

From: [Rick Bidgood \(AT\)](#)
To: [Anita Marsh](#); [John Strawbridge \(AT\)](#)
Cc: [Alok Vashista \(AT\)](#)
Subject: RE: The White Lady
Date: Tuesday, 11 January 2022 4:09:06 pm
Attachments: S 7(2)(a) Privacy

Sure is,

Metro would not release the area as it is a primary route stop for PT since the re-configuration of the routes servicing the lower CBD.

Kind regards,

Rick

From: Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xx>
Sent: Tuesday, 11 January 2022 4:05 p.m.
To: Rick Bidgood (AT) <xxxx.xxxxxx@xx.xxxx.xx>; John Strawbridge (AT) <xxxx.xxxxxxxxxx@xx.xxxx.xx>
Cc: Alok Vashista (AT) <xxxx.xxxxxxx@xx.xxxx.xx>
Subject: Re: The White Lady

Thanks Rick, I recall it used to be parked outside BFT&THMSON which makes sense as they are day traders so wouldn't be open when TWL trades, was there a reason it couldn't go back there?

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From: Rick Bidgood (AT) <xxxx.xxxxxx@xx.xxxx.xx>
Sent: Tuesday, January 11, 2022 3:48:24 PM
To: Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xx>; John Strawbridge (AT) <xxxx.xxxxxxxxxx@xx.xxxx.xx>
Cc: Alok Vashista (AT) <xxxx.xxxxxxx@xx.xxxx.xx>
Subject: RE: The White Lady

Hi Anita,

Just for historical reference.

The White Lady was on Queen Street where Deloitte is now.

Going back about 14 years ago.

When the project was to remove the White Lady they did look at revoking its licence to operate. There was significant public outcry which included heavy negative media. There was also a significant push from Council to retain.

You may wish to speak with Alok when he is back on Wednesday this week to ascertain the process to move to its current location.

Mechanically it cannot be towed up or down a gradient as the tractor is not sufficient for managing the trailer unit.

This disables it going anywhere further up Queen Street than Victoria, due to gradient.

Kind regards,

Rick

From: Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xx>
Sent: Tuesday, 11 January 2022 3:29 p.m.
To: Rick Bidgood (AT) <xxxx.xxxxxx@xx.xxxx.xx>; John Strawbridge (AT) <xxxx.xxxxxxx@xx.xxxx.xx>
Cc: Alok Vashista (AT) <xxxx.xxxxxxx@xx.xxxx.xx>
Subject: Re: The White Lady

Thanks Rick for the feedback.

Regards
Anita

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From: Rick Bidgood (AT) <xxxx.xxxxxx@xx.xxxx.xx>
Sent: Tuesday, January 11, 2022 3:17:55 PM
To: Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xx>; John Strawbridge (AT) <xxxx.xxxxxxx@xx.xxxx.xx>
Cc: Alok Vashista (AT) <xxxx.xxxxxxx@xx.xxxx.xx>
Subject: RE: The White Lady

Hi Anita,

Parking Design initiated the move to its location.

The answers are quite simple:-

- There is no other available space in the lower CBD from Victoria Street through to Customs, we have researched all available options, that is why it took almost 18 months to re-locate it.
- The food truck requires to enter at peak traffic, restricting access significantly, due its

length and services required at destination

- Services to provide water and power at the location were upwards of \$40K as it is all underneath the basalt pavers
- Preference to Public Transport bus stops and feeder routes also determined the outcome as no other locations were available.

There is no future option of getting it moved from the current & final location.

The only option is what I responded with yesterday. For AC to determine it to be unsuitable and revoke its operating licence.

That is an AC decision.

Should the **S 7(2)(a) Privacy** wish to place concerns in writing, AT will respond.

There is no need to meet to discuss as there are no options moving forward, that is unless AC determines it to be unsuitable and revoke its operating licence.

Kind regards,

Rick

From: Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>

Sent: Tuesday, 11 January 2022 2:23 p.m.

To: Rick Bidgood (AT) <xxxx.xxxxxxx@xx.xxxx.xx>; John Strawbridge (AT) <xxxx.xxxxxxxxx@xx.xxxx.xx>

Cc: Alok Vashista (AT) <xxxx.xxxxxxx@xx.xxxx.xx>

Subject: RE: The White Lady

Hi there,

S 7(2)(a) Privacy would like to meet to discuss the issues they are having with the White Lady.

Looking at 10.30am next Tuesday onsite, if anyone is able to make it along would be good. They have questions

about why it was moved there and if there was any consideration given to other business such as theirs.

Thanks

Anita

From: Rick Bidgood (AT) <xxxx.xxxxxxx@xx.xxxx.xx>

Sent: Monday, 10 January 2022 1:02 pm

To: Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>; John Strawbridge (AT) <xxxx.xxxxxxxxx@xx.xxxx.xx>

Cc: Alok Vashista (AT) <xxxx.xxxxxxx@xx.xxxx.xx>

Subject: RE: The White Lady

Hi Anita,

The White Lady has been moved to its final location whilst being housed in the City Centre. A large body of work (& cost) resulted in its current and final location. There are no other areas available to house this Food Unit within the City Centre.

Should Council wish to lobby the removal of the White Lady and revoke its operating licence, that will be up to Council to decide and to enact.

Apologies, unable to assist in any further re-locations of the White Lady.

Kind regards,

Rick

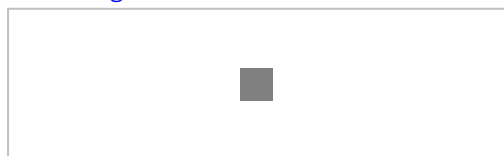
Rick Bidgood | Parking Compliance Manager

Parking Compliance Parking Services

20 Viaduct Harbour, Auckland 1010

P 09 355 3553 | **DDI** 09 4475096 | **M** 0272770020

www.at.govt.nz



From: Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxx.xxxx.xx>

Sent: Monday, 10 January 2022 12:41 p.m.

To: John Strawbridge (AT) <xxxx.xxxxxxxxxx@xx.xxxx.xx>

Subject: FW: The White Lady

Kia ora John,

Happy New Year

We are receiving complaints from the **S 7(2)(a) Privacy** on Commerce street about TWL., the complaints are:

- Parks in front of store
- Smell and smoke into store
- Drunk customers of White Lady block people coming into store
- Store owners chatted to White Lady staff a few times about the problem but nothing has changed
- **S 7(2)(a) Privacy** and White Lady customers block the entrance
- The White Lady also blocks the sight lines from across the street so potential customers for the **S 7(2)(a) Privacy** can't see it

If it was moved 15 – 20 metres the other way there wouldn't be a problem. Or across the road **S 7(2)(a) Privacy**

Appreciate any feedback before I go back to the **S 7(2)(a) Privacy** advocate.

Nga mihi/ kind regards

Anita Marsh | Team Leader Alcohol Licensing South & Street Trading
Alcohol Licensing & Environmental Health
Licensing & Regulatory Compliance
Ph 09 301 0101 | Mobile 027 454 2770
Auckland Council, Level 2, Kotuku House
4 Osterley Way, Manukau, Auckland 2104
Visit our website: www.aucklandcouncil.govt.nz

From: John Strawbridge (AT) <xxxx.xxxxxxxxxxxx@xx.xxxx.xx>
Sent: Monday, 24 May 2021 3:02 PM
To: John Dunshea <xxxx.xxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>
Subject: RE: The White Lady

Hi John

AT has completed the legal resolution for the location of the White Lady at the Fort Street (Western curb) end of Commerce Street. This has been advised to the management of the Pacifica and discussed at length over a number of months 'on-site' as to the rationale behind the location. This location was confirmed and resolved legally prior to any residents moving onto the Pacifica building. For over 3 years our respective teams have worked on finding an acceptable/compromise location. AT are funding the move of the permanent infrastructure across the road from outside Barfoot and Thompson building. This work will address the safety concerns in terms of power and water supply. Works are due for completion in the next 2 weeks. That is the extent of AT's involvement in the location.

In terms issuing a licence to operate, set the conditions and ensure compliance (rubbish, cleaning, behaviour of patrons, *POLICE*) to those conditions, that is a matter for AC to address. If I go back to some of the original meetings about finding a location for this business, it was clear that we would never find the perfect spot. It was also accepted that even if we found a suitable/reasonable location the determination to licence (or not), sits with AC. As you say, it has always had the potential to not please everyone.

This is a matter for AC to lead in terms of whether this iconic business is to continue in its present operational format. AT, as RCA can only facilitate an on-street/curb side opportunity at the request of AC.

Hope this clarifies the current state of play. Happy to talk of course.

Cheers
John

John Strawbridge
Group Manager, Parking Services & Compliance
Private Bag 92250, Auckland 1142
DDI 09 447 4948
M 021 02121915
aucklandtransport.govt.nz

final Email-Signature1



From: John Dunshea <John.Dunshea@aucklandcouncil.govt.nz>
Sent: Monday, 24 May 2021 1:56 p.m.
To: John Strawbridge (AT) <John.Strawbridge@at.govt.nz>
Subject: FW: The White Lady

Hi John,

What is AT's approach to dealing with this? It always had the potential to go this way.

Ngā mihi

John

John Dunshea | General Manager
Development Programme Office | Infrastructure & Environmental Services
Phone: +64 (0)21 224 6566
Auckland Council, Level 6 South, Auckland House, 135 Albert Street, Auckland 1010
Visit our website: www.aucklandcouncil.govt.nz

From: S 7(2)(a) Privacy
Sent: Monday, 24 May 2021 1:35 PM
To: S 7(2)(a) Privacy; Councillor Pippa Coom <Pippa.Coom@aucklandcouncil.govt.nz>; Councillor Sharon Stewart <Sharon.Stewart@aucklandcouncil.govt.nz>; Alok Vashista (AT) <Alok.Vashista@at.govt.nz>; John Strawbridge (AT) <John.Strawbridge@at.govt.nz>; John Dunshea <John.Dunshea@aucklandcouncil.govt.nz>; Jenny Larking <jenny.larking@aucklandcouncil.govt.nz>; Rick Bidgood (AT) <Rick.Bidgood@at.govt.nz>
Cc: S 7(2)(a) Privacy; Rachel Kerr <rachel.kerr@aucklandcouncil.govt.nz>
Subject: RE: The White Lady

Hi Pippa,

I have provided photos and raised these matters previously with council staff and AT. No action has been taken to date.

I have also queried what the process is in challenging the planned relocation of the White Lady

(and its original temporary location to Commerce Street) and have made my views known about this. I was promised by council that the White Lady would be relocated away from the vicinity of The Pacifica building **S 7(2)(a) Privacy** However this has not happened.

I am happy to meet to provide an update on this matter (comms had over the past 3 years to no avail) if that is helpful.

Kind regards,

S 7(2)(a) Privacy

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From: **S 7(2)(a) Privacy**
Sent: Monday, 24 May 2021 12:00 pm
To: Councillor Pippa Coom <xxxxx.xxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>; Councillor Sharon Stewart <xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx.xxxx.xx>; Alok Vashista (AT) <xxxx.xxxxxxxxxx@xx.xxxx.xx>; John Strawbridge (AT) <xxxx.xxxxxxxxxx@xx.xxxx.xx>; John Dunshea <xxxx.xxxxxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>; Jenny Larking <xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx.xxxx.xx>; Rick Bidgood (AT) <xxxx.xxxxxxxxxx@xx.xxxx.xx>
Cc: **S 7(2)(a) Privacy**
Rachel Kerr <xxxxxx.xxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>
Subject: Re: The White Lady

Thank you Pippa.

It is good that you have come back to me. Unfortunately, nobody else at Auckland transport or Auckland Council has come back to me as yet.

I can only assume that we are waiting on some information as to a timeline of a

go-forward position. As I said in my previous email there is a real Health and Safety concern with the Power and water being run directly across our driveway where cars are driving over this regularly. I am well aware of what happens in regards to Health and Safety should there be an injury caused by inaction and again I ask who in both Auckland Transport and who in Auckland Council is directly responsible for making the decision to allow this to happen.

This will be important should there be an investigation by Worksafe if there was an incident.

I can only assume that all at Council and all at Auckland transport are equally responsible as I have not heard anything.

S 7(2)(a) Privacy

From: Councillor Pippa Coom <xxxxx.xxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>
Sent: Sunday, 23 May 2021 5:22 PM
To: Councillor Sharon Stewart <xxxxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>; S 7(2)(a) Privacy [redacted] Alok Vashista (AT) <xxxx.xxxxxxxx@xx.xxxx.xx>; John Strawbridge (AT) <xxxx.xxxxxxxx@xx.xxxx.xx>; John Dunshea <xxxx.xxxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>; Jenny Larking <xxxxx.xxxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>; Rick Bidgood (AT) <xxxx.xxxxxxxx@xx.xxxx.xx>
Cc: S 7(2)(a) Privacy [redacted] Rachel Kerr <xxxxxx.xxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>
Subject: RE: The White Lady

Thanks Sharon for forwarding this on to me.

Hello [redacted] I will ask for an update and get back to you. Happy to meet to discuss

Ngā mihi | Regards

Pippa

Councillor Pippa Coom, Waitematā and Gulf ward
Auckland Council | Te Kaunihera o Tāmaki Makaurau
Phone: 021 926 618
Website: www.aucklandcouncil.govt.nz

From: Councillor Sharon Stewart <xxxxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>
Sent: Monday, May 17, 2021 12:06 PM
To: S 7(2)(a) Privacy [redacted] Alok Vashista (AT) <xxxx.xxxxxxxx@xx.xxxx.xx>; John Strawbridge (AT) <xxxx.xxxxxxxx@xx.xxxx.xx>; John Dunshea

<xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx >; Jenny Larking
<xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx >; Rick Bidgood (AT) <xxxx.xxxxxx@xx.xxxx.xx >
Cc: S 7(2)(a) Privacy

Councillor Pippa Coom <xxxx.xxxx@xxxxxxxxxxxxxxxx.xxxx.xx >

Subject: RE: The White Lady

I have included by cc Pippa Coom into this thread as Pippa is the Councillor for this Ward. Pippa can you look into this please and keep me updated with what action will be taken.

Thanks Sharon 17th May 2021 12.05pm

Sharon Stewart QSM
Councillor, Howick Ward
Mobile: 0212821144
Email: xxxxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx
Visit our website: www.aucklandcouncil.govt.nz

From: S 7(2)(a) Privacy

Sent: Monday, 17 May 2021 11:59 AM

To: Alok Vashista (AT) <xxxx.xxxxxx@xx.xxxx.xx >; John Strawbridge (AT) <xxxx.xxxxxx@xx.xxxx.xx >; John Dunshea <xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx >; Jenny Larking <xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx >; Rick Bidgood (AT) <xxxx.xxxxxx@xx.xxxx.xx >; Councillor Sharon Stewart <xxxxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx >

Cc: S 7(2)(a) Privacy

Subject: The White Lady

Hi there all, I am writing to you in regards to the location of the White Lady which is currently outside of our building every night and all through the weekend.

I am a resident of the The Pacifica building on Commerce street and I am also S 7(2)(a) Privacy I have read all of the correspondence that looks to have been going on for a very long time over the location of this business.

It looks to me like it has been promised that this would have been moved to its new location a very long time ago and I am not sure what the delay is. Alok seems to be the main point of contact here and I guess it is up to you to ensure that it is moved in a speedy manner.

Every night there is power and water that is laid directly in front of our building. Every night there is a lot of people that are gathered on the sidewalk most of which are drunk making it uncomfortable for residents to walk past. Every morning there is rubbish left from the night before.

I have read that you feel that you consulted all of the people concerned in the catchment area in regards to their thoughts. I can assure you that nobody currently residing in the Pacifica building was consulted about this.

Can you please update me on the current go forward position and the time line to have the matter resolved.

Also I would like to know exactly who responsible for the Health and Safety issue where we have both power and water laid over our driveway. Should there be an incident and someone was to get hurt I think that we need to understand who is making the call to continue this high risk activity when there is an investigation by Worksafe.

I look forward to hearing from you

S 7(2)(a) Privacy

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