

Lessons learned from one of New Zealand's most challenging civil engineering projects: rebuilding the earthquake damaged pipes, roads, bridges and retaining walls in the city of Christchurch 2011 - 2016.

## Door to Door Community Contact

**Story:** Door to Door Community Contact

**Theme:** Communications and Community

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A document illustrating elements of door to door contact which is an initiative to help communities affected by nearby disruptive SCIRT works to understand what is happening.

This document has been provided as an example of a tool that might be useful for other organisations undertaking complex disaster recovery or infrastructure rebuild programmes.

For more information about this document, visit [www.scirtlearninglegacy.org.nz](http://www.scirtlearninglegacy.org.nz)



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Rebuilding earthquake damaged roads,  
water, wastewater and storm water pipes.

## Door to door community contact

This form of 'face-to-face' contact with the community can happen at various times throughout a project (before, during and after). This is part of listening to and answering concerns, and building trust for SCIRT and tolerance for the disruption caused by SCIRT works.



Above: Door-knocking prior to a project beginning helps the SCIRT Communication Team to get to know the community, answer concerns and record any special needs. This can include the need to provide 24/7 driveway access for medical or other assistance. Staff dress in branded apparel so they are easily recognisable.



Above: Part of a project's success depends on the support of the community. For complex or challenging situations, having community support—for example, providing access through private property—can have a considerable impact on the way the project runs.

# SCIRT

## Rebuilding Infrastructure

Rebuilding earthquake damaged roads,  
water, wastewater and storm water pipes.

### Door to door community contact — continued



SCIRT is rebuilding the city's earthquake damaged roads, water, wastewater and stormwater pipes

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**Just to let you know...**

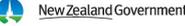


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www.strongerchristchurch.govt.nz  
Visit our website and sign up to receive our e-newsletter for the latest information.  
Follow us on Twitter: @SCIRT\_nz

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### ...we visited your property today

Date: \_\_\_\_\_ Time: \_\_\_\_\_

**To undertake CCTV of your wastewater lateral**  
If you would like any further information about this work, please contact City Care on 0800 632 889 between 7.30am and 5.00pm Monday - Friday, or email scirt@citycare.co.nz

**We were unable to carry out CCTV of your wastewater lateral because of;**

- Locked gates
- Unrestrained animal
- Other - Please specify \_\_\_\_\_

Please contact City Care on 0800 632 889 between 7.30am and 5.00pm Monday - Friday to arrange access.

**Thank you from the City Care Infrastructure Rebuild Team**

Above and below: As part of the door-knocking exercise, depending on the reason behind it, information may be left in the letterbox for the resident if they're not home. In some cases specific information is required from the resident and a request is made for them to contact SCIRT. In other cases it is a courtesy to provide the community with reassurance and contact details. The examples shown here are double-sided postcard size. Note the photos of SCIRT people on the cards to provide a friendly accessible face to SCIRT works as part of building community trust.



SCIRT is rebuilding the city's earthquake damaged roads, water, wastewater and stormwater pipes

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**Just to let you know...**

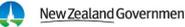


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### ...we visited your property today

Date: \_\_\_\_\_ Time: \_\_\_\_\_

We visited you today to discuss some upcoming work near your property.

We need to discuss this work with you, please contact City Care on 0800 632 889 between 7.30am and 5.00pm Monday - Friday

Attached is a notice for your information

If you would like any further information about this work, please contact City Care on 0800 632 889 between 7.30am and 5.00pm Monday - Friday, or email scirt@citycare.co.nz

**Thank you from the City Care Infrastructure Rebuild Team**