

IN THE MATTER OF the Resource Management Act 1991

AND

IN THE MATTER OF 13 publicly notified resource consent applications by Te Tūāpapa Kura Kāinga – the Ministry of Housing and Urban Development (**MHUD**) to the Rotorua Lakes Council

STATEMENT OF EVIDENCE OF REGINALD JOSEPH HENNESSY

Introduction

1. My full name is Reginald Joseph Hennessy. I, along with my partner, own Hennessy's Irish Bar Rotorua (**Hennessy's**), on 1210 Tutanekai Street, Rotorua. I am the Bay of Plenty President for the Hospitality Association New Zealand (**HANZ**). A true copy of aerial and street view photographs of my business are annexed and marked as Appendix 1.
2. I submit this brief of evidence in support of Restore Rotorua to assist the independent Panel who I am informed will decide on the question of whether all of the Ministry of Housing and Urban Development's (**MHUD**) resource consent applications before the Council to convert motels in central Rotorua into emergency housing should be granted.
3. A true copy of a map showing the location of Hennessy's, and my former home as red dots is attached at Appendix 2.

4. I submit this brief of evidence from my perspective as a business owner in the central business district (**CBD**). This evidence is an update to my evidence submitted on 14 December 2021.
5. I understand that the CBD itself is actually about 1 kilometre north of the central Rotorua suburb Glenholme where many of the other residents are making submissions about their more recent observations there as they live closer to those motels identified as providing emergency housing. I am also a former resident of Glenholme myself and I can echo and confirm the similar observations they made in relation to what is seen and heard around Glenholme.
6. My evidence covers the adverse changes I have seen around the CBD area near my pub which date back to 2018 as a result of the existing concentrated motel-style emergency housing in central Rotorua suburbs, which include the CBD. Specifically, the increase in violence, anti-social behaviour and crime around my place of business.
7. From my perspective, the situation in the CBD has been in steady decline since 2018, and then after the first Covid-19 lockdown in April 2020 the intensity of emergency housing use in motels shifted from the CBD to Glenholme and along Fenton Street, the main street connecting the CBD to the south.
8. The intensification of activity with motels accommodating the homeless has gotten to the point that I am concerned about the viability of the tourism industry in Rotorua and the knock on effects of my business. Hospitality New Zealand wrote about the negative effects emergency housing has had on hospitality on 18 December 2019. This is attached at Appendix 3.

9. Trevor Newbrook, Chair of Restore Rotorua, has shared a list of confirmed emergency housing accommodation locations with me that was provided by the Ministry of Social Development. This list confirms my knowledge of the widespread use of emergency housing accommodation in Central Rotorua.
10. My evidence speaks to how the thirteen resource consent applications are likely to affect my family and my business.
11. I am familiar with the matters set out in this brief of evidence, and they are true to the best of my knowledge and belief. I am prepared, if required, to answer any questions concerning my brief of evidence from the Panel.

Work and life in Rotorua

12. I have almost 40 years of experience in managing pubs and taverns of all sizes. My experience ranges from managing the infamous Fountain Inn in Port Melbourne, in 1984 to 1987, to managing a range of pubs and taverns across Tauranga, Matamata, Waiatapu, Mangakino, and Rotorua. I have run a total of four inner city bars in Rotorua for 27 years and since coming here to permanently settle in 1994.
13. I first opened Hennessy's in 2002, nearly twenty years ago. I chose our location because it is around two kilometres from Fenton Street, which is our city's "golden mile" for tourism accommodation. The position of Hennessy's is strategic as it attracts both local patrons, and the high value domestic and international tourist market that regularly frequented Fenton Street on their way in and out of the city.
14. Hennessy's pre-2018 patron population was around 30% local residents, and 70% tourists, which comprised of around 50% international tourists, and 50% domestic tourists.

15. On 3 May 2015, an earthquake just north of Rotorua caused significant damage to Hennessy's which required a full-scale rebuild. During the rebuild, I made significant upgrades to the business; the whole pub was demolished, rebuilt, and newly fit-out. We invested close to a million dollars in the rebuild. On 10 December 2016 Hennessy's reopened our doors with new facilities and fit outs, but still with the familiarity that patrons over the years have come to love.
16. Hennessy's is a long standing and successful establishment in our city. We have become part of the fabric of the Rotorua business community, and we enjoyed huge success prior to 2018.
17. Prior to 2018, a big source of our revenue was group bookings after key sporting events and school events that included social netball and other social sports. This would be where groups of school children, families, supporters, or players would come to Hennessy's for dinner. We would get a large number of group bookings per year on average, it made up 12% of our annual revenue. This was a big part of our winter business. However since 2020 these group bookings had significantly reduced which I acknowledge was during COVID. By the end of 2021, COVID was less of a problem and sporting events and school events had started to come back to Rotorua. But now the people attending these events were no longer staying in Rotorua to have dinner and stay the night. They were instead going straight home or staying somewhere outside of Rotorua.
18. I believe that the reason these people no longer stay in Rotorua is due to social change and safety in Rotorua, and the fact that the cheap and middle brackets hotels that these large groups stayed in (especially school groups) are no longer available as they are used for emergency housing.

General observations of adverse environmental effects around the Hennessy's pub

19. Prior to 2018, Rotorua had a thriving city centre where locals and tourists alike were safe to enjoy the many sights, experiences, and attractions Rotorua has to offer.
20. Each day, I would drive from home, on 40 Sophia Street, to work at shifts starting either at 2:00pm, or 10:00pm. At 2:00pm, I would observe tourists walking our streets and exploring the city centre, and locals enjoying their daily walks. At 10:00pm, depending on the day of the week, I would either observe the quiet streets of Rotorua in the day, or the tourists and locals heading out to enjoy a meal, or night on the town, in the evening. A map showing the route I drove from my former home to work is marked in yellow in the map exhibit marked Appendix 4.
21. Rotorua had a great sense of community. Most locals know each other by name, and I would observe people stopping in the streets to talk to one another right outside our doors. I sadly no longer observe this. The local business owners have good collegiality and usually go to great lengths to support each other's businesses so that everyone gets to make the most of the commercial opportunities in Rotorua's tourism scene.

Changes in the CBD of Rotorua

22. In late 2018, there was a noticeable shift in the environment of Tutaneikai Street and the area surrounding Hennessy's in the CBD. It is my understanding, from the conversations I had with other local business owners at the time, is that this was the result of a large increase in emergency housing accommodation being provided in the inner city area.

23. It was later confirmed by the Council and NZ Police, during Council meetings on 13 December 2018, and 12 December 2019, that the increase in emergency housing was causing the increase in crime, and anti-social behaviour in the inner city. These meetings are discussed further below.
24. From the winter of 2018, the population of high-spending tourists and happy locals going about their day was largely replaced by a population of aggressive males, who began harassing and intimidating visitors, local residents, staff at local establishments, and our valued customers. It was not clear precisely where these males lived, but they seemed to regularly roam the streets targeting CBD pedestrians for money, food, or cigarettes.
25. On 6 December 2018, my concern about the decline in Rotorua's once great reputation as a safe and desirable tourism destination became so severe that I felt compelled to email an open letter to the mayor, to all Rotorua Lakes Councillors (**the Council**), and to Rotorua Members of Parliaments (**MP's**) (**the 2018 Open Letter**). The intention of my 2018 Open Letter was to begin a conversation with my local representatives to find solutions for the increasingly dangerous situation in the CBD that was quickly getting out of hand. A copy of the 2018 Open Letter is annexed and marked as Appendix 5. I will document the specific incidences that the 2018 Open Letter raised with the Council in paragraph 58 below.
26. The 2018 Open Letter gained overwhelming community support from people who were facing similar danger in the streets of Rotorua central. I subsequently realised that the impact of this letter was significant as a number of local business owners, and residents, started approaching me to share their own experiences.
27. On 12 December 2018, I sent an email documenting these experiences to the Council and MPs to supplement my earlier 2018 Open Letter ("the 2018

- Email"). A true copy of the 2018 Email is annexed and marked as Appendix 6.
28. On 13 December 2018, the Council held their monthly meeting where Geoff Williams, the Council's Chief-Executive, announced a joint-initiative between the Council and Police to address the anti-social behaviour in central Rotorua. A copy of the meeting minutes of the 13 December 2018 meeting is annexed and marked as Appendix 7.
29. Despite the Council's joint-initiative with the Police, the issue of anti-social behaviour, and addressing the growing lack of safety in central Rotorua, continued to be the one of the main points of discussion in Rotorua in 2019, and it has persisted to be an issue commonly discussed, to date.
30. On 14 January 2019, the *Rotorua Daily Press* ran an article that reported on the Council's premature celebration of a reduction in anti-social incidents in central Rotorua during the busy 2018-2019 Christmas and new-year period. I was quoted in the article forewarning our community of the significant impact the anti-social behaviour already had on Rotorua's reputation to many of our tourists, and an obvious correlation was drawn between anti-social behaviour in central Rotorua and the existence of emergency housing. A true copy of the 14 January 2019 Rotorua Daily Press article is annexed and marked as Appendix 8.
31. As anticipated, the improvement to anti-social behaviour in central Rotorua was short lived as incidents of aggression, harassment, intimidation, and violence once again dominated the streets of central Rotorua since 2019.
32. On 11 December 2019, I emailed the Council and MPs a second open letter to express my frustration at the lack of action taken to effectively address the increasingly unsafe situation in central Rotorua ("the **2019 Open**

Letter"). I explained that the increase in contracted security services have been ineffective to prevent, or address, the increasing anti-social behaviour in central Rotorua. I requested that the Council extend their net further to engage the resources of the government. I recommended the Council CCTV be monitored closely from 10:00am to midnight, from Sundays to Wednesdays, and 10:00am to 4:00am, from Thursdays to Saturdays, to enable the Police to promptly respond to the danger, and disturbance that has become so prevalent in central Rotorua. A true copy of the 2019 Open Letter is annexed and marked as Appendix 9. I will document the specific incidences that the 2019 Open Letter addressed in 58 below.

33. On 12 December 2019, the Police made a presentation during a Council meeting to discuss the progress of their 2018 joint-initiative in hopes to "turn the tide" on the increasingly unsafe situation in Rotorua. The first slide of their presentation confirmed the link between the increases in crime, and anti-social behaviour to the increase in MSD accommodation in the inner city. A true copy of the screengrab I took of the first slide of the Police's presentation is annexed and marked as Appendix 10.
34. Immediately following the Council's meeting, there were two days of strong police patrols on 14 and 15 December 2019 in central Rotorua. I observed that the increased Police presence in central Rotorua after 15 December 2019 appeared to have suddenly disappeared and in its place I observed contracted security guards replace the Police presence. From my observations the security guards appeared considerably less capable of containing or responding to the threatening behaviour and aggression exhibited in the central Rotorua area.
35. During the March 2020 Covid-19 alert level restrictions, the scale of homeless people moving into the central Rotorua suburb of Glenholme and living in tourism motels accelerated at a considerable rate. From my

observations during this time, it appeared obvious that the possibility of a safer Rotorua became even more remote.

36. Now if I stand outside of Hennessy's pub during daylight hours, I see that the streets are empty. Apart from one or two people that walk around, sometimes with blankets covering themselves.

Effects of transitional and emergency housing

37. Since the first lockdown, I continue to drive down Fenton Street to get to work for either my 2:00pm or 10:00pm shifts. The observations during my commute have drastically changed. Whether it is at 2:00pm, or 10:00pm, I see a lot of young children, between ages five to twelve years, playing on the main street of the busy thoroughfare that is Fenton Street without any caregiver or adult present to keep them safe. As a grandfather to three young girls, ages 23 months, three and seven years, it deeply saddens me to see children on the street, playing wherever they can (often unsupervised) because they are deprived of a home or any public greenspace to safely learn and play.
38. As of today, the motels along Fenton Street that were once well kept and had tourists occupying them, are now visually run down, and covered in litter. The lawns are not mowed and it appears there is an absence of motel management to clean the exterior and interior of the motels.
39. Noticeably, some motel windows became decorated with the gang memorabilia and gang colours. There are large dogs outside these motels that aggressively guard the little territory their owners were given to live in. The excitement and sense of pride in our city typically portrayed on Fenton Street for many decades has completely gone. The local residents have become fearful and uncomfortable and are no longer able to enjoy the city they once loved.

40. I have also seen a car being apprehended by police at PURE Motel and Guest House. A photo of this incident is attached at Appendix 11.
41. My partner, Sue Burnett, and I reached the point in early 2022 where we felt compelled to sell our home on Sophia Street, Glenholme. This was one of the sought after streets in Glenholme.
42. On one occasion in November 2021 I was walking my dog up Fenton Street, as I usually did, when a pit bull came running out of Malones Spa Motel towards my dog and I. When I stopped the pit bull from charging at my dog, three intimidating people came out of Malones Spa Motel towards me. An example of one of these loose dogs is attached at Appendix 12.
43. This was one of the last incidences that solidified our decisions to sell our home and move. We no longer wanted to live near where all of the issues have been occurring.
44. Despite thriving in this location for *over* 20 years, it has become apparent that Hennessy's is now marooned in the wrong location. We are unlikely to sell Hennessy's after decades of investment in our business, but we fear that drastic changes to Rotorua, also means our business would be facing difficult years ahead.
45. For example, this year I had to install new security cameras throughout our premises, including some which overlook our carpark at the back of Hennessy's, as a measure to keep my staff, and patrons safe, and to deter the many lawless opportunists from targeting Hennessy's. The receipts from purchasing new security cameras for Hennessy's is annexed and marked as Appendix 13.

46. There has been a large decline in business at Hennessy's as a result of the increasing use of motels in Rotorua central for emergency and transitional housing. Despite my early warning to the Council and MP's in 2018, the situation has become significantly worse, with more locations catering for emergency housing, and our tourism population steadily declining as there is a lack of locations to accommodate tourists.
47. Based on my conversations with patrons, and the feedback from my staff, the tourists that remain interested in visiting Rotorua are finding it hard to book accommodation in our city. They report that the few accommodation options left in Rotorua (which do not accommodate emergency housing occupants) tend to be less affordable, five-star accommodation. Hennessy's has experienced the direct negative impact first-hand because we have had a number of large group bookings cancel due to the lack of affordable accommodation available in Rotorua.
48. We are at the stage of no return for our business. Hennessy's has suffered significant financial loss from the state of Rotorua, due to the drastic changes to the appearance and safety of our city as a result of the excessive use of tourism accommodation as emergency and transitional housing.
49. I am very concerned for the survival of Hennessy's. In December 2016, Hennessy's value dropped significantly. I am too fearful to get our business revalued as I have reached my limit feeling a sense of loss and frustration at the decline in safety and in the economy of our city.
50. The situation of an extremely unsafe city, as a result of an influx of Rotorua central motels being used as emergency and transitional housing, has persisted since late 2018 at a worsening rate. The thirteen applications before the Council will have such a significant impact to the city's residents as it will make permanent the observations I record in this brief.

51. As I have outlined in my 2018 Open Letter and 2019 Open Letter, the problem has been escalating since 2018 and it needs to be addressed with solutions that improve the safety and economic potential of our community. If the Council decides to grant any of the applications, in light of what has already occurred and as I observed, it is likely to push many people out of the homes and businesses they have spent years investing in. I fear that our city will never be the same.

Staff retention

52. We have lost all forms of staff including cleaners, young girl staff members, and our bar manager. This is due to the fact that many staff have had knives pulled on them, objects thrown at them and they have been verbally abused which included threats to kill. I myself have also been physically abused and verbally abused.
53. Losing staff has had an immense impact on our business and has meant that in the last year we have been running on skeleton therefore we cannot lose any more staff. I now spend most days reassuring my staff around their safety.
54. We have struggled to hire staff and when we do we are unsure whether to be upfront about what is happening in Rotorua, or if we train them from the start about how to deal with them.
55. We hire a lot of staff that are backpackers or tourists which at this time have not been in Rotorua despite being present in Auckland, Queenstown and other cities. However when we have had them, they often walk home. However, with the safety issues in Rotorua, they have not been able to walk home. We often drive them home which creates stress for us and the staff. We have had someone quit due to transportation issues.

Specific incidents of effects as a result of emergency housing from motels in central Rotorua and the CBD

56. From 2018 to early 2020, I recorded a range of incidences which showed the unsafe environment that was created when a high concentration of motels near Hennessy's were used as emergency and transitional housing. The majority of incidences were recorded in the open letters I sent to the Council in 2018 and 2019. At this time I had become a representative for the community of local business owners on or around Tutanekai Street who were facing similar challenges. In early 2020, I stopped documenting the dangerous encounters because they became so common and upsetting that I no longer wanted to allow myself, or our community to become consumed by a situation well beyond our control.
57. In the 2018 Open Letter, I informed the Council, and MPs, of the increase in aggressive people roaming Rotorua central at all hours of the day and night, and the incidences of intimidating behaviour that I had observed first-hand. The letter included the following specific incidents:
- (a) On 30 November 2018, a large, aggressive man demanded and intimidated a backpacker, who appeared to be visiting Rotorua, into handing over the pizza that he had just purchased from Capizzi Pizza on 1198 Tutanekai Street (two doors north of Hennessy's).
 - (b) On 2 December 2018, a man harassed an elderly lady that had just parked in a disabled car park space outside the Robert Harris cafe on 1205 Tutanekai Street (across the road from Hennessy's). The elderly lady was not given the chance to exit her car before the man demanded that she give him money. The perpetrator then moved on to similarly harassing other people in cars nearby.

- (c) Hennessy's was facing a high staff turnover and a large strain on staff scheduling due to the serious safety concerns of staff who were no longer willing to work late night shifts. The issue of safety for all of our staff, in particular our young female staff, had become a repeat issue raised at staff meetings. For instance, many staff began reporting that they were unable to walk the short distances from Hennessy's to their homes or even to their vehicles due to the many threats or incidences of violence in our neighbourhood.
 - (d) The frequent frustration and embarrassment experienced by staff, including myself, in having to repeatedly ask people from the street to stop harassing and intimidating our patrons (or staff) for food, money and cigarettes.
58. In the 2019 Open Letter, I provided the Council and MPs with a list of further incidences experienced first-hand by my staff and I to illustrate that the matters covered in my 2018 Open Letter were far from addressed. In particular, the 2019 Open Letter outlined that:
- (a) On 9 December 2019, a group of approximately 20 young males attacked the owner of Capizzi Pizzeria with knives while he was working. The group of males continued on and approached Hennessy's where they threatened our patrons, and one of our staff members, with knives. The staff member told me that he felt less safe in Rotorua than he did on some of the known dangerous streets in the Philippines where he grew up. I called the Police immediately but the Police took over 20 minutes to arrive. Most of the patrons dining at Hennessy's were so shocked and disgusted by this behaviour that they quickly paid their tab, and left. The patrons that stayed until the Police arrived were in disbelief at their extremely delayed response in light of how serious and threatening the incident was.

- (b) On 11 December 2019, I received a forwarded email from the owner of Capizzi Pizzeria. The original email was sent to him by four international tourists who dined at Capizzi Pizzeria on the evening of 9 December 2019. The tourist's email stated that despite "a lovely dinner", their evening was disrupted by a group of unruly teenagers who yelled, pounded on the sign, stole cutlery, and threw dirt at patrons. The email recorded that the tourists observed the Council security chase the young teens, but were powerless to put an end to this anti-social behaviour. The email noted that the Police had failed to show up to address the incident 30 minutes after the Police had been called. The ordeal was described in the email as "troubling and frightening", and the writers explained they now understood why "few people come down here" despite Rotorua having "too much to offer to neglect." A true copy of the email forwarded to me is annexed and marked as Appendix 14.
- (c) On 10 December 2019, the perpetrators (from the incident on 9 December 2019) returned to Capizzi Pizzeria to taunt and intimidate the owner, yelling outside "the cops do nothing." Meanwhile, at around 6:30pm at Hennessy's, we had another large group of approximately eight aggressive teens show up who yelled at, and intimidated, the patrons dining and drinking at Hennessy's.
- (d) More generally, I informed the Council and MP's that due to the dangerous situation persisting in the central Rotorua, many local businesses, such as Robert Harris, Ronnies Cafe and Bakery, and the Furniture Shop, which are all within the same commercial block as Hennessy's, had shut down their businesses permanently. I informed the Council and MP's of the consistent feedback that local business owners were fed up and had begun to lose hope in the presence of constant fear and danger.

59. On 14 January 2020 Roger Martin, owner and operator of Happy Ewe Tours, a company which provides cycle tours around Rotorua, (on 1115 Pukuatua Street) emailed me. Roger's 2020 email documented a highly distressing account of his daily observations around the premises of his business. A true copy of Roger's 2020 email is annexed and marked as Appendix 15.
60. On 14 January 2020, I met with Alan Sciascia, the then HANZ regional manager for the Bay of Plenty and Waikato region (**Alan**), to discuss the events unfolding in central Rotorua as a result of the influx of transitional housing tenants in this area, and the impact this was having on Rotorua's hospitality industry. HANZ is a national and regional network consisting of hospitality business professionals who register as members of the HANZ. Alan typically engages with members of the HANZ over the years on all things experienced in our industry and provide support in the form of network-wide advocacy, membership economic data, education, HR and other support services. I forwarded Alan a copy of Roger's 2020 Email.
61. Immediately following our meeting of 14 January 2020, Alan forwarded Roger's email to Julie White, HANZ's CEO (**Alan's 2020 Email**) to ensure HANZ could amplify the ignored voices of those experiencing difficulty in Rotorua's hospitality industry as a result of these specific issues. A true copy of Alan's 2020 Email is annexed and marked as Appendix 16.

Impact to Rotorua's tourism industry

62. My biggest concern is that we are losing the Rotorua our community has worked so hard to build over many decades. I have always been so proud to live, and operate a business, in Rotorua, which had the reputation as "the jewel of tourism for the North Island".

63. Since the introduction of emergency housing to Rotorua in 2019, we have seen Rotorua lose its vibrancy, sense of community and safety. Rotorua has also had a massive deficit in supply of visitor accommodation in Rotorua. Tourists no longer want to stay in Rotorua, instead they are opting for other locations in the Bay of Plenty that can provide them a classic tourism experience where they are safe, and have ample choice of accommodation which can accommodate travellers with a range of budgets.

64. I am worried with the warmer weather coming that we will get more of the emergency housing occupants coming into the city, intimidating businesses and people, which will drive away tourists.

Reginald Hennessy

12 October 2022



**Hennessy's Irish Bar
(1210 Tutanekai Street)**

DATA SETS

Accuracy of property boundaries +/- 0.2m - 0.3m in urban areas and up to +/- 30m in rural areas. Property boundaries, titles, legal descriptions and legal areas sourced from LINZ.

Geyserview represents Council's most up to date compiled and published data. Council does not warrant the accuracy of the information represented by this map. LINZ Licenses. CROWN COPYRIGHT RESERVED.

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Aerial Imagery

1:1000 data set flown 2016, XY accuracy +/- 0.5m.
1:2000 data set flown 2016, XY accuracy +/- 0.5m.

0 21.10 42.2 Meters



Rotorua Lakes Council



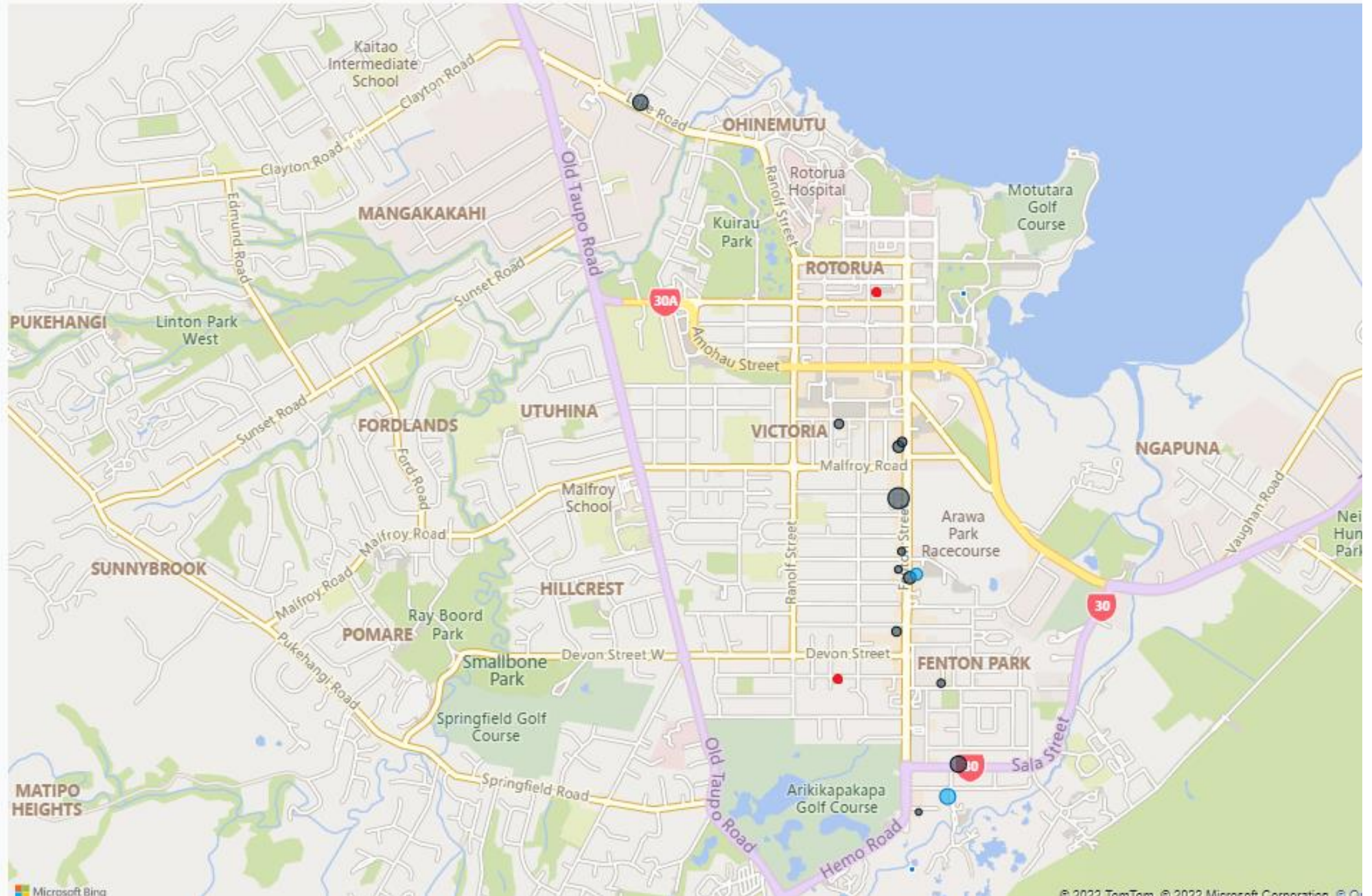
Rotorua, Bay of Plenty
Google
Street View - Jul 2021

Image capture: Jul 2021 © 2021 Google



Appendix 2

Accommodation Type ● Hotel/Resort ● Motel



Appendix 3

18 December 2019



Hon Kelvin Davis
Minister of Tourism
Executive Wing
Floor 9
Parliament
Wellington

Dear Minister

ROTORUA SOCIAL HOUSING ISSUE: SERIOUS CONSEQUENCES FOR THE ROTORUA TOURISM/HOSPITALITY ECONOMY IF ISSUES ARE NOT ADDRESSED IMMEDIATELY

The purpose of this letter is:

- To inform you of grave concerns held by Hospitality New Zealand about the seriousness of Rotorua's social housing issues; in particular, the use of commercial accommodation (motels, backpacker, hostels, holiday parks and camping grounds) for housing Ministry of Social Development (MSD) clients. We are concerned at the social impact this is having (in particular, rising crime and anti-social behaviour, especially in the Rotorua CBD). We are concerned at how this is impacting on local tourism/hospitality industry, local retailers, and the local community generally.
- To ask for your help, to urgently address this situation.

We appreciate the Government is wrestling with a housing crisis, and is implementing both short-term and long-term strategies to deal with that crisis. However, that crisis has presently manifest itself in a very problematic way in Rotorua, that is endangering the special status of that city as an internationally renowned hub of hospitality and tourism. The nub of the problem is the high and prolonged use of temporary accommodation, that is not fit for purpose, to house individuals and families. Resulting social problems are inevitable. There has been a direct and obvious correlation between this housing issue and a major and ongoing rise in serious anti-social behaviour in the Rotorua CBD (including violence, intimidation and robberies).

The current situation is at breaking point where the current and future reputation of Rotorua as a great, safe, and quality visitor destination is seriously at risk. In addition, the potential lingering effect on local residents' hesitancy to venture into the CBD area (particularly by senior citizens) and reluctance by Council and Rotorua Police to address the issue, because of perceived or real threats to residents/visitors' personal security and property. The victims of this crisis are:

- MSD clients, who are being funnelled into accommodation that is clearly not fit for purpose. The accommodation is inherently of a temporary nature. MSD clients are expected to "stay" somewhere, rather than having an opportunity to make a home for themselves. People in this situation have little opportunity and even less incentive to "put down roots" or to forge a meaningful connection with the local community. It is entirely predictable, and quite tragic, that a disproportionately high portion of members of this community, especially its youth, have become vulnerable to being caught up in anti-social behaviours.
- Rotorua residents, many of whom no longer feel safe in their CBD.

- Visitors (from New Zealand and from overseas) whose Rotorua experience is tarnished by being subject to anti-social behaviour that is now commonplace in the Rotorua CBD.
- Rotorua Police, who are faced with a situation they do not appear sufficiently resourced to deal with.
- Rotorua hospitality business owners, whose businesses are in jeopardy, as a result of damage to the tourism/hospitality industry being caused by this problem.
- Rotorua tourism/hospitality workers, who are in danger of losing their employment, as a result of damage being sustained by this industry.
- Other Rotorua business owners, especially CBD retailers, whose businesses are in jeopardy.
- Other Rotorua workers, especially CBD retail workers, whose employment is jeopardised by damage to the local economy.
- The wider Rotorua community, who will be impacted on by the damage to their local economy, and impacted on by the harm being caused to the wellness of their community.

Annexed to this letter are pages summarizing examples, incidents and numbers surrounding what has happened in Rotorua over the last two years, since the rapid increase in MSD Grants for Emergency Housing paid to motels and backpackers to house MSD clients. We believe these annexures make a compelling case, showing how serious the situation is. Those annexures include:

- Appendix A - Key facts and figures relating to the importance of the Rotorua tourism/hospitality ecology, and its recent decline.
- Appendix B – Example of Expression of International Visitor Safety Concerns.
- Appendix C – Example of Expression of Local Business Owner Safety Concerns.
- Appendix D – Rotorua CBD Alcohol Accord Meeting with CEO Rotorua Lakes District Council.

Set out immediately below is our proposal for dealing with this crisis, including our proposed solution for immediate purposes (2019/2020 holiday season), our proposed short to medium-term solution (from February 2020), and our proposed long-term response.

Proposed solution for immediate purposes (2019/2020 holiday season) – Greater Police resources for Rotorua CBD

One quick solution which is likely to see immediate benefit in the Rotorua CBD is for central Government to provide emergency funding for increased Police patrols in the CBD.

In December of 2018 the issue came to a head via a front-page article in the Rotorua Daily Post "*retailers, shoppers and tourists have endured weeks of threats, violence, intimidation and abuse from some people who use or are associated with users of the night shelter on Pukuatua St.*" The result of that article was an immediate increase in Police patrols which deterred the protagonists from coming into the CBD.

A subsequent follow-up article published in the Rotorua Daily Post one month later reported "*A noticeable drop in antisocial behaviour and crime in the Rotorua CBD is being applauded by the Rotorua Lakes Council and Police.*"

We are of the firm belief that these Police patrols do work. Although the Rotorua Lakes Council does fund foot patrols by security guards, the people causing the problems know that they cannot be touched by such patrols. Shortly after the Police patrols stopped in early 2019, the problems from 2018 returned.

Proposed Short to medium-term solutions (from February 2020) – Recognising the social cost of housing families in temporary accommodation

We believe MSD must recognise the social cost of housing families in temporary accommodation, and make a greater commitment that any use of this sort of accommodation will be a last resort and subject to strict

time limits. There needs to be a short and finite time-limit, strictly applied, for how long families or individuals can be accommodated by emergency housing providers.

The original criteria for Emergency Housing (see exploratory study January 2017) was that "*households can use for up to seven days stay in (mainly) motel accommodation when there is no accommodation available through providers*". Similarly, the latest Public Housing Quarterly Report issued by the Ministry of Housing and Urban Development states "*The EH SNG pays for short-term accommodation for up to seven days at a time*". However, at a forum called by Rotorua Assn of Motels earlier this year an executive of MSD admitted that housing is being provided for a much longer period and at that time the longest was for 49 weeks. It needs to be acknowledged that while the limit of seven days is inappropriate and is seldom applied, it is also inappropriate for families to be housed for upwards of a year in an environment which is designed for short-term use.

We are concerned at this poverty trap, especially with the link to extended use of housing that is not fit for purpose, anti-social behaviours and damage to the hospitality and tourism industry.

Proposed Long-term response (addressing residential properties being used commercially for short-term accommodation and the effect on New Zealand's housing shortfall)

We appreciate that the long-term solution to New Zealand's housing shortfall is multi-faceted, and it involves issues the Government is dealing with, and most of the issues are beyond the expertise of Hospitality New Zealand. However, HNZ believes that a significant contributing cause of this housing problem is the explosion in residential properties being used commercially for short-term accommodation (e.g. Airbnb, Bookabach etc).

Data sourced from www.airdna.co shows that in excess of 40,000 such properties are active across New Zealand (and 1,000 in Rotorua alone). These properties are not available as rentals for families to live in, and this contributes to this housing crisis.

A major reason for the explosion in residential properties being used commercially for short-term accommodation is because of legal anomalies and disparities. Short-term accommodation providers receive unfair financial advantages over hotel and motel owners, and compliance advantages allowing "cowboy" short-term accommodation operators to avoid regulation.

Hospitality New Zealand believes this part of the wider (housing) issue could be addressed if:

- Central Government required all TLAs to impose a targeted rate on residential properties operating as a provider of short-term accommodation (creating a more level financial playing-field for rates purposes).¹
- Central Government defining what a commercial enterprise actually is (creating a more level playing field for compliance issues, including safety and fire risk obligations, that arise under resource managements legalisation and building consent rules).²

¹ Ruapehu District in its recent 2019/2020 Annual Plan imposed "*A targeted rate to part fund Economic Development and the Regional Tourism Organisation, on the basis of a fixed amount assessed per SUIP of every rating unit that is advertised in any form as providing short term accommodation*". As part of this process, Ruapehu District Council staff compiled a register of all such properties to ensure that they were able to identify all applicable properties. Within a few short weeks Ruapehu District were able to positively identify 80% of all such properties.

² Many TLAs impose separate rating for commercial businesses as compared to residential properties. For instance, in Rotorua the Council website states the following in regards to rating differentials "*a multiplier is applied to the general rate so that some ratepayers will pay more or less of this rate. The main reasons for applying a rates differential are to reflect differences in the levels of services received or used, and to reflect the different ability of groups of ratepayers to pay. Current differentials are 1.9 for business and 0.85 for*

- Central Government requiring various Ministries to share their information database with all other Ministries (assisting with enforcing a level playing field).³

The changing short-term accommodation marketplace has seen a large number of residential properties converted to short-term accommodation effectively making them mini-motels. If the above long-term steps were undertaken this would help ensure all such businesses operate on an equal footing, and remove undue encouragement for people to convert more homes.

In Summary

Rotorua is a unique part of New Zealand. We believe it is in all of our best interest for the Rotorua hospitality and tourism industry to be part of a vibrant, positive, safe and convivial restaurant, café and food/beverage scene, operating alongside a healthy retail sector. Rotorua should be able to present itself as a great place to relax, unwind and enjoy the great hospitality and manaakitanga that local operators have to offer to our visitors and to the local community. However, all of this is in serious jeopardy.

Hospitality New Zealand urges you to speak with Parliamentary colleagues and key agencies before the Christmas holiday break, and before the situation gets further out of control and New Zealand has another serious reputational issue to manage. We believe action must be taken before the holiday season begins.

Kind regards

Julie White

Chief Executive

Hospitality New Zealand

C.C. Hon Megan Woods – Minister of Housing and Urban Development

Hon Stuart Nash – Minister for Police

Hon Anne Tolley - MP for East Coast

Hon Steve Chadwick – Mayor of Rotorua

Tamati Coffey – MP for Waiariki

Kiritapu Allan – List MP

Todd Muller - MP for Bay of Plenty

Todd McClay – MP for Rotorua

rural residential." Effectively Rotorua commercial properties currently pay twice the level of property rates than do residential properties.

³ On 1 December 2019 an article published in the NZ Herald (copy attached) announced that Inland Revenue is mining data from the Airbnb website to identify which residential properties were being used commercially and should therefore be declaring income from that commercial activity. This data needs to be shared with other departments so that not only is tax being correctly accounted for, but local body charges are also being imposed on such properties.

Appendix A - Key facts and figures relating to the importance of the Rotorua tourism/hospitality ecology, and its recent decline

- Ministry of Housing and Urban Development Public Housing Report for the quarter ended September 2019 shows over \$6 million spent by MSD on emergency Housing Grants in the Bay of Plenty Region (compared to \$4.57 million in the June 2019 quarter). Of this total, \$4.48 million was spent in Rotorua District (compared to \$3.36 million in the June 2019 quarter). This equates to \$345,000 per week spent in Rotorua over the September 2019 quarter
- <https://www.hud.govt.nz/assets/Community-and-Public-Housing/Follow-our-progress/September-2019/Housing-regional-factsheets-September-2019/81824d1fa4/Housing-regional-Factsheets-September-2019-Bay-of-Plenty.pdf>
- The corresponding totals for September 2018 were \$1.39 million BOP and \$0.86 million Rotorua. The total BOP figure for December 2017 was under \$400k (no separate figure available for Rotorua)
- Advice from Rotorua MSD staff is that they use 35 providers to house the various individuals and families housed via the Emergency Housing Grants. This means that on average each provider is funded \$10,000 per week through the September 2019 quarter.
- In a Rotorua Daily Post article dated 5 October 2019 it was identified that Spa Lodge Motel was paid over \$800k in the year ended June 2019 while Grand Treasure Hotel was paid over \$700k in the same period https://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=12272178
- Visitor Arrivals into NZ rose by 30% in the past five years and 50% in the past ten years (source Statistics NZ)
- <https://figure.nz/chart/3wdeCHBIP84nSEp7>
- The amount spent by international tourists in Rotorua has declined in the past three years (source MBIE)
- <https://figure.nz/chart/ILFPXEpzJc6tN7xx-xf6AZYBr2bjkQji>
- On 14 January 2019 the Rotorua Daily Post reported that a combined effort from NZ Police and Rotorua Lakes Council saw a reduction in street related crime and anti-social behaviour
- https://www.nzherald.co.nz/rotorua-daily-post/news/article.cfm?c_id=1503438&objectid=12189564
- On 17 August 2019 a serious fight between various gang members took place at Ponsonby Rd, a bar owned by Labour MP Tamati Coffey. This resulted in one person being arrested, one person hospitalized and one other person received hospital treatment for their injuries.
- https://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=12259517
- On 19 November 2019 a number of Rotorua business owners and managers met with the CEO of Rotorua Lakes Council Geoff Williams and a number of his executive staff. During that meeting discussion centred around the increasing incidence of assaults and anti-social behaviour which has arisen since the Police reduced their street patrols earlier in the year. Seven of the business owners reported they had been personally assaulted in recent months (including one woman who owns a local hairdressing salon and one man who runs a local Lotto Shop). The business owners called on Rotorua Lakes Council to help counter this increasing problem. At the time of writing there has been no report back from Rotorua Lakes Council as to what solutions are being considered or proposed.
- **Local Rotorua businesses are reporting significant impact on their business from the increasing incidence of anti-social and at times criminal behaviour in the CBD and corresponding loss of customers.** In recent weeks the following **15** Rotorua businesses have closed (unprecedented with the coming peak summer trading season just around the corner.
 - a. The Meat Shoppe
 - b. VCs Bar
 - c. Health 2000
 - d. Backdoor Surf Shop
 - e. Rotorua Secondhand Mart

- f. Prendergast Furniture
- g. Webbs Shoes & Sole Outlet
- h. Bill Davis Sports
- i. Texas Chicken (two stores)
- j. Ronnies Café and Baker
- k. Robert Harris (Tutanekēi Street)
- l. Robert Harris (Rotorua Airport)
- m. Chatterbox Restaurant
- n. Asian Superette
- o. The Body Shoppe

Appendix B – Example of Expression of International Visitor Safety Concerns

From: Susan and Keith Findley <susanandkeithfindley@gmail.com>

Date: 9 December 2019 at 8:50:50 PM NZDT

To: hennessys.ltd@xtra.co.nz

Cc: Les Mirkin <lesmirkin@gmail.com>

Subject: Tourist's concerns

We are tourists from Madison, Wisconsin, in the U.S. We enjoyed a day today visiting cultural and natural sights in Rotorua but were surprised when we came into town for dinner to find it mostly deserted. We had a lovely dinner at Capizzi Pizzeria, but it was disrupted by a group of teenagers who pounded on the restaurant's sign, yelled, stole cutlery from the tables, and threw dirt and potted plants at another patron and the front counter in the restaurant. Security followed the youths down the street but said they couldn't do anything. The restaurant's owner promptly called police but as of this writing, more than 30 minutes later, no one has yet shown up. The ordeal was very troubling and frightening to the owner and to our families. We now understand why so few people come down here, but we find it very sad and hope more can be done to protect the establishments and guests in this area. It has too much to offer to neglect it so.

Keith and Susan Findley

Les and Denise Mirkin

Appendix C – Example of Expression of Local Business Owner Safety Concerns

On 6/12/2018, at 7:36 PM, The Team <hennessys.ltd@xtra.co.nz<mailto:hennessys.ltd@xtra.co.nz>>> wrote:

An open letter,

We are driven to this because it's a problem that is getting out of hand and being ignored by too many people with the power to make a difference. We are sending copies to all Rotorua Lakes Councillors, CEO Rotorua Lakes Council and our local MP's. We have chosen to bring this issue to your attention because of our extreme concern at a dire and worsening problem, which is an indictment on us all, but beyond the ability of ourselves alone to fix. But we feel a responsibility to point it out and draw attention to the behaviour and number of people roaming our streets; not shoppers, not tourists but generally aimless, predominantly male, possibly homeless individuals - before something very serious happens. We have also chosen not to voice our concerns through the media for the obvious reason that we want someone to fix this, not sensationalize or use a sad situation for any other purpose.

Along with our staff many other retailers and hospitality people, locals and visitors to our wonderful city are encountering a huge growth in the number of aggressive people roaming our streets throughout the day and night. And while we believe people may have a right to be on the street, they also cannot behave in the annoying, threatening, erratic or bizarre, intimidating and worst of all, frightening manner that is becoming more and more prevalent and is in no way acceptable.

Our staff at Hennessy's are quite frankly sick of telling individuals to GO AWAY, and are quite frankly embarrassed by it as well. Tourists and locals sitting down enjoying their lunch & a drink have people up not only asking them for cigarettes and money but now demanding the food off their plates! Last Friday my daughter Hillary & I witnessed a large aggressive guy walk up to a guy who looked like a back-packer walking out of Capizzi Pizzeria with a pizza. The Street person screamed at the pizza carrier and demanded the pizza, the poor guy just handed over the box looking very intimidated and hurriedly walked off! What a spectacle to witness for visitors to our country!!

This Sunday morning while putting out the menus on the front tables we saw a large man walk up to the window of a elderly lady's car which had just pulled into the disabled park outside Robert Harris Cafe, stand over the car and lean in. I obviously couldn't tell if she handed over the money demanded. I'm not sure how she responded to this, but I did note that she was quite small and frail when she eventually got out of her car and walked into the cafe; the man had moved on to another car asking for money. I'm concerned that this sort of event will put off older people from coming into the CBD if they feel uncomfortable and threatened. I believe that older folk should be able to move safely about the streets in broad daylight and not be accosted before they even get out of their cars by anyone! I myself have intervened on numerous occasions, stepping in and telling people to leave others alone – resulting in us getting a rock thrown through our front window in March last year. The guy was caught by the police, but is still wandering the streets in what I can only describe as an increasingly very unstable, volatile state; quite often stepping out between cars by the Rotorua Drycleaners corner wiping cars for money, he's been spotted up the sculpture outside The Pig & Whistle for 20 minutes at a time and threateningly 'eyeballing' my staff.

Also my staff feel very unsafe on many nights while locking up as they have to leave through the Haupapa Street Carpark to either get into their car or walk out the access, some are young females and walk to units where they live. This was brought up again at our Senior Staff meeting just yesterday and I feel it is my responsibility to act on their concerns. We have actually also lost staff through this and had to alter shifts to protect staff from shifts where they feel unsafe and fearful. I am sure that Hennessy's is not the only business that is finding the safety and well-being of their staff an issue.

I must point out that I have run inner city bars in Rotorua since 1994. I have also run taverns and hotels from 1985 in Melbourne (infamous Port Melbourne in the 80's), Tauranga, Matamata, Waiatapu, Mangakino and Rotorua. Some of these premises were less than what would be acceptable in today's standards and the clientele were also less than what would be acceptable in today's standards i.e. gangs, drug-dealers, gangsters and some just not very nice people - a totally different clientele in a totally different era. And yet today I am more concerned now than I have ever been before. I worry where our inner city businesses are heading in the future if no one really steps up to the reality of the situation and deals with the burgeoning problem on our streets and what's really going on. We like many businesses have made a huge investment into this town and we don't want to see our business eroded by the sort of behaviour that is being tolerated by authorities and agencies on our streets every day. At present business is strong which reflects the current high levels of domestic and international tourism - but I really wonder with the stories the tourists are telling us how long we will be able to enjoy sharing Rotorua with visitors before our reputation results in a decline in visitors and/or how long before one of the street people commits a really serious crime. I have noticed a huge increase in numbers of people on the street and increasingly brazen and aggressive behaviour. I have honestly had so many people coming to me including people from the hospitality industry, other retailers and Rotorua residents pointing out similar issues and asking what can be done. I guess I've been in the industry in the heart of Rotorua for a long time now and have a reputation for not putting-up with unacceptable behaviour so that's why people are turning to me as a voice to be representative.

I know the police will possibly come back with a different spin on this and tell us all is well or under control - but not only do I know that they won't want to acknowledge the seriousness of the problem that is in front of us, but I also believe it's not a police issue; this is a community issue which needs to be confronted head on by our Council with the complete support of our three local MP's who represent the three major parties in parliament. The issues we are having are from a growing group of people who are behaving in increasingly more anti-social ways and shouldn't be left to roam the streets intimidating others in our busy, vibrant tourist-driven CBD.

I know Auckland Council are working on getting vehicles off the streets of Queen Street to make them safer, maybe Rotorua could be the Council which gets the standards of behaviour back so people feel safe on their streets.

Kind regards,

Reg Hennessy

Hennessy's Irish Bar
1202-10 Tutanekei Street
Rotorua.

S: PO Box 2256, Rotorua 3010

C: 0272298827

P: 07 3437901

W: hennessys.co.nz<<http://hennessys.co.nz>>

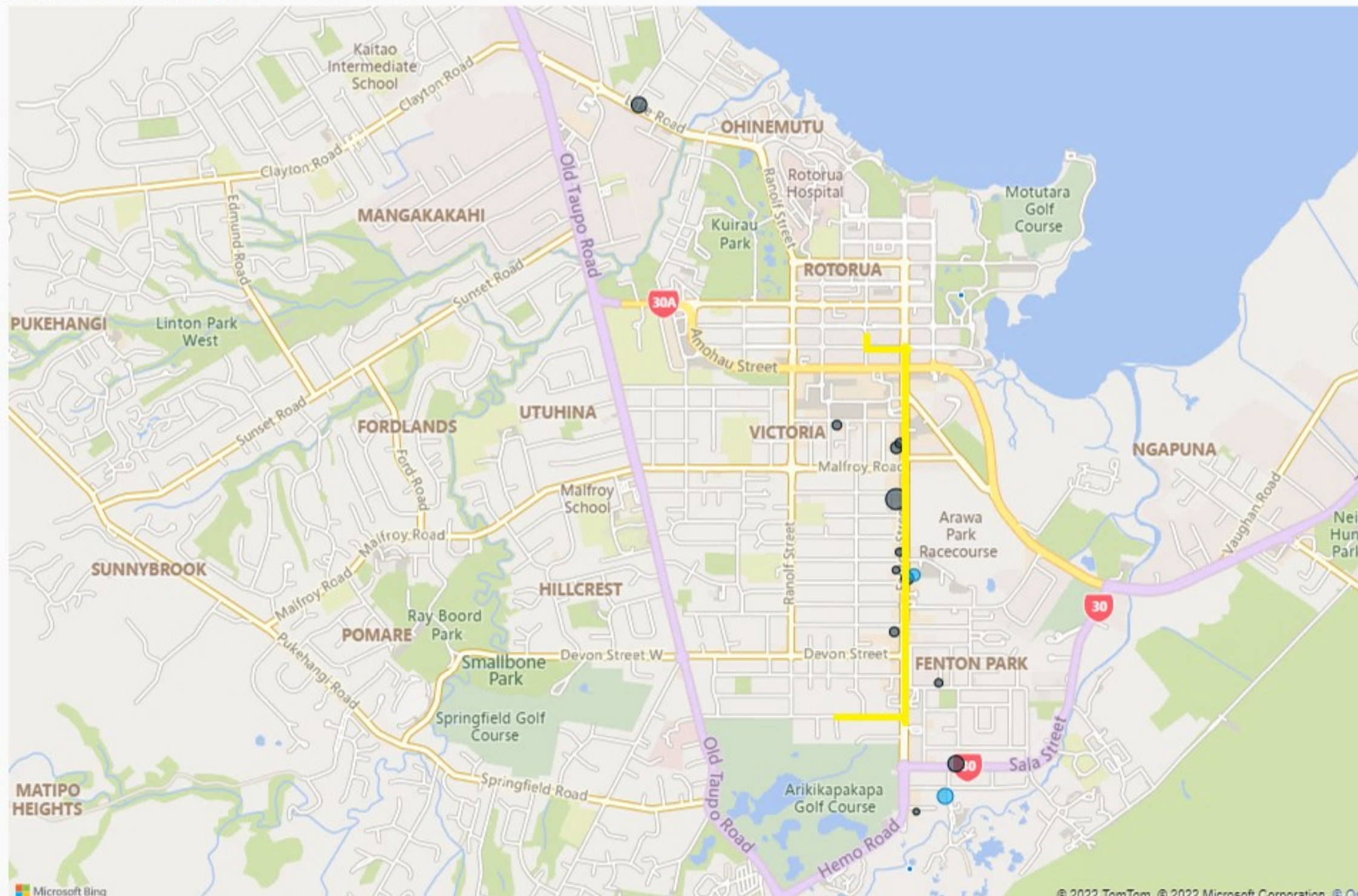
Appendix D – Rotorua CBD Alcohol Accord Meeting with CEO Rotorua Lakes District Council

(taken from email dated Wednesday 20 November 2019 recording meeting)

Hospitality NZ Branch Secretary Alan Sciascia writes this as Secretary of the Rotorua CBD Alcohol Accord.

- From Alan to Geoff: Thanks very much for making yourself available to discuss concerns about disorderly behaviour in the Rotorua CBD. As was evidenced by those who attended, the problem is serious such that seven of those who attended today have been physically assaulted in recent months (including two women and two non-hospitality businesses). It has certainly gone beyond misbehaviour and we fear that soon a Rotorua resident or a visiting tourist will be seriously injured.
- Just to clarify a few points which arose at the meeting.
- Tim Smith (co-owner of Ponsonby Rd) is quite right in saying that there was not a stabbing at his premises. The serious assault which occurred back in August did result in a person being hospitalised with serious injuries however there is no evidence to suggest that the incident included a stabbing.
- The incidence of problems in the street (assaults, intimidation etc) has increased in the past 12 months. This has occurred at the same time as Rotorua has had an explosion in MSD funding the accommodation of families in motels (some moving to Rotorua from other regions). The MSD September Public Housing report for BOP shows that MSD provided \$4.48m in the September 2019 quarter in Rotorua alone (equates to \$345,000 per week). I'm advised by MSD that they currently contract 35 accommodation providers for emergency housing, most of them motels and backpacker establishments. This compares to \$0.86m in September 2018 and \$0.21m in June 2018. The latest spend is more than five times what it was a year ago and twenty times more than fifteen months ago.
- There is evidence that tourists are avoiding staying in Rotorua overnight. Stats show that International Tourism numbers are increasing (visitor arrivals up 50% nationally over the past ten years and up 30% in the past five years) however occupancy in motels and backpackers are on a slow decline in the past couple of years while hotels and holiday parks are static. While some of this is likely due to the expanding Airbnb market in Rotorua there is little doubt that some tourists are opting to stay elsewhere and travel to Rotorua on day-trips only. This graph clearly shows that international tourists are spending less on Rotorua Accommodation now than they were three years ago.
- This time last year saw Council, Police and others work together to address the problem which was then evident. This did see a marked improvement (See Daily Post article January 14 2019). However, it appears that the Police requirement to withdraw or reduce such patrols has seen an increase in anti-social behaviour (evidenced by the seven Rotorua business owners at today's meeting who have been physically assaulted in recent months).
- We accept that the ideal would be for all such incidents to be reported to the Police so that reliable data can be accumulated. However, as Mr Hennessy pointed out, licensees are often reluctant to do so as that same data can be and often is used by Police against licensees during the licence renewal process which is required every three years. Perhaps council could provide a conduit for gathering such information?
- We understand that the CBD does have CCTV in place, and it is periodically monitored by council personnel. Perhaps consideration could be given to increasing the monitoring of street behaviour to identify common culprits and places where problems occur. The problems are not restricted to the hours of darkness, often it happens during traditional business hours
- It is accepted that there is no simple answer to this growing problem, and it will likely require a concerted effort from Council, Police, MSD, DHB, local businesses and community groups.
- The Rotorua CBD Alcohol Accord is prepared to work with the regulatory authorities in an effort to address this problem and hopefully achieve a solution before Rotorua's reputation as a tourist destination is tarnished. HNZ is happy to share correspondence from Council (or any other party) to the Rotorua CBD Alcohol Accord members.

Accommodation Type ● Hotel/Resort ● Motel



From: The Team [mailto:hennessys.ltd@xtra.co.nz]

Sent: Thursday, December 6, 2018 7:36 PM

To: 'Steve Chadwick'; 'geoff.williams@rotorualc.nz'; 'Dave.Donaldson@rotorualc.nz'; 'Peter.Bentley@rotorualc.nz'; 'Mark.Gould@rotorualc.nz'; 'Karen.Hunt@rotorualc.nz'; 'Rob.Kent@rotorualc.nz'; 'Raj.Kumar@rotorualc.nz'; 'Trevor.Maxwell@rotorualc.nz'; 'Merepeka.Raukawa-Tait@rotorualc.nz'; 'Charles.Sturt@rotorualc.nz'; 'Tania.Tapsell@rotorualc.nz'; 'Todd McClay MP'; 'tamati.coffey@parliament.govt.nz'; 'fletcher.tabuteau@parliament.govt.nz'

Subject: CBD Concerns Rotorua

An open letter,

We are driven to this because it's a problem that is getting out of hand and being ignored by too many people with the power to make a difference. We are sending copies to all Rotorua Lakes Councillors, CEO Rotorua Lakes Council and our local MP's. We have chosen to bring this issue to your attention because of our extreme concern at a dire and worsening problem, which is an indictment on us all, but beyond the ability of ourselves alone to fix. But we feel a responsibility to point it out and draw attention to the behaviour and number of people roaming our streets; not shoppers, not tourists but generally aimless, predominantly male, possibly homeless individuals - before something very serious happens. We have also chosen not to voice our concerns through the media for the obvious reason that we want someone to fix this, not sensationalize or use a sad situation for any other purpose.

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*Kind regards,
Reg Hennessy*

Hennessy's Irish Bar
1202-10 Tutanekei Street
Rotorua.

S: PO Box 2256, Rotorua 3010
C: 0272298827
P: 07 3437901
W: hennessys.co.nz

From: The Team [mailto:hennessys.ltd@xtra.co.nz]

Sent: Wednesday, December 12, 2018 2:41 PM

To: 'Steve Chadwick'; 'geoff.williams@rotorualc.nz'; 'Dave.Donaldson@rotorualc.nz'; 'Peter.Bentley@rotorualc.nz'; 'Mark.Gould@rotorualc.nz'; 'Karen.Hunt@rotorualc.nz'; 'Rob.Kent@rotorualc.nz'; 'Raj.Kumar@rotorualc.nz'; 'Trevor.Maxwell@rotorualc.nz'; 'Merepeka.Raukawa-Tait@rotorualc.nz'; 'Charles.Sturt@rotorualc.nz'; 'Tania.Tapsell@rotorualc.nz'; 'todd.mcclay@parliament.govt.nz'; 'tamati.coffey@parliament.govt.nz'; 'Fletcher.Tabuteau@parliament.govt.nz'

Subject: Other points of view

I am sharing two stories brought to my attention following my letters:

(From a CBD Retailer) We have them out the front of my store sitting in my furniture that is for sale... Fighting and swearing abuse in the middle of the day, last week we had a guy hassle woman and then verbally abuse people who were parking to come into my store... The people were scared... This guy then proceeded to strip down and offer himself to a passerby, I then witnessed this man go up to a man parked out front and started throwing punches through his window.. when the police finally arrived 30 minutes later he had started a street brawl People were terrified and I was just disgusted... I have had 2 guys drive up to my door, run in steal a buffet and drive off, I've had a young couple who were fighting middle of the day run in and grab barstools to use as weapons on each other... I'm over it too.. teenagers who loiter around asking for smokes or money and if u say no, they spit at me or on my furniture. Something has to be done in this town with the thugs who think they are higher than the law...

(Another story) My 15 year old daughter and her friend were abused at the bus stop by isite because they sat away from the drunk/drugged guy who was sitting on one of the other benches.

He swore at them, yelled at them, abused them and really frightened them. They got up and left the bus stop and luckily I work nearby so they were able to sit there until I was done to take them home.

It's disgusting...they should be able to catch a bus in their home town. They should be able to spend an afternoon in town and catch the bus home.

What if I didn't work nearby? What if they were tourists and didn't have a mum nearby they could go and feel safe at?

This has to stop. Our kids deserve to feel safe in the town they live in.

Reg Hennessy

Hennessy's Irish Bar
1202-10 Tutanekai Street
Rotorua.

S: PO Box 2256, Rotorua 3010
C: 0272298827

ROTORUA LAKES COUNCIL

Minutes

**Council meeting held Thursday, 13 December 2018 at 1pm
in the Council Chamber, Rotorua Lakes Council**

MEMBERS PRESENT:	Mayor Chadwick (Chairperson) Cr Bentley, Cr Donaldson (Deputy Mayor), Cr Gould, Cr Hunt, Cr Kent, Cr Kumar, Cr Maxwell, Cr Raukawa-Tait, Cr Sturt, Cr Tapsell
APOLOGIES:	None.
IN ATTENDANCE:	S Trumper, Rural Community Board P Thomass, Lakes Community Board
STAFF PRESENT:	G Williams, Chief Executive; J-P Gaston, Group Manager Strategy; T Collé, CFO/Group Manager Business Support; H Weston, Group Manager Operations; S Michael, General Manager Infrastructure; M Morrison, Kaitiaki Ahurea Maori; C Tiriana, Manager CE's Office; O Hopkins, Manager Corporate Planning & Governance; S Brown, Manager of Arts & Culture (part); I Tiriana, Council Communications Manager; B Stirton, Property Manager; I Stabler, Senior Project Manager; J Ward, Manager Planning & Development Solutions (part); K Dahm, Team Lead Planning (part); P McKenzie, Strategic Development Manager (part); R Dunn, Governance Lead; M Bell, Business Support Co-ordinator; C Peden, Governance Support Advisor.

Mayor Chadwick welcomed councillors, members of the public, media and staff to the Council meeting.

**1. KARAKIA WHAKAPUAKI
OPENING KARAKIA**

Cr Tapsell opened the meeting with a karakia.

**2. NGĀ WHAKAPAAHA
APOLOGIES**

None.

**3. WHAKAPUAKITANGA WHAIPĀNGA
DECLARATIONS OF INTEREST**

None.

**4. NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE
URGENT ITEMS NOT ON THE AGENDA**

A verbal update was given by the Chief Executive on a joint-initiative by Council and Police to address anti-social behaviour in the CBD.

**5. TE WHAKAŪ I NGĀ MENETI
CONFIRMATION OF COUNCIL MINUTES**

5.1 Council meeting – 22 November 2018

Resolved

That the minutes of the Council meeting held 22 November 2018 be confirmed as true and correct.

Cr Sturt/Cr Tapsell
CARRIED

**6. NGĀ TAUNAKITANGA A ĒTAHI ATU KOMITI
RECOMMENDATIONS FROM OTHER COMMITTEES**

6.1 RECOMMENDATIONS ON PLAN CHANGE 5: SIGNS AND MISCELLANEOUS CHANGES 69-06-065-03

Kate Dahm spoke to a Powerpoint presentation (Attachment 1).

Resolved

1. That the following reports are received:
 - a) “Recommendations on Plan Change 5: Sign and Miscellaneous Changes”; and
 - b) Recommendation report from Independent Hearings Commissioner – Mr Greg Hill on Proposed Plan Change 5 to the Rotorua District Plan (Attachment 1).

Cr Hunt/Cr Gould
CARRIED

2. That the Council adopts the recommendations on Proposed Plan Change 5 to the Rotorua District Plan as set out in: *Recommendation Report – Proposed Plan Change 5*.
3. That the Council approves the public notification of its decisions on submission on Proposed Plan Change 5 to the Rotorua District Plan in accordance with clauses 10 and 11 of Schedule 1 of the Resource Management Act 1991.
4. That the Council adopt the evaluation in the *Recommendation Report – Proposed Plan Change 5* as the further evaluation of a plan change required under Section 32AA of the Resource Management Act 1991.

Cr Kent/Cr Hunt
C18/12/083
CARRIED

ROTORUA DAILY POST

Rotorua's inner city behaviour improves, for now

14 Jan, 2019 06:00 AM

🕒 4 minutes to read

Rotorua bar owner Reg Hennessy is sick of street people hassling staff and customers.



By: **Samantha Olley**

Multimedia journalist

sam.olley@nzme.co.nz

"A noticeable drop" in antisocial behaviour and crime in the Rotorua CBD is being applauded by the Rotorua Lakes Council and police, but others say it's too soon to celebrate.

A month ago the two organisations jointly launched a central city summer safety campaign, after complaints from businesses, and police survey results showing many people felt unsafe in the inner city at night.

Last week, Rotorua Police area commander Inspector Anaru Pewhairangi said, so far, only a few arrests had been made, and just a handful of people were responsible for most of the few issues that do still occur.

Rotorua mayor Steve Chadwick said "it's really pleasing to hear that this initiative is having a positive effect and people are feeling safer".

"People's safety is paramount."

However, in councillor Merepeka Raukawa-Tait's opinion, "It is far too early to sing the praises".

"You don't get anti-social and criminal behaviour with hordes of people around. And the city has been very busy. I live in the city and the police and additional security staff have been very visible."

When the council launched the summer safety plan, chief executive Geoff Williams said "clearly this is an area that we hadn't budgeted for, to the level that we currently are".

It will decide whether to continue with the campaign and its costs at the end of February.

"If the joint effort is successful why the hell should it be stopped?" Raukawa-Tait said yesterday.

Hennessy's Irish Bar owner Reg Hennessy agreed.

He spoke out about the CBD problem in a letter to councillors last month, just before the changes were made.

At the time he called for the night shelter on Pukuatua St to be moved out of the central city, saying Rotorua was turning into a "zombie town".

"We definitely saw a drop while there was a forceful presence, and that's all we've ever asked for as retailers. The two or three weeks of Christmas and New Year were great, but that's not going to solve 52 weeks of the year."

He said the perpetrators had been "creeping back" in the last few days.

"I haven't seen police and security as much ... it's certainly nowhere near where the problem we had, but I expect it to return to the same level unless the presence remains."

"It's cat and mouse sometimes. The trouble is back very quickly when police leave. We are open from 9am in the morning to 1am the next day so we see it all."

He also said there was "not a lot security can do sometimes".

"They can't arrest people, and we understand that. They do the best job they can."

Hennessy told the *Rotorua Daily Post* the problem behaviour had been "disgusting".

"Hitting people up for money, food and cigarettes continually, in many cases it's aggressively too. It's a particular problem for our people sitting outside on the street.

"Sometimes it's beyond unacceptable, quite violent. Just people being general a**holes and intimidatory. Sitting where they shouldn't and that.

"It's amazing the number of tourists who have highlighted the issue to us. It certainly shows the underbelly of Rotorua, that we aren't just a bubbly city with attractive spots."

Tiny Deane, who manages the Visions of Helping Hand Charitable Trust homeless shelter and services said: "If the council's happy that's a good thing, even though I have received a lot of calls of concern from stakeholders in Pukuatua St in the last few days."

He said the shelter had full-time security, and he had brought in a "no loitering" policy outside the entrance.

Deane said the key to getting people off the streets, was educating them and teaching them skills, "not pushing them out of town".

Since the summer safety plan started, Pewhairangi said "Things have been pretty quiet" but "there is still more work to be done".

He said the council security partnership "means if we are having to deal with issues elsewhere, we know we still have eyes and ears on the ground in the CBD".

A member of the Safe City Guardians, who are part of the summer safety campaign, was honoured at the Rotorua Police Awards last month.

The team responds to more than 500 incidents a year, most of which are identified through monitoring of live CCTV footage.

Inner city safety changes

- From December 11, police, security staff and the Safe City Guardians increased their presence in the inner city and patrolled the streets together whenever possible between 8am and 4am.
- Council CCTV footage has been monitored more frequently from Thursdays to Sundays, with daily briefings for staff.
- Council staff have also worked on bringing more live entertainment and events to the central city area.

From: The Team [mailto:hennessys.ltd@xtra.co.nz]
Sent: Friday, January 24, 2020 1:38 PM
To: 'Todd McClay MP'
Subject: Rotorua

Good afternoon,

The Council meeting regarding the review of their response to the CBD issues

<https://www.youtube.com/watch?v=3kYmaQ7v7lc>

Below is the letter I sent this last December, attached is the letter I sent December 2018. Also I have attached the response from Reynold Macpherson to these emails at the bottom – sorry it's a long email.

Regards,
Reg

From: The Team [<mailto:hennessys.ltd@xtra.co.nz>]
Sent: Wednesday, December 11, 2019 4:43 PM
To: 'Steve Chadwick'; 'Dave.Donaldson@rotorualc.nz'; 'Peter.Bentley@rotorualc.nz'; 'Raj.Kumar@rotorualc.nz'; 'Merepeka.Raukawa-Tait@rotorualc.nz'; 'Tania.Tapsell@rotorualc.nz'; 'fletcher.tabuteau@parliament.govt.nz'; 'Todd McClay MP'; 'admin@citybooks.co.nz'; 'info@sabrosa.co.nz'; Alan.Sciascia@hospitalitynz.org.nz; 'Trevor.Maxwell@rotorualc.nz'; 'sandra.kaifong@rotorualc.nz'; 'reynold.macpherson@rotorualc.nz'; 'fisher.wang@rotorualc.nz'; 'mercia.yates@rotorualc.nz'; 'Conan O'Brien'; 'ben@sandfordandpartners.co.nz'; 'julie@hospitality.org.nz'; "'Gregg Brown" <gregg.brown@pigandwhistle.co.nz>'; 'Paul Croucher <paul@croucherbrewing.co.nz>'; 'Our BackYard Pub'; 'Tamati Coffey'
Subject: CBD Concern
Importance: High

Open Letter:

Once again I am forced to send to out a very disturbing and sad email, with video footage available via the link below this message. I have also attached email sent out on 6 Dec 2018, and (below) an email sent to me regarding this problem. After the email I wrote last year which gained such huge attention, I was told things would improve. The Council went on to employ street security, at what cost, while this may look good on the surface I would suggest it has been an abysmal failure – I am not bagging the efforts of the security guards themselves, but the system allows them to do nothing and the anti-social behaviours are just being blown around the CBD.

On Monday night (Monday 9) I had a staff member confronted by a group of feral youths producing knives, taunting and threatening him. This staff member is a young Filipino and in his words feels less safe here in Rotorua than on the streets back home. These youths attacked the Pizzeria owner next-door before moving on to us, and the tourists dining there could not believe that no Police arrived in the **20 minutes** after they were called. These Americans could not believe what they saw and sent me the below email. The incident at

Hennessy's was witnessed by many tourists, some who promptly came up and paid their Tab & left in disgust. I've just been told the offenders were back again last night taunting the Pizza shop owner, standing outside yelling at him that "the cops do nothing" and letting him know they are not backing off.

Last night at 6.30pm we had a huge gathering of youths up trying to intimidate and hassle customers out the front of the pub (as seen in the video) screaming and swearing and being very aggressive. The Security Guards accompanying this travelling 'circus' of fighting and screaming through our CBD, leaving our staff and patrons shocked (as you can see on their faces) by this horrible scene, and asking how this can be allowed to happen in such a lovely town as Rotorua.

In the last 12 months since my email we have had Council elections and yet still not a word from any of you on this issue. I, my family and staff and so many other businesses in town are just over this, and over your inactivity and heads buried in the sand attitude. In recent weeks we have seen businesses (Robert Harris, Ronnies, the Furniture shop) have closed their doors and walked away. So many business owners are scared, angry and ready to give up - it really is a daily grind. No one should be asked to confront these people themselves! As I said a year ago we **still** have the homeless, feral youths, gangsters and drug dealers – the lot – on a daily, and nightly basis.

I told the Mayor last year, on her request, that I would give the Council time to sort this. And here we are again, and our town has only got worse. And here I am again, at what should be our busiest time of year writing emails and responding to daily requests (for support) from other businesses, when I'd rather be planning for a busy summer.

"Please give us back our town"

I fully accept this is not just a Council problem and do not blame the Police. Clearly this problem is more than can be addressed by local Council and needs full recognition and support from Central Government to help rectify. We can no longer continue to hope that things will improve, it will not improve until the protagonists are stopped and the only ones with the power to act are the Police. However they have limited resources and the simple fix for that is for Council to formally request Central Government to immediately release urgent funding allowing Rotorua Police to once again patrol the CBD through until at least Easter. After all it is only the Police who have the legislative powers to take action and they need to be provided with sufficient resources to do so.

Additionally, we ask that the monitoring of city CCTV be increased so that it is actively manned from 10am through until midnight (Sunday to Wednesday) and 10am through until 4am the following day (Thursday, Friday and Saturday). The staff monitoring the CBD should be required to make immediate contact with Police whenever groups or individuals are identified as creating a disturbance. Prompt action is essential in bringing such behaviour to a halt.


I also ask you to understand that not only are we concerned about our businesses but we also we have a huge responsibility to and concern for our staff, our customers and Rotorua's reputation as a safe city for domestic and international visitors.

Reg Hennessy

[Get your files](#)

Background

- A joint statement released on 12 December 2018 announced Council and Police were joining forces through a 'summer CBD safety campaign' to turn the tide on this trend. This campaign, while reduced somewhat over winter, continues.
- The Summer period and extended daylight hours in particular are great for tourists/residents to enjoy the attractions our city has on offer.
- It unfortunately also provides additional opportunities for antisocial/criminal behaviour to occur which negatively impacts individuals and our city's reputation.
- The objective behind the safety campaign is to ensure that Rotorua is a safe and attractive place for both locals and visitors.
- A recent increase in inner city accommodation provided by MSD has led to increased levels of concern.

A video player interface showing playback controls. From left to right: a play button, a next button, a volume icon, a progress bar with a red line and the text '9:23 / 1:37:36', a play button, a CC icon, a settings gear icon, a full screen icon, and a close icon. The Rotorua Lakes Council logo is visible in the bottom right corner of the player area.

Live chat replay was turned off for this video.







TAX INVOICE

One Foundation

Invoice Date 22 Jun 2021
Invoice Number INV-1919
Reference Hennessy's CCTV
GST Number 108-040-057

All Round Electrical
 Limited
 0276999258
 PO Box 10137
 Rotorua Mail Centre
 ROTORUA 3015

Description	Quantity	Unit Price	Amount NZD
4MP Dahua IP CCTV Camera	1.00	351.00	351.00
20mm Conduit Pipe	1.00	29.20	29.20
20mm Flexi Conduit	1.00	6.50	6.50
20mm Coupling	2.00	2.90	5.80
3m Patch Lead	1.00	8.05	8.05
0.75m Patch Lead	1.00	4.34	4.34
Labour	2.50	68.00	170.00
Labour - Nirai	2.50	40.00	100.00
Vehicle	1.00	16.00	16.00

Install new CCTV camera at the rear of Hennessys building, load camera onto NVR recorder, test ALL OK.

04/06 - Aden - 2.5hr - CCTV
 04/06 - Nirai - 2.5Hr - CCTV

Subtotal	690.89
TOTAL GST 15%	103.64
TOTAL NZD	794.53
Less Amount Paid	794.53
AMOUNT DUE NZD	0.00

Due Date: 20 Jul 2021

Terms Strictly 14 Days from Date of Invoice
 Bank Account: ANZ 01-1845-0006134-00
 Reference: Invoice Number



PAYMENT ADVICE

To: All Round Electrical Limited
0276999258
PO Box 10137
Rotorua Mail Centre
ROTORUA 3015

Customer One Foundation
Invoice Number INV-1919

Amount Due **0.00**
Due Date 20 Jul 2021

Amount Enclosed

Enter the amount you are paying above

Download link

<https://wettransfer.com/downloads/20bd542fba332e1c5588c43bb9fbd22c20191210203431/8bd70891a3f108a8d09833c1e250cbaf20191210203431/c9ed92>

1 item

[483C3117-11E3-4DAB-98EC-453CD4D7966F.MOV](#)

184 MB

Hennessy's Irish Bar

1202-10 Tutaneikai Street

Rotorua.

S: PO Box 2256, Rotorua 3010

C: 0272298827

P: 07 3437901

W: hennessys.co.nz

EMAIL :

We are tourists from Madison, Wisconsin, in the U.S. We enjoyed a day today visiting cultural and natural sights in Rotorua, but were surprised when we came in to town for dinner to find it mostly deserted. We had a lovely dinner at Capizzi Pizzeria but it was disrupted by a group of teenagers who pounded on the restaurant's sign, yelled, stole cutlery from the tables, and threw dirt and potted plants at another patron and the front counter in the restaurant. Security followed the youths down the street but said they couldn't do anything. The restaurant's owner promptly called Police but as of this writing, more than 30 minutes later, no one has yet shown up. The ordeal was very troubling and frightening to the owner and to our families. We now understand why so few people come down here but we find it very sad and hope more can be done to protect the establishments and guests in this area. It has too much to offer to neglect it so.

Keith and Susan Findley

Les and Denise Mirkin

Sent from my iPhone=

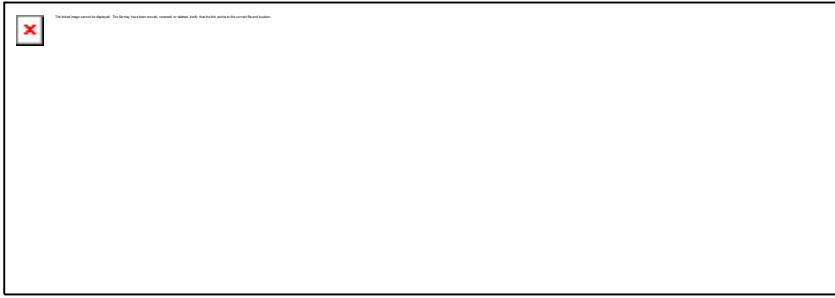
From: "Happy Ewe Tours :-)" <happyewetours@gmail.com>
Date: 14 January 2020 at 5:45:59 PM NZDT
To: hennessys.ltd@xtra.co.nz
Subject: Fwd: Assaulted at my office!

Hello Reg,

I'm not sure if you're interested, but thought I'd include you in the discussion considering our shops are very close.

Regards,
Roger

Roge _____
Chief Shepherd
022 622 9252 _____



[www.happyewetours.com /](http://www.happyewetours.com/)
[Facebook](#) / [Tripadvisor](#) / [Instagram](#)

----- Forwarded message -----

From: **Happy Ewe Tours :-)** <happyewetours@gmail.com>

Date: Tue, Jan 14, 2020 at 10:29 AM

Subject: Assaulted at my office!

To: <Steve.Chadwick@rotorualc.nz>, Dave Donaldson <Dave.Donaldson@rotorualc.nz>, <Peter.Bentley@rotorualc.nz>, Raj Kumar <Raj.Kumar@rotorualc.nz>, Trevor Maxwell <Trevor.Maxwell@rotorualc.nz>, Merepeka Raukawa-Tait <Merepeka.Raukawa-Tait@rotorualc.nz>, Tania Tapsell <Tania.Tapsell@rotorualc.nz>, <sandra.kaifong@rotorualc.nz>, <fisher.wang@rotorualc.nz>, <mercia.yates@rotorualc.nz>, <todd.mcclay@national.org.nz>, <waiariki@parliament.govt.nz>

Hi

On the 12th of January I was assaulted outside my shop at 1115 Pukuatua, less than 100m from the Rotorua Central Police Station, by a group of local unruly street rats.

It was the 2nd similar incident to occur in as many days, where a day prior (11th Jan) a man and women were having a major domestic on the corner of Fenton and Pukuatua Streets. A third incident occurred on the 2nd January where a man high on (what I assume) meth or synthetics was sitting outside our shops verbally abusing everyone and everything. He was swearing at the trees, people, the pavement, whatever.

Previously, I have been reluctant to film these incidents to preserve my own safety, however it's happened so often I decided to give it ago and naturally I was attacked for recording what we see on a daily basis.

This city has turned into a shithole. I love my home. But whether you all want to admit it, it's unsafe and dangerous.

Attached are videos of what I have encountered. The smaller attachment/video is 8 seconds I captured at the end of a 15 minute domestic on the 11th January.

The second video (in the link) is what happened on January 12th. Where a bunch of street rats were yelling and swearing at each other on the street. I was then abused for being on the street so I decided to video it and you will see what happened next. Also, these people were not homeless.

Our town is unsafe, and as our city leaders and representatives this has happened on your watch. You are all aware of this, now what are you doing to fix it?

For those of you that don't know me, I have my own little city cycle tour operation here in town so I am on the streets more than most, highlighting the beauty of this town. And while hosting international guests, I've been threatened with being stabbed for being white, and verbally abused by meth heads telling me to fuck off as I ride past them.

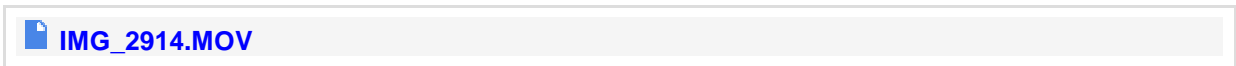
As a tourism operator in this town, how am I to speak out against this filth without repercussions from street rats attacking me and my business, or losing sales because people find out the reality of this place and don't want to be abused while riding their bike? It is my job to highlight how amazing this place is, and how am I supposed to do that if I am being attacked/abused?

It is absolutely unacceptable that I cannot turn up to work safely and perform my duties safely without being attacked, verbally and physically.

I will also highlight that the local street security have been fantastic, but they cannot stop this from happening. They are a temporary bandaid to a problem. What are you all doing to fix the unsafe nature of this town? I am squarely pointing my finger at all of you, our cities leaders.

Also, I haven't added the police in this email because finding an email to send to the Rotorua police station is impossible to find.

Looking forward to your response.
Roger



Roge
Chief Shepherd
022 622 9252



www.happywetours.com/
[Facebook](#) / [Tripadvisor](#) / [Instagram](#)

From: Alan Sciascia [mailto:alan@hospitality.org.nz]
Sent: Tuesday, January 14, 2020 10:04 PM
To: Julie White
Cc: Amy McLellan-Minty; "Reg Hennessy" <hennessys.ltd@xtra.co.nz>
Subject: Fwd: Assaulted at my office!

Hi Julie

See attached. This is an email received today by Reg Hennessy and outlines further problems occurring in Rotorua. It mirrors the experiences reported by Reg and others. Reg will speak to the writer tomorrow to determine if he would be happy to speak to me. If we can get similar complaints from other retailers or residents this will greatly reinforce our call for something to be done.

My personal view is this is beyond Councils ability to control as only the police have the authority to deal with such matters. And they need appropriate funding and direction from their ministry

Today I met with Reg and discussed the situation. He says that after you sent the email to the ministers last month there was an immediate reaction (the email from Steve Chadwick) and shortly after that a council hearing was attended by Police.

Here is a video of that Council hearing (starts at about the right minute mark). It doesn't contain much that we didn't know already although I think the police picture is painted with a rose tint.

<https://youtu.be/3kYmaQ7v7lc>

The same day as that hearing there was an immediate increase in Police patrols in the CBD. Unfortunately those patrols were short lived and now it's only the council supplied security contractors to be seen

On the evening of Thursday January 2nd another incident involving a number of youths running amok in the street harassing people attending the Night Market, stealing food and causing distress. There was one sole council security person present who could do nothing other than watch. Police were called but we're unable to attend. The usual security patrols had been stood down at 6pm that day, presumably as a cost control measure (public holiday pay rates applied). Reg has some video of that incident

Other than the short period on increased police patrols there appears to be little else done by Council or others. Although interestingly Reg reports that his business has received a number of compliance visits from police and the licensing inspector (not surprising, he's on the police and council radar for being vocal in this issue).

Our view is that we will let this run for a short while (maybe a couple of weeks) and try to accumulate more information. Then request a meeting with Mayor Chadwick to discuss what (if anything) can be done. Is this something that you would care to attend? If that were possible it would greatly reinforce our approach that this is a serious issue that Council can no longer brush under the table

Of interest (and possibly connected) is a marked drop off in forward bookings received by Rotorua motels. One operator who I spoke to today (he owns two motels) had bookings for this week and next showing only 30-40% occupancy where it's normally 70-80% at this time of year. He reports that other motels are experiencing a similar drop in forward bookings. Reg also reports that his observation is that international tourist numbers are stable but domestic is declined. This drop "might" reflect domestic tourists avoiding Rotorua

I'll report further after I've had an opportunity to speak to other Rotorua operators

Cheers

Alan Sciascia
Regional Manager (BOP & Waikato)

m: 0274 922 475 b: 0800 500 503

alan@hospitality.org.nz

www.hospitalitynz.org.nz

Level 2, Orbit Systems House, 94 Dixon St
PO Box 503, Wellington 6140
