

Attachment D: Request for Service (RFS) referencing the Luggate Red Bridge

Red Bridge Reserve RFS

August 2023 – May 2025

Reference ID	Description	Detail	Date Received
FC25/0409	Sign/Bylaw Enquiry - Freedom Camping	Just raising an RFS regarding human waste and rubbish being left at the Red Bridge Camping site. I've attached the full email chain to this RFS request. lease may you have a look?	20-May-2025 09:05:33
FC25/0370	Freedom Camping Enforcement	<p>FC25/0367 Raised yesterday as Sign/Bylaw Enquiry - Freedom Camping, however we have been advised to raise as enforcement to monitor the Red Bridge for valid self-containment certifications.</p> <p>Original Comment - We recently stayed at the red bridge reserve freedom campsite near Wanaka and could not help but notice a substantial amount of non CSC vehicles camping there. Quite a few people were not using the toilets provided, instead using the bushes or even the sides of the toilet building. We hope this information is useful for you and, while the disregard for simple rules and lack of respect makes us sad, we are still very happy that these sites are provided.</p>	23-Apr-2025 08:32:28
FC25/0368	Freedom Camping Enforcement	<p>Dear [QLDC]</p> <p>We recently stayed at the red bridge reserve freedom campsite near Wanaka and could not help but notice a substantial amount of non CSC vehicles camping there. Quite a few people were not using the toilets provided, instead using the bushes or even the sides of the toilet building. We hope this information is useful for you and, while the disregard for simple rules and lack of respect makes us sad, we are still very happy that these sites are provided.</p>	22-Apr-2025 13:53:08
FC25/0367	Sign/Bylaw Enquiry - Freedom Camping	<p>Dear [QLDC]</p> <p>We recently stayed at the red bridge reserve freedom campsite near Wanaka and could not help but notice a substantial amount of non CSC vehicles camping there. Quite a few people were not using the toilets provided, instead using the bushes or even the sides of the toilet building. We hope this information is useful for you and, while the disregard for simple rules and lack of respect makes us sad, we are still very happy that these sites are provided.</p>	22-Apr-2025 13:49:44

Reference ID	Description	Detail	Date Received
FC25/0267	Sign/Bylaw Enquiry - Freedom Camping	<p>Customer sent:</p> <p>Filthy Freedom camping underneath Red Bridge Luggate and downstream in the trees hidden from the Bridge</p> <p>This needs big clear signs and the people need to be fined.</p> <p>We have a freedom camping spot which has been poorly managed.</p> <p>It needs to be fenced with a boom gate and number plate tech. \$20 per car per night.</p> <p>Why should we be paying for this facility we pay such crazy rates for our own property's.</p>	18-Mar-2025 13:23:36
FC25/0265	Freedom Camping Enforcement	<p>Customer sent:</p> <p>Filthy Freedom camping underneath Red Bridge Luggate and downstream in the trees hidden from the Bridge</p> <p>This needs big clear signs and the people need to be fined.</p> <p>We have a freedom camping spot which has been poorly managed.</p> <p>It needs to be fenced with a boom gate and number plate tech. \$20 per car per night.</p> <p>Why should we be paying for this facility we pay such crazy rates for our own property's.</p>	18-Mar-2025 12:57:08
FC25/0096	Sign/Bylaw Enquiry - Freedom Camping	<p>Customer called with concerns of freedom campers washing their dishes/clothes and using the bushes as a toilet by the swimming hole under the red bridge (Luggate). He said this and the surrounding areas (freedom camping spot up up the road and the New Castle car park) have seen a massive increase in freedom campers and is worried their actions are negativity impacting the environment.</p> <p>Could someone please head out and provide some education. Any chance this area could be regularly monitored if not already.</p>	31-Jan-2025 14:02:29
FC25/0064	Sign/Bylaw Enquiry - Freedom Camping	<p>Hi team, we have been advised "2 incidents of human faeces behind tree in first bay!!!" images attached</p>	21-Jan-2025 11:41:52

Reference ID	Description	Detail	Date Received
FC25/0063	Freedom Camping Enforcement	Hi team, we have been advised "2 incidents of human faeces behind tree in first bay!!!" images attached	21-Jan-2025 11:41:52
FC25/0052	Freedom Camping Enforcement	<p>Morena team,</p> <p>We live in Luggate and frequently use the Red Bridge swimming hole and the disc golf course.</p> <p>I'm not sure if you are aware that the Red bridge freedom camp site is consistently over-subscribed, with people parked up on the roadside, doing their ablutions. I'm guessing half of the campers are not self-contained. Do you have someone assessing this?</p> <p>We often see campers washing in the swimming hole, washing dishes and clothes. What can be done about this? As a local who pays rates, I'm really concerned about the environment in this area with Freedom campers mis-treating it.</p> <p>Photo attached is from last night. I could send you photos every day!</p>	20-Jan-2025 08:13:03
FC25/0046	Sign/Bylaw Enquiry - Freedom Camping	Hi team, please see attached email regarding dumped rubbish under the red bridge which customer has asked to be sent to this category.	17-Jan-2025 10:41:20
FC25/0041	Sign/Bylaw Enquiry - Freedom Camping	<p>Morena team,</p> <p>We live in Luggate and frequently use the Red Bridge swimming hole and the disc golf course.</p> <p>I'm not sure if you are aware that the Red bridge freedom camp site is consistently over-subscribed, with people parked up on the roadside, doing their ablutions. I'm guessing half of the campers are not self-contained. Do you have someone assessing this?</p> <p>We often see campers washing in the swimming hole, washing dishes and clothes. What can be done about this? As a local who pays rates, I'm really concerned about the environment in this area with Freedom campers mis-treating it.</p> <p>Photo attached is from last night. I could send you photos every day!</p>	16-Jan-2025 09:03:50
FC24/0039	Sign/Bylaw Enquiry - Freedom Camping	<p>Submitted the following on 29 Jan:</p> <p>"Freedom camping still uncontrolled across road from Luggate bridge camping area. These photos were taken at 10am on Sunday 28th Jan."</p>	31-Jan-2024 10:17:32

Reference ID	Description	Detail	Date Received
FC24/0036	Sign/Bylaw Enquiry - Freedom Camping	Hi team, Customer has called to advise that the freedom camping site at the red bridge is in Urgent need of closing. There were 92 campers crammed in there this morning, with 36 outside the area. Chris has seen people heading into the bushes to go to the toilet, there is litter everywhere, toilet paper left lying about and it is an absolute disgrace. The toilets are overflowing and it is a Health and Safety hazard. If it can't be limited, it needs to be shut down.	30-Jan-2024 12:05:00
FC24/0035	Freedom Camping Enforcement	Customer submitted the following on 29 Jan: "Freedom camping still uncontrolled across road from Luggate bridge camping area. These photos were taken at 10am on Sunday 28th Jan." See attached photos.	31-Jan-2024 10:17:32
FC24/0032	Freedom Camping Enforcement	Hi team, Customer has called to advise that the freedom camping site at the red bridge is in Urgent need of closing. There were 92 campers crammed in there this morning, with 36 outside the area. [Customer] has seen people heading into the bushes to go to the toilet, there is litter everywhere, toilet paper left lying about and it is an absolute disgrace. The toilets are overflowing and it is a Health and Safety hazard. If it can't be limited, it needs to be shut down. Please call [Customer] with feedback.	30-Jan-2024 12:05:00
FC24/0029	Sign/Bylaw Enquiry - Freedom Camping	An RFS for the Freedom Camping team: The campers at the Red Bridge Reserve in Luggate are spreading on to the roadside opposite the reserve. The community are concerned that they are not using the toilets provided in the reserve. I'm not sure if they are permitted to camp in this area can this please be checked out.	24-Jan-2024 11:02:46
FC24/0027	Freedom Camping Enforcement	(received 13.01.24 - 2:43pm) Customer has advised the following "Red Bridge Luggate overnight van area is constantly full so up to 12 vans per night are parking overnight across the road, where there are no facilities. Human waste and rubbish is appearing in this area. Would QLDC please stop these vans from using our roadsides for this purpose. These vans need to be in campgrounds in Wanaka of the free one is full."	18-Jan-2024 11:54:40
FC23/0196	Freedom Camping Enforcement	Hi team, we have been requested to send some parking wardens to the Newcastle Walking track carpark near the red bridge freedom camping site, as about 4 camper vans are parking up there and have slept there for the night instead of camping in the free space	19-Oct-2023 08:07:02

Reference ID	Description	Detail	Date Received
FC23/0162	Freedom Camping Enforcement	RFS for monitoring of Freedom Camping at Red Bridge site in Luggate. Suggestion from customer for use of CCTV at site. RFS raised with Rec Services to clean up litter on site and request to Responsible Camping Team for more signage.	11-Aug-2023 11:03:37
FC23/0161	Freedom Camping Enforcement	Customer sent through request: "I am a Luggate local who is horrified at the state of the Red Bridge Freedom camping site. More signage and monitoring of the site is needed along with clean up of all the human faeces and used toilet paper behind the banks of the camping site. This needs to be addressed urgently. I do not understand how humans can be this lazy with toilets provided onsite. Perhaps with more signage of fines and CCTV footage would act as a bigger deterrent for this unsanitary behaviour."	08-Aug-2023 09:15:38
FC23/0160	Sign/Bylaw Enquiry - Freedom Camping	Please see below complaint from customer 'I am a Luggate local who is horrified at the state of the Red Bridge Freedom camping site. More signage and monitoring of the site is needed along with clean up of all the human faeces and used toilet paper behind the banks of the camping site. This needs to be addressed urgently. I do not understand how humans can be this lazy with toilets provided onsite. Perhaps with more signage of fines and CCTV footage would act as a bigger deterrent for this unsanitary behaviour.'	08-Aug-2023 08:26:54