

Need support in the city centre?

If a crime is being committed or if you're in immediate danger, call the Police

Emergency - Call 111

- Immediate risk to life or property
- A crime is in progress
- Suspected drug activity
- Illegal or harmful instore incidents

Non Emergency Police Matters - Call 105 or Report Online

To report incidents that do not require an urgent police response or a past incident response



**If you need quick safety support, or to deter unwanted behaviour,
call the Heart of the City Safety Team**

09 9 61 61 61 (24/7)



For interim support in and around your business, private property or a public space or until Police or the appropriate service arrives.

This includes:

- Suspicious behaviour
- Trespass assistance
- Anti-social behaviour
- De-escalation support
- Unauthorised camping (private properties only)

If the issue is about rules, bylaws, or public order

Call [Auckland Council Compliance Wardens](#) -

09 301 0101 (7am - 10pm daily)

For support with bylaw breaches, including the following issues:

- Pathway obstructions
- Noise complaints
- Unauthorised camping, structures or storage of objects (public spaces only)
- Dog-related concerns
- Liquor ban breaches

If there's an environmental or maintenance issue

Report to Auckland Council via [their website](#) or

[Ask Auckland Council](#). If Urgent, Call 09 301 0101

For support with the following issues:

- Illegal dumping or litter
- Pollution
- Graffiti
- Parks or public spaces
- Footpaths, roads or streetlights



Common behaviours & terms are explained on the back of this flyer



Glossary of common behaviours & terms

- Immediate risk to life or property:**
- If people are injured or in danger
 - If there's a serious, immediate or imminent risk to life or property
 - If a crime is happening right now
 - If a crime has just happened and the offender is nearby

If you're unsure but feel unsafe, call 111 and let the operator decide. ([NZ Police](#))

Non-emergency Police matters: If the situation is not happening right now, does not put anyone in immediate danger, does not involve a serious or urgent risk to people or property, make a report to the Police by calling 105 or [report online](#). ([NZ Police](#))

Illegal or harmful in-store incidents: These include theft, property damage, threats, aggression, or any behaviour that risks the safety of staff, customers, or property. (WorkSafe NZ, Retail NZ, Shopcare). Illegal = Breaks the law and may require Police. Harmful = Creates risk or disruption, and may require de-escalation or support.

Unauthorised camping: A setup where people are staying or living in tents, vehicles, or other structures in a location not designated for camping or is causing obstruction. ([Auckland Council](#))

Illegal dumping: The unauthorised disposal, discharge, or release of waste by individuals or businesses in a public place or on land without permission, including into council infrastructure or the environment. ([Auckland Council](#))

Pollution: The release or presence of contaminants into air, land, or water that may harm the environment, infrastructure, or public health. ([Auckland Council](#))

Suspected drug activity: Signs or behaviours suggesting a person may be using drugs, without confirmed evidence. ([NZ Police](#))

Disclaimer: These are simplified definitions for guidance only. Refer to relevant legislation and official agency guidance for full details via the hyperlinks provided.

If you have any questions or would like to make a formal complaint about:

Heart of the City Safety Team: (09) 379 8000 or info@hotcity.co.nz

NZ Police: Independent Police Conduct Authority (IPCA) 0800 503 728 or info@ipca.govt.nz

Auckland Council Compliance Wardens or environmental/maintenance issue: online via the Auckland Council website or 09 301 0101

Need more help or information?

(09) 379 8000 or info@hotcity.co.nz

