a targeted-rate option for funding.

A broad message about affordability is slow down spending, protect households and focus on essentials first.

The buildings are fine as is

“The town hall has already been out for a couple of years now. The current 'hub' is working well. Why fix something that isn't broken.”

A further thread is that current facilities are seen by some as still usable and fit for purpose as is. These respondents do not necessarily oppose maintenance or minor improvements but do question whether significant upgrades are justified at this time.

Some prefer minimal upgrades only, with bigger changes deferred until needs are better understood and made clearer and to avoid disruption.

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Question 5 – Do you have any other feedback on the draft concept plan?

The following section summaries feedback received in respond to Question 5 and other general feedback that did not necessarily refer to or respond directly to specific questions in the survey.

Themes from Question 5 and other general feedback³

As can be seen in Table 4 below, the range of feedback for this section is more diverse and covers a broader range of subjects – the number and range of high-level themes summarised in this section reflects this.

³ Because responses to this question combine and compare survey responses, direct emails, summarised verbal feedback and 'post it' note-style bullet points, this section is best read a range of +/- 5 comments rather than as audit-perfect totals.

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	High-level theme	Number of related feedback comments
1	Keep the arts visible, central and connected	~72
2	Whānau, rangatahi, tamariki and sensory-sensitive users need dedicated provision	~52
3	Kitchen / kai / cooking space must be practical and actively managed	~47
4	Performance, music, events and cultural programming	~45
5	Library as a practical quiet / study / work / social space	~45
6	Community spaces should be flexible, affordable and easy to book	~45
7	Operations, staffing, security and maintenance must be designed in	~45
8	Parking, transport and site access	~41
9	Accessibility, safety and inclusion	~40
10	Cost, value for money, sequencing and trust in the process	~35
11	Landscaping, trees, gardens and outdoor identity	~31
12	Heat, airflow, lighting and acoustics need attention	~30
13	Archives, heritage and local history should stay local	~25
14	Practical building upgrades should be prioritised	~25
15	Wider civic / service / resilience functions	~21
16	Central courtyard / connector should be comfortable and usable	~20

Table 4 - Summary of high-level theme and approximate number of responses/comments relating to the theme in feedback

Question 5 and general feedback – more in-depth summary

Keep the arts visible, central and connected

“Currently one visits the Community Gallery and the NZ Steel Gallery side-by-side. I don't see people going through the Library to access the Community Gallery - out of sight, out of mind.”

A very strong theme is opposition to splitting or hiding the arts spaces. Many respondents want the NZ Steel Gallery and Community Gallery to stay together, close to the shop, foyer and café, so they remain visible, secure and commercially workable.

Engagement summary: Pukekohe Civic Community Hub draft concept plan

There is strong support for improving line-of-sight with glass doors, windows and more open connections rather than relocating galleries deeper into the building.

People also want more art throughout the facility, stronger indoor–outdoor arts activation, ‘maker space’ potential, artists-in-residence and a setting that makes the building feel creative and loved.

Whānau, rangatahi, tamariki and sensory-sensitive users need dedicated provision

“Would be great to have a low sensory space. Need a space they can go to and then venture out from.”

There is solid support for more family-friendly and youth-friendly provision, but less agreement on exactly what form it should take. The addition of a family-focused space adjacent to the library is seen by the Pukekohe Business Association as a smart, future-focused investment.

Suggestions for this space include a proper parents’ room, stroller-friendly changing areas, a bookable enclosed family and play space, after-school youth hangout areas, screens for gaming and coding, space to eat, comfortable varied seating and low-sensory areas for children and young people who find noise or overstimulation difficult.

Responses to the concept of a play/wellness idea is mixed: some like it, some question the size, some oppose it altogether and many said the proposed location is wrong.

Kitchen / kai / cooking space is supported only if it is practical and actively managed

“I love the idea of a Community Kitchen, but you will have to allocate funds for someone to manage this as it will be quickly destroyed otherwise.”

People see value in better kitchen and kai facilities for events, classes and cultural programming, but there are repeated warnings that this must be practical, multi-use and properly managed. Concerns include poor connection to existing kitchens, inadequate size, unclear purpose, rubbish removal, fat down drains, cleaning, security, health and safety and the risk that an unmanaged food space becomes damaged or underused.

Several submissions explicitly say that such a space would need a custodian or host, that is, active operational oversight.

Others prefer reusing existing kitchen infrastructure or even replacing the proposed kai space with a studio-type room.

Performance, music, events and cultural programming need stronger support

“Add a stage for performances, cultural groups and monthly activities i.e. music month, lunar etc.”

There is clear interest in the hub supporting performances, music, dance, markets, openings, display systems and community events.

People want:

- Concert and function spaces to remain usable for traditional groups
- More support for local performance culture
- Better design connections between event areas, kitchens, galleries and the courtyard so spaces can work together during major events.

Engagement summary: Pukekohe Civic Community Hub draft concept plan

The library must remain a practical quiet, study, work and social space

“The front library area is heavily used as a free and safe community space for: Small hui and informal meetings ... Adults working remotely ... Older adults reading and gathering...”

Feedback consistently shows that the library is heavily used for far more than borrowing books. It is used for study, remote work, informal meetings, quiet sitting, social groups, support conversations, youth activities and community drop-ins.

People do not want core library functions squeezed out.

Suggestions for improvements include study booths, quiet rooms, mezzanine use, more power and data points, improved wiring, flexible glass-enclosed rooms, better seating, places to sit and chat and separate-but-visible spaces for groups like Dungeons and Dragons so they are not forced to self-censor in the open middle of the library.

A low-sensory and calmer refuge space is also raised as important.

Community spaces need to be flexible, affordable and easy to book

“Affordable bookable space for families ... Meets demand for small, local, affordable hire spaces.”

Many people want spaces that can do more than one thing and are affordable enough that community groups will actually use them.

There is support for flexible community spaces rather than narrowly defined meeting rooms, with suggestions for bookable family rooms, workshops, studios, dance, drama and music use, youth hangout spaces, quiet consultation rooms and multi-use programming areas.

Affordability comes through as important with people noting spaces should not be so expensive or over-designed that local groups are priced out of using them

Operations, staffing, security and maintenance have to be designed in, not assumed

“Another concern I have with the community gallery is how it will be staffed... staff wont be able to keep eyes on the work constantly. This could result in damage to the works, theft and a reduction in sales..”

A strong cross-cutting message is that good design alone will not solve everything. Respondents repeatedly raise staffing and operational questions such as who monitors relocated galleries, who supervises cooking and youth spaces, who manages after-hours access, how are opened-up areas secured, where do staff work, how is equipment stored and how are gardens or glazed roofs to be maintained.

Several comments point to the need for a concierge or host, ie, a building custodian role and warn that spaces without active management can quickly become hard to maintain or misuse-prone.

Parking, transport and site access

“Parking at the town hall/library is already difficult enough at the moment, so the removal of 10 carparks is not going to help this improve.”

Engagement summary: Pukekohe Civic Community Hub draft concept plan

This is a recurring theme throughout engagement feedback. When commenting on car parking, the vast majority of respondents oppose any loss of parking and ask for either all existing spaces to be retained or parking to be expanded.

Reasons include access for older users and disabled users, feasible travel for rural visitors, families carrying books or art, existing peak-time shortages and concern that a bigger hub will attract more people without solving perceived access issues.

The Pukekohe Business Association does not support a reduction in carparking saying that carparks are not surplus capacity but are heavily utilised by families, elderly residents, community groups, event attendees, and visitors from across the wider Franklin district.

Related points include mobility parking, covered access from carpark to building, safer pedestrian movement, room for service vehicles and questions about EV charging taking priority over disability parking.

Accessibility, safety and inclusion need to be strengthened

“Ensuring the hub is highly accessible for disabled people, older adults, people with mobility challenges, families with young children, and caregivers.”

Feedback highlights the need for mobility and disability access, stroller access, braille and tactile navigation, clear wayfinding, safe evening use, family-friendly and mobility parking, safer play locations, better handrails and walking surfaces, and safe pedestrian movement.

There are also specific safety issues identified such as the lack of a north-end fire exit in the library, the need for confidential and soundproof advisory rooms and noting the value of spaces that remain visually connected but can still offer privacy.

Cost, value for money, sequencing and trust in the process are major concerns

“Much of the plan seems to be ‘nice to have’, not essential.”

A substantial theme is scepticism about cost, timing and overall value.

People question why more major changes are proposed so soon after recent work, whether the project is becoming ‘change for change’s sake,’ whether enough honest funding information has been provided and whether incremental improvements would be better than an expensive overhaul.

Some also ask what happens to current services during construction and whether consultation will genuinely shape the outcome.

Landscaping, trees, gardens and outdoor identity drew mixed but important feedback

“Please retain trees & shrubs that are already there... trees take so long to grow, they should be cherished...”

Outdoor treatment matters to some people, but views do differ. Some people like the idea of a community garden or mara kai; others prefer low-maintenance fruit trees, sculptures, an orangery, or keeping food-growing in residential areas rather than the town centre.

Engagement summary: Pukekohe Civic Community Hub draft concept plan

There are recurring concerns about vandalism, theft, maintenance and storage for gardening equipment.

People also want seating and informal outdoor areas where they can simply sit and talk.

There is also a broader theme that mature trees and successful existing planting should be protected or relocated where possible.

Heat, airflow, lighting and acoustics need more attention

“The acoustic separation between the Stevenson Room and the adjacent room is so poor as to render them virtually impossible to use simultaneously for meetings.”

A recurring practical concern is environmental comfort.

Multiple responses note that parts of the building already get very hot, especially the northern front library area and foyer, saying that a glazed enclosure could worsen this unless shading and airflow are addressed.

Noise is another common operational concern with people noting that sound travels in the library and between rooms, making some activities hard to run well. People want better sound absorption, acoustic separation, quieter retreat spaces and room layouts that allow privacy without total isolation.

Archives, heritage and local history should stay local

“The documents held in these rooms are important to the local history and therefore should be retained at Pukekohe, not up in Auckland.”

A distinct and strongly felt theme is that archives and local historical records should remain in Pukekohe, not be shifted away.

Several submissions argue that the draft concept plan appears to omit or displace the archive room and that this would weaken local access to history. There is support for using the Old Borough Building at 22 Edinburgh Street and/or linking with the Franklin Historical Society as a local archive centre.

Related points include respecting the War Memorial identity of the Town Hall and including more local history/historic display elements.

Practical building upgrades were often seen as more urgent than major rearrangement

“There is no reason why changes to toilet facilities, kai areas, community meeting areas can’t be done now... Existing kitchen could be centralised...”

Many comments focus on fundamentals and infrastructure such as more toilets, larger and better kitchens, more storage, modern AV and lighting, rewiring and data and power provision, direct access for deliveries, better bar and catering flow, better upstairs acoustic separation, staff space and fixing existing usability problems before major redesign.

Several people feel the concept plan should prioritise these practical improvements first.

The hub should support wider civic, service and resilience functions

Engagement summary: Pukekohe Civic Community Hub draft concept plan

“The hub design should include provision for confidential advisory services... [and be] capable of hosting outreach clinics and workshops.”

A smaller but important group of responses see the hub as more than a venue complex. They want it to accommodate community advice services, confidential consultations, outreach clinics, health vans, services such as Orange Sky and breast screening-type uses, civil defence and welfare functions, showers and a broader service role as Franklin continues to grow.

Clearly positioning the site as a potential community safety and emergency hub with showers, mattresses and a cooks' kitchen could help achieve this.

The central courtyard / connector is supported, but only if it is comfortable and usable

“A glass roof over the central area would create a heat trap... [it] would make more sense to keep it as an outdoor space with partial cover—perhaps a louvre roof that can open and close while allowing airflow and providing shelter.”

A widely supported idea is making the underused middle/outdoor area more functional and strengthening the connection between the buildings. People like the idea of a covered or enclosed linking space for events, displays, markets, performances, workshops and informal gathering.

But support is conditional. Respondents repeatedly say the area is currently too exposed, too hot on sunny days and unusable when wet. Concerns are raised about a full glass roof creating a heat trap, glare and maintenance problems; suggested alternatives include tinted glass, partial cover, louvre systems, airflow and more seating for conversation and everyday use.

There is also support for integrating outdoor sculpture and courtyard ideas and strengthening the relationship between indoor and outdoor space.

A summary of feedback from organisations

As noted earlier in the document, we received feedback from six organisations. While their feedback is included and reflected in overall information throughout this document, it may be of interest and use to better understand the feedback from these organisations.

The following section summarises feedback received during public engagement from:

- The Franklin RSA

The Citizens Advice Bureau Papakura/Pukekohe

- The Franklin Historical Society
- Mauku Victory Hall Committee
- Franklin Arts Festival Society (Incorporated)
- Bike Pukekohe
- The Pukekohe Business Association

The Franklin RSA

The Franklin RSA submission is supportive of the overall draft concept plan and agree that proposed changes deliver the vision.

The RSA see a civic community hub creating a vibrant central hub for the Franklin community and a practical space for broad community use. They support delivery in around 10 years (with alternative funding options), because they see this as a more realistic timeframe. They also say it is important that the project is finished before Drury development reaches its full potential.

The RSA is particularly supportive of the glass atrium and note it could be well used for displays and events, including military displays.

The Citizens Advice Bureau Papakura/Pukekohe

The Citizens Advice Bureau Papakura/Pukekohe (CAB) submission is supportive of the overall draft concept plan and agree that proposed changes deliver the vision.

The CAB see the civic community hub as an important response to projected growth in Drury, Pukekohe, and wider Southern Auckland, with growing demand for accessible, integrated community and civic services. The CAB identified the following key benefits from proposed upgrades:

- more visible and centralised access to essential services
- stronger co-location and collaboration between agencies
- better accessibility via rail and public transport
- a more future-ready approach to community service delivery

The CAB support delivery in around 10 years, saying this is a realistic and balanced timeframe that allows infrastructure, partnerships and service integration to develop properly. They feel that delivering

Engagement summary: Pukekohe Civic Community Hub draft concept plan

too early could risk underutilisation and delivering too late could mean reactive service expansion without adequate facilities.

Additional features and upgrades recommended by the CAB are:

- Confidential advisory and service spaces such as soundproof interview rooms, flexible consultation rooms, shared reception rooms, referral capability, IT improvements and secure storage.
- Strong accessibility features such as public transport proximity, universal design, clear signage, and safe evening access
- A flexible, future-ready layout that can expand over time, accommodate partner agencies, and host outreach clinics and workshops
- Integration with the wider growth strategy across Pukekohe and Drury.

The Franklin Historical Society

The Franklin Historical Society's submission focuses on protecting local archives, prioritising refurbishment of the Old Borough Council Building at 22 Edinburgh Street, addressing practical facility issues, and ensuring the consultation process genuinely considers community input.

Their submission does raise significant concerns about aspects of the proposed upgrades such as questioning the priority and necessity of some of the proposed works.

They note that parts of Franklin: The Centre and the Town Hall have recently undergone rejuvenation, and question why items such as AV and lighting modernisation, bathrooms, storage extensions, and RSA clubroom enhancements were not included in that earlier work. They suggest some elements of the current plan are 'nice to have' rather than essential.

The Society strongly believe the heritage-listed Old Borough Council Building at 22 Edinburgh Street should be refurbished as a higher priority than most items proposed in the current plan.

A major concern from the Franklin Historical Society is that the library archive space appears to be removed in the proposed plans, with an expectation that archives could be moved out of the Franklin area, which they strongly oppose. They suggest that if the Old Borough Council Building were refurbished, archives from the library could be combined with the Franklin Historical Society's collections to form a 'Pukekohe Archives Centre.'

They also raise practical concerns about existing facilities, including:

- Inadequate kitchen/catering facilities for upstairs meeting rooms
- Poor acoustic separation between the Stevenson Room and the adjacent meeting room
- The need for better access to catering facilities for lower-floor meeting rooms.

The Society also express concern about the short timeframe for analysing consultation feedback and asked for assurance that the consultation process is genuine, and that community feedback will be properly considered.

Mauku Victory Hall Committee

Engagement summary: Pukekohe Civic Community Hub draft concept plan

This submission focuses on the future of local archives and historical records currently held in the Franklin (Pukekohe) Library archive room.

The submission provides some background information – During the Mauku Victory Hall centennial in 2022, the committee collected and organised historical material including photos, newspaper articles, bookkeeping records, and documents about the hall and surrounding community, these were placed in the Franklin Library archive room so they could remain accessible to the local community. The committee is concerned that:

- Records could be lost or dispersed.
- Materials might be relocated outside Pukekohe, making them difficult for locals to access.
- Archives might become neglected or stored away without proper care or visibility.

The committee proposes that local archives from community groups be kept together in Pukekohe, potentially housed with the Franklin Historical Society and that the building be transferred to community management.⁴

The committee emphasise the importance of protecting and preserving local history and community records, particularly for past community members who can no longer advocate for their legacy.

A final concern is that they do want to see a reduction in car park spaces noting that parking is already limited when nearby venues such as the RSA are busy.

Franklin Arts Festival Society (Incorporated)

The Franklin Arts Festival Society submission is supportive of the overall draft concept plan and agree that proposed changes deliver the vision.

They support upgrades to the War Memorial Town Hall and stronger connections between the hall and Franklin: The Centre, seeing a need for a central venue that can accommodate larger events as Franklin grows.

They support delivering the project as soon as possible, ideally within 6 years because of population growth in Franklin, but note that if funding is limited, the priority should be on the most necessary improvements rather than major internal layout changes within Franklin: The Centre.

Additional detailed feedback, includes:

- A strong preference for the NZ Steel Gallery to remain in its current location, where it is visible and accessible from the café, gallery, and entrance
- A view that the Community Gallery should remain attached to the main gallery and shop so it can function as part of larger art events
- Support for additional storage, toilets, and kitchen upgrades in the Town Hall
- Support for a covered and enclosed link between the War Memorial Town Hall and civic building, including use for Franklin Art Show opening night
- Support for upgraded AV and lighting to enable larger events in the War Memorial Town Hall
- Support for a children's play area, though they suggested a northern, sunnier location
- Support for safer pedestrian movement, landscaping, and clear entry points

⁴ Whilst not stated, it is assumed this building refers to 22 Edinburgh Street

Engagement summary: Pukekohe Civic Community Hub draft concept plan

The submission expresses concern about losing rear car parks, while also requesting better access to meeting rooms from the car park, especially after hours.

The society also recommends that the wellness space also be available for community groups, while still allowing for privacy when needed.

Bike Pukekohe

The Bike Pukekohe submission is supportive of the overall draft concept plan and agree that proposed changes deliver the vision. As a community cycling group, they see potential benefits from being able to use the new civic community hub spaces, and support improvements to the surrounding area that make it safer for pedestrians.

They support the proposed approach but note that the timeframe they prefer depends on which other projects might be delayed. They emphasise that transport and infrastructure projects should remain a priority, particularly those that improve safe movement around the area.

They stress the importance of enabling people to travel safely between places and to choose active transport options such as cycling, walking, and public transport.

The Pukekohe Business Association

The Pukekohe Business Association (PBA) is strongly supportive of the proposed concept plan stating that better integrating and upgrading Franklin: The Centre and the Pukekohe War Memorial Town Hall to create a cohesive Community Civic Hub is a forward-thinking investment in Pukekohe's future. This proposal aligns with their strategic focus on creating a vibrant, connected, and economically resilient town centre.

The PBA strongly supports delivering the project within the next six years and is keen to see ongoing engagement as planning advances.

The PBA believes that from a business community perspective, this project will:

- Strengthen the civic heart of Pukekohe
- Increase foot traffic into the town centre
- Encourage longer dwell time
- Support hospitality, retail, and service businesses
- Create new opportunities for events and activation

The PBA strongly support the proposed covered courtyard and improved connections between buildings, the community kitchen ' kai pace and the family wellness area with playground.

However, the PBA strongly oppose any reduction in car parking.

The Wings Trust

The Wings Trust feedback asks for the Weta Workshop to remain noting that the space works very well for their needs at the moment. The submission states that an open area would not work for them and that some of their work is therapeutic work.

Engagement summary: Pukekohe Civic Community Hub draft concept plan

The submission does not indicate support or opposition for the overall draft concept plan and does not indicate a preferred timeframe for delivery.

Engagement summary: Pukekohe Civic Community Hub draft concept plan

Summary

Overall, feedback received during public engagement on the Pukekohe Civic Community Hub indicates broad support for upgrading the facilities and creating a more connected community hub.

This support should be read alongside requests for further refinement of the draft concept plan.

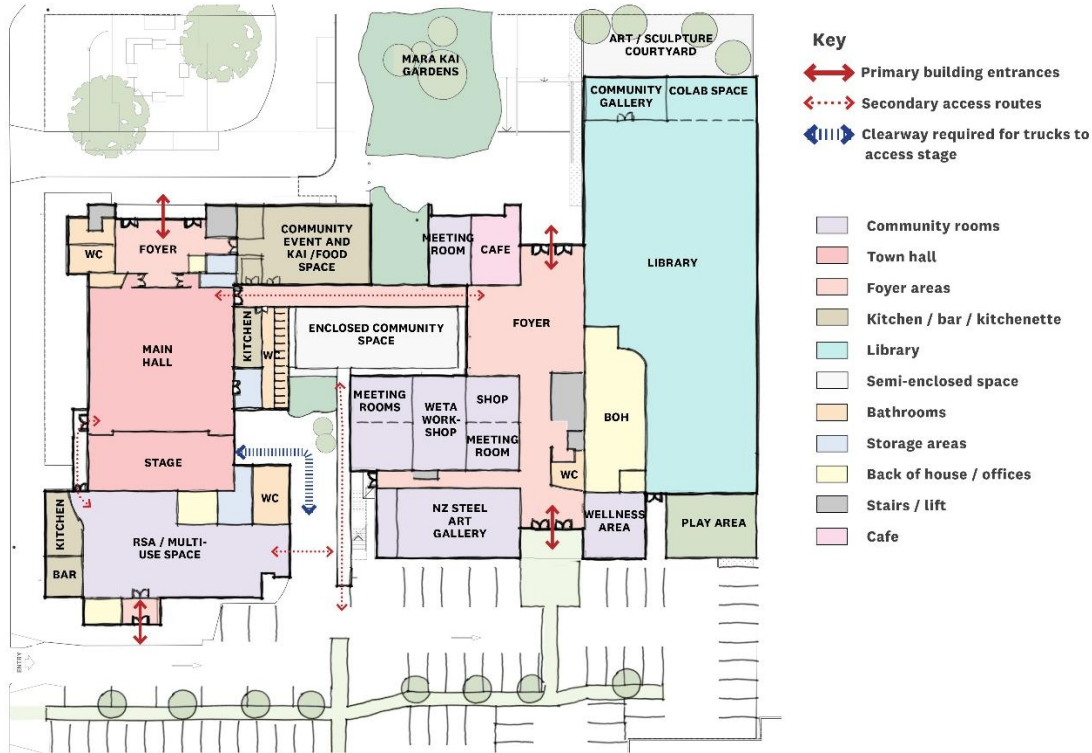
Key matters and issues raised through engagement are:

- Maintaining visible and accessible arts, gallery and heritage spaces
- Ensuring sufficient parking and accessibility to the site
- Balancing investment with affordability and other local priorities
- Designing flexible, practical spaces that meet community needs
- Considering delivery timing and funding impacts.

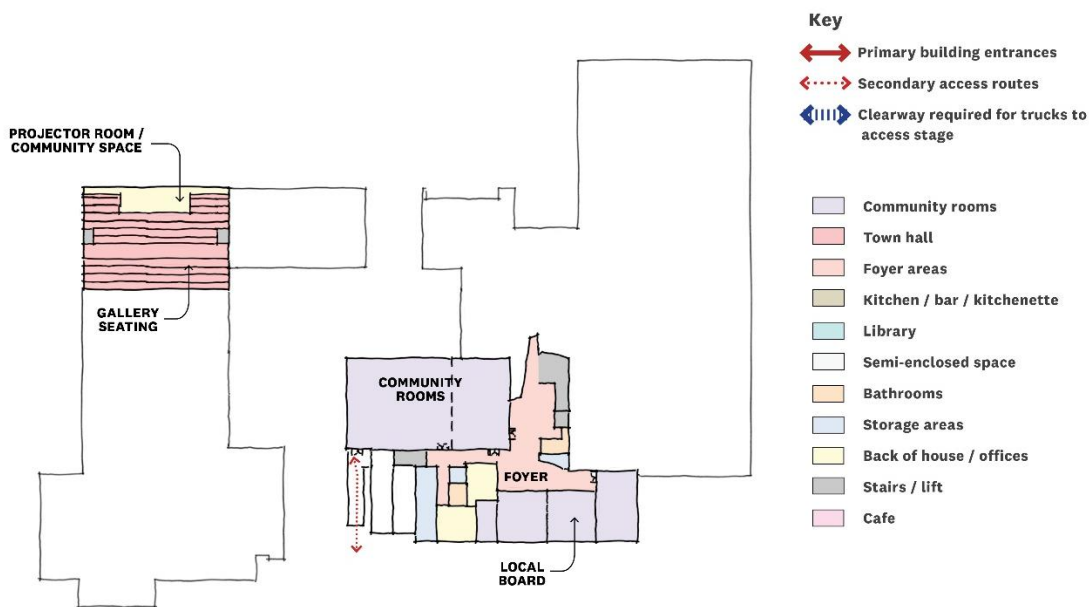
Appendix

1. The Pukekohe Civic Community Hub draft concept plan

Draft concept plan - Ground floor



Draft concept plan - First floor



2. A copy of the Pukekohe Civic Community Hub draft concept plan ‘have your say’ form



Pukekohe Civic Community Hub – draft concept plan

Feedback must be received by **4 March 2026**.

The Franklin Local Board has a vision to create more flexible and usable community spaces by better connecting, improving and updating **Franklin: The Centre**, and the **Pukekohe War Memorial Hall**.

A draft concept plan has been developed, and we want your feedback.

Your input will help guide the Local Board’s decision.

We encourage you to give feedback online at [akhaveyoursay.nz](https://www.aucklandcouncil.govt.nz/akhaveyoursay), or you can:

Scan and email your completed form to:

pukekohehubconcept@aucklandcouncil.govt.nz

Post your completed form to:

Franklin Local Board
Pukekohe Community Civic Hub
Auckland Council
Private Bag 92300, Victoria Street West
Auckland, 1142

Engagement summary: Pukekohe Civic Community Hub draft concept plan

Your details

Your name and feedback will be included in public documents. No other personal details will be made available to the public.

First name: _____ Last name: _____

Email or postal address: _____

Your suburb: _____

Are you providing:

- Your **personal** feedback
- Feedback as the official representative of an **organisation**

Organisation name: _____

Important privacy information

The personal information that you provide in this form will be held and protected by Auckland Council in accordance with our privacy policy (available at aucklandcouncil.govt.nz/privacy and at our libraries and service centres) and with the Privacy Act 2020. The privacy policy explains how we can use and share your personal information in relation to any interaction you have with the council, and how you can access and correct that information. You should familiarise yourself with this policy before submitting this form.

These optional questions help us understand who is engaging with us.

What gender are you?

- Male Female Another gender: _____

What age group are you?

- Under 15 15-17 18-24 25-34 35-44
- 45-54 55-64 65-74 75+

Which ethnic group(s) do you feel you belong to? (Please select as many as apply)

- Pākehā/NZ European Māori Cook Islands Māori
- Samoan Tongan Indian
- Chinese Southeast Asian Korean
- Other (please specify): _____

Would you like to subscribe to any of the following? (tick all that apply)

- People's Panel – to take part in council surveys
- OurAuckland – your weekly guide to what's happening in Auckland
- Auckland Conversations - free public events offering ideas, inspiration and action for world-class cities

You can also visit AK Have Your Say at akhaveyoursay.nz to find out about, or register to receive regular updates on, consultation activities happening across Auckland

Engagement summary: Pukekohe Civic Community Hub draft concept plan

An upgraded community civic hub for Pukekohe

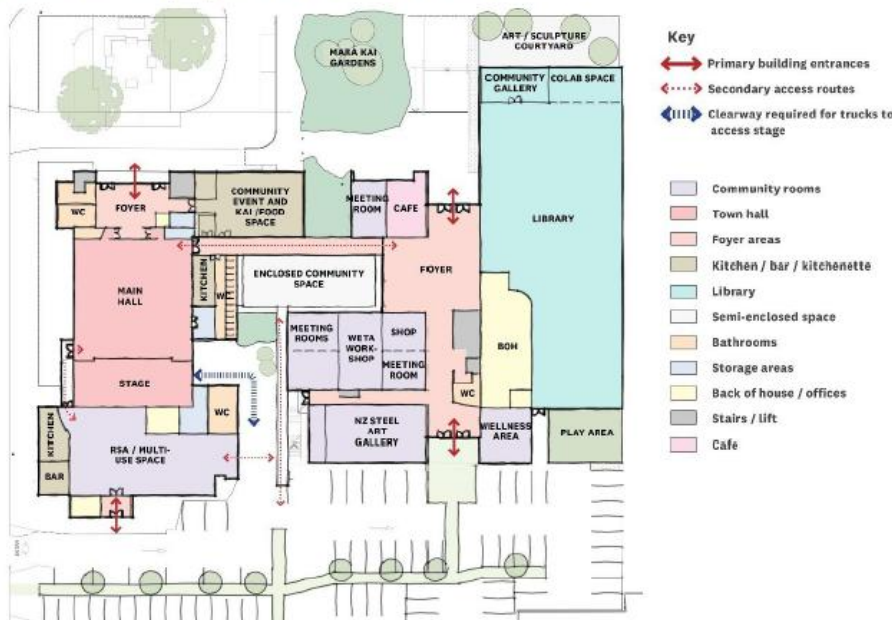
The Franklin Local Board has a vision to create more flexible and usable community spaces by better connecting, improving and updating **Franklin: The Centre** and the **Pukekohe War Memorial Hall**.

Vision Statement:

“The Pukekohe Civic Hub will be the heart of Pukekohe, providing a central space where people of all ages, abilities and cultures connect, learn, and thrive, supporting Pukekohe’s role as a vital sub-regional centre. As a focal point for civic life, the hub will unite library, community, arts, events and council customer services. The hub will be a home of cultural expression and contribute to economic development in the wider Franklin area.”

To achieve this vision, we’ve developed a draft concept plan:

Draft concept plan - Ground floor



Some of the specific features proposed in the draft concept plan are:

- A **new enclosed community space** in the courtyard area
- New **covered walkways** to better connect the buildings
- A **community events and kai / food space** that could be booked and used for different types of events and activities such as cooking for events on site, social gatherings, food and cooking classes, parties and other community activities
- An extension to the War Memorial Town Hall to make room for **more toilets and storage** so that larger events can be held there
- A **new space focused on wellness** and tamariki aged 0-5 years
- Creating spaces that foster collaboration amongst like-minded community groups.

Engagement summary: Pukekohe Civic Community Hub draft concept plan



For more information about the concept plan, please visit:

<https://akhaveyoursav.aucklandcouncil.govt.nz/pukekohecommunitycivichub>

Your feedback (all questions are optional)

Please note:

- Your feedback will be included in public documents. Please do not include any personal information in your feedback.
- To ensure a fair process we only consider one submission per person. If you submit more than once, we will consider your latest submission as your full and final feedback.

1. Overall, do you think these proposed changes deliver the vision for the project?

- Yes
- No
- Unsure

2. Tell us why

Engagement summary: Pukekohe Civic Community Hub draft concept plan

3. Delivering an upgraded civic hub will require significant investment. The delivery timeframes will have different implications for how this, and other projects in the area, are funded and prioritised.

Which option do you prefer?

- Deliver as soon as possible**, ideally within 6 years, prioritising the civic hub ahead of other projects, which may delay other local projects
- Deliver in around 10 years**, by exploring different funding options (eg targeted rate funding) to balance progress on the civic hub with other local projects
- Deliver in stages over 20+ years** as funding becomes available, to avoid any immediate impact on other local projects

4. Tell us why

5. Do you have any other feedback on the draft concept plan?

Need more room? You can attach extra pages.



Engagement summary: Pukekohe Civic Community Hub draft concept plan

Engagement summary: Pukekohe Civic Community Hub draft concept plan

3. Engagement with key stakeholders before formal public consultation

The project team met in person at Franklin: The Centre with representatives of the Franklin RSA, owner of the Caterpillar Café and owner of Lilly Noir Hair Salon on 15 January 2026.

RSA - Greg Hicks and Doug McNally Maurice Farr

- Need more income for RSA, so want to welcome more groups.
- If we make the space bookable - does the RSA get the return on the investment.
- Clauses to suit priority for RSA; e.g Military funeral takes precedence
- Around 300 members. Pukekohe is the Mother RSA
- During term of lease (30 years) they have exclusive use of the space for 2x events. Do they decide on sub-leasing.
- Love the community kai idea
- Some concern about indicated relocation of bar and kitchen⁵
- Send the proposal / to Greg. Plus, link when Have your Say opens.

Caterpillar Café – Aman Singh

- Only just building business back up. Doesn't want to impact that with construction
- Carparking issue - constructor workers parking in the carpark - his customers already find carparking difficult.
- Security cameras in the carpark would help
- Landscaping - blocks visibility - the outdoor space could be used for performers and entertainment.

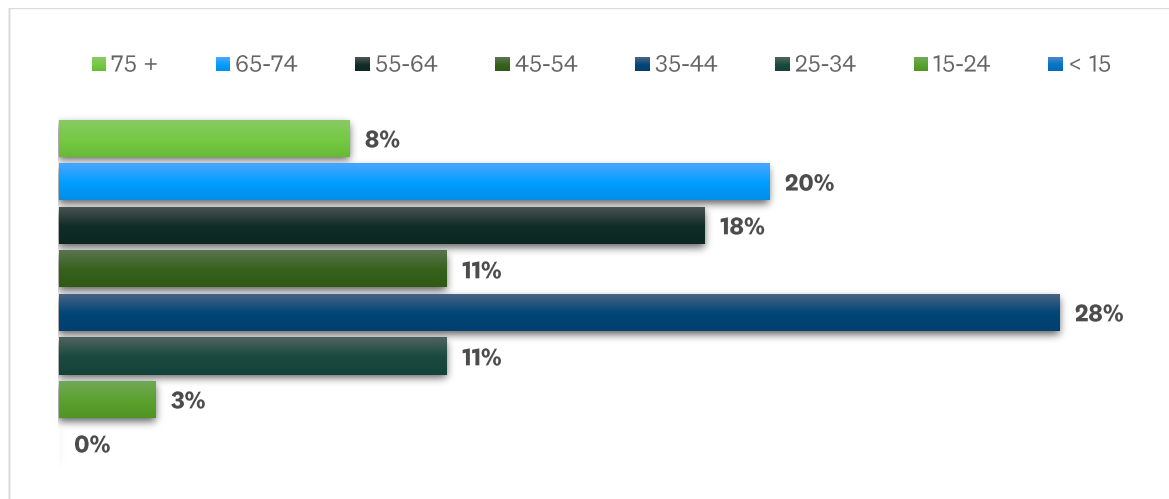
Lilly Hairdresser – Alys Ennor

- Lease is for 5 years, so little impact in the immediate. Didn't feel the need to feedback, appreciate being included.
- General issues
- Bathrooms, and their cleanliness. Speak to Building Manager
- Unhoused - the PBA. Safety getting to carpark

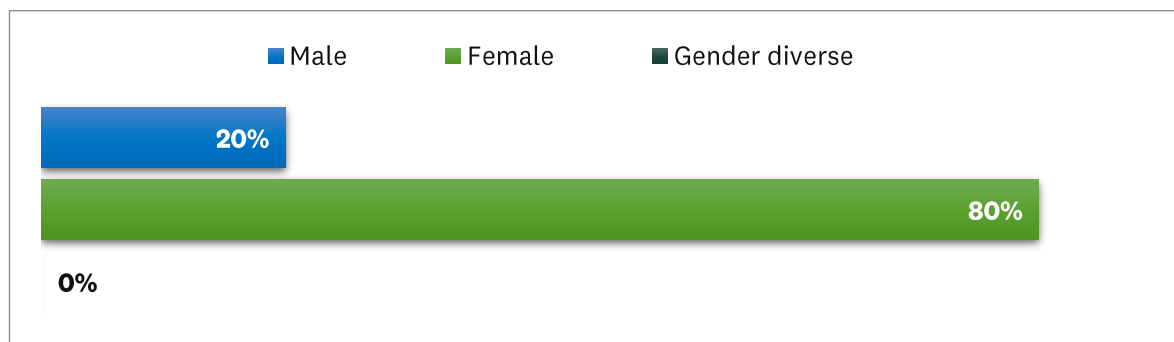
⁵ Note that this issue was not included in consultation feedback by members of the RSA but was raised again following the conclusion of formal public consultation

4. Have your say demographic data

Age of respondents

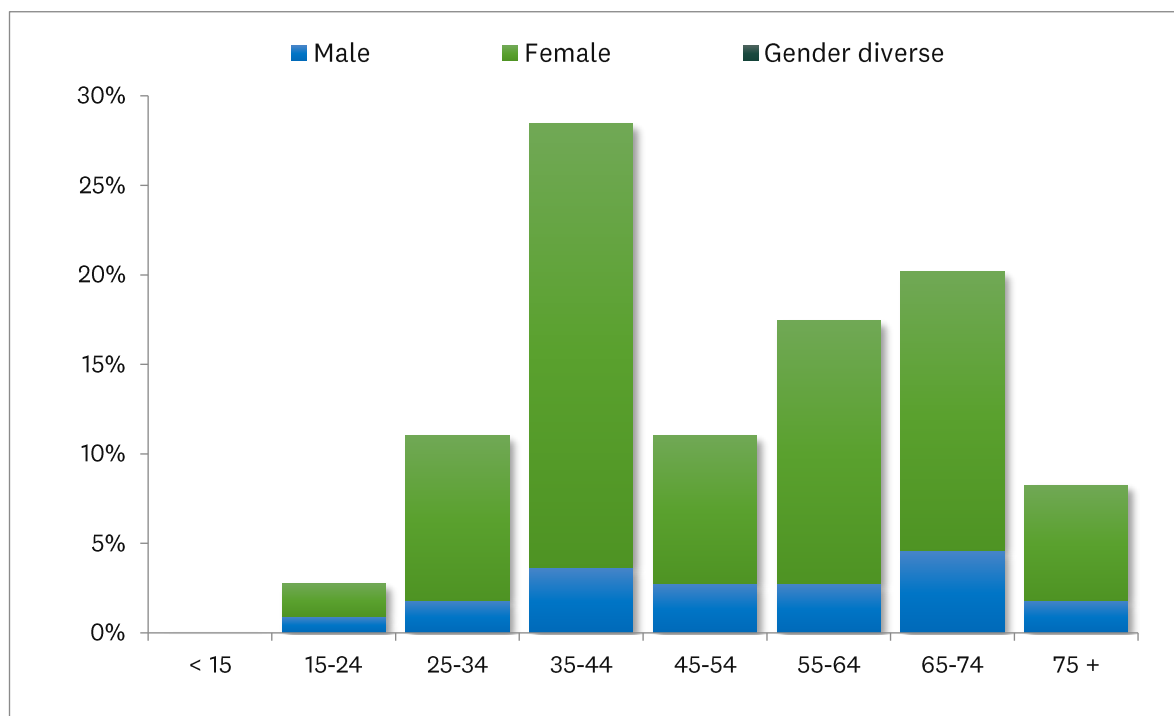


Gender of respondents

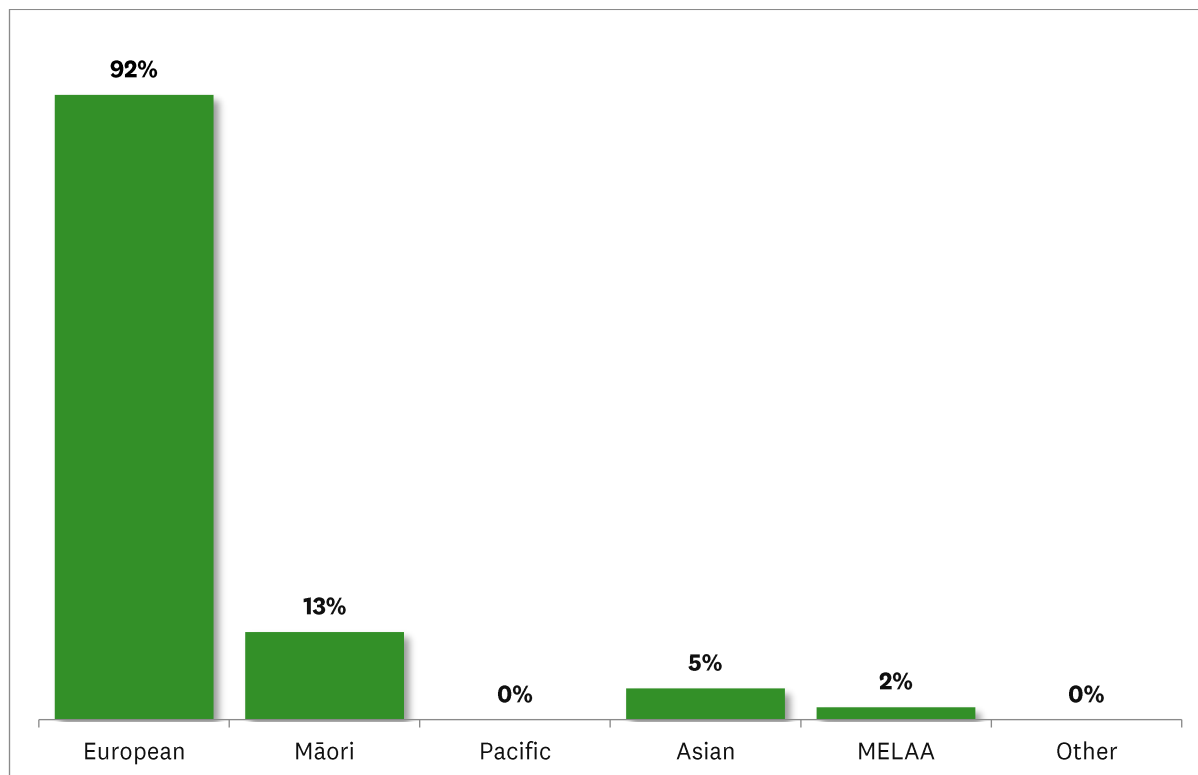


Age and gender of respondents

Engagement summary: Pukekohe Civic Community Hub draft concept plan



Ethnicity of respondents



The engagement results broadly suggest that while the concept of a civic hub is supported, the local community would like to see the draft concept plan and delivery approach further refined to better

Engagement summary: Pukekohe Civic Community Hub draft concept plan