

Organisational Excellence Committee

9 July 2026

Report for Agenda Item | Rīpoata moto e Rāraki take [2]

Department: Assurance, Finance & Risk

Title | Taitara: Regulatory Requests Overview

Purpose of the Report | Te Take mō te Pūroko

The purpose of this report is to provide an overview of service requests received across key regulatory functions. The report will outline key regulatory performance statistics relating to Environmental Health, Alcohol Licensing, Dog Control, Parking Enforcement, Freedom Camping Monitoring and Enforcement, Environmental Compliance (Resource Consent Monitoring), and Waterways Regulatory Services.

Recommendation | Kā Tūtohuka

That the Organisational Excellence Committee:

1. **Note** the contents of this report.

Prepared by:



Name: Carrie Edgerton

Title: Regulatory Support, Animal Control & Parking Manager

8 June 2026

Reviewed and Authorised by:



Name: Katherine Harbrow

Title: Assurance, Finance & Risk General Manager

11 June 2026

Context | Horopaki

1. The Regulatory Team have received 8,385 Requests for Service (RFS) from the community this financial year (until end of May 2026). This high number of requests outlines the expectations of enforcement of non-compliance from the community.
2. This report aims to give an overview of these RFS and how they align with the Queenstown Lakes District Council's (QLDC) Enforcement Strategy and Prosecution Policy.
3. The QLDC Enforcement Strategy and Prosecution Policy is an overarching document that guides the Regulatory Teams and QLDC. The key focus of the Regulatory Team is to work with the community to encourage compliance through education and if necessary, apply proportionate enforcement in accordance with applicable legislation. Regulatory is a specialist and operational team, with a customer-focused approach and all teams manage and process requests from the community.
4. Please refer to Attachment A for an in-depth overview of RFS regarding the functions and activities of the Regulatory Team.

Analysis and Advice | Tatāritaka me kā Tohutohu

5. This report is for noting purposes to provide an overview of the RFS for key regulatory functions, so no options are presented.

Consultation Process | Hātepe Matapaki

Significance and Engagement | Te Whakamahi I kā Whakaaro Hiraka

6. This matter is of low significance, as determined by reference to the Council's Significance and Engagement Policy 2024 because it is a noting report providing an overview of the Regulatory Team and its functions.
7. The persons who are affected by or interested in this matter are Councillors, Council officers, residents, ratepayers and visitors.
8. No consultation is required on this matter since this report is for noting only.

Māori Consultation | Iwi Rūnaka

9. No consultation with iwi is required on this matter since this report is for noting only.

Risk and Mitigations | Kā Raru Tūpono me kā Whakamaurutaka

10. This matter relates to the Regulatory/Legal/Compliance risk category. It is associated with RISK10026 Ineffective enforcement within the QLDC Risk Register. This risk has been assessed as having a moderate residual risk rating.
11. The noting of the information contained in this report will allow Council to implement additional controls for this risk. This will be achieved by ensuring that councillors are suitably informed about Council's regulatory functions and responsibilities, thereby facilitating effective oversight.

Financial Implications | Kā Riteka ā-Pūtea

12. There are no financial implications.

Council Effects and Views | Kā Whakaaweawe me kā Tirohaka a te Kaunihera

13. The following Council policies, strategies and bylaws were considered:

Strategies:

- QLDC Enforcement Strategy and Prosecution Policy;
- Media protocol for prosecutors, Crown Law Office;
- Solicitor General's Prosecution Guidelines;
- Sale and Supply of Alcohol 2012 - Alcohol Licensing Fee Reduction Policy;
- Class 4 Gaming and Tab Venue Policy 2024;
- QLDC Dog Control Policy 2020; and
- QLDC Guidelines for Environmental Management.

Bylaws:

- Activities in Public Places Bylaw;
- Alcohol-Free Areas in Public Places Bylaw 2018;
- Brothel Control Bylaw 2024;
- Dog Control Bylaw 2020;

- Freedom camping Bylaw 2025;
- Navigation Safety Bylaw 2025; and
- QLDC Traffic and Parking Bylaw 2018.

14. The recommended option is consistent with the principles set out in the named policies above, since the report is for noting only.

15. This matter is not included in the Long Term Plan/Annual Plan since the report is for noting only.

Local Government Act 2002 Purpose Provisions | Te Whakatureture 2002 o te Kāwanataka ā-Kiaka

16. Section 10 of the Local Government Act 2002 states the purpose of local government is (a) to enable democratic local decision-making and action by, and on behalf of, communities; and (b) to promote the social, economic, environmental, and cultural well-being of communities in the present and for the future. Facilitating effective oversight by councillors of Council's regulatory activities is in the interests of the local community. As such, the recommendation in this report is appropriate and within the ambit of Section 10 of the Act.

17. The recommended option:

- Can be implemented through current funding under the Long Term Plan and Annual Plan;
- Is consistent with the Council's plans and policies; and
- Would not significantly alter the intended level of service provision for any significant activity undertaken by or on behalf of the Council or transfer the ownership or control of a strategic asset to or from the Council.

Attachments | Kā Tāpirihaka

A	Regulatory Requests
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Regulatory Requests

July 2026

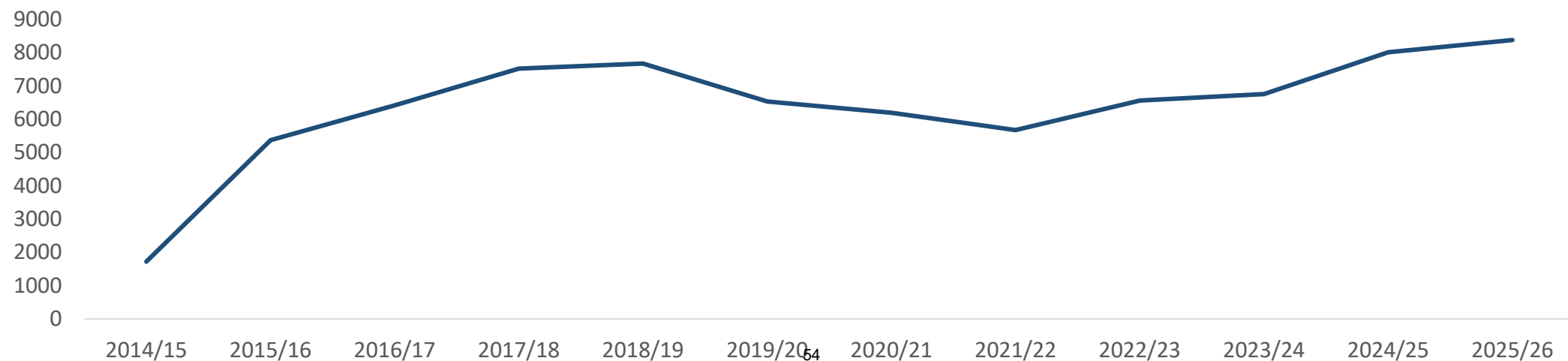


Key Regulatory request statistics

- Regulatory have received 8385 requests this financial year (FY) at the end of May.
- This high volume of requests highlights the expectation on enforcement from the community to deal with non-compliance.
- Of the 8385 requests received 30% have been received via Snap Send solve, while the rest are made up either in person, calls and emails to Queenstown Lakes District Council (QLDC)

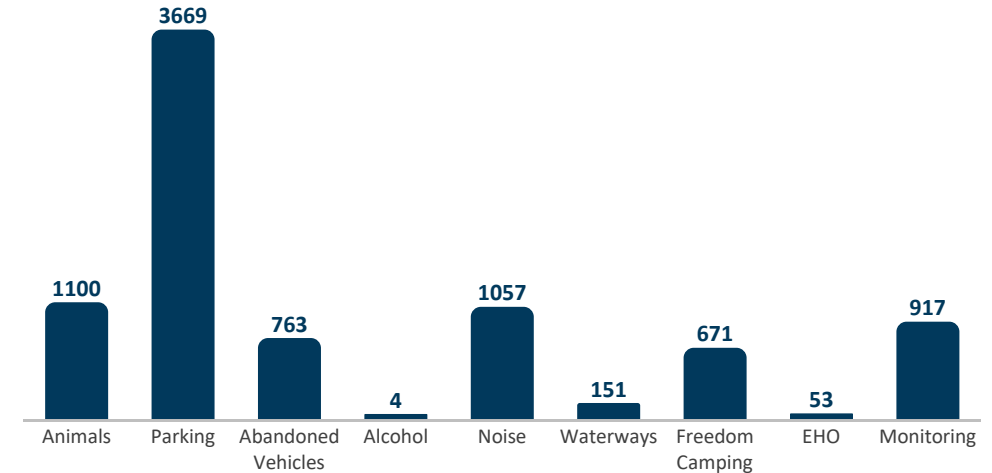


Total Requests for Service



Key Regulatory request statistics

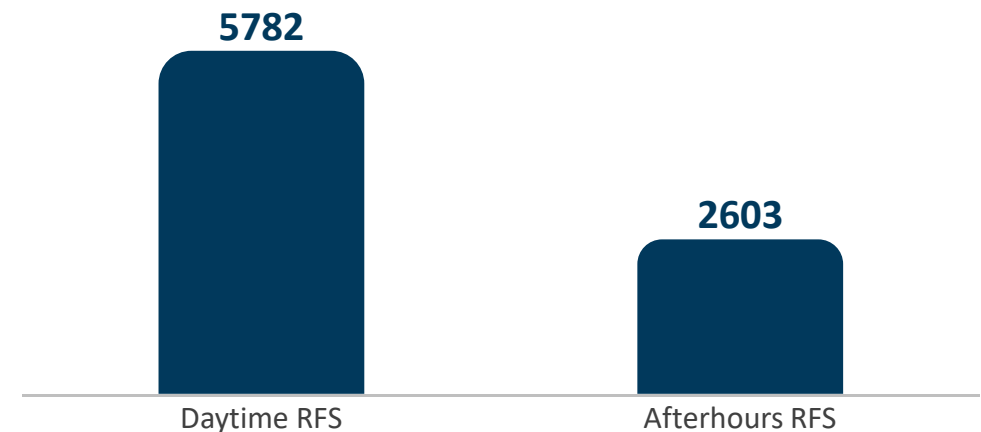
2026 RFS numbers



- Parking requests make up the highest volume at 3669 requests this FY, animal requests make up 1100, Noise requests make up 1057 and Monitoring at 917 for the FY.
- More than half the total requests are handled by internal Regulatory staff.
- Regulatory have two Contractors who attend Request for services on Councils' behalf with Internal Team oversight.
 - Regulatory Services Contract awarded to Cougar Security through a full procurement process (Afterhours Animals, afterhours parking, daytime parking officers, freedom camping, noise, RMA and CCTV ticket issuing)
 - Regulatory Waterways Services awarded to Cougar Security through a full procurement process.

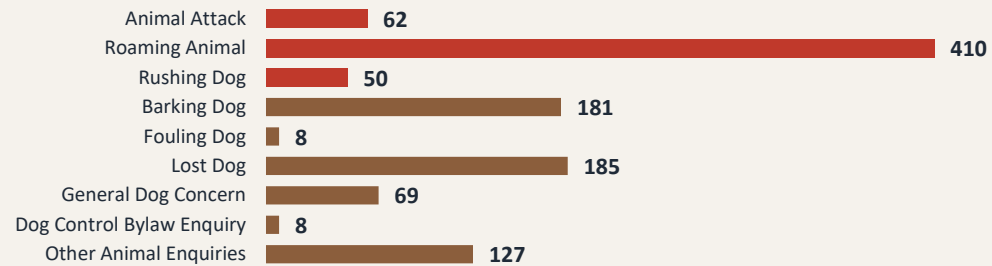


2026 daytime / afterhours requests



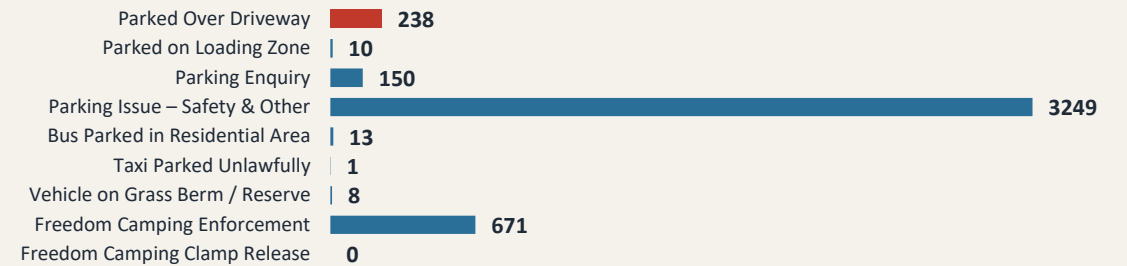
Request Types in Regulatory

Animal Control

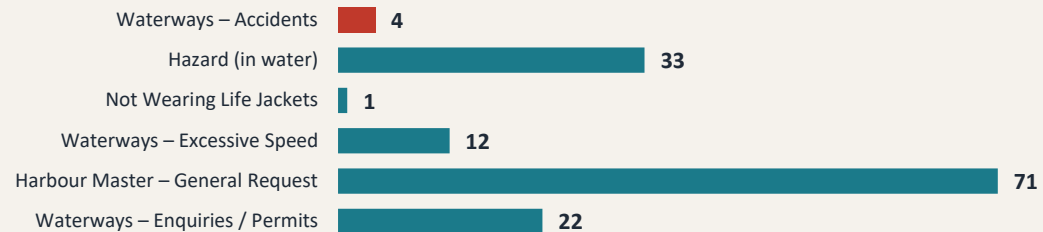


Under Section 10A of the DCA – council are required to report on key animal control stats, these stats
Will be brought to OEC on the 17th September

Parking & Freedom Camping



Waterways

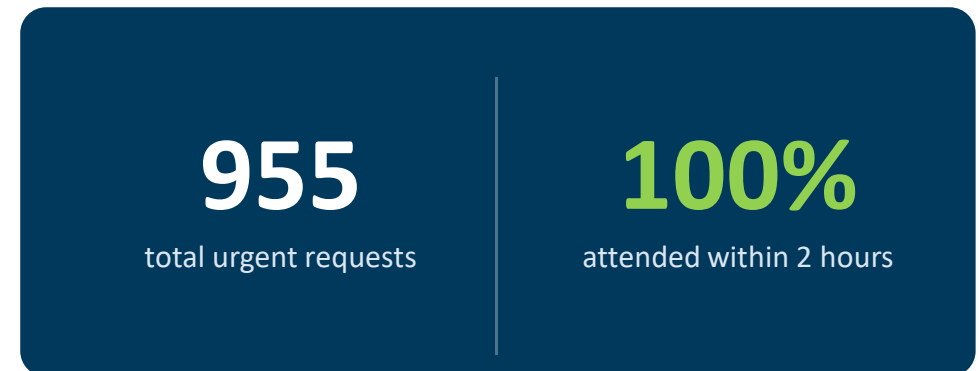
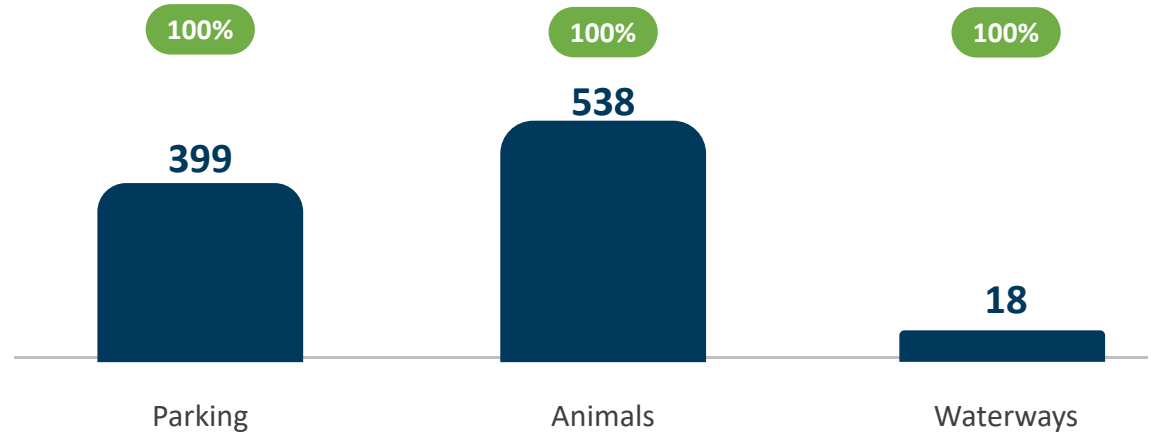


Environmental, Alcohol & Enforcement



Urgent Requests

- Key request types are set to urgent attendance where there is high risk to the community, examples being:
 - Roaming dogs
 - Dog Attacks
 - Dogs rushing
 - Cars blocking a driveway
 - Waterways accidents
- A total of 955 urgent requests have been raised this FY.
- Officers are required to respond to urgent requests within 2 hours.
- Vehicle tow contractors additionally have 2 hours to tow illegally parked vehicle once requested by QLDC. 163 illegally parked vehicles have been towed this FY. A further 82 have been towed for being abandoned vehicles, which aren't subject to the 2 hour response time.



Finding a balance

- When an RFS is received, Regulatory have three customers we need to consider and carefully balance expectations.
 - The Customer lodging the RFS (complainant)
 - The alleged offender
 - Internal stakeholders (rule makers)
- Enforcement decisions rarely satisfy everyone – and that often indicates a fair and balanced outcome.
- Discretion and understanding the intent of the rule are critical to maintaining trust and consistency, this is where the consideration of internal Stakeholders is important.



Parking example – parked over driveway

A homeowner reports a vehicle partially blocking their driveway and expects it to be towed.

The vehicle owner is frustrated at receiving a ticket, citing limited parking availability.

Officers assess the situation and determine:

- The driveway is not fully obstructed
- The key intent of the rule – ensuring access in an emergency is achievable.

Decision:

- Issue an infringement but do not tow the vehicle

Outcome:

- The homeowner feels stronger action should have been taken
- The vehicle owner is unhappy about the infringement

The response reflects a balanced, proportionate approach aligned with legislation intent and QLDC ESPP.

Approach to Enforcement in line with the QLDC enforcement strategy and prosecution policy

General approach:

- Strong focus on education and prevention to gain-self compliance in the community achieving objective of the QLDC Enforcement Strategy and Prosecution Policy.
- Escalation to proportionate enforcement where public safety or nuisance persists, or deterrence is required.
- Examples of education for prevention: Environmental Health walk in education sessions, Key educational signage, school visits, responsible dog ownership messaging, free training days, dog walk events, bark collar loaning and proactive patrols, Social media messaging.



EDUCATION AND PREVENTION

Animal Control Examples:

Barking dog complaint

- Officer engages with owner and provides advice on environment, exercise, and behaviour management. Offer free loan of bark devices.
- If ongoing → formal warning issued
- Continued non-compliance → abatement notice requiring barking to cease
- Further breach → infringement issued or dog removed if necessary

Roaming dog

- Dog returned to owner with education on containment responsibilities
- Repeat behaviour → Impound fee and loss of positive history (higher registration fees for 2 years)
- Persistent issue → higher impounding fee and infringement issued

Dog Attack / Rushing behaviour

- Immediate investigation and risk assessment
- Classification (menacing or dangerous) applied where appropriate
- Serious harm → Prosecution considered

Customer feedback

Not all feedback is positive, however there is significant feedback from the community reflecting the work the teams put in to being considered fair and trusted by the community.

"Efficient and prompt communication via email was provided and an excellent outcome to my complaint about freedom camping at Mt Iron. Thank you to all those involved."

"Helpful staff that knew what they were doing"

"staff member was very informative and provided the best information available at the time. My query was followed by a prompt property visit and email response which was excellent. I would not hesitate to call again"

"look after your good staff"

"great communication"

"prompt achievement"

"Dog control came back to me with a wonderful email having already dealt with the situation in a superbly professional manner. Very impressed and thankful"

"Ease of issuing ad hoc requests and knowing that it will be managed and prioritised by QLDC, including diverting queries to others as required. Really effective and user friendly tool to raise concerns and queries, with sufficient confidence that the information is logged and responded to in a timely fashion"

"Every step of the process was forwarded and discussed. Great communication process."

"I am constantly having to call about vehicles parking on the yellow lines outside my property and the staff are always sympathetic even when I feel like I am being a nuisance complaining again"