

31 May 2022

[REDACTED]

Request for Official Information responded to under the Local Government and Official Information and Meetings Act 1987 (LGOIMA) (the Act) – reference: OIR 2122-252

I refer to your information request we received on 3 May 2022 for the following:

- 1. *The number of health nuisance complaints made to council from the start of 2021 to now:***
 - *broken down by month,*
 - *type of complaint,*
 - *where the complaint was made about, and*
 - *outcome of the complaint.*

- 2. *Copies of reports into any investigations opened in relation to these complaints.***

Part of the information you have requested is attached.

Please refer to the attached spreadsheet Appendix 1, which shows health nuisance complaints by type of complaint and month received by Council from 1 January 2021 to 30 April 2022.

We have not provided information relating to “where the complaint was made” under section 7(2)(a) of LGOIMA – to protect the privacy of natural persons.

The majority of health nuisance complaints relate to private residential addresses that would identify personal information relating to the residents of these properties. In the Council's view the reasons for withholding these details are not outweighed by public interest considerations in section 7(1) favouring their release.

We have not provided information relating to the “outcome of the complaint” and “copies of reports into any investigations opened in relation to these complaints” under section 17(f) of the LGOIMA – the information requested cannot be made available without substantial collation or research.

Due to the way in which Council holds information about investigations into any health nuisance complaints (stored within a service request system together with correspondence by

email and post), answering this part of your request will require staff to search through a large volume of records to identify and retrieve the information.

Further to this, we have also considered whether we would be able to respond to this part of your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Council's ability to undertake its day-to-day work would be significantly impacted.

Clarifying your request

Please note the outcome of the 2022 "Noise – music/stereo" complaints could be provided without substantial collation or research. As we are not able to provide other outcome information at a thematic level, we have not provided this information in response to your request. However, you would like us to provide this information please let us know as we will provide this to you at our earliest convenience.

Additionally, if there is a particular health nuisance you are interested (refer to [section 29 of the Health Act 1956](#)), then please let us know and we may be able to provide you with further information regarding a particular type of nuisance without the need for substantial collation and research.

You have the right to request the Ombudsman to review this decision. Complaints can be sent by email to info@ombudsman.parliament.nz, by fax to (04) 471 2254, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi

A handwritten signature in blue ink, appearing to read 'James Jefferson', with a long horizontal line extending to the right.

James Jefferson
Group Manager Regulatory Services
Te Kaihautū Ratonga Whakaritenga

Request Type	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	Total
Health - Drinking Water						1											1
Health - Hazardous Substance								1	1							1	3
Health Nuisance - Accumulations						2						1			2		5
Health Nuisance - Asbestos			1	1					1		1			3	1	2	10
Health Nuisance - General	2		1		1	1	3	1	1			1	4			2	17
Health Nuisance - Housing			1	1		1		2						1		1	7
Health Nuisance - Odour	4	4	7	3	4	3	2	1		2	4	1	7		9	5	56
Health Nuisance - Pests	1	1	3	1	1	1			1	5	4	1	1		6	1	27
Health Nuisance - Sewerage	1		1									1				1	4
Noise - Birds/Animals													1				1
Noise - Construction Sites	2	2	2	2	2	2	2			2	2		2	4	3	7	34
Noise - Domestic Plant		3		2	1	2						1					9
Noise - Gas guns					1												1
Noise - Industrial	2	1								3	3		2			2	13
Noise - Licenced Premises										1							1
Noise - Music/Stereo	161	159	127	122	104	95	89	64	87	177	139	197	154	106	112	139	2032
Noise Complaint - Airport					1					1			1				3
Noise Complaint - Other	22	14	16	13	5	8	5	18	14	17	14	14	8	7	7	6	188
Smoke Nuisance	11	9	5	3	2	2	3	2	1	3	2	1	4		2	7	57
Total	206	193	164	148	122	118	104	89	106	211	170	217	184	121	142	174	2469