

Auckland Transition Agency

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Dear Mayors and Chairman Lee

Auckland Council Location Decisions

Key location decisions for the Auckland Council and Auckland Transport have been made.

The aim has been to preserve the location of operational staff responsible for customer-facing core service delivery and to centralise support staff and other functions wherever possible.

The head office for the Council will be in the existing Auckland City building in Greys Ave. Departments housed at Greys Ave will include the office of the chief executive, democracy services, human resources, legal, Maori relations, and communications and public affairs.

The Mayoral office and its support staff will utilise the Auckland Town Hall.

Currently the Auckland City contact centre is also located in the Greys Ave building and this will continue to operate from there during transition to minimise disruption to call centre operations.

Other call centres will also remain at their existing locations in the medium term (i.e. up to and after November 1).

Main customer service centres operating in Henderson (using part of the existing Waitakere building), Takapuna (North Shore City Council), Manukau (existing Manukau building) and in the CBD will accommodate around 450 staff each.

Departments identified as requiring some accommodation within each of these service centres are: local board services, consenting and building control, licensing and compliance, infrastructure and environmental services, parks, sport and recreation, local planning, property and transport and staff operating legacy business systems which will not change on 1 November.

Some finance staff will also work out of the service centres with the balance of finance staff operating out of Greys Ave and the Bledisloe Building in Auckland City.

Space available within these main service centres has made it possible to centralise most staff in a number of departments.

These include:

- Policy and Planning which will be located at the existing North Shore City Council building in Takapuna
- Information Technology Services which will operate out of the existing Manukau City Council offices.

The bulk of the Council's Infrastructure department will be at the existing Metrowater building in Mt Roskill.

The Auckland Transport CCO headquarters will be in Henderson- in the existing Waitakere City Council building (Henderson Valley Rd).

The current Auckland Regional Council office in Pitt St (which also houses ARTA) will therefore be largely surplus to requirements. However some space will be retained for the Maxx (transport) call centre, Civil Defence/Emergency Management and legacy finance and IT systems.

Other buildings available for use by the Auckland Council include the Rodney District Council office in Orewa, the Papakura District Council office in Papakura, and the Franklin District Council office in Pukekohe. All of these offices will remain as secondary customer service centres and will also be utilised for administrative and/or local board support purposes.


Specialist service centres at Graham St in the CBD (resource and building consents) and Botany Junction (building consents) remain.

Accommodation requirements for Neighbourhood Service Centres and some local boards are still being assessed, however most will be in existing Council facilities.

The Economic Development, Tourism and Events CCO will utilise office space at 360 Queen St in the medium term. Locations for other CCOs, including the Waterfront Development Agency, are yet to be determined.

More detail on proposed locations for various sections of the Auckland Council is contained in workforce plans or for more information staff can contact their relevant workstream representative.

Yours sincerely



Mark Ford
Executive Chairman
Auckland Transition Agency