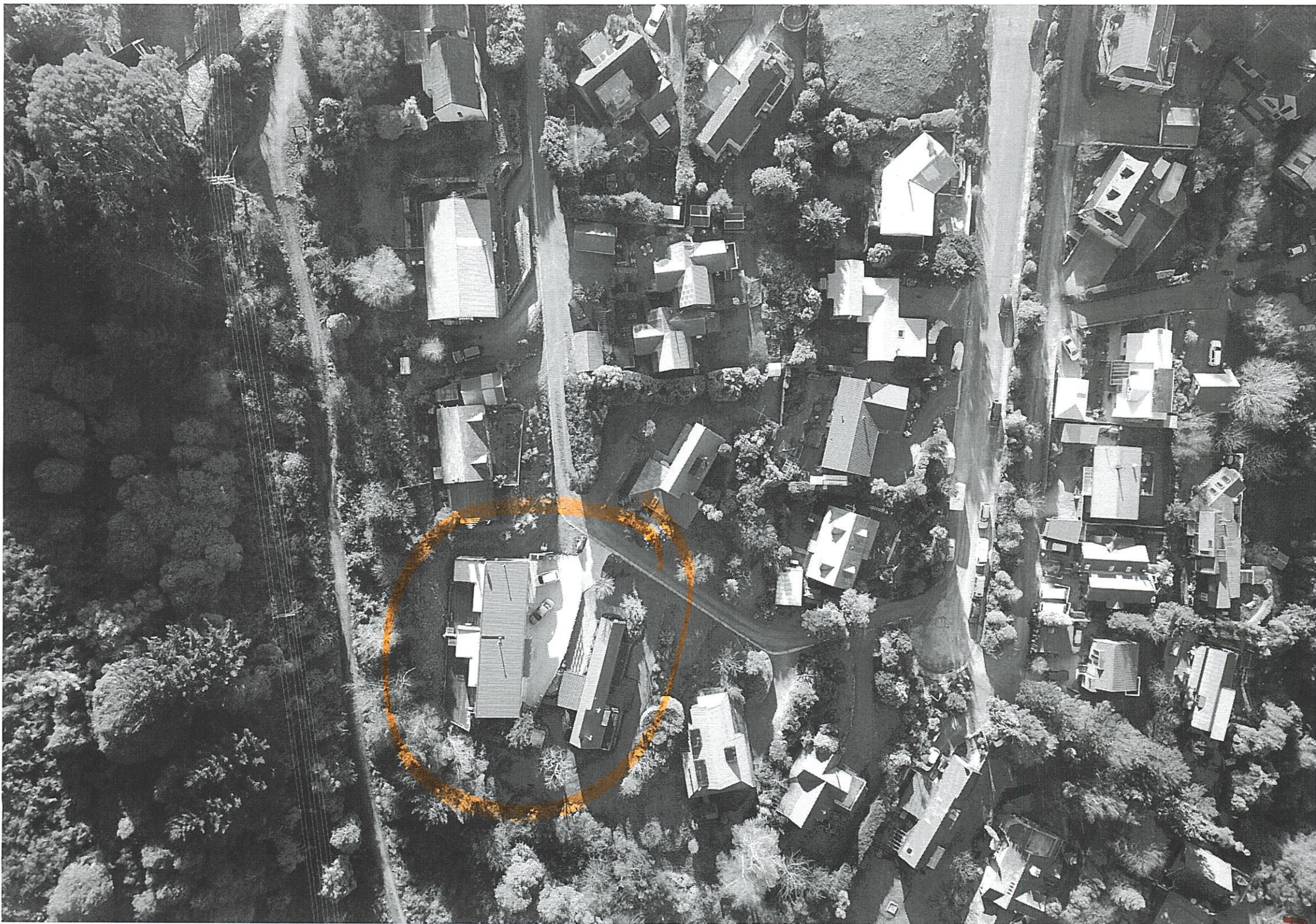
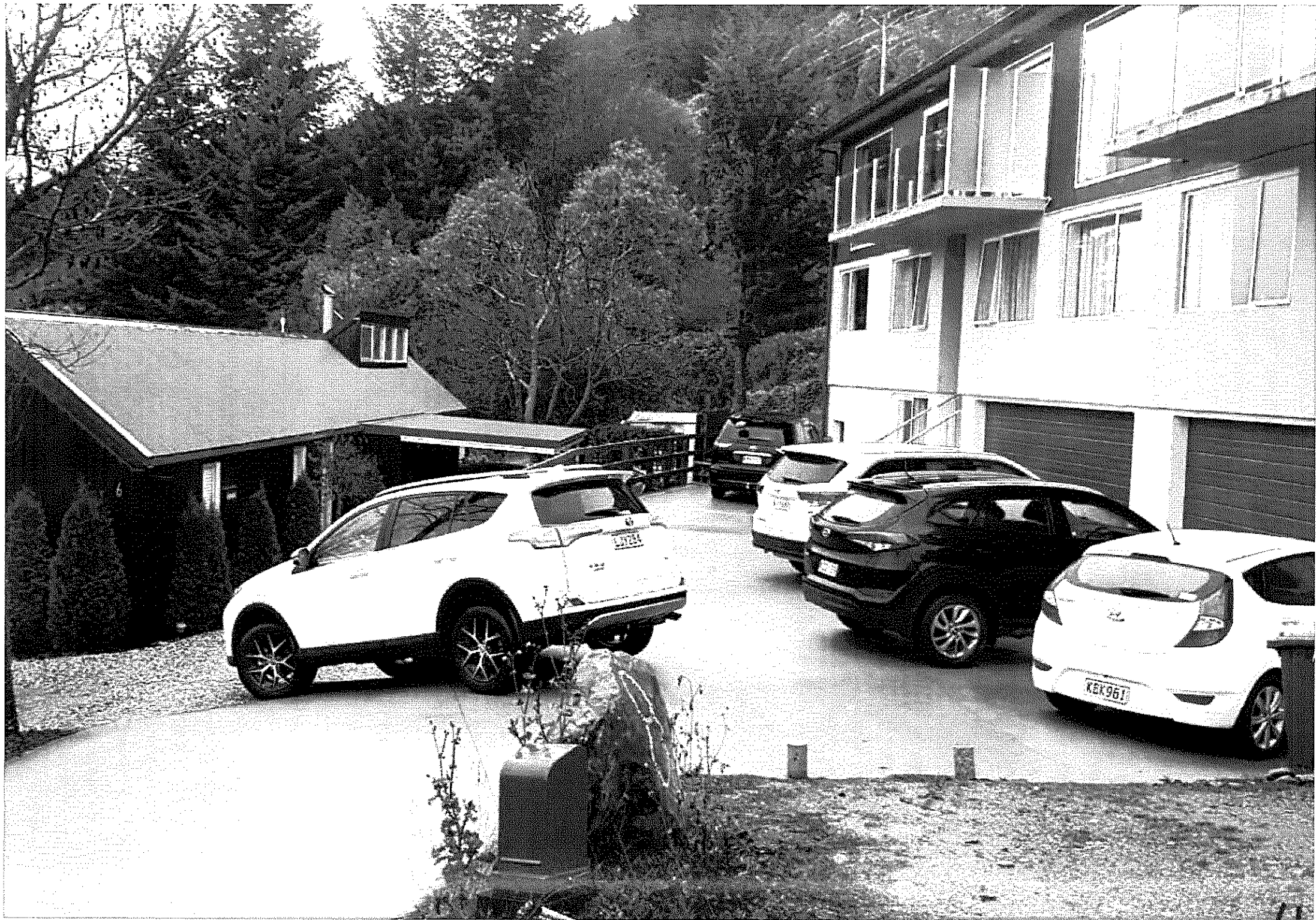


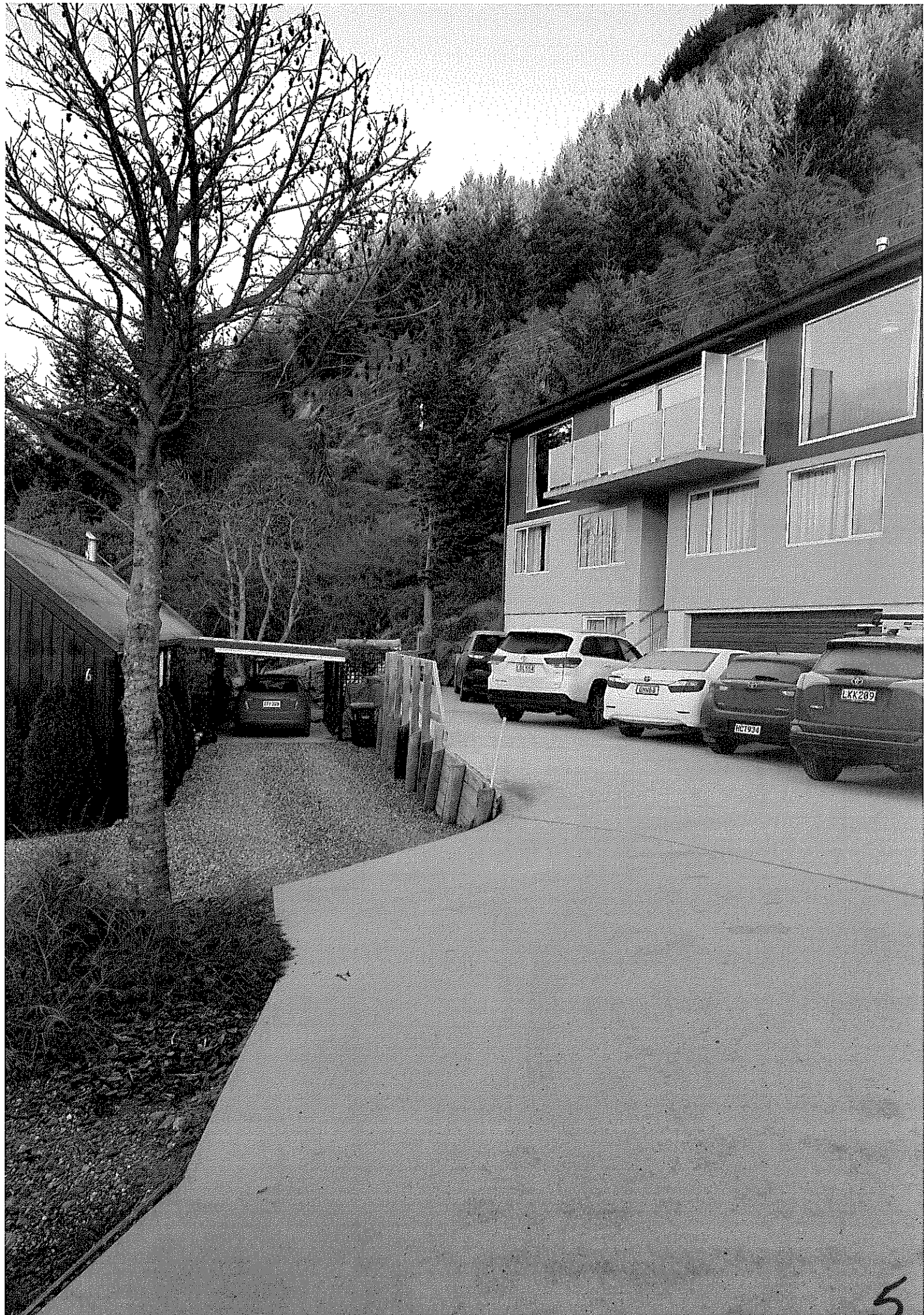
- 1) Aerial view of Moss Lane
- 2) Aerial view of 4,6,8A & B Moss Lane
- 3) 8 Moss Lane visitor over retaining wall at 630am
- 4) Daylight photo of vehicle prior to tow truck arriving
- 5) Parking of vehicles at 8 Moss Lane
- 6) Parking of vehicles at 8 Moss Lane
- 7) Parking of vehicles at 8 Moss Lane
- 8) 8 Moss Lane at 10 pm, lights on all night
- 9) Damage to Moss Lane by visitor vehicle
- 10) Visitors waiting for collection, photo taken from my bedroom
- 11) Sign at the bottom of Moss Lane
- 12) Van driven up Moss Lane
- 13) Visitors from 8 Moss Lane outside my bedroom window
- 14) Van stuck in the gravel after dropping visitors off. Instead of driving down the lane, they reverse out and tried to drive uphill
- 15) Visitors being picked up.
- 16) Visitors being dropped off and bus going the wrong way again
- 17) Another collection of visitors
- 18) Email to QLDC regarding damage to Moss Lane
- 19) Email to Tony Hill regarding Moss Lane
- 20) Email to Mishka, QLDC planner
- 21) Email to QLDC Enforcement team
- 22) Email to QLDC Enforcement team
- 23) Email to Tony Hill
- 24) Email to Air B & B



















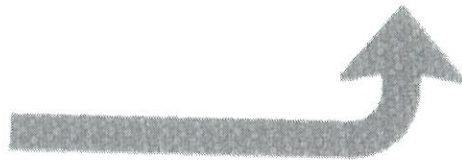




No Vehicle
Access
Very Steep Lane



Please Use
Access Via
Arawata Terrace

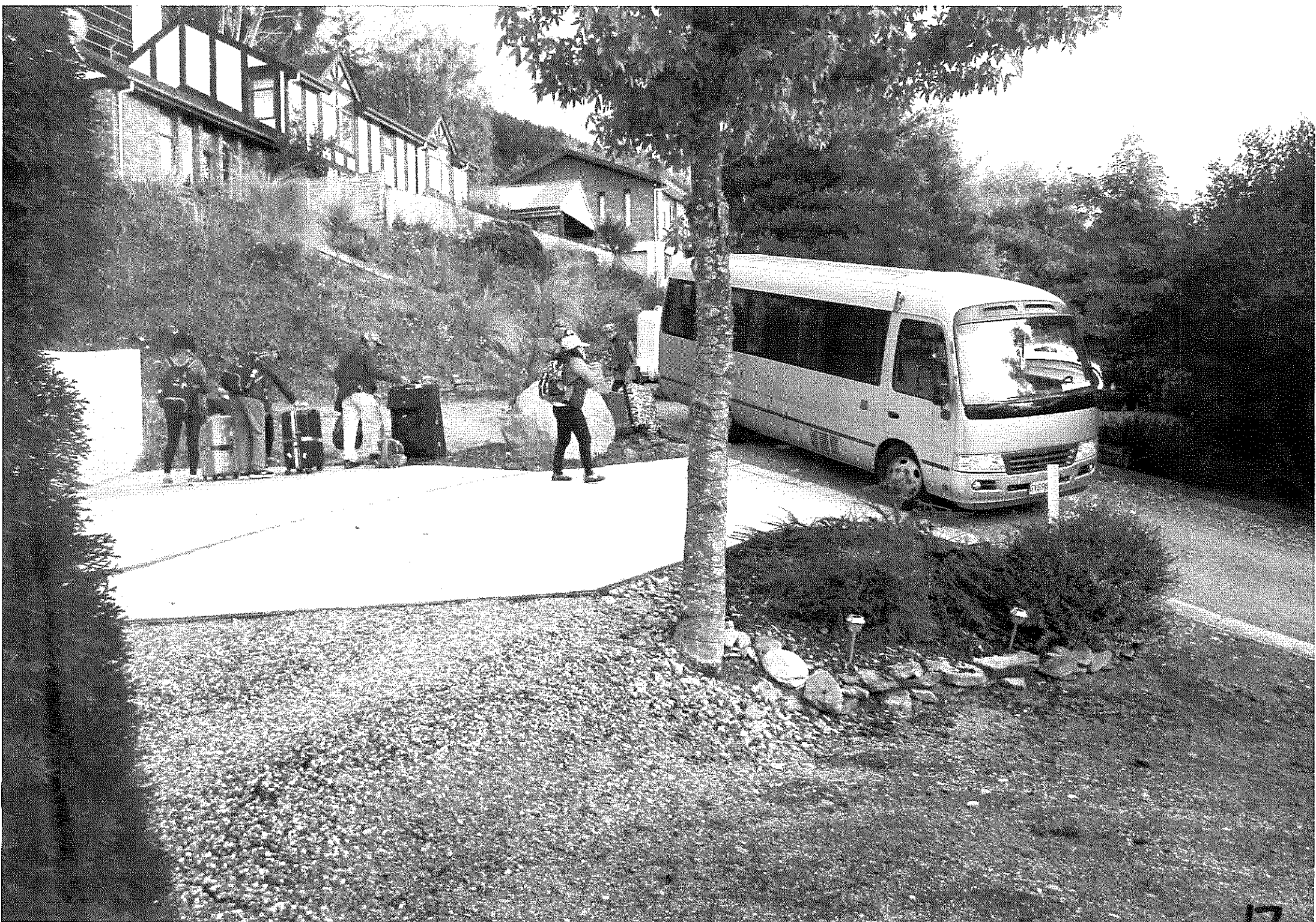












Heidi Ross <nzedheidi@xtra.co.nz>

23/2/2017 22:47

Damage to Moss Lane again

To Ulrich Glasner <ulrich.glasner@qldc.govt.nz> • Anthony Hill <anthony.hill@qldc.govt.nz> • Daph Crawford <daphcrawford@hotmail.com> • Tony Hill <tony.hill@qldc.govt.nz>

Dear All,

I am sorry to continue to bombard you with emails and photos but we have a problem which continues. It baffles me as to how this "visitor accommodation" at 8 Moss Lane continues to operate as it has gone over the 90 days allowed without a resource consent. I have tried several times to have a meeting on site with Daph Crawford, owner of the lane and anyone from QLDC to show and explain what is happening but nothing. Ulrich Glasner is the only one who has come on site to hear our concerns a few years ago regarding another issue. I will again attach some photos to show yet more damage to the lane and I will try and explain to you exactly what is happening. I also hear that there will be signs put up at the entrance to Moss Lane and at the bottom of Moss Lane once approved by the owners. Thank you for this as it will help but this is not the answer.

Firstly the property has 3 garages, 2 are double and 1 single. The single garage is the living quarters for the 2 guys that clean the units. The double garages are meant to be used for the vehicles to pull into BUT are not utilized by the visitors as there are mattresses and bed parts stored. They also have automatic garage door openers. All visitors with vehicles park on the concrete drive and the maneuverability on that concrete drive is not much so most vehicles end up backing out onto Moss Lane. This backing out process is part of what is causing damage as when you are not familiar with how to do it properly you tend to accelerate, as you are reversing uphill, thus causing the gravel to be gouged out and fly in various directions but mainly into the kerbing. So now we have gravel in the kerbing which when it rains is washed down the lane as well as the loose gravel in the lane. Ulrich will be familiar with this as there was a huge wash out a few years ago. The gravel going down the lane then clogs the drain which is at the bottom of Moss Lane. When the drain gets clogged the water then overflows into the cul de sac of Evergreen Place and runs further down Evergreen Place. Well guess who keeps on eye on all that to make sure it doesn't happen? ME! So on and on and on it goes!

It is very frustrating to say the least! This morning the visitors staying at one of the units was halfway down the lane in his pickup truck and decided he would reverse backwards up the lane. Tyres spinning and gouging out yet again. I went out and politely asked them to take care and for the hundredth time told them it is private property and they are damaging it. They DO NOT CARE!!!! This evening I came home from work and found huge damage again from what appears to be a heavy vehicle which has dropped off Chinese visitors again. There are Chinese visitors in one of the units with no vehicle on site. Seriously this has got to stop. It isn't fair that I am left with fixing and cleaning up after these visitors.

Moss Lane is being damaged from the visitor accommodation that is occurring at 8 Moss Lane and something needs to be done. It has to stop!

I am also concerned that QLDC is not able to correctly keep track of visitor nights when they are being booked and paid for in China. It can not be left to be like a honesty box on the side of the road when selling fruit. Again I believe it would be helpful to show someone in person what Daph and my concerns are. The damage can not continue to happen, otherwise come the winter the lane will be not be in a good state.

Regards, Heidi Ross

Photo 1) Vistors being dropped off with bus and trailer going wrong way. The tree is on my property.

Photo 2) Damage from trying to reverse uphill

Photo 3) Damage from heavy vehicle

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Heidi Ross <nzedheidi@xtra.co.nz>

19/3/2017 13:29

Visitor accommodation Moss Lane

To Tony Hill <tony.hill@qldc.govt.nz>

Hello Tony,

Just wondering if you can let me know when and how we should be receiving notification of the the application for resource consent being applied for by 8 Moss Lane? Perhaps there is someone at QLDC I could get in touch with to find out?

The units are being used for travelers now whose flights have been cancelled. I do not have a problem with that at all but last evening both were being used for this and there were 5 small children, all under 5, running around on the concrete driveway yelling and screaming. After about 15 minutes I went out as my dog was just barking and barking. I politely asked the parent who was up on the balcony looking down if she could get the kids to not be so loud. She started having a go at me about how it was only 730pm and if I have a problem I should go inside and turn my TV up! Seriously! I then told her that I actually live here and this is my home and my dog is upset because of the yelling and high pitched screaming. She replied that they were kids having fun, I told her I didn't have a problem with that I just asked if she could have them not be so loud. I explained there was a track behind the units and a playground not far they could walk to even. By this time a guy came out on the other balcony and asked if there was a problem and I said no, I am just asking if the kids could not be so loud. He then told me if I had a problem with kids having fun that there was something wrong with me. I explained I worked at a medical centre and did not have a problem with kids, matter of fact love kids, but that they were upsetting my dog with their high pitched screams. He then told me to take my dog for a walk and I politely explained that I had just come back from 1 1/2 hour walk from the lake. He then made a comment about me being not being a Kiwi and I should go back from where I came from. I told him I was a NZ citizen thanks very much and went inside.

I can not tell you how sick and tired I am of all this. How has my home been turned into such a circus? It isn't right that this is happening.

If you could let me know who I should contact at QLDC or if you know when and how the notification will come.

Thanks and much appreciation,

Heidi Ross

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14/09/2018, 6:35 PM

Heidi Ross <nzedheidi@xtra.co.nz>

4/4/2017 23:21

Resource consent for visitor accommodation at 8 Moss Lane

To Mishka Banhidi <mishka.banhidi@qldc.govt.nz>

Dear Mishka,

I am writing to you after reading some emails regarding the resource consent for visitor accommodation at 8 Moss Lane in the edocs on the QLDC website.

Some of the information which has been provided is not accurate. I would like to clarify that the visitor accommodation at 8 Moss Lane has been operating well before end of December 2016 as stated. I also have counted many more visitor nights than what is documented in the email as well. I have a photo which was taken on 2 October 2016 which shows a 24 seater bus in front of the units. The luggage trailer is in the garage. I am happy to provide you with the photo if need be. Perhaps there has been some miscommunication regarding when the visitor accommodation started? Just so you are aware it was end September 2016 and not end December 2016.

Regards,

Heidi Ross



14/09/2018, 6:40 PM

Heidi Ross <nzedheidi@xtra.co.nz>

18/4/2017 20:56

Visitor accommodation 8 Moss Lane

To Morgan Shepherd <morgan.shepherd@qldc.govt.nz>

Dear Morgan,

I hope you had a nice break over Easter. I would appreciate a reply from you regarding what is being done regarding the visitor accommodation that continues at 8 Moss Lane. I am taking Adam, the cleaner for Homie for the past 5 months to the airport in the morning. He has been living in the garage since the middle of November. I can prove that they have been in operation since end of September, not end of December as they are claiming.

I was woken up at 11 pm on Saturday night after working on the day and getting up at 6 am. Woken up by guests arriving at 11pm and driving up the lane, tyres spinning past the signs which tell them not to and then unpacking their vehicle.

11pm is not acceptable for arriving guests is it? This is not a one of occurrence as it happens all the time. I was woken up on Monday morning at 730am by visitors on the balcony talking loudly. I would like to follow the process as it is suppose to happen so I would appreciate a reply regarding what is happening next.

Thank you, Heidi Ross



14/09/2018, 6:42 PM

Heidi Ross <nzedheidi@xtra.co.nz>

21/4/2017 12:56

8 Moss Lane Visitor Accommodation

To Morgan Shepherd <morgan.shepherd@qldc.govt.nz> • mishka.banhidi@qldc.govt.nz <mishka.banhidi@qldc.govt.nz> • Daph Crawford <daphcrawford@hotmail.com>

Hello Morgan,

I have spoken to Mishka this morning and she kindly has brought to light the fact that there is a 3 night minimum stay, which is NOT happening at 8 Moss Lane. The majority of stays is 2 nights with a rare 1 night stay when there are flight cancellations. I can only recall one stay that was longer than 2 nights. I am absolutely amazed that this has not been realized earlier. I also have just taken the quiz that the QLDC website has regarding visitor accommodation and it told me I needed a resource consent to do what is happening at 8 Moss Lane.

Where to from here is what I would like to know. After all this upheaval to realize a resource consent is required for what has been going on and they don't have one! Honestly, I have no words. I would really appreciate a reply, and I understand you are busy so will hope to hear from you soon.

Regards, Heidi Ross



14/09/2018, 6:43 PM

Heidi Ross <nzedheidi@xtra.co.nz>

17/7/2017 16:06

Moss Lane visitor accommodation

To Tony Hill <tonyhil@queenstownprojects.co.nz> • tony.hill@qldc.govt.nz

Hello Tony,

I am sorry to be bothering you again but I am very concerned about how the enforcement team has been dealing with me and 8 Moss Lanes visitor accommodation resource consent.

I have waited for many months for the resource consent process to take place. After getting in contact with the planner Mishka, who has been very helpful, she is also the one telling 8 Moss Lane that they needed written approval from all homeowners on the lane to move forward. Well 8 Moss Lane never contacted anyone so we waited for notification. We all on Moss Lane, want to make submissions and that never happened. The planners working for 8 Moss Lane put the consent on hold as of March 2017 and finally push came to shove and they were given until 30 June 2017 to do something.

The last 2 weeks of June were eventful in that I was contacted by a real estate agent asking if I would be interested in selling my property. Jed Hay, very nice fellow from Hoamz. He actually knocked on my door. I spoke with him for about 15 minutes and asked if it was the Chinese trying to buy me out. He said he wasn't sure. I explained the situation to him and told him I loved where I lived with the track and the lake, etc. and that I would not want to sell. The next evening unannounced the said owner of the property, Chinese fellow named Mike, his chosen english name and Homie, manager of the units, knocked on my door. It was 815pm at night and I had just gotten home from work. Mike had brought me a bag of Tibetan teas to say sorry for the problems and we spoke for about 20 minutes as I explained to him the difficulties and goings on, especially with the 24 seater buses. He asked me for more time which I told him time was not mine to give as the council had regulations that needed to be follow. I also did explain to him that there was a 3 night minimum stay which was not happening at his units. We shook hands and I told him I was sorry he was having problems but that this is my home and I had been disturbed by the noise and goings on from his visitors. He again apologized and told me he understood and would feel the same way.

The next morning I got a phone call from Jed, the real estate agent telling me that the buyers were serious and were offering me \$900,000 for my property. I told Jed that I would have to think about it and would get back to him on 3 July 2017 as I knew the deadline for resource consent was 30 June 2017. I did seriously consider the offer but felt like I was selling my soul and have decided not to sell. As I said before I love where I live.

I contacted the council several times to find out what was happening with the resource consent and after no response, I got in touch with lovely Mishka and was told she would follow up with the enforcement team to find out what was happening. She emailed me back to say action was being taken but she could not tell me what as it was confidential. After a week I left a voicemail on Anthony Hall's phone, enforcement team, to ask him to please call me and leave a message on my phone so I knew what was going on as the visitor accommodation has been in full swing again for the past month and they are well and truly over the 90 days each unit allowed.

This past Wednesday morning I got the phone call from Anthony. He told me that an abatement notice would be given to 8 Moss Lane and that I needed to prepare myself as he felt they would be given resource consent by the judge. I asked how he could say that when everyone on the lane was against it. He said it didn't matter and that was usually how it played out when it went to a hearing. He also said that Queenstown needs visitor accommodation and that it wouldn't be a good situation to disrupt the plans of holiday makers. He also said the lane was in a terrible state and that he could not believe there was a lane like that in Queenstown. I told him the said lane had been perfectly fine since the 1970's and that 8 Moss Lane was the problem. I won't go on about the conversation/argument as he continued to talk over me and seemed to care more about the visitors than the actual residents, as he said I am a rarity! I also told him that the Chinese had tried to buy me out and he told me that I should seriously consider the offer!

I emailed Mishka on Thursday evening to tell her of my disappointment from the conversation and what Anthony Hall had said. She immediately emailed me asking for me to call her. I did so and she told me that Anthony Hall has NO input into the decision process of whether a resource consent is granted or not.

I bumped into Ferg, QLDC councillor at Countdown yesterday and he told me Val Miller had brought up visitor accommodation at the last meeting. He also mentioned circumstances that was brought up and I explained to him it was me. He has asked for me to email him as he is interested as well.

Again I am sorry to be a bother, truly, I wish I didn't have to be going through this. But I will not stay quiet to a situation that is affecting my home life. Thank you again Tony for all your help with this. Thank you!

Regards, Heidi Ross

Heidi Ross <nzedheidi@xtra.co.nz>

16/9/2018 14:00

Air B & B

To nzedheidi@xtra.co.nz

From: Heidi Ross <nzedheidi@xtra.co.nz>
Sent: Saturday, 10 February 2018 4:58 p.m.
To: Daph Crawford
Subject: Fwd: Neighbor to vistor accommodation
My email to the Air B & B lady. Ha!

----- Original Message -----

From: Heidi Ross <nzedheidi@xtra.co.nz>
To: kate.hannan@airbnb.com
Date: 10 February 2018 at 11:06
Subject: Neighbor to vistor accommodation

Hello Kate,

You don't know me but a friend of mine sent me your email that you have sent to your Air B & B clients encouraging them to make a submission regarding the proposed changes to visitor accommodation by QLDC.

I just want to bring to your attention that some neighboring properties to your beloved Air B & B clients, can be a right pain in the ass to live next to, by people who live and work in Queenstown, I have lived here for over 20 years.

I complained repeatedly to QLDC all of 2017, about a neighboring property that has actually changed my home life as it is so disruptive. I will not go on about that to you. The problem is QLDC has no way to monitor what is going on, let alone enforce the rules.

So PLEASE be aware that not all is hunky dory!! I am aware there are visitor accommodations that are done properly but unfortunately that is NOT the case with many. I understand you are concerned, probably more than anything about your potential loss of income but I am concerned about the loss of my quality of life because of your income.

I wish no reply from you and hope you do not take this email as anything more than you seeing that there is another side to what is happening.

Cheers,

Heidi Ross

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