

From: [Anita Marsh](#)
To: [Kelly Harnett](#); [Official Information](#); [Claire Maney](#)
Subject: FW: White Lady, Commerce Street, Auckland CBD
Date: Wednesday, 27 July 2022 7:26:00 AM
Attachments: S7(2)(a) Privacy



S7(2)(a) Privacy

[Redacted]

[Redacted]

[Redacted]

From: S7(2)(a) Privacy
Sent: Monday, 4 July 2022 1:59 pm
To: S7(2)(a) Privacy; Anita Marsh <Anita.Marsh@aucklandcouncil.govt.nz>
Cc: Rob Abbott <Rob.Abbott@aucklandcouncil.govt.nz>
Subject: Re: White Lady, Commerce Street, Auckland CBD

Hi All,

All of the actions you mentioned did not show any results. During our meeting in May, Rob mentioned that will not renew their license unless the problems we previously discussed are resolved; But renewed the license for their shop until the month of 9, although the problems still persisted until now.

Please take a look at the pictures attached in the email. They were taken last weekend. TWL customers are still blocking our shop entrance while drunk and we cannot talk to them while they are in this situation to avoid any problems.

Please take effective actions. It has been nearly one year since we communicated to find a solution to this problem.

Regards,

On Monday, 4 July 2022 at 01:07:23 pm NZST, Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x> wrote:

Hi S7(2)(a) Privacy

They have proposed the following measures:

- *Implemented improved communication to their customers with signs bringing attention to queuing, litter and obstruction of the footpath*
- *Hourly checks of the surrounding area when possible*
- *Regular checking the rubbish bins on a regular basis*
- *Stronger communication to staff regarding keeping the footpath clear especially at peak times*
- *From 20th June – implement process for staff to check rubbish bins*
- *Looking at implementing larger bins to stop overflow of rubbish.*
- *Monitor the work load at peak times and consider adding an extra person*

Regards

Anita

From: S7(2)(a) Privacy
Sent: Monday, 4 July 2022 1:02 pm
To: Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x>
Cc: Rob Abbott <xxx.xxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x>; S7(2)(a) Privacy
Subject: RE: White Lady, Commerce Street, Auckland CBD

Hi Anita

What new systems are they implementing?

Kind regards

S7(2)(a) Privacy



From: Anita Marsh [<mailto:Anita.Marsh@aucklandcouncil.govt.nz>]
Sent: Monday, 4 July 2022 1:00 p.m.
To: S7(2)(a) Privacy
Cc: Rob Abbott <Rob.Abbott@aucklandcouncil.govt.nz>; S7(2)(a) Privacy
Subject: RE: White Lady, Commerce Street, Auckland CBD

Good afternoon S7(2)(a) Privacy,

Discussions are on-going with the operator of TWL. They are implementing new systems to try and mitigate

problems identified. Council has extended the approval for TWL to trade until the end of September at this stage

and council will continue to monitor the operation during busy times.

Regards

Anita

From: S7(2)(a) Privacy
Sent: Monday, 4 July 2022 12:50 pm
To: Anita Marsh <Anita.Marsh@aucklandcouncil.govt.nz>
Cc: Rob Abbott <Rob.Abbott@aucklandcouncil.govt.nz>; S7(2)(a) Privacy
Subject: RE: White Lady, Commerce Street, Auckland CBD
Importance: High

Hi Anita and Rob

Following our meeting on 19th May with Rob at the premises in Commerce St, can we please have an update re The White Lady?

Kind regards

S7(2)(a) Privacy

[Redacted]

[Redacted]

From: S7(2)(a) Privacy
Sent: Tuesday, 17 May 2022 8:18 a.m.
To: Anita Marsh <Anita.Marsh@aucklandcouncil.govt.nz>; S7(2)(a) Privacy
Cc: Rob Abbott <Rob.Abbott@aucklandcouncil.govt.nz>
Subject: RE: White Lady, Commerce Street, Auckland CBD

S7(2)(a) Privacy runs and manages the business. Yes he was there from memory.

Regards

S7(2)(a) Privacy

[Redacted]

[Redacted]

From: Anita Marsh [<mailto:Anita.Marsh@aucklandcouncil.govt.nz>]
Sent: Tuesday, 17 May 2022 8:16 a.m.
To: S7(2)(a) Privacy >
Cc: Rob Abbott <Rob.Abbott@aucklandcouncil.govt.nz>
Subject: RE: White Lady, Commerce Street, Auckland CBD

Thank you, was S7(2)(a) Privacy at the first meeting outside the premises in January?

Can you please advise what S7(2)(a) Privacy name is?

Thank you

Anita

From: S7(2)(a) Privacy
Sent: Tuesday, 17 May 2022 8:13 am
To: Anita Marsh <Anita.Marsh@aucklandcouncil.govt.nz>; S7(2)(a) Privacy
Cc: Rob Abbott <Rob.Abbott@aucklandcouncil.govt.nz>
Subject: RE: White Lady, Commerce Street, Auckland CBD

S7(2)(a) Privacy wont be but S7(2)(a) Privacy will be.

S7(2)(a) Privacy



From: Anita Marsh [<mailto:Anita.Marsh@aucklandcouncil.govt.nz>]
Sent: Tuesday, 17 May 2022 8:12 a.m.
To: S7(2)(a) Privacy
Cc: Rob Abbott <Rob.Abbott@aucklandcouncil.govt.nz>
Subject: RE: White Lady, Commerce Street, Auckland CBD

Thanks for your email S7(2)(a) Privacy

Please confirm that S7(2)(a) Privacy will be in attendance on Thursday.

Regards

Anita

From: S7(2)(a) Privacy
Sent: Tuesday, 17 May 2022 8:10 am
To: Anita Marsh <Anita.Marsh@aucklandcouncil.govt.nz>; S7(2)(a) Privacy
Cc: Rob Abbott <Rob.Abbott@aucklandcouncil.govt.nz>
Subject: RE: White Lady, Commerce Street, Auckland CBD

Hi Anita

I can meet you on Thursday at 11am on Commerce St.

Quite frankly this is typical performance from the Council. All talk and reviews and consultation but nothing happens meanwhile you are killing a business. The Council/AT have made a decision that directly impacts a rate paying business to the point their business is struggling and you are putting their staff at risk of physical harm. All the Council/AT needed to do was to locate a mobile food caravan to a location where it doesn't impact a business that is S7(2)(a) Privacy at times. IE anywhere else on Commerce St including where businesses are closed after normal business hours.

It's appalling.

See you on Thursday.

Regards

S7(2)(a) Privacy

[Redacted]

[Redacted]



From: Anita Marsh [<mailto:Anita.Marsh@aucklandcouncil.govt.nz>]

Sent: Tuesday, 17 May 2022 8:02 a.m.

To: S7(2)(a) Privacy

Cc: Rob Abbott <Rob.Abbott@aucklandcouncil.govt.nz>

Subject: RE: White Lady, Commerce Street, Auckland CBD

Good morning S7(2)(a) Privacy

Thank you again for sending through the emails and photographs.

All the information you send to us will help provide a picture of what is happening outside your premises on Commerce street.

Would you be willing to meet with my colleague Rob Abbott, he is our Principal Specialist and would like a few more details

About when S7(2)(a) Privacy, if the smell of the food cooking in the food truck is still a problem or has that been fixed?

If possible could he meet with you at 11am this Thursday to discuss matters?

This may seem like a long process and we are trying to be as fair as possible that is why we need to gather as much information as possible.

Please advise if you are available 11am at the premises.

Regards

Anita

From: S7(2)(a) Privacy
Sent: Monday, 16 May 2022 7:03 pm
To: S7(2)(a) Privacy Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x>
Cc: Tristan Monasterio <xxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx>x
Subject: Re: White Lady, Commerce Street, Auckland CBD

Hi All

With this email, you will find attached photos. Please note that this will be my last email to you regarding this issue. If our employees are harmed or killed by drunken people who refuse to move S7(2)(a) Privacy and threaten our employees, then you are responsible. You will also take the responsibility for our financial losses. Your failure to resolve this problem is evidenced by the emails we've exchanged. Despite requesting a solution for months, no effective action has been taken.

It is also evident in the emails between us over the past four months that you are biased towards the White Lady Food Truck. Your decisions were unfair to us; which caused great losses to us.

Regards

On Sunday, 8 May 2022, 07:42:57 pm NZST, S7(2)(a) Privacy wrote:

Hi Anita

Please find the photo attached after the new procedures or steps that have been put in place by the white lady food truck.

This photo 07-08 of May .

Regards

S7(2)(a) Privacy

On Sunday, 8 May 2022, 07:41:43 pm NZST, S7(2)(a) Privacy wrote:

Hi Anita

Please find the photo attached after the new procedures or steps that have been put in place by the white lady food truck.

This photo 07-08 of May .

Regards

S7(2)(a) Privacy

On Sunday, 1 May 2022, 07:09:50 pm NZST, S7(2)(a) Privacy wrote:

Hi Anita

We hope you are fair with both parties.

Please find the photo attached after the new procedures or steps that have been put in place by the white lady food truck.

This photo 29-30 of April and 1st of May.

Regards

S7(2)(a) Privacy

On Friday, 29 April 2022, 08:17:37 am NZST, Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x> wrote:

Good morning S7(2)(a) Privacy

Inspectors have been out doing observations. The new procedures or steps that have been put in place by the white lady food truck has only happened in the past couple of weeks.

To be fair and reasonable we need to allow time to see if these procedures work or not.

I will keep you updated.

Regards

Anita

From: S7(2)(a) Privacy
Sent: Thursday, 28 April 2022 9:12 pm
To: S7(2)(a) Privacy Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x>
Cc: Tristan Monasterio <xxxxxxx.xxxxxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx>
Subject: Re: White Lady, Commerce Street, Auckland CBD

Hi Anita,

Thanks for your reply

Sorry but why haven't you conducted your observations four months ago? We've been suffering for four months and haven't seen any response from your side.

You can come any time at night and observe everything. Come in the weekend from 11 pm - 3 am and observe what you need to see.

We are not lying ; All the photos that we've sent include the date and time, I don't understand what do you need more to take a decision regarding what is happening.

If you're unable to help us please inform me so that we resolve this problem in our way.

Please accept my apology for the unfriendly tone I used in my email; I understand that you are not solely responsible for what is happening; however, my attitude is the result of the neglect of our complaint over the last four months.

Regards

S7(2)(a) Privacy

On Thursday, 28 April 2022, 03:17:36 pm NZST, Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x> wrote:

Afternoon S7(2)(a) Privacy

Thank you for sending this information through to me.

We are currently working through the information and also conducting our own observations at night, so we can make an informed decision on all the evidence presented to us. I do appreciate you sending this information to me.

once we have collated everything, I will let you know the outcome of any decision.

I would be happy to receive any photographs you send through preferable with date and time on it.

Regards

Anita

From: S7(2)(a) Privacy
Sent: Wednesday, 27 April 2022 8:48 pm
To: S7(2)(a) Privacy Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x>
Cc: Tristan Monasterio <xxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x>
Subject: Re: White Lady, Commerce Street, Auckland CBD

Hi Anita,

I was planning to send you an email yesterday because we haven't seen any change since the first time we sent our complaint. We've been trying to resolve the problem in the best way we could; but now we are sorry to say that if TWL will not move completely from **S7(2)(a) Privacy** in the next two weeks; your communication will be transferred to our attorney and we will file a lawsuit to remove TWL from **S7(2)(a) Privacy** and compensate our losses. The person who granted permission to TWL did not take into account the negative impact on the nearby shops. **S7(2)(a) Privacy** TWL, not to mention the bad smell that is produced in our shop as a result, & the dirt that customers leave in-front of our shop. Moreover, we are facing difficulty in finding someone to work in this particular shop; because most of TWL's customers are drunk and when trying to ask them to move from the shop's entrance they don't respond. Take a look at the attached pictures to get a better sense of the situation please; the situation is unbearable!

Regards,

S7(2)(a) Privacy

On Wednesday, 27 April 2022, 10:49:54 am NZST, Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x> wrote:

Good morning,

Hope you are well.

The White Lady (food truck) has implemented some new procedures to try and mitigate people blocking your entrance.

These were implemented just before Easter weekend.

Just wanting to get your feedback on their procedures.

- Have you noticed an improvement
- People are no longer blocking your doorway as they were previously

Any other feedback you want to give regarding the operation of the food truck.

Regards

Anita

From: S7(2)(a) Privacy
Sent: Thursday, 10 March 2022 7:17 pm
To: S7(2)(a) Privacy Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x>
Cc: Tristan Monasterio <xxxxxxxxxxxxxxxxxxxxxxxxxxxx.xxxx>x
Subject: Re: White Lady, Commerce Street, Auckland CBD

Hi Anita and S7(2)(a) Privacy

The White Lady from last week was parked S7(2)(a) Privacy their premises. The visibility of my clients shop is blocked by the White Lady.

Please confirm what steps Council and AT are taking to mitigate the problem

Kind regards

S7(2)(a) Privacy

On Tuesday, 25 January 2022, 01:08:36 pm NZDT, Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x> wrote:

Hi there,

Following your email that you sent on Friday and I received yesterday morning I spoke with TWL operator and sent him your photographs.

They agreed that they would move down further in the parking bay so that the issues with TWL and their till area being S7(2)(a) Privacy

should not be a problem. Last night (Monday night) was the first time where they moved further down in the parking bay.

Regards

Anita

From: S7(2)(a) Privacy
Sent: Tuesday, 25 January 2022 1:02 pm
To: Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x>
Cc: S7(2)(a) Privacy Tristan Monasterio <xxxxxxxxxxxxxxxxxxxxxxxxxxxx.xxxx>x
Subject: Re: White Lady, Commerce Street, Auckland CBD

Hi Anita

Thank you for your email. The manager of the convenience store has advised that The White Lady on both Saturday and Sunday evenings had not moved position at all and was parked directly outside their premises. Please confirm what steps Council and AT are taking to mitigate the problem.

Kind regards

S7(2)(a) Privacy

Sent from my iPhone

On 25/01/2022, at 7:47 AM, Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x> wrote:

Good morning,

Hoping things were better last night as I'm advised that TWL food truck moved down further in the parking bay

so that they were not S7(2)(a) Privacy door way.

The operators are aware that they need to move further down in the parking bay so hoping it will work out for both businesses.

Regards

Anita

From: S7(2)(a) Privacy
Sent: Monday, 24 January 2022 8:55 am
To: Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x>
Cc: S7(2)(a) Privacy Tristan Monasterio
<xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx.xxxx.x> Rick Bidgood (AT)
<xxxx.xxxxxxx@xx.xxxx.xx>
Subject: Re: White Lady, Commerce Street, Auckland CBD

Yes please- my client is desperate for a solution from AT / Council so as to eliminate the burden AT/Council has caused my client by allowing the White Lady to park in the current location.

Regards

S7(2)(a) Privacy

Sent from my iPhone

On 24/01/2022, at 8:30 AM, Anita Marsh

<xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x> wrote:

Good morning S7(2)(a) Privacy

Thank you for your email.

Are you happy for me to share the photos you have provided with the operators of the White Lady food caravan?

If you are then I will go back to them and discuss.

Regards

Anita

From: S7(2)(a) Privacy >

Sent: Friday, 21 January 2022 5:07 pm

To: Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x>

Cc: S7(2)(a) Privacy Tristan Monasterio

<xxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x> Rick Bidgood (AT)

<xxxx.xxxxxx@xx.xxxx.xx>

Subject: White Lady, Commerce Street, Auckland CBD

Importance: High

Dear Anita

Thank you for taking the time with your colleague Tristan to meet with me on Tuesday morning to discuss the severe impact the operation of The White Lady food caravan is having on my client who owns and runs S7(2)(a) Privacy on Commerce St.

As discussed and agreed with you, please see below numerous photos provided by the business showing the entrance being blocked by customers of The White Lady as they wait for their food to be prepared.

My client is experiencing:

1. His customers being blocked from entering his premises. This is only a problem when the White Lady is open for business. When asked to move away from his entrance the White Lady customers are frequently abusive and threatening. Often they are intoxicated and can create a threatening environment for my clients staff and customers. My client has numerous times spoken with the owner of The White Lady business about this but although relations with the business owner are amicable, nothing has improved. My client should not be left to suffer mentally, financially and physically as result of a third party making a decision to allow The White Lady to park in its current location. These problems are being caused as a direct result of the White Lady parking S7(2)(a) Privacy. My clients business opens S7(2)(a) Privacy in the weekends whereas so many other businesses on Commerce St are not. The problem could be so easily resolved if the White Lady was moved even 5-10 metres down Commerce Street. That way the problems outlined here disappear.
2. The cooking fumes from the White Lady extract end up entering my clients premises.
3. My client is constantly having to clean up vomit and food waste from his entrance way deposited by The White Lady customers.
4. The visibility of my clients shop is blocked by the White Lady.

The positioning of the White Lady S7(2)(a) Privacy has resulted in major adverse effects on my clients business and resulted in a loss of turnover, threats to staff and costs to manage the problem.

The Council/AT has permitted The White Lady to park where it is, and that decision is severely negatively impacting a long established existing business. This is not fair and not something I believe the Council or AT should be supporting.

My client is co-operative and has suggested that if The White Lady were to simply move the caravan down Commerce St by a matter for 5-10 metres the problem could be manageable.

I await your response as to how the situation will be rectified so that my client no longer experiences these severe adverse effects and his customers and staff can return to using the premises safely and free of intimidation and threats.

Regards

S7(2)(a) Privacy
S7(2)(a) Privacy
[Redacted signature block]

S7(2)(a) Privacy [Redacted]

[Redacted]

[Redacted]

[Redacted]

S7(2)(a) Privacy [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

S7(2)(a) Privacy [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

S7(2)(a) Privacy

CAUTION: This email message and any attachments contain information that may be confidential and may be LEGALLY PRIVILEGED. If you are not the intended recipient, any use, disclosure or copying of this message or attachments is strictly prohibited. If you have received this email message in error please notify us immediately and erase all copies of the message and attachments. We do not accept responsibility for any viruses or similar carried with our email, or any effects our email may have on the recipient computer system or network. Any views expressed in this email may be those of the individual sender and may not necessarily reflect the views of Council.