

15 November 2021

Kia ora

Request for Official Information responded to under the Local Government and Official Information and Meetings Act 1987 (LGOIMA) (the Act) – reference: OIR 2122-111

I refer to your information request we received on 27 October 2021 for the following:

I'm a reporter with Fair Go and am looking into a piece on noise complaints.

At this stage, we are simply asking for a little insight into the numbers of complaints you get a year, how many get resolved and for information on any that stand out as being unusual or funny.

Council response regarding your request

In the 12-month period from 1 July 2020 to 30 June 2021, Kapiti Coast District Council received 1,471 complaints of excessive or unreasonable noise.

The following table shows the resolution code for each of the complaints:

No Noise	575	Agreed to Lower	161
Not Excessive	173	Log Only	63
Other	54	Spoke to Occupier	11
Excessive Noise Direction (END) Notice Served	259	Refer to Other Job	47
Patrol Stood Down	27	People Noise Only	29
Alarm Disconnected	1	Unable to Access	4
No Infringement Found	1	Seizure	9
Unable to Locate Noise	18	Stood Down	7
Verbal warning issued	32	TOTAL	1471

Our records do not classify the complaints by “funny” or “unusual”, however we can advise that one noise complaint in the past related to the loud mooing of cows in a rural area.

We trust this is of assistance. If you have any further queries, please contact Jacquie Muir, Environmental Standards Manager on jacquie.muir@kapiticoast.govt.nz.

Ngā mihi

A handwritten signature in blue ink, appearing to read 'James Jefferson', with a horizontal line underneath.

James Jefferson
Group Manager Regulatory Services
Te Kaihautū Ratonga Whakaritenga