

BID	Summary of complaint	Comments	Date Received
One Warkworth	When the business association member purchased his property, two adjacent units were combined into one, and the occupying business was operating in both units. As the business association member technically owns two units, he is required to individual pay rates for each unit even though there is only one lease. The member insisted that there is justification for only one BID targetted rate to be charged.	Council staff explained to the ratepayer that the BID targetted rate applied to each ratable property.	August 2020
Hunters Corner	The complaint made allegations of certain individuals who are not members engaging in "proxy" voting during the Hunters Corner 2018 AGM, which these complainants believe should invalidate the election	Council staff advised the business association board of the requirements under their constitution that proxy voting was not permitted and that improvements should be made to their member registration processes to clarify who is the designated business representative/voter.	November 2019
Avondale	Complaints received about the committee that was serving on the Avondale BA board at the time - belief that the town center was being underserved and alleged that there was misappropriation of funds.	Council staff investigated the situation and found that there was a lack of clear documentation and reporting and reported the issues to the local board. Alongside this, they recommended that an audit be completed on the 2018 financial year and until resolved, that the targetted rate be withheld from being paid to the business association. In 2019, at the AGM, a new committee were nominated and voted in. The new committee has been working closely with Council to resolve the issues and improve their internal processes. Council staff reported to the local board in December 2019 confirming progress made and the BID targetted rate was reinstated and withheld funds are in the process of being paid over.	May 2019
Old Papatoetoe	Communication issue - AGM Election Process	Members notified council that they were being denied access of being able to take part in the AGM election. Council staff facilitated a number of discussions and provided membership templates and processes, working closely with the BID manager to ensure all BID members had the opportunity to take part in the AGM.	March 2019
Old Papatoetoe	Expulsion of members from the society	A member notified Auckland Council that they have been expelled. The Business Association's constitution sets out the process for managing members, including expulsion and reinstatement of members. Council has no authority over the constitution rules of an incorporated society.	February 2018
Old Papatoetoe	BID Programme Information	A member notified Auckland Council that they were not receiving information regarding the BID programme activities and events and were not invited to be involved. Council notified the BID manager and reminded them of the requirements under the BID policy which states that all BID members are required to have access to the BID programme deliveries and that BID members cannot be excluded to take part in BID activities, i.e. promotions and events.	February 2018