

Date	Responding Team	Nature of Complaint	Outcome	Breach?	Enforcement Action	Report Link
20/02/2023	Monitoring & Enforcement	Unauthorised earthworks, Noise, Dust, Traffic, Vermin	On the 22nd February Hutt City Councils Monitoring and Enforcement officer went out on site to respond to the complaint, however they did not detect any breaches of the resource consent or District Plan. The Officer responded to the notifier on the 23rd February, including recommendations for providing evidence for future complaints (such as photos of dust, or photos of vehicles tracking mud etc). The notifier replied on the 28th February to further elaborate on their concerns, and the officer responded to each of their issues on the 7th March.	No		
06/03/2023	Head of Planning	Dust, asbestos removal, vermin, trucks, inadequate noise monitoring techniques	On the 8th March, the Head of Planning at Hutt City Council responded to the notifier with information from the approved resource consent, addressing all the notifiers concerns. This response also included details about the site investigation that was done by a contaminated land expert which identified that the asbestos on site is below human health thresholds.	No		
01/05/2023	Environmental Health, Monitoring & Enforcement	Working outside operating hours, noise complaint, dust nuisance, traffic from trucks failing to give way, vibrations, visual effects from stock piles, putrid smell, contractors fill their tanks from the fire hydrants	On the 5th May, a Hutt City Council Environmental Health officer responded to the notifier stating that the noise and vibration effects caused by construction works and other proposed activities at the site were assessed by qualified acoustic consultants from Tonkin & Taylor. The officer confirmed the noise levels anticipated by the experts would comply with the noise standards permitted by the District Plan, and offered to come out to site to do noise monitoring. A Hutt City Council Monitoring and Enforcement Officer referred the complaint about the putrid smell to Greater Wellington Regional Council, who are responsible for dealing with objectionable or offensive odors under the Resource Management Act 1991.	No		
02/05/2023	Monitoring & Enforcement	Working after hours, dust, vibrations	On 2nd May a Hutt City Council Monitoring and Enforcement Officer responded to the notifier to inform them the consent holder has been contacted and reminded of the work hours, and that a noise expert would be notified. The consent holder was issued an infringement of \$300 for breaching a condition of consent regarding hours of operation.	Yes	Infringement issued	
03/05/2023	Resource Consents Planner	Lack of resident notification about the development	On the 3rd May, a Hutt City Councils Resource Consents Planner (who approved the earthworks consent for these works) responded to the notifier and outlined the reasons why public consultation and notification was not required as part of the resource consent process.	No		
05/05/2023	Environmental Health	Request for acoustic reports and noise/vibration measurement	On the 9th May, a Hutt City Council Environmental Health Officer responded to the notifier and supplied the acoustic reports prepared for their consent. The officer also confirmed a vibration survey has been arranged, and that Hutt City Council would do noise monitoring. The outcome of the noise monitoring is outlined below under 9th of May complaint.	No		
09/05/2023	Environmental Health	Noise	On the 9th May a Hutt City Council Environmental Health officer undertook noise monitoring while the consent holder was operating equipment, and the LAeq was measured less than 50 dBA which is significantly lower than the permitted limit of LAeq 70 dBA. The Officer also advised that acoustic consultants from two companies (one commissioned by the consent holder, and the other commissioned by Hutt City Council) advised that based on the type of works proposed and distances involved (including screening by the rail embankment), the proposed works would comply with the construction noise limits of NZS 6803: 1999 Acoustics - Construction Noise - LAeq 70 dB. The actual distance (from the construction site) to the closest residences is more than 45 metres, and the main equipment generating vibrations are vibratory rollers and excavators; therefore, the level of vibrations received at the foundation of nearby houses was unlikely to exceed 1.0mm/S PPV threshold level that can result in complaints, based on the BS Standard. On the 11th May the Environmental Health Officer contacted the consent holder and requested that they adopt noise mitigation measures regarded as the best practical option under section 16 of the Resource Management Act, to reduce loud impact noise.	No		
15/05/2023	Monitoring & Enforcement	Noise	On the 15th May a Hutt City Council Monitoring and Enforcement Officer responded to the notifier to confirm if the complaint was about noise or vibration. The officer also confirmed with the notifier that a Hutt City Council Environmental Health Officer would come out on site to undertake measurements on the 16th May (see results below).	No		
16/05/2023	Environmental Health	Noise	On the 16th May a Hutt City Council Environmental Health Officer went on site to take noise measurements. Two diggers and three dump trucks were working behind the boundary line of the construction site which is the closest boundary to 31 Mary Hughes Grove. The measurements taken at 31 Mary Hughes Grove were: The LAeq was measured at 52 dBA in the backyard; The construction noise was measured at LAeq 27 dBA inside a bedroom (adjacent to the rear deck); During the noise monitoring the noise from ...	No		
19/05/2023	Environmental Health	Noise (2 complaints), Rat infestation	On the 25th May a Hutt City Council Environmental Health Officer responded to both notifiers by providing them with all the information around noise and vibrations that has previously been shared with other notifiers, which included information from all the monitoring undertaken by Hutt City Council to date. The officer also confirmed with the complainant that the works would likely have displaced the rats but would be difficult to prove they were coming from that site, as the construction works...	No		
22/05/2023	Environmental Health	Noise	On the 22nd May a Hutt City Council Environmental Health Officer commissioned Allied Security to visit the site to measure noise, and no breach in the noise standards were detected. On the 23rd May this was relayed to the notifier.	No		

06/02/2023	Monitoring & Enforcement	Dust	On the 2nd June a Hutt City Council Monitoring and Enforcement Officer responded to the notifier asking for permission to send the photos of the dust nuisance to the consent holder. Permission was granted by the notifier, and the information was passed to the consent holder to remedy.	No		
06/07/2023	Monitoring & Enforcement	Trenching and laying of pipes (thought to be unconsented works)	On the 7th June a Hutt City Council Monitoring and Enforcement Officer visited the site, and after discussions with the consent holder, it was determined the consent holder was replacing existing pipes. No breach of the consent or the District Plan was detected. The officer responded to the notifier on the 18 June.	No		
15/06/2023	Monitoring & Enforcement	Trenching and road formation (thought to be unconsented works)	On the 15th June a Hutt City Council Monitoring and Enforcement Officer visited the site, and determined the 'road' to be a private accessway, and there was no breach of the rules of the plan. On the 19th June the officer responded to the notifier to confirm there was no breach.	No		
15/06/2023	Environmental Health	Noise, Vibration	On the 16th June a Hutt City Council Environmental Health Officer responded to the notifier, relaying all the information around noise and vibrations to date, as well as the standards around vibrations.	No		
21/07/2023	Environmental Health, Monitoring & Enforcement	Noise, Vibration, Earthworks being undertaken during the winter shut down period	On the 21st July a Hutt City Council Environmental Health Officer responded to the notifier, relaying all the information around noise and vibrations to date, as well as the standards around vibrations. A Hutt City Council Monitoring and Enforcement Officer contacted Greater Wellington Regional Council (GWRC) Compliance Officers to confirm if this site was affected by winter works shut down (this is a condition on the GWRC resource consent). GWRC confirmed there was no breach.	No		
09/08/2023	Monitoring & Enforcement	Air quality from dust	On the 8th September a Hutt City Council Monitoring and Enforcement Officer contacted the consent holder about the dust nuisance. The consent holder then used water trucks to dampen the site. On the 8th September the officer responded to the notifier and informed them of the outcome of the phone call.	No		
16/09/2023	Monitoring & Enforcement, Resource Consents Manager	Vibration, Noise	The Manager of the Resource Consents and Compliance team contacted the notifier on the 13th November. She informed them that the consent holder has engaged experts to develop a plan to minimise the effects on the surrounding sites. This report recommended a precautionary approach of using lower impact machinery (sheepsfoot Roller) within 30 metres from the boundary (60 meters from the closest residential boundary). The consent holder committed to implementing this plan, and the Council has committed to investigating complaints as they come in. Council has also requested some additional noise testing to be carried out on site this week to check compliance with the conditions of the consent.	No		
22/09/2023	Monitoring & Enforcement	Vibrations	On the 25th September a Hutt City Council Monitoring and Enforcement officer responded to the notifier and asked that they notify Hutt City should they feel the vibrations again, and they would arrange for a vibrations expert to come out on site to take measurements.	No		
10/05/2023	Monitoring & Enforcement	Vibrations and rattling windows causing damage	On the 8th October a Hutt City Council Monitoring and Enforcement Officer responded to the notifier, asking that they notify Hutt City should they feel the vibrations again, and they would arrange for a vibrations expert to come out on site to take measurements.	No		
20/10/2023	Monitoring & Enforcement	Unconsented earthworks to build a road, Visual concerns from the earthworks, Distance of earthworks from the boundary	On the 9th November the Hutt City Council Monitoring and Enforcement Officer contacted the notifier, stating he would go on site to confirm the distance of the boundary based off the survey supplied from the consent holder. The visual concerns and roading matters have already been addressed previously, and were not re-hashed in this correspondence.	No		
11/03/2023	Monitoring & Enforcement	Dust, Question around dust monitoring	On the 6th November a Hutt City Council Monitoring and Enforcement Officer contacted the consent holder about the dust nuisance. The consent holder then used water trucks to dampen the site. On the 6th November the council officers informed the notifier of the outcome of the phone call to the consent holder, and also confirmed they should contact GWRC for dust complaints outside of working hours.	No		
11/07/2023	Monitoring & Enforcement, Noise & Vibrations Expert	Vibrations	On the 7th November a Hutt City Council Monitoring and Enforcement Officer responded to the notifier, saying they would arrange for a site visit from a Council officer and a noise and vibrations expert. On the 8th November the officer went out on site with a Resource Consents Planner, and detected some vibrations. On the 8th November, a noise and vibrations expert (contracted by Hutt City Council) went to take measurements from within the notifier's household, however, the works were not occurring that day, and there was no breach of the District Plan for either the noise or vibrations. Please note that 1 day's notice was as fast as officers could get the external noise experts onto site with their monitoring equipment.	No		
13/11/2023	Environmental Health, Monitoring & Enforcement	Noise, Vibration	On the 13 November a Hutt City Council Environmental Health Officer responded to the notifier, and provided them with information about the previous noise monitoring that had been undertaken, as well as the acoustic reports from the two experts. A Hutt City Council Monitoring and Enforcement Officer also responded to the notifier that the Council has undertaken monitoring of this site, but no breaches have been detected. They were also notified that Council officers are working on a plan for further monitoring.	No		
14/11/2023	Monitoring & Enforcement, Resource Consents Planner	Vibrations	On the 14th November a Hutt City Council Monitoring and Enforcement Officer, along with the Resource Consents Planner that is processing the resource consent for other activities on the site, went to visit the notifier's site. They were unable to detect any vibrations, and therefore confirmed there was no breach detected.	No		

15/11/2023	Monitoring & Enforcement	Dust	On the 15th November a Hutt City Council Monitoring and Enforcement Officer went out on site and did not see evidence of dust blowing around, or a breach of the consent. The Council Officer contacted the consent holder to request they water the site down, which was done.	No		
27/11/2023	Monitoring & Enforcement, Noise & Vibration Expert	Pre-arranged site visit for noise and vibration measurements	Hutt City Council Monitoring and Enforcement officers arranged for the noise and vibration experts to take noise and vibration measurements from several notifiers' houses, while the consent holder was using the heavy equipment. It was arranged so the machinery was operating at the closest points to the boundary. The intention of this exercise was to gain information on the worst-case scenario for noise and vibrations. The measurements provided by the experts determined that the noise and vibrations were within the permitted activity rules in the district plan.	No		
29/11/2023	Monitoring & Enforcement	Vibration	On the 29th November Hutt City Council Monitoring and Enforcement Officers went on site, and detected a small vibration from within the dwelling, however, the vibration lasted 2-3 seconds, and was not a breach of the Resource Consent or District Plan. The Council Officer contacted the consent holder about the vibration concern, and the consent holder agreed to run the roller on full vibration for 10-15 minutes to finish the closest part to the boundary, and then stop rolling in that area. The notifier was informed of this plan.	No		
24/01/2024	Monitoring & Enforcement	Dust from haul road	Complaint received about dust from haul road.	No		
01/02/2024	Monitoring & Enforcement	Truck on site at 6am	On the 7/2/2024 Hutt City Council Monitoring and Enforcement Officer spoke to Steve Long who confirmed a truck was on site and did drop material on the site. Infringement issued. Complainant updated.	Yes	Infringement issued	
15/02/2024	Monitoring & Enforcement	Dust, Trucks on site before 7:30am	On the 15th of February 2024 a Hutt City Council Monitoring and Enforcement Officer received a video from the complainant but there was no evidence of dust beyond the boundary of the work site.	No		
15/02/2024	Monitoring & Enforcement	Dust, Vibration, Roller/digger being used close to the boundary	On the 15th of February 2024 a Hutt City Council Monitoring and Enforcement Officer spoke to the contractor who said works will be stopped in the area closest to the complainant's house. The officer also spoke to the consent holder about dust concerns and updated the complainant, see below: 1. Request the contractor temporarily block the north access point to the compound. This will significantly reduce the likelihood of dust from vehicles and plant from the area of site that is close to the immediately adjacent neighbouring properties. 2. Continue with the water cart on the open cut / earthworks area. 3. Add a second water cart to focus on the access / haul routes of the site. 4. Continue with the sprinkler system for the concrete crusher plant.	No		
16/02/2024	Monitoring & Enforcement, Head of Planning	Dust	A Hutt City Council Monitoring and Enforcement Officer made an unannounced visit on 16/2 at approx. 4pm with Hutt City Council's Head of Planning. They walked the boundary between the site and the complainant's property - no sign of dust blowing over the boundary. The officer visited the complainant's property and advised him of their findings.	No		
20/02/2024	Monitoring & Enforcement	Vibration, Mental health concerns due to ongoing noise and vibration	Complaint received regarding mental health concerns if noise and vibration does not stop. Hutt City Council Monitoring and Enforcement Officer visited the property and spoke to the complainants. No vibration evident. The HCC officer visited the construction site and asked the contractor to stop work following the complaint, which they did.	No		
06/03/2024	Monitoring & Enforcement	Dust and loud bang	On the 6th of March Hutt City Council Monitoring and Enforcement Officer emailed the consent holder asking for an explanation for the 'loud bang' as HCC were advised there would be no work on site for 12 weeks. Two unannounced observations of the site - 27/2/24 at 14:30 hrs and 5/3/24 at 11:15 hrs - were made by Hutt City Council Monitoring and Enforcement Officer and did not observe any dust clouds or equipment working on the eastern portion of the site. HCC could not confirm what caused the loud noise. No action to be taken.	No		
22/04/2024	Monitoring & Enforcement	Dust from site	Hutt City Council Monitoring and Enforcement Officer contacted the consent holder on 23/4/24. Evidence shared with the consent holder. Consent holder stated on 23/4/24: Just concrete crushing two days a week; 5000m3 of material starting to come in within 10 days from river works; No work on site until a building consent is obtained. No action taken.	No		
05/08/2024	Monitoring & Enforcement	Vibration and loud bang	Hutt City Council Monitoring and Enforcement Officer investigated and found the source of the loud bang was from blasting at Belmont Quarry.	No		
25/07/2024	Environmental Health	Noise complaint	Hutt City Environmental Health Team assessed the complaint from the complainant's property & noise was audible but not excessive. No action taken.	No		
08/07/2024	Monitoring & Enforcement	Truck on site outside hours	Trucks and diggers on site operating at 01:30 hrs. Hutt City Council Monitoring and Enforcement Officer investigated and spoke to the consent holder, who denied involvement. Possible illegal dumping unrelated to works at 30 Benmore Crescent.	No		
18/10/2024	Monitoring & Enforcement	Noise, Dust, Vibration	Two Hutt City Council Monitoring and Enforcement Officers visited the site and observed there were no noise, dust, or vibration breaches. Following the site visit, an email was sent to the complainant explaining that more emphasis will be put on monitoring the site and that HCC will be meeting with the contractor and consent holder.	No		
21/10/2024	Environmental Health	Noise complaint	Environmental health noise complaint: Noise was audible but not excessive. No action taken.	No		
21/10/2024	Monitoring & Enforcement	Working outside hours	Work on site was reported on Saturday at 15:30 hours. No breach detected. Complainant updated and reminded of operating hours.	No		
22/10/2024	Monitoring & Enforcement	Noise, crushing and banging	Email sent to the complainant acknowledging the complaint and advising that HCC will conduct more monitoring of the site. No evidence of a breach.	No		
23/10/2024	Monitoring & Enforcement	Dust	Two dust complaints received. One video and one picture provided. No clear breach of dust beyond the boundary was evident. Hutt City Council Monitoring and Enforcement Officer investigated and went to the site shortly after receiving the complaint. No evidence of dust beyond the boundary. Complainants updated. No action taken.	No		
01/09/2025	Monitoring & Enforcement	Dust	No evidence of dust beyond the boundary in pictures from the complainant or when the Hutt City Council Monitoring and Enforcement Officer visited the site. No action taken. Complainant updated on dust rules.	No		

14/01/2025	Monitoring & Enforcement	Vibration	Email complaint about vibration inside the house making the resident feel sick. HCC responded to the complaint. Two Hutt City Council Monitoring and Enforcement Officers visited the site, spoke to contractors on-site, and also spoke to the complainants at their house. Noise and vibration equipment to be installed by the consent holder.	No		
14/01/2025	Environmental Health	Environmental health noise complaint	First call & initial complaint. Loud thumping sound from the construction site at Benmore Crescent.	No		
27/01/2025	Monitoring & Enforcement	Vibration	Hutt City Council Monitoring and Enforcement Officer visited the complainant's address, spoke to the complainant, and also spoke to the contractor that day. The contractor stated that the roller was being used roughly 130m away. The contractor was asked to stop using the roller until the permanent vibration logger had been installed.	No		<a href="https://hccpubl">https://hccpubl</a>
27/01/2025	Monitoring & Enforcement	Vibration	Hutt City Council Monitoring and Enforcement Officer spoke to the complainant over the phone and advised them that work was being done by the council regarding these issues. Informed the complainant that vibration testing was done on 24/01/25 and permanent noise and vibration loggers will be installed.	No		<a href="https://hccpubl">https://hccpubl</a>
01/02/2025	Monitoring & Enforcement	Vibration	HCC received two vibration complaints from Mary Huse Grove residents on Saturday afternoon (01/02/25). Hutt City Council Monitoring and Enforcement Officer contacted the project manager on 03/02/25 requesting vibration data from Saturday afternoon. No breach detected in the data provided. Hutt City Council Monitoring and Enforcement Officer also contacted the contractor on site, who stated the roller will not be used again on Monday, 3rd of February. Complainants updated.	No		<a href="https://hccpubl">https://hccpubl</a>
27/01 -02/02 - 2025	Weekly Report	Noise and Vibration report	<a href="#">Marshall Day report 27th of Jan to 2nd of Feb</a>			
03/02/2025	Monitoring & Enforcement	Vibration	HCC received four separate vibration complaints. HCC requested noise and vibration data following complaints. HCC Monitoring and Enforcement Officer spoke to the contractor, who agreed that the roller will not be used for the rest of the day. Complainants updated. No breach found in data.	No		<a href="https://hccpubl">https://hccpubl</a>
03/02 - 09/02 - 2025	Weekly report	Noise and Vibration report	<a href="#">Marshall day report 3rd to 9th of Feb</a>			
04/02/2025	Monitoring & Enforcement	Vibration	HCC received multiple complaints from the same complainant and six missed calls. One complaint was regarding vibration causing mental health concerns. HCC representative spoke to the complainant over the phone. Noise and vibration data requested during the time of complaints. The complainant was informed that the roller will not be used on vibration setting until a meeting with the consent holder and contractor takes place. The contractor and consent holder agreed not to use the roller until 14th February.	No		<a href="https://hccpubl">https://hccpubl</a>
05/02/2025	Monitoring & Enforcement	Vibration	Multiple complaints received regarding vibration on the morning of 5th of February. HCC Monitoring and Enforcement Officer spoke to the contractor. The contractor stated they were using the roller hundreds of metres away from the boundary. The contractor has agreed not to use the vibration setting on the roller until next Friday (14th February). All complainants were updated either via phone call or email. A meeting is to be organized with the consent holder, complainants, contractor, and council.	No		<a href="https://hccpubl">https://hccpubl</a>
10/02 - 16/02 2025	Weekly report	Noise and Vibration report	<a href="#">Marshall Day report 10th to 16th of Feb</a>			
17/02 - 23/02 2025	Weekly Report	Noise and Vibration report	<a href="#">Marshall Day report 17th to 23rd of Feb</a>			
18/02/2025	Monitoring & Enforcement	Vibration	Multiple complaints received regarding vibration. Multiple emails, texts, and phone calls to compliance from the same complainant. HCC Monitoring and Enforcement requested noise and vibration data. The complainant was acknowledged and updated. HCC sent an email to the complainant with results from vibration and noise loggers.	No		<a href="https://hccpubl">https://hccpubl</a>
18/02/2025	Monitoring & Enforcement	Vibration	Complaint about vibration making the resident go crazy. HCC Monitoring and Enforcement requested noise and vibration data. The complainant was acknowledged and updated.	No		<a href="https://hccpubl">https://hccpubl</a>
24/02/2025	Monitoring and Enforcement	Dust	Received complaint about dust beyond the boundary. Calls and emails from same address with pictures attached. No evidence of dust breach in pictures provided. HCC monitoring and enforcement visited the site and found no breach. Complainant updated.	No		<a href="https://hccpubl">https://hccpubl</a>
24/02 -03/02 2025	Weekly report	Noise and Vibration report	<a href="#">Marshall Day report 24th of Feb to 3rd of March</a>			
25/02/2025	Compliance Manager	Vibration	Compliance manager responded to complaints and requested noise and vibration data. No breach shown in the data. Complainant updated.	No		<a href="https://hccpubl">https://hccpubl</a>
25/02/2025	Compliance Manager	Vibration	Compliance manager responded to complaints and requested noise and vibration data. No breach shown in the data. Complainant updated.	No		<a href="https://hccpubl">https://hccpubl</a>
26/02/2025	Monitoring and Enforcement	vibration	Monitoring and enforcement officer responded to complaint and requested noise and vibration data. No breach in data	No		<a href="https://hccpubl">https://hccpubl</a>
03/03-09/03 2025	Weekly Report	Noise and Vibration report	<a href="#">Marshall Day report 3rd to 9th of March</a>			
05/03/2025	Monitoring and Enforcement	noise and vibration	Email complaint about noise and vibration affecting resident on the river side of Mary Huse Grove. HCC monitoring and enforcement officer requested noise and vibration data from the consent holder. The data showed no breaches and complainant updated.	No		<a href="https://hccpubl">https://hccpubl</a>
06/03/2025	monitoring and enforcement	vibration	Mutiple missed calls, texts and emails from same residents complaining about the vibrations. Live vibration data shows no breaches associated with works at benmore crescent. Complainant updated via email and live data shared	No		<a href="https://hccpubl">https://hccpubl</a>
10/03 - 16/03 2025	Weekly Report	Noise and Vibration report	<a href="#">Marshall Day Report 10th to 16th of March</a>			

12/03/2025	Monitoring and Enforcement	Vibration	Multiple complaints from different residents about vibrations. HCC acknowledged complaints and checked live noise and vibration data and no evidence of breaches. Noise and vibration report requested from consent holder. Report shows no breaches	No		<a href="https://hccpubl">https://hccpubl</a>
13/03/2025	Monitoring and Enforcement	Vibration logger	HCC received complaint about the vibration logger and claims of data inaccuracy. Monitoring and Enforcement forwarded to consent holder for comment.			<a href="https://hccpubl">https://hccpubl</a>
17/03 - 23/03 2025	Weekly Report	Noise and Vibration report	<a href="#">Marshall day report 17th to 23rd of March</a>			
17/03/2025	Monitoring and enforcement	Vibrations	Complaints about vibrations and lack of action by HCC. Complainant updated and requested vibration reports from consent holder.			<a href="https://hccpubl">https://hccpubl</a>
19/03/2025	Monitoring and enforcement	Vibrations	Multiple calls texts and emails about vibrations from the same resident. HCC checked the live data and no vibration breach evident. Noise and vibration report requested.	No		<a href="https://hccpubl">https://hccpubl</a>
27/03/2025	Monitoring and Enforcement	Vibrations	HCC received multiple complaints from 3 different residents about vibrations. Vibration data has been checked and no breaches found. Complainants updated via email.	No		
31/03/2025	Monitoring and Enforcement	Dust, Noise, vibration	HCC received a complaint about dust, noise and vibration. Monitoring and enforcement officer went to the site and spoke to site manager. Water carts were being used when officer arrived. Officer will check noise and vibration data/reports. Complaint addressed by monitoring and enforcement.			