

Individual Communications

Action/ Communication	Name Customer/ stakeholder	Address	Type of Contact	Date Received	Date Responded	Communication Topic
LGA appointment query	Andy Haden	87 Shelly Beach Road	Email	10.03.2018	10.03.2018	Requested further information about previous request to AC regarding creeper vines before making an appointment to discuss project
LGA Objection	Allan Tyler	21 Ring Terrace	Email	21.06.2018	21.06.2018	Objection - receipt acknowledged by staff
LGA appointment query	Andy Haden	87 Shelly Beach Road	Email	10.03.2018	14.03.2018	RFQ raised to manage the vine of concern to the property owner. Will get in touch after Easter to arrange a meeting regarding St Marys Bay project
Cliff Top Survey Appointment	Andy Haden	87 Shelly Beach Road	Email	17.07.2018	17.07.2018	Providing information about availability for survey
Further communication - air exchange poles	Andy Haden	87 Shelly Beach Road	Email	15.08.2018		Requesting an update regarding vines at the base of their property
Query regarding project progress and impact on 19 London Street	Ann & Trevor Hackett	19 London Street	Email	14.02.2018	14.02.2018	Caroline Crosby Detailing upcoming property owner engagement process. Apologises for later engagement than initially expected
Post meeting concerns	Ann & Trevor Hackett	19 London Street	Phone Call (direct to Caroline)	30.04.2018	30.04.2018	Expressed a lot of concern- will reposed to major issues in email
Post meeting concerns	Ann & Trevor Hackett	19 London Street	Email	30.04.2018	30.04.2018	Large concern about the project especially as they are away May-October. Wants detailed information about their property

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Meeting Notes	Ann & Trevor Hackett	19 London Street	Email	03.05.2018		Concerns about accuracy of meeting notes- will resend edits version next week
Submission Information	Ann & Trevor Hackett	19 and 17 London Street	Email	14.05.2018	14.05.2018	Outline LGA process as property owners re overseas
LGA Submission	Ann & Trevor Hackett	19 London Street	Email	23.05.2018	24.05.2018	LGA submission opposing project
LGA Objection	Ann & Trevor Hackett	19 London Street	Email	21.05.2018	23.05.2018	Injecting to the project
Cliff top survey appointment	Ann & Trevor Hackett	19 London Street	Email	17.07.2018		Informing the team they are away until mid September
LGA Objection	Brian Putt	27 Ring Terrace	Email	22.06.2018	22.06.2018	Objecting to the project
Cliff Top Survey Appointment	Brian Putt	27 Ring Terrace	Email	09.08.2018	09.08.2018	Arranging a cliff top survey
Post meeting email	Candy	25e Ring Terrace	Email	27.03.2018		Sending email through after discussion about trees on property, structure of property and potential lack of tie-backs for the property. Structural assessment and geotechnical report of the property attached
Post meeting update email	Candy	25e Ring Terrace	Email	19.04.2018	19.04.2018	Update email regarding the concerns noted in the first meeting- trees and property tie backs

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Post meeting update email	Candy	25e Ring Terrace	Email	19.04.2018	19.04.2018	Update email regarding the concerns noted in the first meeting- trees and property tie backs
Post meeting concerns	Candy	25e Ring Terrace	Email (direct to Jess Brooks)	24.04.2018	26.04.2018	Confirming receipt of previous email
Post meeting concerns	Candy	25e Ring Terrace	Email	27.04.2018		Public Works Act 16 concerns
Submission Response	Candy	25e Ring Terrace	Email	30.05.2018	30.05.2018	Further answering questions raised in their formal submission (note that in submission Candy is not objecting to the project, just has concerns that need to be addressed)
Cliff Top Survey Appointment	Candy	25e Ring Terrace	Email			Providing information about availability for survey
LGA Objection	Christine Heather	3/99 Shelly Beach Road	Email	19.06.2018	19.06.2018	Objecting to the project
LGA appointment query	Catherine Collinson	97 Shelly Beach Road	Email	24.03.2018	24.03.2018	Arranging time for a initial meeting about the project
Cliff Top Survey Appointment	Dallas Pendergrass	105 Shelly Beach Road	Email	09.08.2018	09.08.2018	Providing a time for a survey
LGA Objection	Darrin Johannink	23 London Street	Email	13.06.2018	13.06.2018	Opposing to the project

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Cliff Top Survey Appointment	Darrin Johannink	23 London Street	Email	16.07.2018		Providing information about availability for survey
False LGA Objection	Frank Henry	na	Email	22.06.2018	22.06.2018	False opposing submission - impersonating his neighbour
LGA appointment query	Geoff Jones-Prichard	109 Shelly Beach Road	Email	21.03.2018	22.03.2018	To confirm a mutual meeting time with Body Corp Committee after 16th April
LGA appointment query	Geoff Jones-Prichard	109 Shelly Beach Road	Email	18.04.2018	18.04.2018	Time arranged to meet with the Body Corporate Committee at 109 Shelly Beach Road
LGA Submission Process	Jeanette Henry	19 Ring Terrace	Phone call	19.06.2018	19.06.2018	Clarifying RMA and LGA Process
LGA Objection	Julia Winterbottom	21a London Street	Email	05.06.2018	05.06.2018	Objecting to the project
Query about impact on 21a London Street	Julia Winterbottom	21a London Street	Email	15.02.2018	15.02.2018	Caroline Crosby Detailing upcoming property owner engagement process. Initial letter to be sent out within next fortnight
LGA appointment query	Julia Winterbottom	21a London Street	Email	18.04.2018	18.04.2018	Time arranged to meet 21 London street and neighbours
Post meeting concerns	Julia Winterbottom	21a London Street	Email	29.04.2018		Post meeting email regarding meeting note request and clarification around on site ground testing

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Submission Response	Julia Winterbottom	21a London Street	Email	05.06.2018	05.06.2018	Further answering questions raised in their formal submission
Submission Response	Julia Winterbottom	21a London Street	Email	05.06.2018	05.06.2018	Error in map sent out to land owner- Jess Brooks sending corrected map
LGA Submission Process	Karl Henry	19 Ring Terrace	Phone call	19.06.2019	19.06.2018	Clarifying RMA and LGA Process on behalf of his family member Jenette Henry
Official Notification Letter Query	Kathleen Gaskin	4/79 Shelly Beach Road	Called AC call centre HW Dev inbox	31.05.2018	01.06.2018	Requested another copy of LGA notification letter
Cliff Top Survey Appointment	Kevin Pollock	25a Ring Terrace	Email	17.07.2018	17.08.2018	Survey arranged for 22.08.2018
LGA Objection	Kevin Pollock	25a Ring Terrace	Email	22.06.2018	22.06.2018	Opposing the project
LGA appointment query	Kevin Pollock	25a Ring Terrace	Email	14.03.2018	14.03.2018	Requested a meeting with his neighbours at 21, 25c, 25d & 25e Appointment scheduled for 27.03.2018 10.30am @ 25a Ring Terrace
LGA appointment query	Leo van Veenendaal	111 Shelly Beach Road	Email followed up by phone call	15.04.2018	16.04.2018	Has taken over property from his late mother- requested more information before setting up a meeting time
LGA appointment query	Kathlees and Roger Slee		Email after contacted AC via call centre	01.06.2018	01.06.2018	Requesting time to have meeting about the project

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Official Notification Letter Query	Leo van Veenendaal	111 Shelly Beach Road	Phone call	31.05.2018	31.05.2018	Project question regarding depth of the pipe and development limitations Offered to arrange a time to meet- will confirm at a later date
LGA appointment query	Margareta	6/79 Shelley Beach Road	Phone call	22.03.2018		Find an appropriate time for the first meeting. Them to email their availability to us (after 16th)
LGA appointment query	Margaretha and Allan Cooper	6/79 Shelly Beach Road	Email	30.04.2018	23.05.2018	Arranging LGA meeting and few project questions about the ventilation poles
LGA Objection	Margaretha and Allan Cooper	6/79 Shelly Beach Road	Email	15.06.2018	20.06.2018	Objecting to the project
LGA appointment query	Russ Bowler	2/17 Ring Terrace	Email	17.03.2018	22.03.2018	Appointment made for 10.04.2018, 10am @ Bledisloe House
LGA appointment query	Russ Bowler	2/17 Ring Terrace	Email	17.04.2018	17.04.2018	Email highlighting the concerns of the project
Cliff Top Survey Appointment	Russ Bowler	2/17 Ring Terrace	Email			Providing information about availability for survey
LGA appointment query	Sheryl Glasse	85a Shelly Beach Road	Email	09.05.2018	09.05.2017	Meeting arrange for 18.05.2018 @ 10.30am
Property reports post meeting	Sue Mihakis-Tierney Doug Cowan - legal rep)	25d Ring Terrace	Email	12.06.2018	13.06.2018	Sending through report relevant to the properties structure

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Post meeting email	Sue Mihakis-Tierney	25d Ring Terrace	Email	27.03.2018		Sending email through after discussion about structure of property and potential lack if tie-backs for the property. Structural assessment and geotechnical report of the property attached
Post meeting update email	Sue Mihakis-Tierney	25d Ring Terrace	Email	19.04.2018	26.04.2018	Update email regarding the concerns noted in the first meeting- trees and property tie backs
LGA appointment query	Susan Young	17 London Street	Phone call	12.03.2018	12.03.2018	Appointment made for 28.03.2018, 2.00pm @ 4D Edwin Street, Mt Eden
LGA appointment query	Susan Young	17 London Street	Phone call	13.03.2018		Rescheduled the above appointment New time: meet at offices 4D Edwin Street, 28/03/2018 2.00pm
LGA Submission	Susan Young	18 London Street	Email	22.05.2018	22.05.2018	LGA submission opposing project
Project information	Vanessa Sands	4/99 Shelly Beach Road	Email	21.05.2018	22.05.2018	Sen all project inform and submission letter
Mass communications						
LGA Letter 1 delivery- region wide addresses/PO boxes		PO Boxes Addresses out of SMB/Ponsonby		06.03.2018		All LGA Letter 1 delivered to Councils Mailroom for all properties with PO Boxes and out of area addresses.

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LGA Letter 1 delivery- local addresses		Shelly Beach Road Amiria Street Ring Terrace London Street Ponsonby Road		06.03.2018		All LGA Letter 1 hand delivered to letter boxes in on Shelly Beach Road, Amiria Street, Ring Terrace London Street and Ponsonby Road
Formal LGA notification letters delivery- region wide addresses/PO boxes		PO Boxes Addresses out of SMB/Ponsonby		22.05.2018		All formal LGA notification letters delivered to Councils Mailroom for all properties with PO Boxes and out of area addresses.
Formal LGA notification letters delivery- local addresses		Shelly Beach Road Amiria Street Ring Terrace London Street Ponsonby Road		22.05.2018		All formal LGA notification letters hand delivered to letter boxes in on Shelly Beach Road, Amiria Street, Ring Terrace London Street and Ponsonby Road
Formal LGA notification letters emailed to all on file				22.05.2019		All formal LGA notification letters emailed to all with contact details on file
LGA submission closure reminder letters delivery- region wide addresses/PO boxes		PO Boxes Addresses out of SMB/Ponsonby		12.06.2018		LGA submission closure reminder letters delivered to Council's Mailroom for all properties with PO Boxes and out of area addresses.
LGA submission closure reminder letters delivery- local addresses		Shelly Beach Road Amiria Street Ring Terrace London Street Ponsonby Road		13.06.2018		LGA submission closure reminder letters hand delivered to letter boxes on Shelly Beach Road, Amiria Street, Ring Terrace and London Street

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LGA submission closure reminder letters emailed to all on file				12.06.2018		LGA submission closure reminder letters emailed to all with contact details on file
Cliff Top Survey Newsletter			Email	16.07.2018		Cliff Top Survey newsletter emailed to all property owners,
Cliff Top Survey Newsletter			Email	17.07.2018		Cliff Top Survey newsletter delivered to all properties
Cliff Top Survey Newsletter			Email	17.07.2018		Cliff Top Survey newsletter delivered to all PO Boxes
Cliff Top Survey Newsletter			Email	16.07.2018		Cliff Top Survey newsletter emailed to all property owners at 25 Ring Terrace as one landowner away for 3 months shortly
LGA Hearing date	All objectors (15)		Email	11.09.2018		Informing objectors of hearing date
LGA Hearing Update	All objectors (15)		Email	15.10.2018		Informing alteration to initially communicated date of the hearing

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RMA and depth update	All objectors (15)		Email	02.11.2018		Informing update of resource consent desions and updated depths of pipe