

SUPPORTING A SAFE CITY CENTRE



CITYWATCH

CityWatch is delivered by Auckland Council and supported by 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 can be sent out.

CityWatch operates:

Weekdays:

7am - 7:30pm

Saturday and Sunday:

8am - 4:30pm

POLICE: PREVENTING AND ADDRESSING CRIME

In addition to 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**.

How to contact the Police:

Call 111 in an emergency.

Call 105 if a crime has already happened, including theft.

STOREWATCH: PREVENTING RETAIL THEFT

Store Watch is a free communication network of 170+ 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 Store-Watch, contact us **09 379 8000** or email **info@hotcity.co.nz**.

TRESSPASS: FROM PRIVATE PROPERTY

Businesses can verbally trespass or issue a written trespass notice to anyone who is not wanted in their premises. 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-notice**

FOR MORE INFORMATION ABOUT SAFETY

Visit **hotcity.co.nz/safety**

Contact us with any questions on
(09) 379 8000 or email **info@hotcity.co.nz**