

Frequently Asked Questions

When will the centre close and reopen?

- A planned maintenance closure for Te Matariki Clendon Community Centre and Library is scheduled from 18 July 2026 until Winter 2027.
- The exact dates may change and will depend on several factors, including contractor availability.

What is the plan for Holiday Programmes and Out of School Care once the closure begins?

- Holiday Programmes and Out of School Care will continue without interruption in Term 2. From Term 3 onwards, we are planning to temporarily relocate programmes to **Manurewa Leisure Centre**.
- Staff from Te Matariki are also relocating, so your children will have many of the same familiar faces with them.

Will I need to change the way I enrol and pay for Out of school care?

- The current enrolment and payment process for Out of School Care will remain unchanged up until **Friday, 17 July**. You can continue to enrol and pay as normal with the Te Matariki Clendon Team.
- From **Saturday, 18 July**, enrolments will need to be completed with the team at Manurewa Leisure Centre.

Will my WINZ subsidiaries for Out of school care be affected?

- No, there will be no change to the current process.
- Our OSCAR sites are all approved by the Ministry of Social Development, and WINZ subsidies will continue to be available, including at Manurewa Leisure Centre.

What is the plan for venue hire and bookings for 2026 and 2027?

- Our team is currently working with all regular groups to ensure as many bookings as possible can be accommodated at Manurewa Leisure Centre.
- We are committed to finding options for our regular groups so your activities can continue seamlessly throughout the closure period.

Will I need to change the way I secure and pay for my venue booking?

- No, the way you secure and pay for your booking will remain the same for now.

- If there are any changes throughout the year, we'll let you know with plenty of notice.

What improvements are being made during the maintenance closure?

- During the closure, Auckland Council will be completing a range of essential upgrades to ensure the centre is safer, more modern, and environmentally friendly- this will include:
 - **Accessibility:** New lift and upgrades.
 - **Fire Safety:** New emergency lighting, exit signage, and fire escape improvements.
 - **Heating and Ventilation:** Upgraded systems in the library, crèche, community spaces, and Whare Kai for better comfort and reliability.
 - **Electrical:** Safety upgrades, new lighting, improved systems, and emergency power connection.
 - **Solar Power:** Installation of a 29.9kW system to reduce energy use and costs.
 - **Roof and Weatherproofing:** Roof repairs and upgrades to prevent leaks.
 - **Building Services:** New heating/cooling systems and improved maintenance access.
 - **Other Improvements:** Window replacements and upgrades to Whare Kai and the library entrance.

How long will the maintenance take?

- We expect the maintenance closure to take approximately 12 months, with the centre scheduled to reopen in Winter 2027.

Will there be any partial access during the closure?

- No, the centre will be fully closed for the duration of the proposed maintenance period. This is to ensure the safety of all customers and staff while the work is carried out.

Is there a similar facility nearby the I can visit?

- Yes, there are similar facilities close by that offer a range of programmes and services comparable to ours.
- Manurewa Leisure Centre is the most convenient option, providing similar options to what we do at Te Matariki Clendon.
- Manurewa Pool is another option, providing fitness classes for casuals and members.
- We are working to identify other nearby venues that can accommodate specific bookings and activities, if required.

Will prices change at the alternative facility?

- Prices for Before and After-school care, bookings (for spaces) and Recreation programmes are the same as Te Marariki Clendon and Manurewa Leisure Centre.
- Manurewa Leisure Centre offers additional programmes and services you may wish to explore, noting these have their own separate charges.

How will I be notified of changes or updates?

- If there are any changes that impacts you, our team will reach out directly.
- Updates will be shared regularly, including email, the Auckland Council Pools and Leisure website, social media and centre signage.