

**From:** [Jonathan Levell \(AT\)](#)  
**To:** [Anita Marsh](#); [Philip Lim \(AT\)](#); [Daniel Smith \(AT\)](#)  
**Cc:** [Mervyn Chetty](#)  
**Subject:** RE: White Lady, Commerce Street, Auckland CBD  
**Date:** Monday, 14 March 2022 4:27:23 pm  
**Attachments:** [S 7\(2\)\(a\) Privacy](#)

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Hi Anita

I appreciate [S 7\(2\)\(a\) Privacy](#) position but as I mentioned in the meeting it doesn't matter where the White Lady is there will be objections. AT feels that we have been more than fair with the White Lady as regards to trying to accommodate it. We consulted widely on the last move and we hand delivered the notices so that we were certain all the stakeholders knew about it.

I have nevertheless investigated the two options.

1. **Outside Barfoot and Thompson** this is a permanent bus stop which serve the 755 and 762 bus route. This runs to midnight and AT has no current plans to change this route. As the White Lady requires a space from 6.30pm this would not be suitable.
2. **Outside Kiwi Bank.** This stop will be used until at least November 2022 by the NX1 service while Lower Albert Street Bus interchange is being completed. After that the plan is to use it for the eastern Tamaki service which I am told runs beyond midnight. I believe that this location has been considered before and objections were raised for very similar reasons that the building opposite raised. The ability for buses and other vehicles to turn would be a limit as to how far the White Lady could be moved towards the junction with Customs Street. This would push it to back towards other businesses raising the same issues.

So in conclusion there really are no alternative options on Commerce Street. We have previously considered Gaunt St but the White lady considered it unsuitable and I have no doubts that the apartment building opposite would object.

Kind regards Jonathan

**Jonathan Levell**  
**Parking Design Team Leader**  
Level 2,  
20 Viaduct Harbour Avenue  
Auckland Central, Auckland, 1010

Description: Email-Signature



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**From:** Anita Marsh <@..>  
**Sent:** Monday, 14 March 2022 7:28 a.m.  
**To:** Philip Lim (AT) <@..>; Jonathan Levell (AT) <Jona.@..>; Daniel Smith (AT) <@..>  
**Cc:** Mervyn Chetty <@..>  
**Subject:** FW: White Lady, Commerce Street, Auckland CBD

Good morning,

Sending this through FYI – just wondering was there any consideration to outside the Kiwibank premises, or was that not suitable as well?  
Inspectors will be monitoring the area (late nights, early hours of the morning).

Regards  
Anita

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**From:** S 7(2)(a) Privacy  
**Sent:** Friday, 11 March 2022 7:19 pm  
**To:** S 7(2)(a) Privacy Anita Marsh  
<[.@..](mailto:..@..)>  
**Cc:** Tristan Monasterio <[.@..](mailto:..@..)>  
**Subject:** Re: White Lady, Commerce Street, Auckland CBD

Hi Anita,

I appreciate your attempt to solve the problem; however; what is happening is completely unfair for us. As you already know; our business is substantially impacted by this issue in addition to the pandemic's huge impact on our business.

As you know, we pay rents & taxes & other payments, so having another problem like this will increase the strain on us.  
In addition to that; we have five more shops in the city center to take care of, it's inconvenient for both of us to keep taking pictures and send it to you and wait for your reply etc. ..

I suggest that TWL park in front of the " Barfoot and Thompson" while it's closed; as they close early. Another suggestion would be to park in front of the "Kiwi bank" and the post office as they close early as well. "Kiwi Bank" is at the same side of where they park.

The concerned authorities should have taken into consideration the impact on the neighboring shops before giving licenses to the "TWL" to stop in S 7(2)(a) Privacy shop. I hope you take an action within days not weeks to alleviate the financial , mental & physical burden we are experiencing as a result of a decision to allow The White Lady to park in its current location.

Looking forward to hear from you.

Kind regards,

S 7(2)(a) Privacy

On Friday, 11 March 2022, 10:42:56 am NZDT, Anita Marsh <[xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x](mailto:xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x)> wrote:

Good morning,

Thank you for your email.

We will be monitoring the area over the next few weeks as we need to gather our own evidence or findings

and see if there is a solution that works for all parties. We had hoped that a previous solution had worked where TWL parked further down in the parking bay

however there is another business that has been impacted with that move, so we are looking at other possible scenarios.

Happy for you or your client to continue to send through pictures of what is occurring from their perspective.

I'll endeavour to keep parties updated.

Regards

Anita

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

Hi Anita and S 7(2)(a) Privacy

The White Lady from last week was parked S 7(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

S 7(2)(a) Privacy

On Tuesday, 25 January 2022, 01:08:36 pm NZDT, Anita Marsh <[xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x](mailto: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 directly in front of S 7(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

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**From:** S 7(2)(a) Privacy  
**Sent:** Tuesday, 25 January 2022 1:02 pm  
**To:** Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.x>  
**Cc:** S 7(2)(a) Privacy Tristan Monasterio  
<xxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx>x  
**Subject:** Re: White Lady, Commerce Street, Auckland CBD

Hi Anita

Thank you for your email. S 7(2)(a) Privacy, S 7(2)(c)(i) Information Supplied in Confidence has advised that The White Lady on both Saturday and Sunday evenings had not moved position at all and was parked S 7(2)(a) Privacy, S 7(2)(c)(i) Informa their premises. Please confirm what steps Council and AT are taking to mitigate the problem.

Kind regards

S 7(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 in front of the S 7(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

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**From:** S 7(2)(a) Privacy  
**Sent:** Monday, 24 January 2022 8:55 am  
**To:** Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>  
**Cc:** S 7(2)(a) Privacy Tristan Monasterio  
<xxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx> 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

Michael

Sent from my iPhone

On 24/01/2022, at 8:30 AM, Anita Marsh  
<xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx> wrote:

Good morning S 7(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:** S 7(2)(a) Privacy  
**Sent:** Friday, 21 January 2022 5:07 pm  
**To:** Anita Marsh <xxxxx.xxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx>  
**Cc:** S 7(2)(a) Privacy Tristan Monasterio  
<xxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx> Rick Bidgood (AT)  
<xxxx.xxxxxxx@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 S 7(2)(b) 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 **S 7(2)(a) Privacy** my clients business entrance. My clients business **S 7(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 directly in front of **S 7(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

**S 7(2)(a) Privacy**

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S 7(2)(a) Privacy [Redacted]

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# S 7(2)(a) Privacy



Sent from my iPhone

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