

FAQs

Q: How long will the work take, and what will the road closures be?

A: Don Street will be partially closed to traffic most of the time, with some parts of the road open to traffic when it is safe to do so. Don Street will be complete by July 2022.

Esk Street will be closed to vehicles for the duration of the project, until November 2022.

Q: How will customers get to my business if the street is closed?

A: Pedestrian access will be maintained to your business at all times during business hours. This means that contractors will put up site fencing and place ramps if needed to make sure people can get in and out of your business safely. We have a handy map showing all the car parks in the inner-city. Some of the options are free! Most are within a 2-minute walk of Esk and Don Streets.

Q: What will you be doing to support/reduce impact on my business?

A: We'll be working with NRG, ICL, and business owners in the CBD to understand how we can promote Esk and Don Streets and make sure the public understands you are open for business. We're looking forward to sharing more information on this with you as plans develop.

Q: How will courier drivers deliver goods to my business during works?

A: Our contractor, Downer, will liaise with you to coordinate deliveries. They will be as accommodating as possible and will work with you to make other arrangements if and as required.

Q: Where can I find out more information?

A: Sign up to our email newsletter, and find more details about the project at www.citystreetsupgrade.co.nz.

As we near the start date, we will bring you some resources to share with your customers, such as copies of the car parking map, a booklet with key information, and posters to put up in your windows if you choose to.

If you want to speak to someone about:

- Coordinating deliveries to your business
- When works will be in front of your business
- Whether you can/can't access private/leased car parks you currently have access to
- A complaint, question, or concern about noise, safety, or access during the works

You can contact the Downer team on 021 826 724

If you want to speak to someone about:

- Concerns about impacts on your business
- Ideas to bring more people into the streets while work is happening
- The overall project design, or more general information about the project.

Our project team is available via email at citystreets@icc.govt.nz, and they will make sure the right person gets back to you via phone, email, or face-to-face.