

jfairley@xtra.co.nz

From: jfairley@xtra.co.nz
Sent: Thursday, 28 May 2026 3:07 pm
To: 'Emily Bayliss'
Subject: FW: Apology on behalf of the Natural Hazards Commission
Attachments: Letter to J Wadham 28.5.26.pdf

From: Tina Mitchell <tina.mitchell@naturalhazards.govt.nz>
Sent: Thursday, May 28, 2026 2:48 PM
To: jfairley@xtra.co.nz
Subject: Apology on behalf of the Natural Hazards Commission

Dear Mr Wadham

Please find attached my apology on behalf of the Natural Hazards Commission.

Thank you for raising your concerns with us.

Yours sincerely

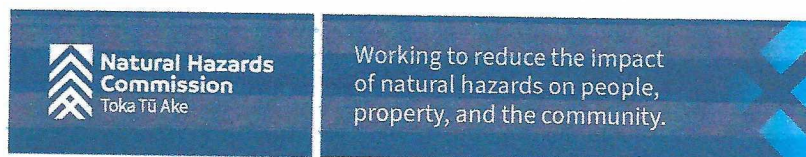
Tina Mitchell

Chief Executive | Te Tumu Whakarae

Natural Hazards Commission Toka Tū Ake

Wellington

www.naturalhazards.govt.nz



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IN CONFIDENCE

28 May 2026

Mr John Wadham

By email: jfairley@xtra.co.nz

Dear Mr Wadham

I would like to sincerely apologise for the error in the Natural Hazards Portal and for the way your concerns were handled.

After reviewing your email of 20 April 2026 regarding the Portal, I asked for a review for your property, which confirmed the error you identified.

This letter explains how we are correcting the error, what went wrong and the steps we are taking to prevent this from happening again.

Your concerns

The Portal provides information about natural hazard claims on specific properties, as well as links to information from other organisations (such as council hazard maps) about the risks posed to different areas across New Zealand.

You raised two concerns about the information on the Portal:

- A 2016 land damage claim that appears on the Portal against your property at 23 Pomare Road, Tirohanga
- An out-of-date link to the Greater Wellington Regional Council's flood map website.

2016 Land damage claim

You contacted the Natural Hazards Commission (NHC) on 7 February 2025 to raise your concerns about the Portal. NHC advised you at that time that the Portal was correct. This advice was wrong.

After you contacted NHC on 20 April 2026, we reviewed your property again and confirmed the claim should not have been appearing on the Portal.

The Portal is intended to show settled natural hazard claims for past natural hazard events. Your 2016 land damage claim was not settled because no natural hazard damage was found. This means it should not have appeared on the Portal.

We are now removing the claim from the Portal and expect this to be completed by early June 2026.

I apologise for the incorrect advice we gave you in 2025 and the impact this error has had on you. We should have reviewed and corrected the error earlier and clearly explained what had gone wrong.

What went wrong and what we are doing to improve

The error on the Portal occurred because your land claim was linked to your building claim from the same natural hazard event under a single claim number. We are taking steps to prevent this from happening again.

We have also updated how we handle complaints about the Portal to ensure that responses are accurate and complete.

This review and correction should have happened when you first contacted us. Feedback such as yours is important and helps us identify issues and improve our processes and communications with homeowners.

Greater Wellington Regional Council Flood Map Links

Thank you for also bringing the outdated link on the Portal to our attention. Greater Wellington Regional Council notified NHC on 20 April 2026 that it had updated its links. We have updated the Portal accordingly and the correct link is now available on the ***natural hazards in your area*** page.

Thank you for raising your concerns with us. I appreciate the time and effort you have taken to bring these issues to our attention, and I acknowledge that this should not have been necessary.

Yours sincerely



Tina Mitchell

Chief Executive | Te Tumu Whakarae