
Customer & Regulatory Committee

MINUTES

Minutes of an ordinary meeting of the Customer & Regulatory Services Committee held in the Council Chamber, Dunedin Public Art Gallery, The Octagon, Dunedin on Tuesday 17 June 2025, commencing at 1.40 pm.

PRESENT

Chairperson	Cr Carmen Houlahan
Deputy Chairperson	Cr Andrew Whiley
Members	Cr Bill Acklin
	Cr Sophie Barker
	Cr Christine Garey
	Cr Kevin Gilbert
	Cr Cherry Lucas
	Cr Mandy Mayhem
	Mayor Jules Radich
	Cr Lee Vandervis
	Cr Steve Walker
	Cr Brent Weatherall

IN ATTENDANCE

Paul Henderson, (General Manager Customer and Regulatory – Acting), Mark Foster (Customer Services Manager), Alan Worthington (Resource Consents Manager) and Cazna Savell (Compliance Manager – Acting) and Jackie Harrison (Manager Governance)

Governance Support Officer	Jennifer Lapham
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1 PUBLIC FORUM

There was no Public Forum.

2 APOLOGIES

Apologies were received from Cr Marie Laufiso, Cr Jim O'Malley and Cr David Benson-Pope.

Moved (Cr Carmen Houlahan/Cr Kevin Gilbert):

That the Committee:

Accepts the apologies from Cr Marie Laufiso, Cr Jim O'Malley and Cr David Benson-Pope.

Motion carried (CRC/2025/008)

3 CONFIRMATION OF AGENDA

Moved (Cr Carmen Houlahan/Cr Andrew Whiley):

That the Committee:

Confirms the agenda without addition or alteration.

Motion carried (CRC/2025/009)

4 DECLARATIONS OF INTEREST

Members were reminded of the need to stand aside from decision-making when a conflict arose between their role as an elected representative and any private or other external interest they might have.

Moved (Cr Carmen Houlahan/Cr Andrew Whiley):

That the Committee:

- a) **Notes** the Elected Members' Interest Register and
- b) **Confirms** the proposed management plan for Elected Members' Interests.

Motion carried (CRC/2025/010)

Cr Cherry Lucas and Cr Sophie Barker entered the meeting at 1.44 pm.

5 CONFIRMATION OF MINUTES

5.1 CUSTOMER & REGULATORY COMMITTEE MEETING - 11 MARCH 2025

Moved (Cr Carmen Houlahan/Cr Andrew Whiley):

That the Committee:

- a) **Confirms** the minutes of the Customer & Regulatory Committee meeting held on 11 March 2025 as a correct record.

Motion carried (CRC/2025/011)

PART A REPORTS

6 CUSTOMER AND REGULATORY COMMITTEE FORWARD WORK PROGRAMME

The General Manager Customer and Regulatory – Acting (Paul Henderson) spoke to the report and responded to questions.

Moved (Cr Carmen Houlahan/Cr Andrew Whiley):

That the Committee:

- a) **Notes** the Customer and Regulatory Committee forward work programme.

Motion carried (CRC/2025/012)

7 CUSTOMER AND REGULATORY ISSUES AND TRENDS REPORT JANUARY TO MARCH 2025

In a report from Customer and Regulatory and Community and Planning an update was provided for the January to March 2025 quarter.

Customer Services Manager (Mark Foster), Resource Consents Manager (Alan Worthington) and Compliance Manager – Acting (Cazna Savell) spoke to the report and responded to questions.

Moved (Cr Carmen Houlahan/Cr Mandy Mayhem):

That the Committee:

- a) **Notes** the Customer and Regulatory Issues and Trends report.

Motion carried (CRC/2025/013)

The meeting concluded at 2.07 pm.

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CHAIRPERSON