

1 April 2026

Sent via email to [REDACTED]

Request for Official Information LG26-0084 - Robertson Street Enforcement Impacts

Dear [REDACTED],

Thank you for your request for information held by the Queenstown Lakes District Council (QLDC). On 27 March 2026 you requested the following information under the Local Government Official Information and Meetings Act 1987 (LGOIMA):

- 1. Any monitoring, reporting, or internal records created since the implementation of parking enforcement on Robertson Street [Frankton, Queenstown] relating to its impacts.**
- 2. Any internal communications (emails, memos, or notes) discussing the effects of the enforcement since implementation, including impacts on surrounding streets such as Remarkables Crescent [Frankton, Queenstown].**
- 3. Any documents relating to consideration of reviewing, modifying, or reassessing the current parking restrictions since implementation.**

QLDC RESPONSE

In response to your request, both the QLDC Roding Team and the QLDC Monitoring and Enforcement Team were consulted.

Decision to release information

- 2. Any internal communications (emails, memos, or notes) discussing the effects of the enforcement since implementation, including impacts on surrounding streets such as Remarkables Crescent [Frankton, Queenstown].**

The QLDC Roding Team searched its email records for relevant correspondence discussing the enforcement at Robertson Street, Frankton, Queenstown. This search initially identified two emails. Following the removal of duplicates and a review of the content, [one email](#) was identified as within the scope of your request. Certain information within this email has been redacted, with the reasons for these redactions outlined below.

Please note that the enclosed link will expire on 30 April 2026, 2:58 PM (UTC+12:00) Auckland, Wellington.

Decision to refuse information

- 1. Any monitoring, reporting, or internal records created since the implementation of parking enforcement on Robertson Street [Frankton, Queenstown] relating to its impacts.**
- 3. Any documents relating to consideration of reviewing, modifying, or reassessing the current parking restrictions since implementation.**

QLDC has good reason under section 17(e) of the LGOIMA for refusing the information requested. QLDC consider it is necessary to refuse the requested information on the basis of the following grounds:

- Section 17(e) – that the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

Section 17(e) of the LGOIMA clarifies that a local authority is not required to provide information that it does not hold, or that cannot be located despite reasonable efforts. This ensures that agencies are not required to create new information in order to respond to a request.

Reasonable steps have been taken to identify any information relevant to your request. However, no information has been identified.

In particular, Council does not hold any information relating to monitoring, reporting, or internal records on the impacts of parking enforcement on Robertson Street, Frankton, Queenstown, any internal communications discussing its effects (including on surrounding streets such as Remarkables Crescent), or any documents relating to the consideration of reviewing or modifying the current parking restrictions since implementation.

As a local authority, we are committed to providing access to information that we hold. However, pursuant to section 17(e) of the LGOIMA, we are unable to provide the requested information because this information is not recorded or held in the format requested.

Decision to withhold information

QLDC has good reason under sections 7(2)(f)(i) and 7(2)(f)(ii) of the LGOIMA for refusing certain information requested in item 2 of your request. QLDC considers it is necessary to refuse the requested information on the basis of the following grounds:

- Section 7(2)(f) – the withholding of the information is necessary to maintain the effective conduct of public affairs through—
 - i. the free and frank expression of opinions by or between or to members or officers or employees of any local authority in the course of their duty.
- Section 7(2)(f) – the withholding of the information is necessary to maintain the effective conduct of public affairs through—
 - ii. the protection of such members, officers, employees, and persons from improper pressure or harassment.

Section 7(2)(f)(i) of the LGOIMA is intended to uphold the effective conduct of public affairs by ensuring that members, officers, and employees of local authorities can express their opinions freely

and frankly in the course of their duties. This provision recognises that open communication is essential for informed decision-making and effective governance.

In this case, the withheld information consists of candid exchanges among officials regarding a business matter. Disclosing them can inhibit honest discussions and discourage staff from testing ideas freely.

The need to maintain an environment where officials can express their views without fear of public scrutiny is paramount. Thus, the rationale for withholding the requested information is to protect the integrity of the decision-making process and ensure that public affairs are conducted effectively.

Section 7(2)(f)(ii) of the LGOIMA protects individuals—such as members, officers, and employees—from improper pressure or harassment, ensuring the effective conduct of public affairs. This provision safeguards public officials from undue influence or intimidation, enabling them to perform their duties impartially and effectively.

In this case, while the roles of individuals involved have been disclosed in the correspondence provided to item 2 of your request, names and contact details have been withheld to prevent the risk of harassment. This is particularly important given the nature of the subject matter, which is of high public interest and sensitivity. The protection of these individuals from improper pressure or harassment takes precedence over the public interest in disclosing specific information. Releasing the names and contact emails could potentially lead to undue pressure or intimidation, which could undermine the effective conduct of public affairs and harm the safety and well-being of those involved.

Therefore, withholding this information is justified to preserve both individual rights and the integrity of public offices.

Public considerations

In assessing whether to withhold information, QLDC carefully evaluates the public interest—particularly whether disclosure would enhance transparency, accountability, or informed public engagement. This assessment includes weighing those benefits against the potential harm that could result from releasing the information.

QLDC acknowledges the public interest in transparency, accountability, and good governance in local authority decision-making, and is committed to releasing information wherever possible. However, in this case, QLDC considers that the public interest in disclosure is outweighed by the need to protect free and frank expression and protect officers, employees, and persons from improper pressure or harassment. Releasing this information could reasonably be expected to inhibit candid exchanges and expose officers and private individuals to improper pressure or harassment.

Accordingly, QLDC has determined that sections 7(2)(f)(i) and 7(2)(f)(ii) of the LGOIMA apply. No overriding public interest has been identified that would justify release of the withheld information.

Right to review the above decision

Note that you have the right to seek an investigation and review by the Ombudsman of this decision. Information about this process is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please contact Naell.Crosby-Roe@qldc.govt.nz (Director Democracy Services).

QLDC trusts that the above information satisfactorily answers your request.

Kind regards,

██████

Democracy Services Team
Corporate Services | Queenstown Lakes District Council
P: +64 3 441 0499
E: informationrequest@qldc.govt.nz

From: [REDACTED]
Sent: Mon, 2 Mar 2026 11:31:52 +1300
To: [REDACTED]
Subject: RE: Robertson Street Frankton

Hey [REDACTED]

I haven't got round to enforcing out there just yet. Started back last week and that area was on my to do list.

I'll get an officer to go out there this week, [REDACTED]. Although I'm glad to hear Lucas Place is complying though, [REDACTED]

Cheers

[REDACTED]

[REDACTED] | Parking Co-Ordinator | Assurance, Finance & Risk
Queenstown Lakes District Council
DD: [REDACTED] | P: +64 3 441 0499
E: [REDACTED]



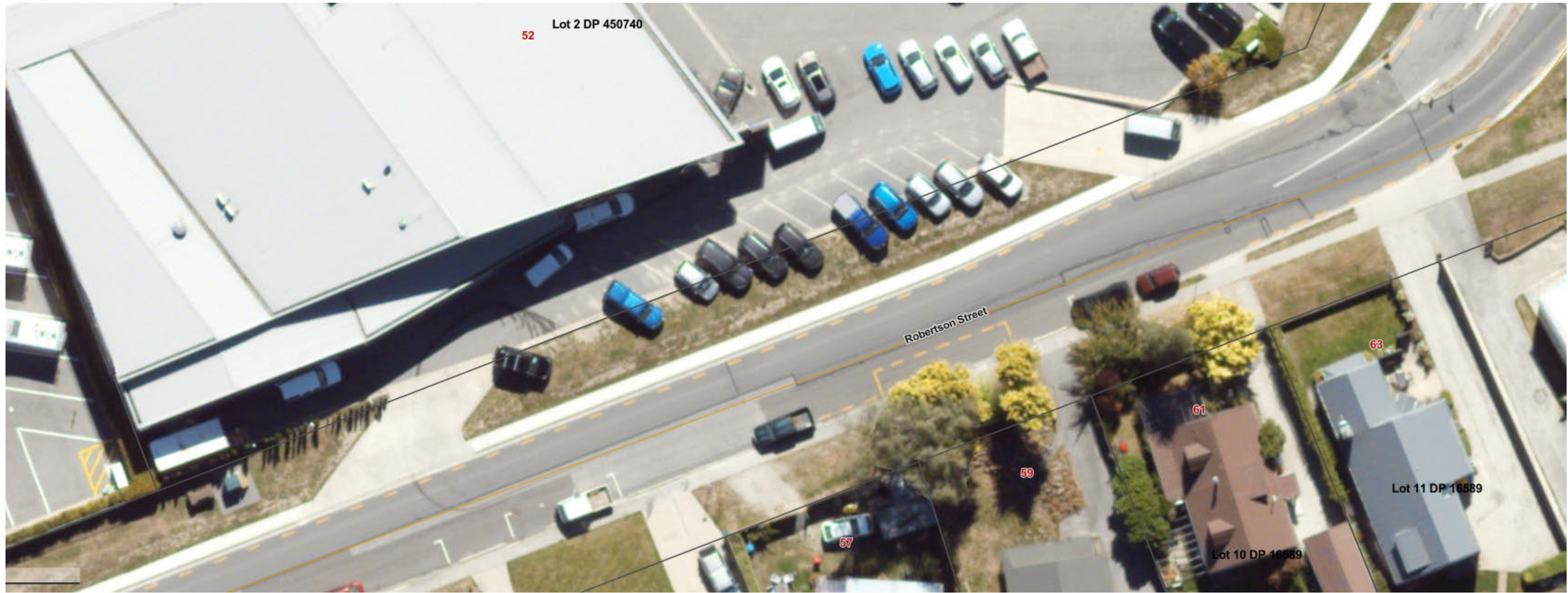
From: [REDACTED]
Sent: Friday, 27 February 2026 11:42 AM
To: [REDACTED]
Subject: Robertson Street Frankton

Hi [REDACTED]

Seems like we are getting good compliance on Lucas Place RE parking off a roadway!

I've noticed that the Toyota dealership is not complying yet. Do you know how many tickets we've issued them to date?

The property line is the kerb edge, so any vehicles beyond this will be in breach. I'm also going to raise to Monitoring and Enforcement about the gravel they laid beyond the kerb that is in road reserve...



52 Lot 2 DP 450740

Robertson Street

Lot 11 DP 16589

Lot 10 DP 16589

Cheers,

