

21 January 2026

██████████
C/- ██████████
Sent via email to ██████████

Request for Official Information LG25-0339 – Cougar Security

Dear ██████████,

Thank you for your request for information held by the Queenstown Lakes District Council (QLDC). On 3 December 2025 you requested the following information under the Local Government Official Information and Meetings Act 1987 (LGOIMA):

1. **Please supply details of all payments by QLDC to Cougar Security Ltd and Cougar Group Ltd (plus any affiliated companies - referred to collectively in this request as "Cougar") since contracts were first entered into between the two parties.**
2. **Please detail the procurement processes used to originate all QLDC contracts with Cougar.**
3. **Were all of these procurement processes competitive bids via GETS - if not, why not? Please supply copies of relevant RFP's etc used for procurement.**
4. **Please identify all contracts between Cougar and QLDC.**
5. **Please detail all measures used to monitor performance and compliance with these contracts and how the contracts are renewed or terminated.**
6. **Please detail all measures taken by QLDC to ensure that Cougar staff are suitably experienced and qualified to undertake the contracted work.**
7. **Do the contracts use fixed fees for services or are they based on a commission or quota system? How are the fixed fees calculated and updated?**
8. **Who is the QLDC manager responsible for Cougar's contracts and performance?**
9. **Please supply all communications (including email but not limited to email) between that manager and Cougar over the past six months regarding any performance, contract renewal, compliance, and cost issues.**

On 12 December 2025, QLDC emailed you with a partial release of information relating to your request. For clarity, the response is summarised as follows:

Information released:

- **Items 6 and 7 (in part)**
- **Item 8**

Information withheld:

- **Item 7 (in part)**

Information requiring substantial collation or research:

- **Items 1, 2, 3, 4, 5 and 9**

Council advised that the volume and complexity of these records meant the request, in its current form, would place significant strain on Council operations. You were advised that if the request was not amended, Council may need to refuse these items under section 17(f) of the LGOIMA (substantial collation or research).

You were asked to confirm by return email, no later than 17 December 2025, whether you wished to amend or clarify your request, and in what manner. Council advised that because consultation was issued within seven working days of receiving your request, any refinement or amendment you choose to make will be treated as a new request under section 13(7) of the LGOIMA. A new 20-working-day response timeframe will apply from the date your amended request is received.

As of today's date, Council has not received any further communication from you.

QLDC RESPONSE

In response to your request, we consulted with the QLDC Monitoring and Enforcement Team, the QLDC Property and Infrastructure and the QLDC Regulatory Team.

Partial release of information

- 6. Please detail all measures taken by QLDC to ensure that Cougar staff are suitably experienced and qualified to undertake the contracted work.**

In addition to the information that was provided in Council's LGOIMA response to your request on 12 December 2025, there are additional measures that apply according to the specific functions performed under the contract:

- **Regulatory functions:** Key staff performing regulatory functions are required to maintain the skills and expertise necessary to deliver those services, including holding appropriate licences and certifications. Staff exercising legislative functions are required to be warranted through a process managed by QLDC, which includes a background police check.
- **Security functions:** Staff operating under the security components of the contract are required to hold relevant certificates for their operations and to have clean background checks. Evidence of these certifications is submitted and approved through the contract mechanisms.
- **Specialist technical functions:** Where work requires specialist or restricted trades (e.g., qualified electricians, Licensed Building Practitioners, or other restricted trades), those qualifications must be identified and verified in accordance with the contract requirements.

- 7. Do the contracts use fixed fees for services or are they based on a commission or quota system?**

A fixed annual fee applies under the contract, established at the commencement of the contract and agreed prior to work being undertaken. The contract does not provide for cost escalation within the contract term; any increased costs relate to increases in scope of work rather than fee adjustment.

In addition to the fixed fee, the contract includes hourly rates for specified services to cover any additional work required. The contract does not utilise commission or quota-based payment systems.

Decision to refuse information

- 1. Please supply details of all payments by QLDC to Cougar Security Ltd and Cougar Group Ltd (plus any affiliated companies - referred to collectively in this request as "Cougar") since contracts were first entered into between the two parties.**
- 2. Please detail the procurement processes used to originate all QLDC contracts with Cougar.**
- 3. Were all of these procurement processes competitive bids via GETS - if not, why not? Please supply copies of relevant RFP's etc used for procurement.**
- 4. Please identify all contracts between Cougar and QLDC.**
- 5. Please detail all measures used to monitor performance and compliance with these contracts and how the contracts are renewed or terminated.**
- 9. Please supply all communications (including email but not limited to email) between that manager and Cougar over the past six months regarding any performance, contract renewal, compliance, and cost issues.**

Council has good grounds under section 17(f) of the LGOIMA for refusing the information requested. Council consider it is necessary to refuse items 1, 2, 3, 4, 5 and 9 of your request on the basis of the following ground:

- Section 17(f) - that the information requested cannot be made available without substantial collation or research.

Council has considered whether charging a fee or extending the response timeframe, as required under section 17(f) of the LGOIMA, would assist in meeting your request. However, Council has determined that neither charging nor extending the timeframe would help in this situation. Extending the timeframe would not alleviate the operational challenges Council face, and charging would not address the underlying issue of resource constraints in processing such a large volume of information. Therefore, neither charging nor an extension would effectively resolve the issue.

In accordance with section 17(f) of the LGOIMA, Council consulted with you on 12 December 2025 and advised that fulfilling your request in its current form would be highly challenging due to the substantial collation or research required. As Council did not receive a further response, Council has decided to refuse items 1, 2, 3, 4, 5 and 9 of your request under section 17(f) of the LGOIMA.

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,



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