

27 March 2026

Sent via email to [REDACTED]

Request for Official Information LG26-0062 - Robertson Street Parking Enforcement

Dear [REDACTED],

Thank you for your request for information held by the Queenstown Lakes District Council (QLDC). On 26 February 2026 you requested the following information under the Local Government Official Information and Meetings Act 1987 (LGOIMA):

I request the following information relating to parking enforcement activities and signage installation on Robertson Street:

- 1. The number of complaints received regarding parking on Robertson Street [Frankton] in the past 24 months, and the general nature of those complaints.**
- 2. Copies of any traffic safety assessments, site inspections, internal reports, or evaluations undertaken prior to the installation of new parking signage or renewed enforcement activity.**
- 3. Internal communications, including emails or memos, relating to the decision to install signage and/or increase enforcement activity in this area.**
- 4. Any assessment undertaken regarding potential displacement effects of enforcement to surrounding streets.**

QLDC RESPONSE

In response to your request, we consulted with the QLDC Infrastructure Maintenance and Operations Team.

Decision to release information

- 1. The number of complaints received regarding parking on Robertson Street [Frankton] in the past 24 months, and the general nature of those complaints.**

A total of 122 Requests for Service (RFS) has been recorded for Robertson Street, Frankton in our system, with 92 of these lodged within the past 24 months (2024–2026). The summary below outlines the nature of the requests.

RFS Report Category	Number of RFS Received (2024-2026)	Nature of RFS
Parking complaints	78	Reports from various members of the community regarding illegal parking on Robertson Street, Frankton.

Abandoned vehicles	25	Reports of vehicles believed to be abandoned.
Freedom camping	13	Reports of illegal freedom camping activity.
Road Engineer complaints	3	Complaints concerning renewed enforcement activity (Including two from the requesting customer).
Parking signage	3	Requests advising that 48-hour parking signs were missing and required replacement.

Many of the complaints also came from Lucas Place, Frankton, as two businesses have verges that extend across both Lucas Place, Frankton and Robertson Street, Frankton. For this reason, Council also provides the data for Lucas Place, Frankton.

A total of 62 RFS has been recorded for Lucas Place, Frankton in our system, with 52 of these lodged within the past 24 months (2024–2026).

RFS Report Category	Number of RFS Received (2024-2026)	Nature of RFS
Parking complaints	48	Reports from various members of the community regarding illegal parking on Lucas Place, Frankton.
Parking signage	4	Requests advising that parking signs were missing and required replacement.

3. Internal communications, including emails or memos, relating to the decision to install signage and/or increase enforcement activity in this area.

The matter was initially identified through the Council’s Request for Service (RFS) system and subsequently progressed into the Road Asset Management (RAM) workflow for assessment. Following this, Council officers held in-person discussions to determine whether the issue required escalation. Based on these internal consultations, the matter was brought forward for consideration at the [Infrastructure Committee meeting on 11 September 2025](#) (Item 3), where the decision to install signage was formally addressed.

Additionally, QLDC carried out a search of its email records for relevant correspondence. The search covered the period from 3 February 2024 to 3 February 2026 and included emails containing the term

“Robertson Street Signage”, sent to or received from the QLDC Operations and Contracts Manager (Roading) and the QLDC Civil Engineer (Roading).

This search initially identified 36 emails. After removing duplicates and reviewing the material identified through these searches, [one email](#) was identified as being within the scope of your request. Certain information within these emails has been redacted, with the reasons for these redactions outlined below.

Please note that the enclosed link will expire on 24 April 2026, 11:05 AM (UTC+12:00) Auckland, Wellington.

Decision to refuse information

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 does not exist or cannot be found despite reasonable efforts. This ensures that the absence of information is not due to negligence but reflects its genuine non-existence.

- 2. Copies of any traffic safety assessments, site inspections, internal reports, or evaluations undertaken prior to the installation of new parking signage or renewed enforcement activity.**

Following reasonable enquiries, QLDC confirms that no traffic safety assessments, site inspections, internal reports, or evaluations were undertaken prior to the installation of the new parking signage or the commencement of renewed enforcement activity.

- 4. Any assessment undertaken regarding potential displacement effects of enforcement to surrounding streets.**

Following reasonable enquiries, QLDC confirms that no assessment of displacement effects of enforcement to surrounding streets has been conducted.

As a local authority, QLDC is committed to providing access to official information it holds. However, pursuant to section 17(e) of the LGOIMA, we are unable to release information that does not exist.

Decision to withhold information

- 3. Internal communications, including emails or memos, relating to the decision to install signage and/or increase enforcement activity in this area.**

QLDC has good reason under sections 7(2)(f)(i) and 7(2)(f)(ii) of the LGOIMA for withholding part of the information requested in item 3 of your request. QLDC considers it is necessary to withhold this 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.
 - 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. Releasing such information could inhibit honest discussions and lead to self-censorship, ultimately undermining the quality of advice and deliberations within the local authority.

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, we have provided the roles of individuals and withheld the names and contact emails, to avoid the risk of harassment. 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 interest 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 Rebecca.Pitts@qldc.govt.nz (Engagement and Communications Manager).

We trust 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: Wed, 14 Jan 2026 14:05:32 +1300
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Letter drop template
Attachments: Letter to businesses_Lucas Place Robertson Street no parking off a roadway[FINAL].docx

Thanks,

Have edited the November date to reflect January 22.

Good to go.

Thanks,
[REDACTED]

<p>[REDACTED] Senior Communications Advisor Kaiārahi Whakapā Matua Chief Executive's Office Queenstown Lakes District Council P: [REDACTED] M: [REDACTED] E: [REDACTED]</p>	 QUEENSTOWN LAKES DISTRICT COUNCIL
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From: [REDACTED]
Sent: Wednesday, 14 January 2026 12:11 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Letter drop template

Ahh yep, definitely meant to, here it is

From: [REDACTED]
Sent: Wednesday, 14 January 2026 10:59 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Letter drop template

Hi there [REDACTED]

Thanks – just checking if you meant to attach anything?

As I am keen to confirm the date has been added (in the what to expect section instead of November 2025) in alongside your name and position.

Thanks,

[Redacted]

<p>[Redacted] Senior Communications Advisor Kaiārahi Whakapa Matua Chief Executive's Office Queenstown Lakes District Council P: [Redacted] M: [Redacted] E: [Redacted]</p>	 <p>QUEENSTOWN LAKES DISTRICT COUNCIL</p>
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From: [Redacted]
Sent: Tuesday, 13 January 2026 4:44 PM
To: [Redacted]
Cc: [Redacted]
Subject: RE: Letter drop template

Hi [Redacted]


Downer advised signs have arrived. They have capacity to install signs on 22nd Jan.

I have added my name and position.

Looking good to go?

Cheers,

[Redacted]

<p>[Redacted] Civil Engineer (Roading) Property & Infrastructure Queenstown Lakes District Council DD: [Redacted] E: [Redacted]</p>	 <p>QUEENSTOWN LAKES DISTRICT COUNCIL</p>
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From: [Redacted]
Sent: Wednesday, 15 October 2025 10:00 AM
To: [Redacted]
Cc: [Redacted]
Subject: RE: Letter drop template

Sweet.

Well, attached is fine, pending date, and someone's name and position [REDACTED]
[REDACTED]

Cheers,
[REDACTED]

<p>[REDACTED] Senior Communications Advisor Kaiārahi Whakapā Matua Chief Executive's Office Queenstown Lakes District Council P: [REDACTED] M: [REDACTED] E: [REDACTED]</p>	 <p>QUEENSTOWN LAKES DISTRICT COUNCIL</p>
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From: [REDACTED]
Sent: Tuesday, 14 October 2025 5:06 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Letter drop template

Thanks [REDACTED]

Date is loose until it gets firmed up by Downer. Will need to update you when I hear back from them.

Confirming T&P Bylaw was a blanket rule and it is not permitted across whole district 😊

From: [REDACTED]
Sent: Tuesday, 14 October 2025 10:43 AM
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
Subject: RE: Letter drop template

Hiya,

See attached.
Scaled it back a little bit – would be good to understand if we can be more specific about the date – even as far as saying “late November” or “early November” as opposed to just widely.. the month of November.

Also keen to check that I've generally referred to no parking off a roadway being prohibited “in the bylaw” but realise it may be a rule specifically for these streets, not the entire area..

If so, sentence would instead be..

Parking off a roadway is already prohibited on these streets as part of QLDC's Traffic & Parking Bylaw, as it can:

<p>[REDACTED] Senior Communications Advisor Kaiārahi Whakapa Matua Chief Executive's Office Queenstown Lakes District Council P: [REDACTED] M: [REDACTED] E: [REDACTED]</p>	 QUEENSTOWN LAKES DISTRICT COUNCIL
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From: [REDACTED]
Sent: Monday, 13 October 2025 2:00 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Letter drop template

Thanks [REDACTED]

Hi [REDACTED]

Please see draft letter attached – ready for your polishing.

CC'ing [REDACTED] for awareness and for when the queries come through

Cheers,
[REDACTED]

From: [REDACTED]
Sent: Monday, 13 October 2025 12:46 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Letter drop template

Thanks mate, [REDACTED]. Happy to help letter drop that if you need to once it's ready.

Once it's ready to go, we may just need to update Customer Service as to who to direct the queries to as I'm sure there will be complaints.

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: Monday, 13 October 2025 12:33 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Letter drop template

Hi [REDACTED]

Before sending across to Campbell could you please review the attached and let me know of any changes required 😊

From: [REDACTED]
Sent: Wednesday, 24 September 2025 11:26 AM
To: [REDACTED]
Subject: RE: Letter drop template

Hi there [REDACTED]

See attached – a general letter of sorts we'd use which can act as a template. I've put two here – one that had a temporary action specifically around parking, but also a more general letter too.

Happy to help draft this for you or even just edit what you come up with?

Beyond generally the rule of no parking on a reserve – is there anything we can use here around particular services in there, or previous damage or anything to further enforce this risk/change.

Thanks,
[REDACTED]

[REDACTED] | Senior Communications Advisor | Kaiārahi Whakapa
Matua
Chief Executive's Office | Queenstown Lakes District Council
P: [REDACTED] | M: [REDACTED]
E: [REDACTED]



From: [REDACTED]
Sent: Wednesday, 24 September 2025 11:12 AM
To: [REDACTED]
Subject: FW: Letter drop template

Good morning,

Infra Committee has recently approved no parking on verge signs for Robertson Street and Lucas Place. There is a long history of businesses operating in public land illegally. Due to the long duration this has been going on for, [REDACTED]

We plan on doing a letter drop - can you please advise on what I need to provide to generate this letter?

Thanks!

[REDACTED]

[REDACTED] | Civil Engineer (Roading)
Property & Infrastructure
Queenstown Lakes District Council
DD: [REDACTED]
E: [REDACTED]



From: [REDACTED]
Sent: Wednesday, 24 September 2025 10:43 AM
To: [REDACTED]
Subject: RE: Letter drop template

Hey,

I reckon start with Comms, it's a pretty big change so they may want to have some say in our messaging. [REDACTED]

[REDACTED] It'd be ideal to include a map of where the roadway lines are so the businesses along there know how far back they need to park their vehicles.

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: Wednesday, 24 September 2025 10:30 AM

To: [REDACTED]

Subject: Letter drop template

Hi [REDACTED]

Do you have a template to do a letter drop for Roberston Street/Lucas Place, or would this be comms team?

Cheers,

[REDACTED]

[REDACTED] | Civil Engineer (Roading)

Property & Infrastructure

Queenstown Lakes District Council

DD: [REDACTED]

E: [REDACTED]



Enforcement of parking rules on Lucas Place and Robertson Street

Kia ora,

We are writing to inform you that Queenstown Lakes District Council (QLDC) plans to begin enforcing existing no parking off a roadway rules near your residence or business, along Lucas Place and Robertson Street in Frankton.

Given the history of businesses in the area operating on public land, we wanted to provide this notice well before any infringements are issued or further measures undertaken.

What to expect

Signage will be installed on both Lucas Place and Robertson Street on Thursday 22 January 2026, reinforcing QLDC's Traffic & Parking Bylaw that restricts parking off a roadway.

Once signage is in place, parking enforcement officers will inspect both these streets as part of routine inspections. Officers will initially issue flyers and educate vehicle owners about our intention to infringe and potentially tow vehicles.

After a week of education, officers will then begin issuing infringements and/or towing vehicles that are not complying with QLDC's Traffic & Parking Bylaw.

Why are we doing this?

Parking off a roadway is already prohibited as part of QLDC's Traffic & Parking Bylaw, as it can:

- obstruct visibility for vehicles entering and exiting a property's access
- damage grass, tree roots, gardens, or infrastructure like underground utilities located beneath verges
- block pedestrians, especially people with disabilities, parents with prams, or the elderly

Any questions?

If you have any questions or concerns about this upcoming enforcement, please email QLDC at services@qldc.govt.nz or phone 03 441 0499.



Roading Engineer

Lucas Place, Robertson Street

Enforcement of no parking off a roadway

