



## Hospitality review information request

**To:** Territorial Authority Chief Executives

**From:** Nicola Blackburn, Regulatory Review Lead, Ministry for Regulation

**Request number:** 1

**Due Date:** 30 January 2026

The Ministry for Regulation requests the below information as part of its evidence gathering for the current Hospitality Review. We are happy to discuss any part of this request, including the best way to format the information you provide to us. If you are not the relevant agency, please direct us to the agency that likely holds the information we need.

**Where relevant, for any of the information requested below, please split by year for the last 5 years.** We appreciate that some of the information may not be held or readily available.

Information requested						
<i>Applications for licences</i>						
a)	By year, how many applications have you received for the following?					
	<ul style="list-style-type: none"> <li>new on-licences</li> <li>on-licence renewals</li> <li>special licences</li> <li>manager’s certificates</li> <li>temporary authorities and licences.</li> </ul>					
	Years	2021	2022	2023	2024	2025
	New On Licences	19	18	31	30	18
	ON Licence Renewals	47	40	57	54	55
	Special Licences	116	83	116	83	100
	Managers Certificates	379	419	412	406	440
	T/ALicences	36	35	35	35	25



<p>e)</p>	<p>What conditions, including trading hours, does the District Licensing Committee (DLC) in your area place on on-licences and special licences, and with what frequency do they decide to place these conditions?</p> <p>The conditions all vary from premise to premise and the activity or classification of the business applying for the on-licence and special licence, as set out below.</p> <p><b><u>Restaurant</u></b></p> <p>No alcohol is to be sold or supplied on the premises on Good Friday, Easter Sunday, Christmas Day, or before 1 pm on Anzac Day to any person who is not present on the premises to dine.</p> <p>Alcohol may be sold and supplied only while the premises are being operated as a restaurant, and only during the following days and hours: *(As defined in their specific licence.)</p> <p>Food must be available for consumption on the premise at all times when the premises are open for the sale of alcohol in accordance with the menu submitted with the application for the license, or variation of that menu of a similar range and standard.</p> <p>One low alcohol and one zero- alcohol beverage must be available when open for the sale of alcohol.</p> <p>Drinking water must be freely available to customers from (state where the water will be available from).</p> <p>The host responsibility policy that was submitted with the application <i>OR</i> dated date must be complied with. (delete this condition, unless the existing licence has this condition, in which case only delete if it was publicly notified and there is no specific reason to retain the condition).</p> <p>No intoxicated persons may be allowed to enter or to remain on the premises.</p> <p>The licensee must ensure that an A4 sign stating the restrictions on the supply of alcohol to minors and intoxicated persons is prominently displayed in two places so as to be easily read by people using the premises.</p> <p>Designation = The whole / Part of the premises is a / an (Restricted / Supervised / Undesignated) area.</p> <p>The licensed premises are more precisely identified as outlined in the plan date stamped as received by Rotorua Lakes Council on date.</p>
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### **Tavern**

No alcohol is to be sold or supplied on the premises on Good Friday, Easter Sunday, Christmas Day, or before 1 pm on Anzac Day to any person who is not present on the premises to dine.

A minimum of one low -alcohol and one zero -alcohol must be available.

Alcohol may be sold and supplied only while the premises are being operated as a tavern, and only during the following days and hours:

\*(As defined in their specific licence.)

Drinking water must be freely available to customers from a self-service water station on the premises.

The host responsibility policy that was submitted with the application *OR* dated date must be complied with. (delete this condition, unless the existing licence has this condition, in which case only delete if it was publicly notified and there is no specific reason to retain the condition).

No intoxicated persons may be allowed to enter or to remain on the premises.

The licensee must ensure that an A4 sign stating the restrictions on the supply of alcohol to minors and intoxicated persons is prominently displayed in two places so as to be easily read by people using the premises.

Designation = The whole / Part of the premises is a / an (Restricted / Supervised / Undesignated) area.

The licensed premises are more precisely identified as outlined in the plan date stamped as received by Rotorua Lakes Council on date.

### **Hotel**

No alcohol is to be sold or supplied on the premises on Good Friday, Easter Sunday, Christmas Day, or before 1 pm on Anzac Day to any person who is not:

- residing or lodging on the premises; or
- present on the premises to dine.

Alcohol may be sold and supplied only while the premises are being operated as a hotel, and only during the following days and hours:

\*(As defined in their specific licence.)

And also at any time on any day through mini-bars as per section 46(3) of the Act.

Drinking water will be freely available to customers from (state where the water will be available from).

The host responsibility policy that was submitted with the application *OR* dated date must be complied with. (delete this condition, unless the existing licence has this condition, in which case only delete if it was publicly notified and there is no specific reason to retain the condition).

A minimum of one low -alcohol and one zero -alcohol must be available.

No intoxicated persons may be allowed to enter or to remain on the premises.

The licensee must ensure that an A4 sign stating the restrictions on the supply of alcohol to minors and intoxicated persons is prominently displayed in two places so as to be easily read by people using the premises.

Designation = The whole / Part of the premises is a / an (Restricted / Supervised / Undesignated) area.

The licensed premises are more precisely identified as outlined in the plan date stamped as received by Rotorua Lakes Council on date.

### **Entertainment**

No alcohol is to be sold or supplied on the premises on Good Friday, Easter Sunday, Christmas Day, or before 1 pm on Anzac Day to any person who is not present on the premises to dine.

A minimum of one low -alcohol and one zero -alcohol must be available.

Alcohol may be sold and supplied only to persons attending any performance/taking part in \*(specific event details) /present for the purposes of \*(specific event details), and only on the following days and during the following hours:

\*(As defined in their specific licence.)

Drinking water will be freely available to customers from (state where the water will be available from).

The host responsibility policy that was submitted with the application *OR* dated date must be complied with. (delete this condition, unless the existing licence has this condition, in which case only delete if it was publicly notified and there is no specific reason to retain the condition).

No intoxicated persons may be allowed to enter or to remain on the premises.

The licensee must ensure that an A4 sign stating the restrictions on the supply of alcohol to minors and intoxicated persons is prominently displayed in two places so as to be easily read by people using the premises.

Designation = The whole / Part of the premises is a / an (Restricted / Supervised / Undesignated) area.

The licensed premises are more precisely identified as outlined in the plan date stamped as received by Rotorua Lakes Council on date.

**BYO**

No alcohol is to be consumed on the premises on Good Friday, Easter Sunday, Christmas Day, or before 1 pm on Anzac Day by any person who is not present on the premises to dine.

Alcohol may be consumed on the premises as authorised above, only during the following days and hours:

\* As defined in their specific BYO Endorsement and during their operating hours.\*)

Drinking water must be freely available to customers from (state where the water will be available from).

A minimum of one low -alcohol and one zero -alcohol must be available.

The host responsibility policy that was submitted with the application *OR* dated date must be complied with. (delete this condition, unless the existing licence has this condition, in which case only delete if it was publicly notified and there is no specific reason to retain the condition)

No intoxicated persons may be allowed to enter or to remain on the premises.

The licensee must ensure that an A4 sign stating the restrictions on the supply of alcohol to minors and intoxicated persons is prominently displayed in two places so as to be easily read by people using the premises.

Designation = The whole / Part of the premises is a / an (Restricted / Supervised / Undesignated) area.

The licensed premises are more precisely identified as outlined in the plan date stamped as received by Rotorua Lakes Council on date.

**Caterer only with *no* publicly accessible premises**

No alcohol is to be sold or supplied on the premises on Good Friday, Easter Sunday, Christmas Day, or before 1 pm on Anzac Day to any person who is not present on the premises to dine.

Alcohol may be sold and supplied only during the following days and hours:

\*(As defined in their specific licence.)

Drinking water must be freely available to customers from (state where the water will be available from).

A minimum of one low -alcohol and one zero -alcohol must be available.

The host responsibility policy that was submitted with the application *OR* dated date must be complied with. (delete this condition, unless the existing licence has this condition, in which case only delete if it was publicly notified and there is no specific reason to retain the condition).

No intoxicated persons may be allowed to enter or to remain on the premises.

The licensee must ensure that an A4 sign stating the restrictions on the supply of alcohol to minors and intoxicated persons is prominently displayed in two places so as to be easily read by people using the premises.

Designation = The whole / Part of the premises is a / an (Restricted / Supervised / Undesignated) area.

The licensed premises are more precisely identified as outlined in the plan date stamped as received by Rotorua Lakes Council on date.

**Caterer that also has publicly accessible premises**

No alcohol is to be sold on the premises on Good Friday, Easter Sunday, Christmas Day, or before 1 pm on Anzac Day to any person who is not present on the premises to dine.

Alcohol may be sold and supplied only while the premises are being operated as a (restaurant/tavern), and only during the following days and hours:

\*(As defined in their specific licence.)

AND

On such days and during such hours as this licence is being used under Section 38 of the Act, but not other than on the following days and hours:

Free text

Drinking water will be freely available to customers from (state where the water will be available from).

A minimum of one low -alcohol and one zero -alcohol must be available.

The host responsibility policy that was submitted with the application *OR* dated date must be complied with. (delete this condition, unless the existing licence has this condition, in which case only delete if it was publicly notified and there is no specific reason to retain the condition).

No intoxicated persons may be allowed to enter or to remain on the premises.

The licensee must ensure that an A4 sign stating the restrictions on the supply of alcohol to minors and intoxicated persons is prominently displayed in two places so as to be easily read by people using the premises.

Designation = The whole / Part of the premises is a / an (Restricted / Supervised / Undesignated) area.

The licensed premises are more precisely identified as outlined in the plan date stamped as received by Rotorua Lakes Council on date.

### **Cellar door for tastings**

No alcohol is to be sold on the premises on Good Friday, Easter Sunday, Christmas Day, or before 1 pm on Anzac Day.

Only alcohol which is grape wine or fruit or vegetable wine made on the premises or from produce harvested from land on which the premises are situated may be sold and supplied for tasting, and only during the following days and hours:  
\*(As defined in their specific licence.)

Drinking water will be freely available to customers from (state where the water will be available from).

A minimum of one low -alcohol and one zero -alcohol must be available.

The host responsibility policy that was submitted with the application *OR* dated date must be complied with. (delete this condition, unless the existing licence has this condition, in which case only delete if it was publicly notified and there is no specific reason to retain the condition).

No intoxicated persons may be allowed to enter or to remain on the premises.

The licensee must ensure that an A4 sign stating the restrictions on the supply of alcohol to minors and intoxicated persons is prominently displayed in two places so as to be easily read by people using the premises.

Designation = The whole / Part of the premises is a / an (Restricted / Supervised / Undesignated) area.

The licensed premises are more precisely identified as outlined in the plan date stamped as received by Rotorua Lakes Council on date.

### **Conveyance**

No alcohol is to be sold on the conveyance on Good Friday, Easter Sunday, Christmas Day, or before 1 pm on Anzac Day to any person who is not:

- residing or lodging on the conveyance; or
- present on the conveyance to dine.

Alcohol may be sold and supplied only while the conveyance is being operated, and only during the following days and hours:

\*(As defined in their specific licence.)

Drinking water will be freely available to customers from (state where the water will be available from).

A minimum of one low -alcohol and one zero -alcohol must be available.

The host responsibility policy that was submitted with the application *OR* dated date must be complied with. (delete this condition, unless the existing licence has this condition, in which case only delete if it was publicly notified and there is no specific reason to retain the condition).

No intoxicated persons may be allowed to enter or to remain on the conveyance unless reasonable steps are taken to take the person to a place of safety.

The licensee must ensure that an A4 sign stating the restrictions on the supply of alcohol to minors and intoxicated persons is prominently displayed in two places so as to be easily read by people using the premises.

Designation = The whole / Part of the premises is a / an (Restricted / Supervised / Undesignated) area.

The licensed premises are more precisely identified as outlined in the plan date stamped as received by Rotorua Lakes Council on date.

### **Function Centre**

No alcohol is to be sold on the premises on Good Friday, Easter Sunday, Christmas Day, or before 1 pm on Anzac Day to any person who is not present on the premises to dine.

Alcohol may be sold and supplied only to persons attending a private reception, function or other social gathering, and only during the following days and hours:

\*(As defined in their specific licence.)

Drinking water will be freely available to customers from (state where the water will be available from).

A minimum of one low -alcohol and one zero -alcohol must be available.

The host responsibility policy that was submitted with the application *OR* dated date must be complied with. (delete this condition, unless the existing licence has

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this condition, in which case only delete if it was publicly notified and there is no specific reason to retain the condition)

No intoxicated persons may be allowed to enter or to remain on the premises. The licensee must ensure that an A4 sign stating the restrictions on the supply of alcohol to minors and intoxicated persons is prominently displayed in two places so as to be easily read by people using the premises.

Designation = The whole / Part of the premises is a / an (Restricted / Supervised / Undesignated) area.

The licensed premises are more precisely identified as outlined in the plan date stamped as received by Rotorua Lakes Council on date.

**All of the above classifications are subject to the Local Alcohol Policy and any other conditions that the District Licensing Committee see fit.**

f)

By year, how many DLC hearings have been held regarding the following, what were the reasons for holding those hearings, and what were the outcomes of those hearings?

- new on-licences
- on-licence renewals
- special licences
- manager's certificates
- temporary authorities and licences.

### **Hearings 2021**

#### **14 April 2021**

– Managers x 8 - 6 x Cancelled, 1 x Refused , 1 x Granted

Inspector opposed – no show for reinterviews or unable to contact: Xiaobin Guo , Morgan Jefford, Lovepreet Singh, Michelle Solai, Nadine Katene – DLC Cancelled.

Inspector Opposed – Failed to meet criteria for Manager S222 of the Act - Monica Suther - DLC Cancelled.

Police Opposed – S222 (a) (b) – Janaya Martin - DLC Refused on Part 11 of Act

Inspector Opposed – Inexperience – Arshdeep Kaur Sran – Granted.

#### **24 May 2021**

Delivery Eats – New Off Licence - Medical Officer of Health Section 3,4,32 (1) c, and 40 – Applicant withdrew.

#### **13 May 2021**

Zippy's Café + Bar – New On licence – Public Objection x 2 - Granted.

#### **30 November 2021**

Rotorua Lokal Café & Bar – New on licence - Initial Police & Moh Opposition later withdrawn - Applicant withdrew.

### **Hearings 2022**

**7 March 2022** – Managers x 6 – 3 x Granted, 2 x Refused , 1 x Declined.

Inspector opposed - no show for reinterviews or unable to contact: Yu Yao, Jue Wang, Jayeshbhai Patel – Refused & Declined .

Inspector & Police opposed – S222 (a) (b) – opposition withdrawn at Hearing – Nicky Westbrook – Granted.

	<p>Inspector Opposed - Act knowledge &amp; contact - opposition withdrawn at Hearing – Ilkoo Jung – Granted.</p> <p>Public Objections - Later retracted – Miriana O’Brian – Granted.</p> <p><u>8 April 2022</u> - 2 x Managers – granted, 1 x On Licence Renewal – Withdrawn.</p> <p>Police opposed - S222 (a) (b) – opposition withdrawn at Hearing – Nicola Parsons – Granted.</p> <p>Inspector &amp; Police opposed – S222 (a) (b) – opposition withdrawn at Hearing –Terri Snook – Granted.</p> <p>MOH &amp; Inspector Opposition - Alexandra’s Night Club &amp; Bar - licence surrendered &amp; business closed prior to Hearing.</p> <p><u>16 June 2022</u> – 1 x New On licence</p> <p>Public Objection – Hours and noise - Third Place Café – Granted.</p> <p><u>4 July 2022</u> - 1 x Managers</p> <p>Inspector &amp; Police opposed -- S222 (a) (b) - Christine Samuels - Declined.</p> <p>22 September 2022 – 3 x Managers, 1 x On Licence</p> <p>Inspector &amp; Police opposed, 222 (a) and c – Karanpreet Singh – Put on hold for 6 months to gain experience.</p> <p>Inspector &amp; Police opposed, 222 (a) and c – George Kawai – Put on hold for 6 months to gain experience.</p> <p>Inspector &amp; Police opposed, 222 (a) and (b) – Terri Munro – Declined.</p> <p><u>27 October 2022</u> - 1 x On Licence Renewal</p> <p>Inspector Opposition – lack of DM’s - DLC request for Hearing – Moose Lodge Estate – Granted.</p> <p><u>30 November 2022</u> - 1 x Renewal of On licence</p> <p>Inspector &amp; Police &amp; Public Objection – Inspector Section 105 1 a,b,h,j Section 106 2b, Section 131 1 b, Police Section 105 a&amp;b, 1 J and Section 106 1 b &amp; Section 131 1 b, Public -amenity &amp; good order - Rotorua Sports Bar – Declined.</p> <p><b><u>Hearings 2023</u></b></p> <p><u>24 March 2023</u> – 1 x Special licence</p> <p>Police, MoH, Inspector opposition – Police &amp; Inspector - Section 142 1 a,c,e,f,g,h,k,l , MOH Section 142 1 a,c,e,f,g,h,k,l and Section 143 - KAK Hospitality – Rotovegus Boxing - Granted.</p>
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3 April 2023 – 1 x Off Licence Renewal

MOH opposition – Section 105 1 a,b,c,d,e,h,i,j,k - Keerat Enterprises Limited - Kawaha Point Liquor Centre – Granted.

9 August 2023 – 1 x Special licence

Inspector Opposed – Section 142 – 1 a,c,f,g,h,i,j,k, i - Rotorua Citizens Club Inc - Granted.

4 September 2023 – 1 x Variation of On Licence Renewal

MOH opposition – Class of licence – Level 13 Theme Rooms & Costume hire – Granted.

6 November 2023 – 1 x New on licence

MOH, Inspector and Police opposed , Section 105 1 a,b,d,j,k, Ambrosia restaurant and Bar – Granted.

**Hearings 2024**

15 February 2024 – 1 x Off Licence Renewal

Moh Opposition – Section 105 1 a,h,i,k, and Section 106 - Super Liquor Rotorua Central – Granted.

29 February 2024 - 1 x Temporary Authority

DLC request for Hearing – Section 136 – The Amigos 2023 Limited – Declined.

8 July 2024 - 1 x On Licence Renewal

Inspector opposition – ex Emergency Housing , do required renovations prior to Tourism business starting, The Backyard Inn - **Hearing cancelled**, decided on papers, granted.

10 June 2024 – 1 x New On Licence

MOH,Police,Inspector , Public opposed\_– amenity & good order , Moh, Police , Inspector – Section 105 1 a,b,c,d,e,h,i,j,k, and Section 106 1 a – Arawa Street Sports Bar - **Applicant withdrew 9 June 2025 .**

6 May 2024 – Variation on On Licence Renewal

MOH,Police,Inspector opposed – Sections 4 - 1,2 Section 105 1 - a,b,d,e,h,i,j,k, Section 131 - 1,2 – Urban Gusto – Granted with conditions.

**Hearings 2025**

3 March 2025 , 3 x Managers – 1 granted , 2 x Declined.

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Inspector Opposed – Section 222 – withdrew opposition prior to Hearing – Jaimee Sime – Granted.

Inspector Opposed – Section 222 a,c, d - Kelvin Vu Tan – Declined.

Inspector Opposed – Section 222 a,c, d - Ahn Nguyen – Declined.

### 21 August 2025 , 1x New Off licence

Public Objection , Moh,Police , Inspector, Public – Section 105 1 a,c,h,i,k, Agencies – Section 105 - 1 a,b,c,d,e,f,h,i,k, Section 106 1 a,i,ii 2 a,b – Rotorua Boutique Liquor Store - Declined.

### 8 October 2025 – 2 x Managers – 1 granted, 1 declined, 1 x Special Licence.

Police & Inspector Opposed – Section 1 a,b Section 131 1 a,c , Sharon Wallace – Granted

Police & Inspector Opposed – Section 222 a,b,e - Mohit Katoch – Declined.

DLC request to hear , Televised event outside normal hours Special licence – Ruck & maul Sports Bar & Grill – Refused.

### 3 November 2025 – New On Licence

Public Opposed, Experience & training , Lakeland Queen – Granted.

### 11 December 2025 – Renewal Off Licence

Public Opposed – Section 105 1 a,b,h – no contact from public to attend Hearing , Super Liquor Colonial - Hearing cancelled and decision made on the papers – Granted.

## Information requested

g)

By year, how many DLC decisions regarding the following are appealed to the Alcohol Regulatory and Licensing Authority (ARLA), what were the reasons for those appeals, and what were the outcomes of those appeals?

- new on-licences
- on-licence renewals
- special licences
- manager's certificates
- temporary authorities and licences.

As far as we are aware the only ARLA appeals are as follows:

Inspector & Police opposed -- S222 (a) (b) - Christine Samuels - Declined – **ARLA reviewed and upheld decision.**

Inspector & Police & Public Objection – Inspector Section 105 1 a,b,h,j Section 106 2b, Section 131 1 b, Police Section 105 a&b, 1 J and Section 106 1 b & Section 131 1 b, Public -amenity & good order - Rotorua Sports Bar – Declined - **ARLA reviewed and upheld decision.**

MOH,Police,Inspector opposed – Sections 4 - 1,2 Section 105 1 - a,b,d,e,h,l,j,k, Section 131 - 1,2 – Urban Gusto – Granted with conditions - **Applicant withdrew from ARLA as renewal licence in progress.**

Public Objection , Moh,Police , Inspector, Public – Section 105 1 a,c,h,i,k, Agencies – Section 105 - 1 a,b,c,d,e,f,h,i,k, Section 106 1 a,i,ii 2 a,b – Rotorua Boutique Liquor Store – Sethi Group of Companies - Declined – **An ARLA Hearing date is yet to be set for this appeal.**

*Membership of District Licensing Committees*

**Information requested**

<p>h)</p>	<p>What is your selection and appointment process for DLC members in your area?</p> <p>The Sale and Supply of Alcohol Act 2012 require each Territorial Authority to establish a District Licensing Committee (section 187) and to appoint members, including a Chairperson (section 188). While appointment is undertaken by the Territorial Authority, the Act deliberately separates appointment from decision-making to preserve independence.</p> <p>Members are recruited through a public Expressions of Interest process when vacancies arise or terms expire. Applications are assessed against statutory and council-approved criteria including integrity, independence, analytical capability, and suitability for quasi-judicial decision-making. Final appointments are confirmed by formal Council resolution.</p> <p>Crucially, once appointed, DLC members are not subject to direction from the Territorial Authority in relation to individual decisions. Section 191 of the Act explicitly protects independence, providing that members must act independently in the performance of their functions and are not responsible to the Council for the substance of their decisions.</p>
<p>i)</p>	<p>What training do you offer DLC members?</p> <p>Newly appointed DLC members receive structured induction covering:</p> <ul style="list-style-type: none"> <li>• The Sale and Supply of Alcohol Act 2012</li> <li>• Principles of natural justice and procedural fairness</li> <li>• Hearing processes and decision-writing</li> <li>• Roles of reporting agencies and the Secretary</li> </ul> <p>Ongoing training is supported through updates on legislative change, emerging case law, and nationally recognised guidance such as Local Government New Zealand competency frameworks. This training supports consistent, lawful, and well-reasoned decision-making while maintaining independence from operational or political influence.</p>
<p>j)</p>	<p>What is the average tenure of DLC members in your area?</p> <p>DLC members are typically appointed for fixed terms of up to five years, with eligibility for reappointment. Average tenure reflects a balance between continuity of expertise and the regular refreshment of membership. Reappointment decisions are made by Council but do not affect a member's independence during their term.</p>
<p>k)</p>	<p>Do you have any insights about the quality of the decisions made by DLCs and the criteria they apply for making these decisions?</p> <p>As with any decision-making body, the quality of decisions can be influenced by the information and evidence provided in each application. The inspectors can make recommendations but overall, the DLC process provides a structured and transparent framework for considering alcohol licensing matters and act independently.</p>

## Information requested

### *Inspections and enforcement*

l)	<p>By year, how many licensing inspections are conducted, and what proportion find non-compliance?</p> <p>2021 = 296</p> <p>2022 = 277</p> <p>2023 = 307</p> <p>2024 = 282</p> <p>2025 = 279</p> <p>Approximately 2% of inspections have some form of non-compliance however, these are only minor and can be rectified immediately or within a 2-week period. These premises will then be reinspected after 2 weeks to ensure compliance.</p>
m)	<p>By year, how many on-licences and manager's certificates been suspended and / or cancelled?</p> <p>On record we have no suspended licences and only licences that have been lapsed (cancelled) or surrendered.</p> <p>Managers lapsed/cancelled per year approximately 65 and on licences surrendered approximately 2 per year at the most.</p>
n)	<p>By year, how many controlled purchase operations have been conducted in your area, and what are the general outcomes of these operations?</p> <p>Over the 2021 – 2025 time period, 5 operations have been conducted with 3 breaches having occurred.</p>
o)	<p>By year, how many licensing inspectors have given notice about building or sitework that they believe does not comply with the Building Act 2004?</p> <p>There have been no instances of non-compliance.</p>
p)	<p>How do you establish and maintain relationships with other regulators?</p> <p>We initiate Tri-agency meeting with the Medical Officer of Health and Police, and we are also a part of New Zealand Institute of Licensing Inspectors Incorporated (NZILLI).</p>
q)	<p>By year, how many complaints do you receive in relation to hospitality businesses, and what are the themes of these complaints?</p> <p>2021 = 12 complaints mostly about noise.</p> <p>2022 = 2 complaints about sale and supply of alcohol and 3 for noise.</p> <p>2023 = 4 complaints about noise.</p> <p>2025 = 1 complaint from an employee about health and safety 3 complaints for noise.</p>

### *Local Alcohol Policies*

Information requested	
r)	<p>Do you have a Local Alcohol Policy?</p> <p>Yes.</p>
s)	<p>Do you have any insights you can share about your Local Alcohol Policy? Does it achieve its objectives? Has it reduced alcohol harm / complaints / offending?</p> <p>Our current LAP came into effect in June 2025. Our Local Alcohol Policy provides a clear framework to guide licensing decisions and manage alcohol availability within the district. It has supported greater consistency and clarity in decision-making and has assisted in setting expectations for licence holders and applicants.</p> <p>While it is difficult to directly attribute changes in alcohol-related harm, complaints, or offending solely to the Local Alcohol Policy, it forms part of a wider regulatory and enforcement approach to alcohol harm minimisation. Feedback received has identified some lack of clarity around off-licence trading hours, which is being addressed through a forthcoming review and consultation process.</p>