

Anita Marsh

From: Rob Abbott
Sent: Monday, 10 January 2022 8:24 am
To: Anita Marsh
Subject: FW: Customer escalation

Follow Up Flag: Follow up
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Morena Anita

As per our discussion just now see the notes from the call taker in the email below. I spoke to [S7(2)(a) Privacy] at 2.10pm on Friday 7 January who was reasonable to talk to and my extra notes are:

- Parks [S7(2)(a) Privacy] 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
- [S7(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 [S7(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 outside [S7(2)(a) Privacy]

Action:

- Get store owners details from [S7(2)(a) Privacy] and get first-hand account from them as to whats going on
- Then if there is evidence to support the complaint look at any solutions

Cheers

Rob

Rob Abbott | Alcohol Licensing Inspector & Principal Specialist
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From: Lei Ianusi <lei.ianusi@aucklandcouncil.govt.nz>
Sent: Friday, 7 January 2022 2:02 pm
To: Rob Abbott <Rob.Abbott@aucklandcouncil.govt.nz>
Subject: Customer escalation

Kia ora Rob 😊

Thank you so much for taking my call and assisting with this customer's enquiry – Please find the customer's details below and as well as the notes from while I speaking with the customer:

[S7(2)(a) Privacy]

Query: The customer stated that his client owns [S7(2)(a) Privacy] store on Commerce Street, which is being severely affected by a mobile stall/Street trader (The white lady) and advised that legal action may be taken against council, by his client, if the matter is not resolved soon.

The customer's client advised him that the white lady parks S7(2)(a) Privacy every night.

His clients store is affected by the strong smells and smoke from all the cooking that happens on the white lady which can fill his entire store for the duration of the food stalls working hours.

Another concern that his client has is the type of customer's the white lady attracts which is normally the drunk crowd, who are stopping for food after a night on the town. He said the white lady's customer's will usually stumble around or group around his client's store entrance which in turn blocks potential customers from entering.

He also mentioned that because the stall is parked S7(2)(a) Privacy – from a street front point of view, the food stall completely blocks the view of his clients store, which hinders business because no one can see that his clients store is open for trading.

The customer confirmed that his client has tried speaking to the owner of the white lady for the last 3-4 months but unfortunately nothing has come from it which is he is now calling council to look into the matter.

The customer wanted it noted, that this is a very serious and urgent matter which needs councils attention as soon as possible because his is affecting his clients turnover which in turn affects his clients livelihood. He also made it very clear that the only form of contact he wanted from council was a phone call.

Please let me know if you need anything else from me.

Nāku noa nā - regards

Lei Ianusi
Error Management (CSI)
Te Māngai o te Pokapū Whakapā | Customer Services Representative
Ratonga Kiritaki | Customer Services
Te Kaunihera o Tāmaki Makaurau | Auckland Council
Visit our website: www.aucklandcouncil.govt.nz

