

# SUPPORTING A SAFE CITY CENTRE



## CITYWATCH: SUPPORTING SAFE AND WELCOMING CITY CENTRE STREETS

CityWatch is a partnership between Auckland Council and Heart of the City. The on-street team can help address issues such as obstruction to businesses and public spaces or anti-social behaviour, as well as monitoring busking, outdoor trading, illegal dumping and damage to public assets.

### How to request CityWatch assistance

If someone is causing nuisance or acting inappropriately in a public place, please **call Auckland Council on (09) 301 0101 so a job can be logged and a guard sent out.**

### CityWatch Operating Hours:

Monday to Friday, 6am - 7pm  
Saturday, 8am - 7pm  
Sunday, 8am - 6pm

## POLICE: PREVENTING AND ADDRESSING CRIME

In addition to active policing including on-street presence and incident response, the NZ Police have a Crime Prevention Team who are able to advise businesses on how to prevent retail theft and increase safety. Heart of the City can arrange visits by the police to businesses so they can share this information directly with your staff - to arrange a visit, contact us on **(09) 379 8000** or [info@hotcity.co.nz](mailto:info@hotcity.co.nz)

To contact the police:

**Call 111** - in an emergency, if you have any doubts about safety or if someone is a risk to themselves or others

**Call 105** - if a crime has already happened, including theft

## STOREWATCH: PREVENTING RETAIL THEFT

Store Watch is a free communication network of 150+ businesses and the NZ Police, aiming to reduce and prevent retail theft in the city centre. The network shares critical information including suspicious behaviour and shoplifting incidents. This information helps police make arrests and grows awareness and a sense of community between participating businesses.

To find out more or join StoreWatch, contact us **09 379 8000** or email [info@hotcity.co.nz](mailto:info@hotcity.co.nz)

## TRESPASS: FROM PRIVATE PROPERTY

Businesses can verbally trespass or issue a written trespass notice to anyone who is not wanted in their store. CCTV images or mobile images of the person including date, time and reason for trespass is useful as it can be used as evidence.

For more information on Trespass Authorities, please visit - [police.govt.nz/advice/personal-community/trespass-notices](https://police.govt.nz/advice/personal-community/trespass-notices)

For more information on safety, visit [hotcity.co.nz/safety](http://hotcity.co.nz/safety)

Contact us for any questions on **(09) 379 8000** or email [info@hotcity.co.nz](mailto:info@hotcity.co.nz)