

Attachment B: CBD Business Leaders Group Feedback

From: Alastair Clifford <Alastair.Clifford@skyline.co.nz>

Sent: Wednesday, January 7, 2026 14:35

To: Anthony Hall <anthony.hall@qldc.govt.nz>

Cc: Skyline Property Team <Properties@skyline.co.nz>

Subject: CBD Business Leaders Group: Information to be used for Council Meeting and Workshop - Street Vendors

Good afternoon Anthony,

As discussed, a CBD Business Leaders Group has recently formed as an informal collective of property owners, business operators, and stakeholders committed to addressing the challenges and opportunities within the Queenstown CBD. The group has been actively discussing issues such as public space management, compliance, safety, and the overall reputation and vibrancy of the CBD.

We are now moving toward formalising the group and appointing a dedicated resource, likely under the stewardship of the Chamber of Commerce. We anticipate strong interest from other business owners and stakeholders once the group is officially established.

While the framework is still being finalised, the group's objectives include:

- Establishing a unified voice representing CBD interests.
- Advocating for improved standards, enforcement, and strategic planning.
- Collaborating with local authorities and stakeholders to enhance the CBD environment.
- Supporting initiatives that drive economic growth and maintain Queenstown's reputation as a premier destination.

Lakefront Stalls

The group shares significant concerns about the current occupation of public space, staff behaviour, reputational impact, quality of offerings, trading off and in front of established businesses, lack of controls, disregard for licence conditions, and in some cases, the absence of licences altogether. These issues have been raised previously, have progressively worsened over the past few years, and remain unresolved.

The council enacted changes in April 2025 to address these concerns; however, these changes have had little to no effect on stall operators or the use of public space, particularly along the lakefront.

Food Hygiene Concerns

Breaches of the Food Hygiene Act appear evident. There is concern regarding inadequate handwashing facilities, lack of separation between handwashing and food preparation areas, unsafe storage of frozen products, insufficient refrigeration, inability to clean kitchen equipment, and poor rubbish management. There is a clear disparity between the standards applied to restaurants and those applied to lakefront stalls.

Recommendation

Given these issues, I believe the situation now warrants prohibiting stalls from operating within the CBD. Importantly, limiting a ban to solely the lakefront (as discussed in April 2025) would likely result in activity simply shifting to other areas such as The Mall and Beach Street, which cannot accommodate the current level of activity.

There is, however, support for buskers, as they provide entertainment and vibrancy when operating in a controlled manner, and generally operate in one area for short durations.

Please feel free to use this email as part of any information provided to councillors.

This position is supported by:

- Blair Impey, Republic Group (Winnies, Soda, Habana Rum Bar, The Ballarat, Below Zero Ice Bar, Birdy, Zephyr, The Sundeck, Tommys, 1876)
- Charlie Philips, QRC
- Fleur Caulton, Go To Collection/Rata
- Darelle Jenkins, Hospitality NZ
- Kim Wilkinson, (Building owner)
- Johnny Steveson/Tara McGivern, Westwood Group
- Alastair Clifford, GM Property, Skyline (Building owners)

Please note: There are additional members of the CBD Business Leaders Group who share similar concerns; however, I have not formally obtained their consent to include their names in this email.

regards

Alastair Clifford

General Manager – Property & Accommodation

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