

**From:** [Information Management Team](#)  
**To:** [REDACTED]  
**Subject:** RE: Rates [REDACTED]  
**Date:** Monday, 9 August 2021 9:20:00 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Tēnā koe [REDACTED],

We refer to your information request dated 30 July 2021:

1. *Details of the contract Hutt CC has entered into with Waste management. Specifically details of service performance metrics and penalties for poor performance.*
2. *Details of the process and participants in the tender process for awarding this contract.*
3. *Duration of this contract and grounds available for cancellation.*
4. *Details of the number of complaints Hutt CC has received related to implementation of this new rubbish/recycling system to date and how many complaints have been resolved, remain outstanding.*

Please see below responses to your questions

- There are two contracts, one for Recycling and one for Refuse. The key performance indicators and penalties for the contracts are shown in the tables below.
- Tenders for these contracts were through GETS, the Government Electronic Tender Service and were in accordance with the requirements to ensure open and fair competition. Tenders opened on 20 February and due to COVID the closing date was extended to 1 June. A Procurement Strategy was prepared to guide the procurement process. It had five main objectives, in line with the objectives considered in the business case, including providing services that are: wanted and understood, cost-effective, safe, reduce greenhouse gas emissions, and reduce waste/protect the environment.
- Six companies registered tenders. These were Waste Management, JJ's Waste, Low Cost Bins, Civic Contractors, Waste Co and EnviroWaste. Some further information on the procurement process is available at [http://infocouncil.huttcity.govt.nz/Open/2020/09/HCC\\_15092020\\_AGN\\_2852\\_AT.PDF](http://infocouncil.huttcity.govt.nz/Open/2020/09/HCC_15092020_AGN_2852_AT.PDF) (page 65)
- The contracts are for 8 years with a further 2 year extension available at Council's discretion.
- There have been 1800 requests for service regarding the new kerbside services, most of which relate to missed collections. At this early stage in the contract WML is going back to address for all missed collections but will shortly only do those that are due to its omission and not due to the resident putting the bin out after the collection vehicle has passed.
- We do not record the number of complaints received related to implementation of the rubbish system, we are declining this question under section 17(g) of the LGOIMA, which provides that a request may be refused if the information is not held.

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Nāku noa, nā

**Kate Ostapowicz**

Senior Advisor, Official Information

Hutt City Council, 30 Laings Road, Private Bag 31912, Lower Hutt 5040, New Zealand

W [www.huttcity.govt.nz](http://www.huttcity.govt.nz)

-----Original Message-----

From: [REDACTED]  
Sent: Friday, 30 July 2021 6:28 AM  
To: Rates  
Subject: Re: Rates for [REDACTED]

Good morning Alicia,

Your response is insufficient and I am now disputing the rates assessments for the four units at [REDACTED]

Hutt CC has agreed that our rental property at [REDACTED] that consists of four one bedroom units only require a single rubbish and single recycling bin for all four units. Hutt CC has visited the property and confirmed that this was appropriate.

I have been very dissatisfied with the erratic and disjointed manner in which Hutt CC has dealt with this matter and I am frustrated at how much time I must invest in reminding Hutt CC what has been agreed.

I would like to meet face to face with someone in authority at Hutt CC to resolve this quickly.

Can you please immediately provide details of who this is (Full name, position title and contact details) and advise to me within 48 hours a date and time to meet this person face to face with me to resolve this. To be clear. This person must be someone with the final authority to resolve this.

Also please provide full details of complaints procedures at Hutt CC as there are a growing list of concerns I have in how this entire matter has been dealt with to date and this need to be formally accounted for.

Finally I would like details under the Official Information Act answering the following questions:

Details of the contract Hutt CC has entered into with Waste management. Specifically details of service performance metrics and penalties for poor performance.

Details of the process and participants in the tender process for awarding this contract.

Duration of this contract and grounds available for cancellation.

Details of the number of complaints Hutt CC has received related to implementation of this new rubbish/recycling system to date and how many complaints have been resolved, remain outstanding.

Until this matter is fully investigated and confirmed I would ask that you remove all rubbish/recycling charges from the rates assessments for [REDACTED] and reissue so that I may pay the un disputed part of these rates in a prompt manner.

[REDACTED]  
> On 29/07/2021, at 16:52, Rates <Rates@huttcity.govt.nz> wrote:

>

> Hi [REDACTED]

>

> Thanks for your email.

>

> Each rating unit needs to be charged and the minimum amount we can charge is the 80L targeted rate for rubbish and the recycling charge per property. The rates are charged on a per property basis and not a per bin basis.

>

> What bins have been delivered to the property? And what bins are you waiting on being delivered?

>

> I will change the rates to the 80L rubbish charge and will ensure the right bins are delivered based on your answer to the above questions.

>

> Kind regards, Alicia

>

> -----Original Message-----

> From: [REDACTED]

> Sent: Monday, 26 July 2021 8:23 PM

> To: Rates

> Subject: Rates for [REDACTED]

>

> Hi,

>

> I have just received the rates bills for the new year for the four flats we own at [REDACTED] which now incorporate the new rubbish/recycling system.

>

> There has been an error in our rates bill due to the new rubbish/recycling system.

>

> The entire property at [REDACTED] has been provided with 1 x 240L recycling and 1 x 240 L waste wheelie bin which all four single room units share ( we are still waiting for delivery of the correct waste bin).

>

> Each property is therefore only using 0.25 of the 240L recycling and 0.25 of the 240 L waste. The rates bills provided for each property have charged 1.00 of a 240L recycling and 1.00 of a 120 L waste bin.

>

> Can you please correct the rates bills and re issue corrected ones.

>

> Respective property IDs are as follows:

>

[REDACTED]

>

> Regards

>

> [REDACTED]

>

>

>

>

> Sent from my iPad