

20 April 2026

[REDACTED]

Kia ora [REDACTED]

Official Information Act request OIA25.197

Thank you for your Official Information Act (OIA) request of 4 March 2026 for information about car parking. I understand that the Commission responded to the concerns you raised regarding car parking on 1 April.

Our response

I can confirm that since January 2023 the Commission has received 1,107 reported concerns involving car parking. As discussed, the timeframe covered in this response reflects the period agreed with you, being the last three full calendar years.

Year	No of reported carparking concerns
2023	255
2024	387
2025	465
Total	1,107

All reported concerns are recorded and assessed using the Commission's framework, which considers the nature of the conduct raised, potential consumer harm, and whether broader or systemic risks are indicated.

In five of the reported concerns, the Commission followed up with the relevant entities to ensure they were aware of the concerns raised and to remind them of their obligations under the law. One concern forms part of an ongoing investigation. The remaining concerns did not meet the threshold for further individual action and were filed with no further action undertaken. Please note that in these cases, "no further action" does not mean the information was ignored; rather, the information contributes to the Commission's broader intelligence and monitoring of compliance risks.

I can confirm that the Commission will shortly be commencing an industry-wide car parking compliance project. The project aims to identify trends and engage with specific traders and the industry more generally where risks of non-compliance are identified. The volume and nature of reported concerns received over recent years, including many of those referenced above, have helped inform this approach.

Further information

We hope this response has been helpful.

If you have any questions about this response, please do not hesitate to contact us at oiacomcom.govt.nz.

If you are unhappy with our response, you have the right to complain to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz.

Please note, the Commission may publish this response on our website as part of our proactive release process. All personal information will be redacted prior to publication.

Ngā mihi nui

OIA Coordinator | OIA & Information