

OIR: 2425/1169

18 November 2024

[REDACTED]  
[REDACTED]

Tēnā koe [REDACTED],

**Request for Information under the Local Government Official Information and Meetings Act 1987 (the Act) (the LGOIMA)**

Thank you for your email of **24 October 2024** requesting the following information:

**1. Who is the noise control contractor for Kapiti Coast currently?**

First Security.

**2. How many noise control guards are working on a mid-week night, Friday and Saturday night?**

Two – One covers the northern areas; and the other one covers the southern areas.

One additional guard on call to provide back up if required on Friday and Saturday nights.

**3. How much does the Kapiti Coast council pay for each guard callout? If no cost per visit, what is the monthly cost for this service?**

\$74.83 (GST Exclusive) per attendance.

**4. How many noise control complaints have been made in the last 6 months?**

337 (1 May 2024 to 31 October 2024).

**5. How many properties in the district received more than 5 noise complaints in the last 6 months?**

13.

*Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.*

**6. How many noise complaints have resulted in equipment being seized with police presence that Council know about.**

Four.

**7. When a local resident calls noise control, where is the data held/entered by Council and how does the noise control contractor get this information sent to them?**

The Council's call centre records relevant information related to the alleged property and the nature of the noise (stereo/construction noise etc). The noise control officers are then despatched to the location to determine whether noise event is still occurring and if there is noise detected whether it is reasonable or excessive.

The information collected by the call centre will include the complainant's information if provided (often anonymous complaints are received) so that feedback can be provided during normal office hours and once the outcome is known. The caller's information, if provided, will be held in the Council's service request record system (MagiQ). When collecting data for reports, any personal details are anonymised.

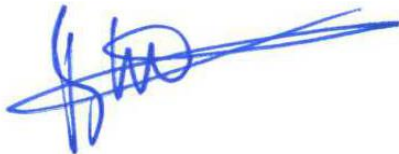
**8. Further how long is that information held**

We retain personal information in compliance with the requirements of the Public Records Act 2005 and the Privacy Act 2020.

**9. and is there any way a complainant's name and address could be provided to the offending parties generating excessive noise.**

Although Council's practice and process prevent any personal details being passed in either direction, neighbourhood activities or the nature of the incident can result in people coming to their own conclusions about which other properties/persons might be involved.

Ngā mihi,



**Brendan Owens**

Group Manager Customer and Community  
Kaiwhakahaere Rōpū - Kiritaki me te Hapori