

26 August 2020

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Catherine Taylor
Strategy and Planning

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Our reference: DIV/20/6666

Dear [REDACTED]

Request for Information – Local Government Official Information and Meetings Act 1987

We refer to your official information request dated 7 August for how long this Contact Us link at the bottom of the page has not been working:

https://haveyoursay.huttcity.govt.nz/rubbishandrecycling?utm_source=hcslider

The information you have requested is below

We found no evidence of the “contact us” link showing an error message or not working. The “contact us” link at the time Mr. McKenzie tried to use it took the user to the Bang the Table technical support help page with their contact details as they are the host of the webpage. This is the default setting for the website. To contact Hutt City Council the best page to go to would be the “Contact Us” page on the Hutt City Council website.

The “contact us” link on Bang the Table however has now been altered and takes users to the Councilors and elected members contact details rather than the default setting. A change made as a result of this enquiry by Mr. McKenzie.

If you wish to discuss this decision with us, please feel free to contact me directly

Yours sincerely

Catherine Taylor