



Safety first down south

Vigilant security and ensuring the safety of both shoppers and retailers are vital to sustaining a successful town centre.

So speaks experienced town centre manager, Hunters Corner's **Donna Lee**, pictured.

A 12-year track record managing BID programmes in Papatoetoe combined with six terms of community/local board experience gives Donna with a credible platform upon which to base her views.

“If a town centre doesn't stay on top of crime, it's not going to thrive.”

“There's no doubt that safety is key, and in practice, it comes down to a partnership between Police, the council and the business association,” Donna says.

“Mo (Fameitau) our Tongan head of security has become my right-hand man. With an almost photographic memory for faces, Mo's a one-man crime solving (and prevention) machine while patrolling the town centre or seated in front of our CCTV screens. There's no messing with our Mo who is worth his weight as a deterrent.”



Mo Fameitau



Four of the best: ambassadors

Donna also credits the BID's ambassador programme for helping to maintain a clean, safe and welcoming environment.

“Over the (12) years, we’ve worked with WINZ to employ around 160 ambassadors – mostly middle-aged people from diverse backgrounds – who fill a vital role helping shoppers, reporting graffiti, conducting on-street surveys and providing a direct, friendly channel with our members,” she says.

“In surveys conducted by both the Police and ourselves, the ambassador programme consistently rates among the most popular and effective services we offer.”

“In return, we have helped many people find full-time employment.”

Donna has served on the Ōtara-Papatoetoe Local Board since Auckland Council’s formation in 2010.

In February 2011, she attended the inaugural Local Board Symposium during which members of the city’s 21 local boards heard from guest speakers covering topics ranging from place-making to economic development.

“Time and again, the importance of town centres rose to the top. We’re at the heart of our local communities and Auckland needs us to succeed,” she says.

The Ōtara-Papatoetoe Local Board Plan 2017 also places town centres front and centre in its thinking.

The [Plan](#) is the guiding document for the local board, and is its strategic three-year plan to outline the communities' priorities and preferences.

As the excerpts below highlight, strong and safe town centres will play key roles in the area’s future prosperity.



Retailers in Hunters Corner.

Outcome 2: Revitalising town centres

Revitalised town centres in Ōtara, Old Papatoetoe and Hunters Corner will reinforce their place at the core of our communities.



Celebrating diversity in Papatoetoe.

Outcome 5: Empowered, inclusive and prosperous communities

People in Ōtara-Papatoetoe are proud of their area, feel welcome and safe, support each other and have better access to transport.