

16 March 2026

[REDACTED]

Tēnā koe [REDACTED]

**LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT Request: 2026-19**

Thank you for your request we received on Monday 2 March 2026, attached as **Appendix One**.

Your request has been considered under the Local Government Official Information and Meetings Act 1987 (the Act). Details of all the information held by the council regarding your complaint 25001761 are attached as **Appendix Two**. The table below provides you with all the information released to you.

Document number	Date	Title	Decision
1	Tuesday, 7 October 2025 10:49 pm	<b>From:</b> [REDACTED] <b>To:</b> Mayor <b>Subject:</b> Fwd: Shared boundary Lou Newman, [REDACTED]	Release in Full.
2	Wednesday, 8 October 2025 8:03 am	<b>From:</b> [REDACTED] <b>To:</b> Mayor <b>Subject:</b> Boundary Lou Newman [REDACTED]	Release in Full.
3	Wednesday, 8 October 2025 8:59 am	<b>From:</b> Mayor <b>To:</b> Dianne Suisted <b>Cc:</b> Mayor; [REDACTED] <b>Subject:</b> RE: Boundary Lou Newman [REDACTED] <b>Attachments:</b> Fwd: Shared boundary Lou Newman, [REDACTED]	Release in Full.

4	Wednesday, 8 October 2025 9:10 am	<b>From:</b> [REDACTED] <b>Sent:</b> Wednesday, 8 October 2025 9:10 am <b>To:</b> Mayor <b>Cc:</b> [REDACTED] <b>Subject:</b> Re: Boundary Lou Newman [REDACTED] <b>Attachments:</b> image001.png	Release in Full.
5	Monday, 13 October 2025 8:43 am	<b>From:</b> [REDACTED] <b>Sent:</b> Monday, 13 October 2025 8:43 am <b>To:</b> Service Requests <b>Subject:</b> Re: Service Request: 25001761	Release in Full.
6	29/10/2025	File Note on Service Request 25001761 (Complaint)	Release in Full.
7	Monday, 3 November 2025 11:12 am	<b>From:</b> Geoff Hamilton <b>To:</b> [REDACTED] <b>Subject:</b> Response following your complaint	Release in Full.
8	Monday, 24 November 2025 10:13 am	<b>From:</b> Geoff Hamilton <b>To:</b> Lou Newman <b>Cc:</b> Mayor; Grace Ayling <b>Subject:</b> FW: Response to complaint re Cr Lou Newman <b>Attachments:</b> Letter to [REDACTED] 24 Nov 2025.pdf	Release in Full.

Please note, the Council proactively publishes LGOIMA responses on our website. As such, we may publish this response on our website after five working days. Your name and contact details will be removed.

Thank you again for the copy of your email. You have the right to ask an Ombudsman to review this decision. You can do this by writing to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or Office of the Ombudsman, PO Box 10152, Wellington 6143.

Nāku noa, nā

A handwritten signature in blue ink that reads "Geoff Hamilton". The signature is fluid and cursive, with a long horizontal stroke at the end.

Geoff Hamilton  
**Chief Executive**  
**Carterton District Council**

RELEASED UNDER LGOIMA

[REDACTED]

---

**From:** LGOIMA Requests <lgoima@cdc.govt.nz>  
**Sent:** Tuesday, 3 March 2026 9:13 am  
**To:** [REDACTED]  
**Subject:** RE: Acknowledgement LGOIMA 2026-19 - Information on a complaint

Morena [REDACTED]

Thank you for clarifying, your clarification is noted.

Ngā mihi,



LGOIMA Requests | **CARTERTON DISTRICT COUNCIL**

Email: [lgoima@cdc.govt.nz](mailto:lgoima@cdc.govt.nz)

Phone: (06) 3794030 | PO Box 9 Carterton 5743 | 28 Holloway Street Carterton 5713 | Website: [www.cdc.govt.nz](http://www.cdc.govt.nz)

---

**From:** [REDACTED]  
**Sent:** Tuesday, 3 March 2026 8:55 am  
**To:** LGOIMA Requests <lgoima@cdc.govt.nz>  
**Subject:** Re: Acknowledgement LGOIMA 2026-19 - Information on a complaint

**Caution:** This email originated from outside the council. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning

Thank you for your acknowledgement of receipt received yesterday.

For your clarification:

I placed my request, a hard copy of an email which I did not send to Mr Hamilton, into your post box, after hours on Thursday 26 February. Realising I had not included The Police Report, I placed it into your box before hours, on Friday 27 February.

It was sent to my email in order to print out at library.

Many thanks  
[REDACTED]

On 2/03/2026, at 11:55 AM, LGOIMA Requests <[lgoima@cdc.govt.nz](mailto:lgoima@cdc.govt.nz)> wrote:

Kia ora [REDACTED]

**LGOIMA 2026-19**

This email is to acknowledge the receipt of your attached information request which we received at our front counter on Monday 2 March 2026.

We note that your email dated 24 February 2026 was not received by Geoff Hamilton as it appears that you may have sent it directly to yourself instead of Mr Hamilton.

Your request is being handled under the provisions of the Local Government Official Information and Meeting Act (1987). You can expect a reply no later than **Monday 30 March 2026**, which is 20 working days from the date we received your request.

Ngā mihi,

<image001.png>

LGOIMA Requests | **CARTERTON DISTRICT COUNCIL**

Email: [lgoima@cdc.govt.nz](mailto:lgoima@cdc.govt.nz)

Phone: (06) 3794030 | PO Box 9 Carterton 5743 | 28 Holloway Street Carterton 5713 |

Website: [www.cdc.govt.nz](http://www.cdc.govt.nz)

<OIA from [REDACTED] 2 March 2026.pdf>



**Complaint Number 25001761**

1 message

[Redacted]  
To: [Redacted]

Mon, Feb 23, 2026 at 4:44 PM



24 February 2026

Mr Geoff Hamilton  
Chief Executive  
Carterton District Council  
28 Holloway Street  
Carterton



Dear Mr Hamilton

Formal Complaint re Councillor Lou Newman

I wrote to you 17 November 2025 seeking answers to five questions.  
I have not received a reply.  
Please correct me should you have answered and I have not received.

Please find enclosed the Police Report recently received.

On 10 October 2025, I submitted factual evidence within my complaint to Council as requested.

I left the conversation open to you when you visited in the hope you would discuss Lou Newman's action towards me as a Councillor. This was not offered by you.

I do not accept that this is not a Council matter.

I therefore formally request, under the Local Government Official Information and Meeting Act 1987, all/any information and reports held by Council regarding my Complaint 25001761 and Council's decision regarding Councillor Lou Newman's behaviour towards me.

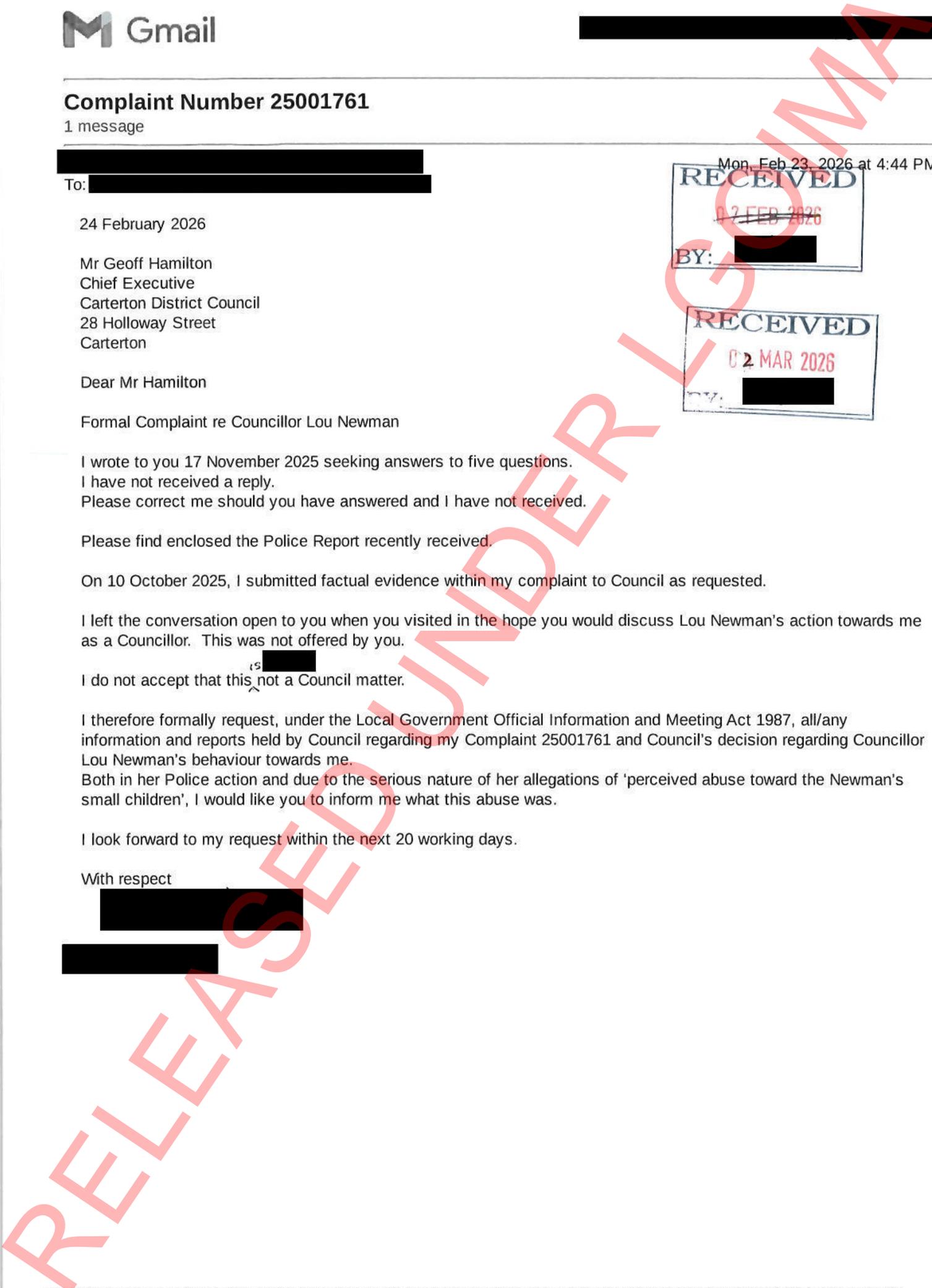
Both in her Police action and due to the serious nature of her allegations of 'perceived abuse toward the Newman's small children', I would like you to inform me what this abuse was.

I look forward to my request within the next 20 working days.

With respect

[Redacted signature]

[Redacted address]





**Record [449510089960] - Occurrence, 04/10/2025, 08:37, 251004/7926**

**Summary**

**Occurred Dates and Times**

On/From:	Sat 04/10/2025 08:37:00
Reported:	Sat 04/10/2025 08:38:00
Category:	Occurrence
Reporting channel:	Phone
CARD #:	P064014690
Event type:	Event Type: 2P - Public Relations
Scene station:	Carterton
Reporting station:	Masterton
Subject:	Offence Report (OnDuty recorded)
Case:	251004/7926, TREE PLANTING DISPUTE, Filed, Wellington District HQ, File Management Centre



Location:  
Narrative:



Created by EGMR43 on 20/10/2025 21:03

105 Service Request #: 10383893  
File Reference #: 251004/7926

\*\*\*\* SERVICE REQUEST DETAILS \*\*\*\*

Reported Date/Time: 20/10/2025 at 20:56  
Reporting Station: 105 Call Centre  
Reporting Channel: eMail  
From: [REDACTED]

\*\*\*\* EVENT DETAILS \*\*\*\*

Type: Previously Reported Incident  
Event Occurred: 04/10/2025 at 08:37  
Narrative: \*\*\*\* CASE / REPORT UPDATE \*\*\*\*

Reference number: P064014690

Reported Date/Time: 20/10/2025 - 8:54 pm  
Reporting Channel: 105 Online

\*\*\*\* INFORMANT DETAILS \*\*\*\*

Are you reporting on behalf of someone else: Yes  
Reporter Details: P064014690  
Name: [REDACTED]  
Date of Birth: [REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]

Informant agreed to a copy of this report update being sent to their email address: yes

\*\*\*\*\* UPDATE DETAILS \*\*\*\*\*

Request for an update from Police :  
My neighbour called the police to visit me on Saturday 4 October 2025. Attending officer [REDACTED] said I could get a copy of the report by applying online.

Email and text sent:

Kia ora,

You have requested information regarding P064014690, which was written up into report 251004/7926. You can apply for copies online at: <https://www.police.govt.nz/advice-services/accessing-information>

\*\*\*\* EVENT LOCATION \*\*\*\*

Scene Station: Carterton

Location: [REDACTED] Carterton, Carterton District 5713

\*\*\*\* PERSON DETAILS \*\*\*\*

NAME DETAILS:

Name: [REDACTED]

ADDRESS DETAILS:

PHONE DETAILS:

(Cell) [REDACTED] (PREF) (PRIM)

\*\*\*\* Previously Reported Incident Details \*\*\*\*

Created by [REDACTED] on 19/10/2025 06:50

FMC,

As below, for case closure

Sgt [REDACTED]

Created by [REDACTED] on 05/10/2025 16:01

Sgt in Charge

[REDACTED]  
Masterton

This electronic file relates to a neighbour concerned about one of her neighbours planting trees on their property and her losing [REDACTED] view. Advice given around going to the council to see if anything further can be done and advised this was a civil matter and not a criminal matter.

- Any related alerts have been cleared or entered as appropriate.
- Victim Contact/Correspondence Node has is not applicable.
- Closure Reason has been entered.
- All documents scanned and attached in NIA, file to be kept electronic.

Please File,

[REDACTED]

Masterton

Created by [REDACTED] (on behalf of [REDACTED]) on 04/10/2025 14:31

Supervisor's Comments:

Approved for entry

-----  
Narrative  
-----

Circumstances:

At about 8:30am on Saturday the 4th of October 2025 Police were called about yelling coming from [REDACTED] Carterton.

Police attended and spoke to parties.

There is a tree planting dispute between [redacted] from [redacted] who is concerned about losing [redacted] view due to the neighbours planting native trees on their property [redacted] Carterton.

Owners of [redacted] are planting native trees at the boundary to provide privacy when the children are swimming in the pool. They have already confirmed they are within the council rules.

The owner of [redacted] is concerned about losing [redacted] view and feels the neighbours are not listening to [redacted] concerns.

[redacted] denies yelling but does say [redacted] wants them to come around to her property so they can see from [redacted] side and have a conversation about what is happening.

Advised this is a civil matter and to speak to the Carterton District Council to see if there is anything else that can be done but it seems that the occupants are within their rights to plant on their property.

This is for reporting purposes only just in case issues continue between the neighbours potentially crossing into harassment.

Description:

Residential dwellings.

Boundary planting dispute between

[redacted] Carterton.

Owners of [redacted] are planting native trees at the boundary to provide privacy when the children are swimming in the pool. They have already confirmed they are within the council rules.

The owner of [redacted] is concerned about losing [redacted] view and feels the neighbours are not listening.

Evidence Located:

N/A civil matter. Advice given

Property Stolen:

N/A

Other Matters:

Advice given to both parties about going to the council for further information around any rules relating to planting around the boundary and height limits if any. Civil matter. No further Police action

Criminal Proceedings

Will an arrest be made?:

No

Will charges be laid?:

No

Will a formal warning be issued?:

No

Containing >>>> Persons

Persons (2)

Al	Sour	Gen	Name	DOB	Address	PRN	Driver	Inc/Off	Old FVIR
er	ce	er					Licence	Links	Rating
s							No.		
[redacted]									

Persons (2)

Al	Sour	Genc	Name	DOB	Address	PRN	Driver	Inc/Off	Old FVIR
er	ce	er					Licence	Links	Rating
s							No.		

Containing >>>> Incidents/Offences/MOs

Incidents/Offences (1)

V	Incident/Offence	Offender	Closure Reason	Alcohol	Perceived Hate	Perceived and Perceived Prejudices	Hate Types	Mental Health	Scene Type	Injury to Victim	Weapons
N	2P - PUBLIC Relations		Incident/Task dealt with	Not Applicable	Not Applicable			Not Applicable	Not Applicable	None	

**IN CONFIDENCE.** This document contains personal information and should not be used or disclosed in breach of the Privacy Act 2020. Information should only be used or disclosed in accordance with the Criminal Disclosure Act 2008 or the Information Privacy Principles in section 22 of the Privacy Act. Information may be able to be withheld, and may be subject to the Criminal Records (Clean Slate) Act 2004. Please take guidance from your supervisor if you are unsure what documents can be released. The Privacy Officer at PNHQ can provide advice on this.

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, 7 October 2025 10:49 pm  
**To:** Mayor  
**Subject:** Fwd: Shared boundary Lou Newman, [REDACTED]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Caution:** This email originated from outside the council. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]

I trust you will receive this.

Yesterday I failed to include the second email I sent to Lou and [REDACTED] after receiving their initial reply. Clearly asking them to come over the fence to discuss their unilateral decision.

Thank you

[REDACTED]

----- Forwarded message -----

**From:** [REDACTED]  
**Date:** Sun, 7 Sep 2025, 10:39 pm  
**Subject:** Shared boundary  
**To:** [REDACTED]

[REDACTED] and Lou

I am very grateful for your reply and indicating your made decision.

Naturally I am disappointed that we were unable to discuss your intentions in order that both our needs could be understood fully and satisfactorily met.

However, that can be rectified with ease.

I would love you to come over to this side of the fence so you have a true knowledge of your privacy and explain more clearly your plantings whilst experiencing and understanding how your plans will impact on me.

When would it suit you?

I leave tomorrow for Bhāti to have eye surgery in Hamilton and should all go well, will return on Thursday.

Look forward to a day and time to suit you.

Kind regards  
[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Wednesday, 8 October 2025 8:03 am  
**To:** Mayor  
**Subject:** Boundary Lou Newman [REDACTED]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Caution:** This email originated from outside the council. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]

This email completes all correspondence between both parties.  
I will call in this afternoon to learn about further action to be taken and pick up paper work.  
Hopefully I can also receive some legal advice this morning.  
Kind regards

[REDACTED]

----- Forwarded message -----

**From:** [REDACTED]  
**Date:** Wed, 8 Oct 2025, 7:55 am  
**Subject:** Fwd: Email sent 7 September 2025  
**To:** [REDACTED]

----- Forwarded message -----

**From:** [REDACTED]  
**Date:** Tue, 16 Sept 2025, 7:47 pm  
**Subject:** Email sent 7 September 2025  
**To:** [REDACTED]

Good evening [REDACTED] and Lou  
Just checking in that you received my email 7 September inviting you to offer a suitable time for you to visit on this side of fence to discuss your plans for our shared boundary.  
Look forward to hearing from you.  
Kind regards

[REDACTED]

**From:** Mayor  
**Sent:** Wednesday, 8 October 2025 8:59 am  
**To:** [REDACTED]  
**Cc:** Mayor; [REDACTED]  
**Subject:** RE: Boundary Lou Newman [REDACTED]  
**Attachments:** Fwd: Shared boundary Lou Newman, [REDACTED]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Kia ora [REDACTED]

On behalf of Ron, this email is to acknowledge the receipt of your two emails, this one, and the attached.

You are welcome to come in and see me at 12:30noon today, and if you like I will take your formal complaint from you.

Kind regards



[REDACTED] Democratic Services Officer | Executive Assistant to Mayor  
CARTERTON DISTRICT COUNCIL  
Imera [REDACTED]  
Waea: 06 379 4030 | Waea pūkuro: [REDACTED]  
PO Box 9 Carterton 5743 | 28 Holloway Street Carterton 5713 | Website: [www.cdc.govt.nz](http://www.cdc.govt.nz)

---

**From:** [REDACTED]  
**Sent:** Wednesday, 8 October 2025 8:03 am  
**To:** Mayor <Mayor@cdc.govt.nz>  
**Subject:** Boundary Lou Newman [REDACTED]

**Caution:** This email originated from outside the council. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]  
This email completes all correspondence between both parties.  
I will call in this afternoon to learn about further action to be taken and pick up paper work.  
Hopefully I can also receive some legal advice this morning.  
Kind regards  
[REDACTED]

----- Forwarded message -----  
**From:** [REDACTED]

Date: Wed, 8 Oct 2025, 7:55 am  
Subject: Fwd: Email sent 7 September 2025  
To: [REDACTED]

----- Forwarded message -----

From: [REDACTED]  
Date: Tue, 16 Sept 2025, 7:47 pm  
Subject: Email sent 7 September 2025  
To: [REDACTED]

Good evening [REDACTED] and Lou

Just checking in that you received my email 7 September inviting you to offer a suitable time for you to visit on this side of fence to discuss your plans for our shared boundary.

Look forward to hearing from you.

Kind regards  
[REDACTED]

RELEASED UNDER LOGOIMA

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, 7 October 2025 10:49 pm  
**To:** Mayor  
**Subject:** Fwd: Shared boundary Lou Newman, [REDACTED]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Caution:** This email originated from outside the council. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]

I trust you will receive this.  
Yesterday I failed to include the second email I sent to Lou and [REDACTED] after receiving their initial reply. Clearly asking them to come over the fence to discuss their unilateral decision.  
Thank you

[REDACTED]

----- Forwarded message -----

**From:** [REDACTED]  
**Date:** Sun, 7 Sep 2025, 10:39 pm  
**Subject:** Shared boundary  
**To:** [REDACTED]

[REDACTED] and Lou  
I am very grateful for your reply and indicating your made decision.  
Naturally I am disappointed that we were unable to discuss your intentions in order that both our needs could be understood fully and satisfactorily met.  
However, that can be rectified with ease.  
I would love you to come over to this side of the fence so you have a true knowledge of your privacy and explain more clearly your plantings whilst experiencing and understanding how your plans will impact on me.  
When would it suit you?  
I leave tomorrow for Bhāti to have eye surgery in Hamilton and should all go well, will return on Thursday.  
Look forward to a day and time to suit you.  
Kind regards

**From:** [REDACTED]  
**Sent:** Wednesday, 8 October 2025 9:10 am  
**To:** Mayor  
**Cc:** [REDACTED]  
**Subject:** Re: Boundary Lou Newman [REDACTED]  
**Attachments:** image001.png

**Caution:** This email originated from outside the council. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]  
Apologies for my incorrect spelling of your name.  
Thank you for receipt of emails sent.  
I am awaiting permission from Police Officer to share with you the report he sent to me yesterday regarding my Police visit actioned by Lou and [REDACTED] (To be confirmed it was them)  
I have appointment for new tyres this morning and will be available anytime after 1.30pm.  
Thank you  
[REDACTED]

On Wed, 8 Oct 2025, 8:58 am Mayor, <[Mayor@cdc.govt.nz](mailto:Mayor@cdc.govt.nz)> wrote:

Kia ora [REDACTED]

On behalf of Ron, this email is to acknowledge the receipt of your two emails, this one, and the attached.

You are welcome to come in and see me at 12:30noon today, and if you like I will take your formal complaint from you.

Kind regards



[REDACTED] | Democratic Services Officer | Executive Assistant to Mayor

CARTERTON DISTRICT COUNCIL

Imera: [REDACTED].nz

Waea: 06 379 4030 | Waea pūkuro: [REDACTED]

PO Box 9 Carterton 5743 | 28 Holloway Street Carterton 5713 | Website: [www.cdc.govt.nz](http://www.cdc.govt.nz)

---

**From:** [REDACTED]  
**Sent:** Wednesday, 8 October 2025 8:03 am  
**To:** Mayor <[Mayor@cdc.govt.nz](mailto:Mayor@cdc.govt.nz)>  
**Subject:** Boundary Lou Newman [REDACTED]

**Caution:** This email originated from outside the council. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]

This email completes all correspondence between both parties.

I will call in this afternoon to learn about further action to be taken and pick up paper work.

Hopefully I can also receive some legal advice this morning.

Kind regards

----- Forwarded message -----

**From:** [REDACTED]  
**Date:** Wed, 8 Oct 2025, 7:55 am  
**Subject:** Fwd: Email sent 7 September 2025  
**To:** [REDACTED]

----- Forwarded message -----

**From:** [REDACTED]  
**Date:** Tue, 16 Sept 2025, 7:47 pm  
**Subject:** Email sent 7 September 2025  
**To:** [REDACTED]

Good evening [REDACTED] and Lou

Just checking in that you received my email 7 September inviting you to offer a suitable time for you to visit on this side of fence to discuss your plans for our shared boundary.

Look forward to hearing from you.

Kind regards

----- Forwarded message -----

From: [REDACTED]

To: Mayor <[Mayor@cdc.govt.nz](mailto:Mayor@cdc.govt.nz)>

Cc:

Bcc:

Date: Tue, 7 Oct 2025 09:49:00 +0000

Subject: Fwd: Shared boundary Lou Newman, [REDACTED]

**Caution:** This email originated from outside the council. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]  
I trust you will receive this.

Yesterday I failed to include the second email I sent to Lou and [REDACTED] after receiving their initial reply. Clearly asking them to come over the fence to discuss their unilateral decision.

Thank you

----- Forwarded message -----

From: [REDACTED]

Date: Sun, 7 Sep 2025, 10:39 pm

Subject: Shared boundary

To: [REDACTED]

[REDACTED] and Lou

I am very grateful for your reply and indicating your made decision.

Naturally I am disappointed that we were unable to discuss your intentions in order that both our needs could be understood fully and satisfactorily met.

However, that can be rectified with ease.

I would love you to come over to this side of the fence so you have a true knowledge of your privacy and explain more clearly your plantings whilst experiencing and understanding how your plans will impact on me.

When would it suit you?

I leave tomorrow for Bhāti to have eye surgery in Hamilton and should all go well, will return on Thursday.

Look forward to a day and time to suit you.

Kind regards

[REDACTED]

RELEASED UNDER LGOIMA

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Monday, 13 October 2025 8:43 am  
**To:** Service Requests  
**Subject:** Re: Service Request: 25001761

**Caution:** This email originated from outside the council. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Service Request 25001761

Good morning

Due to illness I would like to ask for an extension of time to provide additional information please.

I understand that Mr Geoff Hamilton CEO is on leave at present.

Thank you for your consideration.

[REDACTED]

On 10/10/2025, at 12:36 PM, Carterton District Council  
<[servicerequests@cdc.govt.nz](mailto:servicerequests@cdc.govt.nz)> wrote:

Tēnā koe [REDACTED]

**Your complaint number:** 25001761

We acknowledge that your formal complaint has been received and has been passed on to our Chief Executive.

It is noted that you will be providing additional information on Monday 13 October 2025.

Ngā mihi nui,

**CDC Service Desk**

Carterton District Council

[www.cdc.govt.nz](http://www.cdc.govt.nz)

## File Note on Service Request 25001761 (Complaint)

**Name:** [REDACTED] (details in above Service Request in Magiq)

**Complaint:** Formal complaint regarding neighbour, Lou and [REDACTED] (Lou Newman is a Councillor). Main issue is planting of trees along the boundary fence and loss of views of Tararua Ranges once the trees grow in height.

Additional information provided by [REDACTED] including emails correspondence, photographs, and a copy of NZ Police report on 10<sup>th</sup> October 2025.

Complaint originally raised with Mayor Ron Mark, who suggested it should be considered by the CEO.

CEO raised the complaint with Mayor Elect Steve Cretney and agreed that the CEO would continue with the investigation and make a recommendation to the Mayor-Elect on a course of action for Council.

### Summary of Complaint

The heart of the complaint is a boundary (fencing) dispute between neighbours. The boundary dispute appears to be compounded with a difficult relationship between the parties, perceived noise, privacy and visibility issues, and differences with how each use their respective properties (one party retired, the other a young family).

[REDACTED] has provided a folder of information which the CEO has read and considered. A key issue for [REDACTED] is the potential loss of view shaft of the Tararua Ranges when the planting establishes and grows. The Tararua Ranges are visible from [REDACTED] lounge and bedroom looking north-west.

[REDACTED] also received a visit from the NZ Police following a complaint raised by the Newmans. This was obviously distressing for an elderly [REDACTED] living alone.

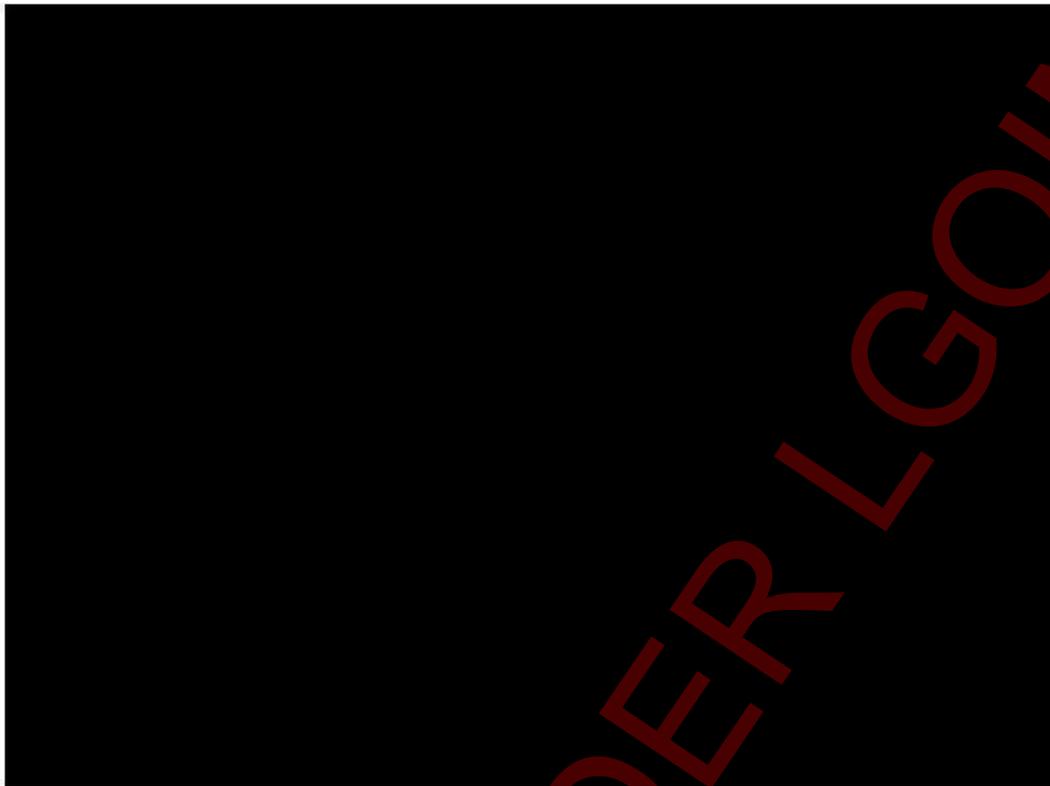
[REDACTED] has offered a number of times via email for the Newmans to "come over" and see the impact the changes that are occurring on the fence line are having on [REDACTED] and [REDACTED] property. This offer has not been accepted.

### Investigation

The CEO visited [REDACTED] on 28<sup>th</sup> October after reading all of the material supplied. The photographs supplied are a fair reflection of the views from [REDACTED] lounge and bedroom. A large mirror on the wall of the bedroom appears to reflect the bed directly towards the Newman house – possibly contributing to the Newmans desire to screen for privacy... "we can see into [REDACTED] bedroom".

Both properties are single story, although the Newman house appears slightly higher off the ground, with a small line of sight just above the fence line. Neither property could be considered as "overlooking" the other. There is the potential for line of sight from inside the easternmost window of the Newman property towards the [REDACTED] lounge and bedroom, and visa versa.

The view from the [REDACTED] lounge towards the Newman house, over the fence line is shown below (the Tararua Ranges are mostly obscured from view). Of note is the distance between the dwellings, and the tall olive trees on the right hand side of the photo which have grown well above the fence line. The Olive trees are directly north of the lounge on the [REDACTED] property. The olive trees partially obscure a large iron shed which imposes on the [REDACTED] property, noting it is not habitable.



The [redacted] property faces almost directly north, with the Newman house NNW from the [redacted] lounge and bedroom. The properties are shown below. The Newman house (corner window) is approximately 34m away from [redacted] lounge – with the bedroom a further 3m away.



RELEASED UNDER LGOMMA

The CEO also visited the Newmans on 29<sup>th</sup> October 2025. The visit confirmed the observations from the previous day and that the fence did not appear to be higher than the 1.8m permitted limit. The visit highlighted a clearer view of an adjoining neighbours iron shed that imposes slightly over the [REDACTED] property. Other observations included the small plantings on a slightly raised earth mound along the fence line, noting the trees chosen are likely to mature above the height of the fence over time.



### Summary

Considering the role of Council as a public facing governance entity, the complaint appears to be limited to the two neighbours ([REDACTED] and Newman). The interactions have mostly been between the two parties, with some involvement from the NZ Police. The NZ Police call appears to relate to raised voices and perceived abuse towards the Newman's small children. NZ Police do not plan on taking the issue further.

There does not appear to be any online, social media postings, or public or community involvement in the dispute. The email correspondence has come from [REDACTED] not Councillor Lou Newman, and from a personal email account. Councillor Newman does not appear to be using her position on Council to gain a personal advantage.

The behaviours of the parties, while not ideal, do not appear to reflect on Council or the wider community. The issue is isolated to the boundary dispute and views of the Tararua Ranges. The behaviour of Councillor Newman shows frustrations, but does not appear to meet the criteria of bringing the Council into disrepute.

On balance, the complaint does not appear to meet the necessary criteria to warrant a Code of Conduct investigation against Councillor Newman.

Next, considering the role of Council as a regulator, the dispute clearly relates to the property boundary, and specifically the planting on the Newman property which over time, may obstruct

views. There are no building structures on either property which are in dispute and the fence line does not appear to be of an excess height. The Combined Wairarapa District Plan does not place restrictions on property owners planting trees on their property (noting restrictions around power lines, underground infrastructure etc). The Resource Management Act or the Combined Wairarapa District Plan do not place restrictions on property owners requiring them to protect view shafts for neighbours. Given this, there does not appear to be a role for Council as a regulator in intervening in this dispute.

There is clearly a difference of opinion between the two property owners, and an escalating 'tit for tat' behaviours. While not ideal, this is also not uncommon. Having considered both parties views, and our roles in both the Governance, and Regulatory spaces, there does not appear to be a role for Council to intervene in this dispute.

### Conclusion

I do not consider Councillor conduct standards have been breached, or that Councillor Newman has brought the Council into disrepute, or used her position on Council to gain an advantage.

I do not consider that regulatory or planning rules have been breached, and therefore no enforcement actions can be taken in this instance.

The matter appears to be a civil dispute between property owners and there are no grounds for Council to be involved in this complaint.

I recommend the Mayor consider the complaint information provided by [REDACTED] along with this report.

If agreed, I recommend the Mayor and CEO jointly write to both the complainant and Councillor Newman with our decision to dismiss the complaint and suggest the neighbours work out the issue between themselves.

Geoff Hamilton

CEO

Carterton District Council

29/10/2025

**From:** Geoff Hamilton

**Sent:** Monday, 3 November 2025 11:12 am

**To:** [REDACTED]

**Subject:** Response following your complaint

Hi [REDACTED]

Geoff appreciated being able to meet with you the other day.

On behalf of Geoff Hamilton, and in discussion with Mayor Cretney please find attached their response to your complaint.

I have your folder of information here that I will leave at the front counter for you to collect.

Ngā mihi / Kind regards

[REDACTED] | Democratic Services Officer / EA to the Chief Executive | **CARTERTON DISTRICT COUNCIL**

Waea: 06 379 4030 | Waea pūkuro: [REDACTED] | Imera: [REDACTED]

PO Box 9 Carterton 5743 | 28 Holloway Street Carterton 5713 | Website: [www.cdc.govt.nz](http://www.cdc.govt.nz)



30 October 2025

[REDACTED]  
Carterton, 5713

Dear [REDACTED]

### **Complaint against Cr Lou Newman**

#### Background

Council received a complaint from you about Cr Lou Newman's behaviour bringing the Council into disrepute.

The complaint was originally raised with Mayor Ron Mark who suggested it be considered by the CEO.

The matter was raised with Mayor Steve Cretney and it was agreed that the CEO would continue with the investigation and make a recommendation on a course of action for Council.

#### Issues

The issues relate to the following:

1. The Newmans have planted trees along their boundary fence for privacy which will result in loss of views of the Tararua ranges from your house once the trees grow in height.
2. On a number of occasions you offered via email for the Newmans to come on to your property and see the impact of the trees, but this offer has not been taken up.
3. You received a visit from NZ Police following a complaint by the Newmans. The call to NZ Police appears to relate to raised voices and perceived abuse by you towards the Newman's small children. The matter has not been taken further by NZ Police.
4. A complaint to myself that Cr Newman's behaviour brings the Council into disrepute.

As CEO I have reviewed the written information you have provided, and made personal visits to both yourself and Cr Newman to discuss the matters raised.

## Findings

### *Council as a regulator*

- The fence appears to meet the Council regulations of being no higher than 1.8 m (i.e. no need for a consent).
- There are no building structures on either property which are in dispute.
- The Wairarapa Combined District Plan does not place restrictions on property owners planting trees on their property (noting that restrictions *do apply* in certain circumstances e.g. trees impinging on power lines and underground infrastructure etc).
- The Resource Management Act and the Combined Wairarapa District Plan do not place restrictions on property owners being required to protect view shafts for neighbours.

Therefore, as part of your dispute there are no regulatory matters that Council has jurisdiction over.

### *Behaviour issues*

- The behaviour of both parties, while not ideal, does not appear to reflect on Council or the wider community.
- The behaviour of Cr Newman shows frustrations, but does not appear to meet the criteria of bringing the council into disrepute.

On balance, the complaint does not meet the criteria to warrant a Code of Conduct investigation against Cr Newman.

The findings have been discussed with Mayor Cretney and our assessment is that this is a civil matter, and Council is not involved.

Ngā mihi /Kind regards

Geoff Hamilton  
**Chief Executive**  
**Carterton District Council**

Steve Cretney  
**Mayor**  
**Carterton District Council**

**From:** Geoff Hamilton  
**Sent:** Monday, 24 November 2025 10:13 am  
**To:** Lou Newman  
**Cc:** Mayor; Grace Ayling  
**Subject:** FW: Response to complaint re Cr Lou Newman  
**Attachments:** Letter to [REDACTED] 24 Nov 2025.pdf

Hi Lou,

A copy of my letter to [REDACTED] is attached for your information.

If you have any questions please do not hesitate to ask.

Kind regards

**Geoff Hamilton** | Chief Executive | Tumuaki Rangatira  
**CARTERTON DISTRICT COUNCIL** | TE KAUNIHERA-Ā-ROHE O TARATAHI

[geoffh@cdc.govt.nz](mailto:geoffh@cdc.govt.nz) | 0274 872 099 | 06 379 4030

PO Box 9, Carterton 5743 | 28 Holloway Street, Carterton | [www.cdc.govt.nz](http://www.cdc.govt.nz)



**From:** [REDACTED]  
**Sent:** Monday, November 24, 2025 9:59 AM  
**To:** Geoff Hamilton <[geoffh@cdc.govt.nz](mailto:geoffh@cdc.govt.nz)>  
**Subject:** Response to complaint re Cr Lou Newman

On behalf of Geoff Hamilton, Chief Executive, please find attached his response to your letter dated 17 November 2025.

I will return your file to you by mail.

Ngā mihi / Kind regards

[REDACTED] | Democratic Services Officer / EA to the Chief Executive | **CARTERTON DISTRICT COUNCIL**

Waea: 06 379 4030 | Waea pūkuro: 027 444 1561 | Imera: [REDACTED]

PO Box 9 Carterton 5743 | 28 Holloway Street Carterton 5713 | Website: [www.cdc.govt.nz](http://www.cdc.govt.nz)

24 November 2025

[REDACTED]  
Carterton, 5713

Kia ora [REDACTED]

**Follow-up letter to complaint 25001761 - Complaint against Cr Lou Newman**

I acknowledge your letter dated 17 November 2025.

It is disappointing, but not uncommon that neighbours are unable to get along at times.

As I mentioned in my earlier letter, having investigated the situation I have found no reason for Council to be involved in this dispute.

Respectfully, I decline to be drawn into this dispute further. It is a civil matter for the two parties to manage.

I hope you will both be able to resolve the issues and move ahead constructively.

Ngā mihi /Kind regards



Geoff Hamilton  
**Chief Executive**  
**Carterton District Council**