

7 June 2022

Melissa Nightingale

§ 7(2)(a)

Tēnā koe Melissa

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

We refer to your official information request dated 3 May 2022 for the following information:

- *The number of health nuisance complaints made to council from the start of 2021 to now, broken down by month, type of complaint, where the complaint was made about, and outcome of the complaint*
- *Copies of reports into any investigations opened in relation to these complaints*

Environmental health complaints received by Hutt City Council between January 2021 and April 2022 are enclosed. Names, contact information and specific property details are redacted from these documents under section 7(2)(a) of the LGOIMA, to protect the privacy of natural persons.

Hutt City Council does not have this information in tabulated form. Accordingly, your request for this to be provided in that form is refused under section 17(f), on the grounds that the information requested cannot be made available without substantial collation or research.

The officers' notes in these reports include summaries of investigations into the complaints and the outcome of the investigation. We do not generate investigation reports for these complaints. Accordingly your request for these is refused under 17(g) of the LGOIMA, as Hutt City Council does not hold the information requested and we have no grounds for believing that the information is either—

- I. held by another local authority or a department or Minister of the Crown or organisation; or
- II. connected more closely with the functions of another local authority, or a department or Minister of the Crown or organisation.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that this letter may be published on the Council's website.

Nāku noa, nā



Susan Sales

**Senior Advisor, Official Information and Privacy**

Encl

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 567123	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 27/04/2022 09:58
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> s7(2)(a) Victoria Street Petone, open rubbish bags and bins, trash dumped in piles all over the yard. s7(2)(a) got into the yard and they noticed the issue. Smell like the dump.		

<b>Site:</b> Victoria Street (R01062), Petone, Lower Hutt	
<b>Site Address:</b> Victoria Street	<b>Area:</b> Petone
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Harbour
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 553790	<b>Time:</b> 27/04/2022 09:58	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b>		

Current Status:			
No. Effective	Status	Officer	Follow up Date
3 02/05/2022 03:53:33	Investigation Underway	s7(2)(a)	16/05/2022 15:53:33

Status history:			
No. Effective	Status	Officer	Notes
2 02/05/2022 09:50	Call Logged	s7(2)(a)	
1 27/04/2022 09:58	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:35:04

04/05/2022

### Enquiry Trace Form

Enquiry: 566499      Logged by: Internal Report A Problem      on 20/04/2022 16:34

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Concerned citizen would like to speak with someone in regards to people feeding the pigeons excessively, caller is being very closed and cautious. But I managed to get the address out of her. Feeding all manor of avian type.

Site: Cooper Street (R00283), Taita, Lower Hutt

Site Address: Cooper Street

Area: Taita

Location: s7(2)(a)

Ward: Northern

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 553166

Time: 20/04/2022 16:34

Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
2	22/04/2022 04:12:37	Call Closed	Environmental Health	
Notes: Called 3 times, no answer.				

**Status history:**

No.	Effective	Status	Officer	Notes
1	20/04/2022 16:34	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:35:19

Enquiry: 566136 Logged by: Report A Problem on 16/04/2022 11:30

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Hi, we live at [redacted] Wetherby Grove next to [redacted] Konini Street, Wainuiomata. We have noticed over the last few weeks at least 20 ducks wandering around the back of the [redacted] driveway and into our driveway and property. The lady [redacted] has been feeding the ducks "stale old bread" (which we have witnessed) in their driveway at the back of the [redacted]. This is causing the ducks to come daily and wander around and sit themselves on the corner of Konini Street & Wetherby Grove, sitting on the footpaths, the road etc. We have witnessed numerous near misses of car accidents due to the ducks blocking and sitting on the road. They are leaving behind a large amount of duck feces all over our driveway, roads and footpaths. We have kindly asked the [redacted] to stop feeding the ducks and as a result of them becoming defensive, have informed them we are reporting this to the council. Regards [redacted]

Site: Wetherby Grove (R00958), Wainuiomata, Lower Hutt

Site Address: Wetherby Grove

Location: [redacted]

Area: Parkway

Ward: Wainuiomata

Contact: [redacted]

Telephone: [redacted]

Email: [redacted]

Customer: 552803

Time: 16/04/2022 11:30

Method: RAP

Name: [redacted]

Telephone: [redacted]

Address: [redacted]

Email: [redacted]

Current Status:

No.	Effective	Status	Officer	Follow up Date
3	19/04/2022 12:43:18	WWL - Job Completed	[redacted]	4/05/2022 12:43:18
Notes: I went and spoke to the proprietor of the [redacted]. They admitted to feeding birds in an area behind the [redacted]. I requested that they cease from feeding birds as they couldn't control whether ducks came to eat left over feed. They agreed to stop feeding birds. I let the complainant know and they will make contact if feeding was to continue.				

Status history:

No.	Effective	Status	Officer	Notes
2	16/04/2022 11:30	Call Logged	Environmental Health	Subject amended - Old : Complaint (OECT) New : Health Nuisance Complaint (EHHU)
1	16/04/2022 11:30	Call Logged	Online RFS	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by [redacted]

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 565960	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 14/04/2022 09:54
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Neighbour has a wasp nest, Affecting callers property. Wasps has been there for about a month and a half. Neighbour is not interested in removing the nest.		

<b>Site:</b> Cambridge Terrace (R00410), Waterloo, Lower Hutt	<b>Area:</b> Waterloo
<b>Site Address:</b> Cambridge Terrace	<b>Ward:</b> Eastern
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 552627	<b>Time:</b> 14/04/2022 09:54	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b>		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
2	14/04/2022 10:47:51	Call Logged	s7(2)(a)	16/04/2022 10:47:51

**Status history:**

No.	Effective	Status	Officer	Notes
1	14/04/2022 09:54	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Enquiry: 565409      Logged by: Report A Problem      on 11/04/2022 09:29

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Hello,

Do you have any mechanism at all to control how bright a premises can be at night? The building site at Patricia Grove has got some kind of lighting situation going on that illuminates the entire hillside behind it as if daylight. The bush behind this site is a rare patch of relatively intact beech forest and has a stream running down it. Stupidly bright lighting here could affect native fauna as outlined in this report to the council just a few months ago: <https://tinyurl.com/ycxfcyfz> So I am wondering if you can actually do anything about it - in the case of this building site, some simple lampshades to direct the light downwards would help mitigate the light pollution.

In tandem and I think coincidentally with this, the Street right in front of Patricia Grove has recently installed 3x super-bright LED beams on the front of the building that shine out into the suburb like headlights throughout the night. Likewise, they should just have lights that point downwards as it is not fair to neighbours. I really wish someone from the council would go and look at this general vicinity after dark, and see the way this area has gone from normal dark at night to a full-on, disproportionate glare in an otherwise tranquil suburb, for no apparent reason at all but for cheap bright and seemingly unregulated lights. Be great if you could put some regulations in place if you don't have any, as super-bright lights are now cheap and only going to be used more and more frequently if they are not regulated. I would welcome a response to let me know anything about lighting control.

Thanks,

Site: Norrie Grove (R00757), Naenae, Lower Hutt

Site Address: Norrie Grove

Location:

Area: Naenae

Ward: Eastern

Contact:

Telephone:

Email:

Customer: 552076

Time: 11/04/2022 09:29

Method: RAP

Name:

Address:

Email:

Current Status:

No. Effective	Status	Officer	Follow up Date
7	12/04/2022 03:05:51   Call Closed		
<p><b>Notes:</b> E-mail sent to complainant requesting his phone number so I can call him. DP does say no added light spill of more than 8 Lux at nearest residential window but these lights won't breach that. Spoke with complainant and advised them that the light spill won't breach the DP rules.</p>			

Status history:

No. Effective	Status	Officer	Notes
6	12/04/2022 08:27	Investigation Underway	E-mail sent to complainant requesting his phone number so I can call him. DP does say no added light spill of more than 7 Lux at nearest residential window but these lights won't breach that.
5	12/04/2022 08:17	Call Logged	
4	11/04/2022 09:29	Call Logged	Subject amended - Old : Street Light Planning (RTLTP) New : Health Nuisance Complaint (EHHU)
3	11/04/2022 09:29	Call Logged	Subject amended - Old : Request Information (ARRI) New : Street Light Planning (RTLTP)
2	11/04/2022 09:29	Call Logged	Subject amended - Old : Misc - Any other issue (OEMA) New : Request Information (ARRI)
1	11/04/2022 09:29	Call Logged	Online RFS

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : .....

04/05/2022

### Enquiry Trace Form

Enquiry: 564918	Logged by: s7(2)(a)	on 06/04/2022 10:30
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: extremely overgrown lawn - 5ft apparently. mows twice a year (easter/xmas). This includes berm, Fire hazard + potential pests.		

Site: Fairfield Avenue (R00502), Epuni, Lower Hutt	Area: Fairfield
Site Address: Fairfield Avenue	Ward: Eastern
Location: s7(2)(a)	
Contact: s7(2)(a)	
Telephone: s7(2)(a)	

Customer: 551587	Time: 06/04/2022 10:30	Method: phone call
Name: s7(2)(a)	Telephone: s7(2)(a)	
Address: s7(2)(a)		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	08/04/2022 01:20:46	Call Logged	s7(2)(a)	19/04/2022 13:20:46
Notes: Manual update for Palmerston North call center. have not yet been able to visit site				

**Status history:**

No.	Effective	Status	Officer	Notes
2	07/04/2022 09:12	Call Logged	s7(2)(a)	Manual update for Palmerston North call center
1	06/04/2022 10:27	Call Logged	s7(2)(a)	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 564062	<b>Logged by:</b> Report A Problem	<b>on</b> 30/03/2022 11:28	
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service		
<b>Subject:</b> Health Nuisance Complaint			
<b>Desc.:</b> Unsafe Office Registered as an office address yet appeared there were people sleeping/living there. Registered as a residential address under Companies Website. Multiple open, live wires were hanging from the ceiling/walls. A lot of rubbish on ground making entrance unsafe. No signs advising of unsafe walkways. There was a very heavy smell of smoke inside the offices. There was a commercial appearing kitchen with evidence of food preparation lately. No sign of food license/safety.			
<b>Site:</b> High Street (R00173), Hutt Central, Lower Hutt			
<b>Site Address:</b> High Street	<b>Area:</b> Hutt Central		
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Central		
	<b>Contact:</b> s7(2)(a)		
	<b>Telephone:</b> [Redacted]		
	<b>Email:</b> [Redacted]		
<b>Customer:</b> 550732	<b>Time:</b> 30/03/2022 11:28	<b>Method:</b> RAP	
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)		
<b>Address:</b> [Redacted]	<b>Email:</b> [Redacted]		
<b>Current Status:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	
4 31/03/2022 12:37:03	Call Closed	s7(2)(a)	
<b>Notes:</b> not being used for residential, office space is beign renovated and will become an asian supermarket. advise given to occupant re registration complainant updated			
<b>Status history:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Notes</b>
3 31/03/2022 12:35	Call Logged	s7(2)(a)	not being used for residential, office space is beign renovated and will become an asian supermarket. advise given to occupant re registration complainant updated
2 30/03/2022 11:28	Call Logged	Environmental Health	Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)
1 30/03/2022 11:28	Call Logged	Online RFS	
<b>Revised Status:</b>			

Released under the Local Government Official Information and Meetings Act



04/05/2022

### Enquiry Trace Form

Enquiry: 563815      Logged by: Internal Report A Problem      on 28/03/2022 12:44

Service: Environmental Health      Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Caller has reported there is a rat issues coming from s7(2)(a) caller has called pest control and spoken to the tenants who didn't seem interested. Caller advised, has lived in the property since 2017 and this is the first time. there has been a rat issue.

Site: High Street (R00173), Hutt Central, Lower Hutt

Site Address: High Street

Location: s7(2)(a)

Area: Hutt Central

Ward: Central

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 550485      Time: 28/03/2022 12:44      Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: [Redacted]

**Current Status:**

No. Effective	Status	Officer	Follow up Date
5 27/04/2022 01:52:51	Call Closed	s7(2)(a)	
<b>Notes:</b> Spoke with complainant. She says there was a problem last year when the Feijoas fell off the tree and she is concerned it will happen again this year. I did a drive by and the properties are down a long driveway with a feijoa tree s7(2)(a) No sign of rodents and not sure this is really a council matter. Call closed.			

**Status history:**

No. Effective	Status	Officer	Notes
4 30/03/2022 13:10	Investigation Underway	s7(2)(a)	
3 30/03/2022 13:09	Call Logged	[Redacted]	No phone number in CI so will have to visit the property.
2 28/03/2022 13:48	Call Logged	[Redacted]	
1 28/03/2022 12:44	Call Logged	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:37:25

Released under the Local Government Official Information and Meetings Act

Enquiry: 563814      Logged by: Internal Report A Problem      on 28/03/2022 12:37

Service: Environmental Health      Classification: Request For Service

Subject: Health Nuisance Complaint

Description: s7(2)(a) is getting rats again coming from the neighbouring property, in the summer after its rained then becomes warm again there is a horrible smell coming from the property.

Site: Honeysuckle Grove (R00485), Maungaraki, Lower Hutt

Site Address: Honeysuckle Grove      Area: Maungaraki

Location: s7(2)(a)      Ward: Western

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 550484      Time: 28/03/2022 12:37      Method: IRAP

Name: s7(2)(a)      Telephone: s7(2)(a)

Address: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
5	19/04/2022 02:04:05	Call Logged	s7(2)(a)	27/04/2022 14:04:05

Notes: 19/4/2022 s7(2)(a) phoned again. Two baitboxes were left on her property 4 weeks ago and the officer was supposed to return the following week to remove them but no one returned. Two large dead rats on her property this week. She would like a follow up visit for the bait boxes and would appreciate someone visiting the offending property owner. She is concerned it could possibly be a hoarding situation. Please call s7(2)(a) prior to picking up the bait stations to ensure they are home.

**Status history:**

No.	Effective	Status	Officer	Notes
4	08/04/2022 13:20	Call Logged	s7(2)(a)	
3	31/03/2022 12:38	Call Logged	[Redacted]	trap left at complaints house will revisit next tuesday
2	28/03/2022 13:48	Call Logged	[Redacted]	
1	28/03/2022 12:37	Call Logged	Environmental Health	

Revised Status:

Enquiry: 563068 Logged by: Internal Report A Problem on 22/03/2022 10:46

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Caller has reported wasps and Bees are in a tree in property 22. Caller has spoke to owner in November, as they've been stung 3 times. on the face. Caller has s7(2)(a) and fears of them being stung. Caller would like something done as the issue started off with only wasps and now bees

Site: Parenga Street (R00920), Homedale, Wainuiomata, Lower Hutt

Site Address: Parenga Street

Location: s7(2)(a)

Area: Homedale

Ward: Wainuiomata

Contact: s7(2)(a)

Telephone: s7(2)(a)

Customer: 549738

Time: 22/03/2022 10:46

Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: s7(2)(a)

Current Status:

No.	Effective	Status	Officer	Follow up Date
6	30/03/2022 10:30:28	Call Closed	s7(2)(a)	
Notes: 22/03 visited property s7(2)(a) and spoke with s7(2)(a) bush has over grown and flowered, visibly attractinng a number of bees s7(2)(a) showed me where she has been sting teice on her face while insde the house. Explained as this is a natural occurance not council / health act issue. Did however say I would talk with teh tree owner and get their co-operation to remove / cut back				

Status history:

No.	Effective	Status	Officer	Notes
5	24/03/2022 13:33	Call Logged	s7(2)(a)	22/03 visited property no. s7(2)(a) and spoke with s7(2)(a) bush has over grown and flowered, visibly attractinng a number of bees. s7(2)(a) showed me where she has been sting teice on her face while insde the house. Explained as this is a natural occurance not council / health act issue. Did however say I would talk with teh tree owner and get their co-operation to remove / cut back
4	24/03/2022 13:33	Call Logged	s7(2)(a)	
3	24/03/2022 11:37	Call Logged		
2	23/03/2022 08:31	Call Logged		
1	22/03/2022 10:46	Call Logged	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by: s7(2)(a)

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 562216	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 15/03/2022 12:27
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> has old couches and rubbish in her back section, is worried that there could be mice coming soon. the lawns have been mowed once in 6 months.		

<b>Site:</b> Tirangi Road (R00558), Moera, Lower Hutt	<b>Area:</b> Moera
<b>Site Address:</b> Tirangi Road	<b>Ward:</b> Harbour
<b>Location:</b> s7(2)(a)	<b>Contact:</b> anon anon

<b>Customer:</b> 548887	<b>Time:</b> 15/03/2022 12:27	<b>Method:</b> IRAP
<b>Name:</b> anon anon		
<b>Address:</b>		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
6	31/03/2022 12:55:14	Call Closed	s7(2)(a)	

**Notes:** been to the address, notified housing nz to resolve

**Status history:**

No.	Effective	Status	Officer	Notes
5	31/03/2022 12:55	Call Closed	s7(2)(a)	been to the address, notified housign nz to resolve
4	31/03/2022 12:54	Call Logged	s7(2)(a)	been to the address, notified housign nz to resolve
3	24/03/2022 11:37	Call Logged	s7(2)(a)	
2	16/03/2022 08:12	Call Logged	s7(2)(a)	
1	15/03/2022 12:27	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:38:09

04/05/2022

### Enquiry Trace Form

Enquiry: 561425      Logged by: Internal Report A Problem      on 09/03/2022 11:33

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: The resident mentioned that there is 4 compost bins right behind their house. The compost bin is at s7(2)(a) He has seen vermins in the compost bins. He talked to the s7(2)(a) about this but theres nothing seems to be done. The resident mentioned that he is happy to be talk to the Enviro officer about this.

Site: Tawhai Street (R00260), Stokes Valley, Lower Hutt

Site Address: Tawhai Street

Area: Stokes Valley

Location: s7(2)(a)

Ward: Northern

Contact: s7(2)(a)

Telephone: [Redacted]

Email: [Redacted]

Customer: 548098

Time: 09/03/2022 11:33

Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: [Redacted]

Email: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
5	31/03/2022 12:26:00	Call Closed	s7(2)(a)	
<p>Notes: 11/03 site visi, 5 compost bins but only 2 had a pile of fruit. Some flies and odour. have left a bait station and will contact school. Complainant says the urrent gardner has left therefor compost has not been turned</p> <p>17/03 minimal/no activity. will check again in 2 weeks</p> <p>31/03 minimal activity. colected bait staion . Visited school and have emailed s7(2)(a) o request compost maintenance / rotation . Call closaed as no evidence of infestsation at this stage. SM</p>				

**Status history:**

No.	Effective	Status	Officer	Notes
4	11/03/2022 12:56	Investigation Underway	s7(2)(a)	11/03 site visi, 5 compost bins but only 2 had a pile of fruit. Some flies and odour. have left a bait station and will contact s7(2)(a) Complainant says the urrent gardner has left therefor compost has not been turned
3	11/03/2022 12:56	Investigation Underway	s7(2)(a)	17/03 minimal/no activity. will check again in 2 weeks 11/03 site visi, 5 compost bins but only 2 had a pile of fruit. Some flies and odour. have left a bait station and will contact school. Complainant says the urrent gardner has left therefor compost has not been turned
2	10/03/2022 08:07	Call Logged	s7(2)(a)	
1	09/03/2022 11:33	Call Logged	Environmental Health	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:38:25

04/05/2022

### Enquiry Trace Form

Enquiry: 560655      Logged by: Report A Problem      on 03/03/2022 09:22

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: My children and I are having to walk on the road due to what appears to be a wasp nest in the trees on the concrete wall between houses s7(2)(a) Pekanga Road Normandale. There is so many wasps that we can't use that part of the footpath without being attacked by them.

Site: Pekanga Road (R00471), Normandale, Lower Hutt

Site Address: Pekanga Road

Area: Normandale

Location: s7(2)(a)

Ward: Western

Contact: s7(2)(a)

Telephone:

Email:

Customer: 547328

Time: 03/03/2022 09:22

Method: RAP

Name: s7(2)(a)

Address:

Telephone: s7(2)(a)

Email:

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	11/03/2022 01:51:33	Call Closed	s7(2)(a)	
Notes: parks and gardens called to deal with this matter complainant updated				

**Status history:**

No.	Effective	Status	Officer	Notes
3	04/03/2022 08:12	Call Logged	s7(2)(a)	
2	03/03/2022 09:22	Call Logged	Environmental Health	Subject amended - Old : Road - Footpaths/Alleyways (OEFA) New : Health Nuisance Complaint (EHHU)
1	03/03/2022 09:22	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:38:35

Released under the Local Government Official Information and Meetings Act

04/05/2022

Enquiry Trace Form

Enquiry: 560419      Logged by: Internal Report A Problem      on 01/03/2022 10:56

Service: Environmental Health      Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: I would like to make an anonymous complaints about property s7(2)(a) Naenae Road. There seems to be some unhealthy activities on that property. I would like your officer to visit that property. s7(2)(a)  
Anonymous resident

Site: Naenae Road (R00388), Naenae, Lower Hutt

Site Address: Naenae Road      Area: Naenae

Location: s7(2)(a)      Ward: Eastern

Contact: Anonymous resident .

Email: s7(2)(a)

Customer: 547092      Time: 01/03/2022 10:56      Method: IRAP

Name: Anonymous resident .      Email: s7(2)(a)

Address:

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
6	24/03/2022 11:35:52	Call Closed	s7(2)(a)	

Notes: UPDATE 24/3/22 no further inforamtion of contact with council. NFA

**Status history:**

No.	Effective	Status	Officer	Notes
5	11/03/2022 13:57	Call Logged	s7(2)(a)	
4	10/03/2022 08:22	Call Logged		asked to clarify what 'unhealthy activities' awaiting response before assigning to officer -- no response received by 10/3 assigning to an officer. UPDATE email sent to complaiant giving until next Friday to provide additional information, if not the matter will be closed
3	10/03/2022 08:22	Call Logged	s7(2)(a)	asked to clarify what 'unhealthy activities' awaiting response before assigning to officer -- no response received by 10/3 assigning to an officer.
2	01/03/2022 11:59	Call Logged	Environmental Health	asked to clarify what 'unhealthy activities' awaiting response before assigning to officer
1	01/03/2022 10:56	Call Logged	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

<b>Enquiry:</b> 559399	<b>Logged by:</b> Report A Problem	<b>on</b> 23/02/2022 09:34
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> my neighbour has a number of buckets that sit on the shared driveway boundry that are full of water,these have been sitting with water for a long long time. I have noticed today mosquito larvae i believe is present in the water. I have attached some photos for you to see. my address is s7(2)(a)		

<b>Site:</b> High Street (R00173), Hutt Central, Lower Hutt		<b>Area:</b> Hutt Central
<b>Site Address:</b> High Street	<b>Ward:</b> Central	
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)	
	<b>Telephone:</b> [Redacted]	
	<b>Email:</b> [Redacted]	

<b>Customer:</b> 546072	<b>Time:</b> 23/02/2022 09:34	<b>Method:</b> RAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]	<b>Email:</b> [Redacted]	

Current Status:			
No. Effective	Status	Officer	Follow up Date
4 09/03/2022 08:31:33	Call Closed	s7(2)(a)	
<b>Notes:</b> Talked to s7(2)(a) 28/2/22. Not really a nuisance that Council deals with, neighbour is doing this deliberately to annoy. I advised s7(2)(a) to put kerosene or washing liquid on the water surface to interfere with larvae breathing.			

Status history:			
No. Effective	Status	Officer	Notes
3 25/02/2022 08:40	Call Logged	s7(2)(a)	
2 23/02/2022 09:34	Call Logged	Environmental Health	Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)
1 23/02/2022 09:34	Call Logged	Online RFS	

Revised Status:

Released under the Local Government Official Information and Meetings Act



Enquiry: 559325      Logged by: Report A Problem      on 22/02/2022 14:00

Service: Environmental Health      Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: To whom it may concern  
 I have considerable concern regarding the condition of a [redacted] Chestnut Grove, Maungaraki which has previously been reported to Council on at least three occasions over the past 6 years or so.

The filtration equipment is pretty much nonfunctional resulting in contaminated water that can neither be filtered nor drained. The existing condition is, once again a health hazard and breeding ground for many undesirable insects which directly affect us.

The home is [redacted] and it appears the owner considers it is the [redacted] responsibility to repair/maintain the filtration equipment whereas the [redacted] rules state otherwise. I believe it is time for some serious action to be taken as whatever has transpired previously has generated little or no result.

I have attached two pics, one taken 16 Mar 2016, the other 21 Feb 2022, and trust Council can finally sort this matter out once and for all.

In anticipation.

[redacted]

Site: Chestnut Grove (R00123), Maungaraki, Lower Hutt

Site Address: Chestnut Grove      Area: Maungaraki

Location: [redacted]      Ward: Western

Contact: [redacted]

Telephone: [redacted]

Email: [redacted]

Customer: 545997      Time: 22/02/2022 14:00      Method: RAP

Name: [redacted]      Telephone: [redacted]

Address: [redacted]      Email: [redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	03/03/2022 05:44:25	Call Closed	[redacted]	

Notes: had reviewed photos and talked to complainant. the landlord has agreed to get the pool cleaned within 21 days. sent a letter to the landlord.

**Status history:**

No.	Effective	Status	Officer	Notes
3	25/02/2022 08:27	Call Logged	[redacted]	
2	22/02/2022 14:00	Call Logged	Environmental Health	Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)
1	22/02/2022 14:00	Call Logged	Online RFS	

Revised Status:



04/05/2022

### Enquiry Trace Form

Enquiry: 559096 Logged by: Internal Report A Problem on 21/02/2022 10:24

Service: Environmental Health Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: The Toilet at the s7(2)(a) club is bubbling up with waste - caller is from s7(2)(a) and they have asked the s7(2)(a) club to have it fixed but they don't do anything. The can smell and can see water bubbling gout of the waste water trap. Has been ongoing. there is a fence so access can be hard s7(2)(a) an arrange access

Site: Petone Recreation Ground (P00600)

Site Address: Udy Street, Petone

Location: s7(2)(a)

Area: Petone

Ward: Harbour

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 545768 Time: 21/02/2022 10:24 Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address:

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	09/03/2022 08:31:02	Call Closed	s7(2)(a)	

Notes: I contacted the Chairman of the s7(2)(a) Club 23/2/22 and requested he get the sewer fixed. I left a message s7(2)(a) call me if not fixed. No call so far.

**Status history:**

No.	Effective	Status	Officer	Notes
3	22/02/2022 08:14	Call Logged	s7(2)(a)	
2	21/02/2022 11:51	Call Logged	[Redacted]	
1	21/02/2022 10:24	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:40:07

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 559072	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 21/02/2022 08:56
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> roof repair being done on this building which is asbestos, no proper covering or anything, caller lives next to the building and has young children		

<b>Site:</b> Sydney Street (R01052), Petone, Lower Hutt	<b>Area:</b> Petone
<b>Site Address:</b> Sydney Street	<b>Ward:</b> Harbour
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 545744	<b>Time:</b> 21/02/2022 08:56	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b>		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	21/02/2022 01:12:51	Call Closed	s7(2)(a)	
<b>Notes:</b> Caller reported to WorkSafe who have snt someone onsite to investigate. Scaffod went up rFiday, caller unsure if work has jsut started this morning. Commercial premise with contractors on site. Job closed as Worksafe are aware and dealing with issue, SM				

**Status history:**

No.	Effective	Status	Officer	Notes
2	21/02/2022 11:51	Call Logged	s7(2)(a)	
1	21/02/2022 08:56	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:40:17

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 558752	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 18/02/2022 11:38
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> There is a wasp nest on the berm on the Kingston Street side		

<b>Site:</b> Kingston Street (R00653), Avalon, Lower Hutt		<b>Area:</b> Avalon
<b>Site Address:</b> Kingston Street		<b>Ward:</b> Central
<b>Location:</b> s7(2)(a)		<b>Contact:</b> s7(2)(a)
		<b>Telephone:</b> [Redacted]

<b>Customer:</b> 545424	<b>Time:</b> 18/02/2022 11:38	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> [Redacted]		

Current Status:				
No.	Effective	Status	Officer	Follow up Date
3	11/03/2022 01:58:55	Call Closed	s7(2)(a)	
Notes: resolved				

Status history:				
No.	Effective	Status	Officer	Notes
2	22/02/2022 08:16	Call Logged	s7(2)(a)	
1	18/02/2022 11:38	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:40:26

04/05/2022

### Enquiry Trace Form

Enquiry: 557945      Logged by: Report A Problem      on 15/02/2022 12:53

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Hi City Council

Can you please investigate the property at s7(2)(a) Waiwhetu Road, Fairfield, Lower Hutt. The property is in disgusting condition with lawns overgrown in the front and rear of the section. The property is being used as a dumping ground and on two occasions in the last week I have witnessed rats running to and from the property.

This is a health hazard to nearby properties and requires immediate action.

Site: Waiwhetu Road (R00414), Waiwhetu, Lower Hutt

Site Address: Waiwhetu Road

Location: s7(2)(a)

Area: Waiwhetu

Ward: Eastern

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 544622

Time: 15/02/2022 12:53

Method: RAP

Name: s7(2)(a)

Address: [Redacted]

Telephone: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
6	28/02/2022 02:38:24	Call Closed	Sarah Van Mil	
<b>Notes:</b> 17/02/22.SVM. Viewed property at s7(2)(a) Waiwhetu road from street and there was no evidence of rats or mice. The front of the section is covered in large trees but certainly would not be described as 'disgusting'. Called complainant who said it was actually s7(2)(a) Waiwhetu Road. Full notes of investigation in Te Pataka				

**Status history:**

No.	Effective	Status	Officer	Notes
5	17/02/2022 14:13	Investigation Underway	s7(2)(a)	17/02/22.SVM. Viewed property s7(2)(a) Waiwhetu road from street and there was no evidence of rats or mice. The front of the section is covered in large trees but certainly would not be described as 'disgusting'. Called complainant who said it was actually s7(2)(a) Waiwhetu Road.
4	17/02/2022 11:12	Call Logged	s7(2)(a)	
3	16/02/2022 08:05	Call Logged	[Redacted]	
2	15/02/2022 12:53	Call Logged	Environmental Health	Subject amended - Old : Health Nuisance Complaint (OECT) New : Health Nuisance Complaint (EHHU)
1	15/02/2022 12:53	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:40:34

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 555608	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 31/01/2022 13:02
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> There is Rats on the property now as it has been abandoned for quite a while. The rats are coming into the neighboring properties. The caller has made numerous complaints about this house.		

<b>Site:</b> Heath Grove (R00674), Gracefield, Lower Hutt	
<b>Site Address:</b> Heath Grove	<b>Area:</b> Gracefield
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Harbour
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 542287	<b>Time:</b> 31/01/2022 13:02	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
5	10/02/2022 09:18:39	Call Closed	s7(2)(a)	
<b>Notes:</b> to send an email to the property owner and left message on his phone, notified complainant				

**Status history:**

No.	Effective	Status	Officer	Notes
4	04/02/2022 07:51	Call Logged	s7(2)(a)	to send an email to the property owner and left message on his phone, notified complainant
3	04/02/2022 07:51	Call Logged	s7(2)(a)	to send an email to the property owner
2	01/02/2022 08:18	Call Logged		
1	31/01/2022 13:02	Call Logged	Environmental Health	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:40:44

Released under the Local Government Official Information and Meetings Act

04/05/2022

### Enquiry Trace Form

Enquiry: 554247      Logged by: Internal Report A Problem      on 21/01/2022 11:33

Service: Environmental Health      Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Dust coming from s7(2)(a) from their machines is causing discomfort in the s7(2)(a) employee eyes.

Site: Hutt Park Road (R00548), Gracefield, Lower Hutt

Site Address: Hutt Park Road

Location: s7(2)(a)

Area: Gracefield

Ward: Harbour

Contact: s7(2)(a)

Telephone:

Customer: 540925      Time: 21/01/2022 11:33      Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address:

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	25/01/2022 09:09:08	Call Closed	Environmental Health	

Notes: s7(2)(a) from GW will take the issue over

**Status history:**

No.	Effective	Status	Officer	Notes
2	25/01/2022 09:09	Call Logged	Environmental Health	s7(2)(a) from GW will take the issue over
1	21/01/2022 11:33	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:41:03



04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 554146	<b>Logged by:</b> s7(2)(a)	<b>on</b> 20/01/2022 16:20	
<b>Service:</b> Environmental Health		<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint			
<b>Desc.:</b> Neighbours at s7(2)(a) hunter are s7(2)(a) throwing things over the shared fence, complainant specifically mentioned fresh faeces but not sure if human or animal (just specified that it definitely isn't from a cat). Complainant stated that he will keep the faeces as evidence.			
<b>Site:</b> Hunter Street (R00337), Taita, Lower Hutt			
<b>Site Address:</b> Hunter Street	<b>Area:</b> Taita		
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Northern		
	<b>Contact:</b> s7(2)(a)		
	<b>Telephone:</b> s7(2)(a)		
<b>Customer:</b> 540823	<b>Time:</b> 20/01/2022 16:20	<b>Method:</b> phone call	
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> s7(2)(a)			
<b>Current Status:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	
5 04/02/2022 07:40:17	Call Closed	s7(2)(a)	
<b>Notes:</b> Manual update for Palmerston call centre frequent flyer, no substance to claim, closed			
<b>Status history:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Notes</b>
4 21/01/2022 09:03	Call Logged	s7(2)(a)	Manual update for Palmerston North call centre
3 21/01/2022 08:29	Call Logged	s7(2)(a)	Phone call made to complainant via contact centre, no answer, will not text as i do not wish to provide my cell number. will make contact with s7(2)(a) re the occupants of Hunter Street. This matter can wait until next Thursday
2 21/01/2022 08:07	Call Logged	s7(2)(a)	
1 20/01/2022 15:42	Call Logged	Environmental Health	complainant is slightly hard to understand over the phone, asked that if you call and miss him just send him a text.
<b>Revised Status:</b>			

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:41:25

Enquiry: 553745      Logged by: Internal Report A Problem      on 18/01/2022 13:05

Service: Environmental Health      Classification: Request For Service

Subject: Health Nuisance Complaint

Desc: s7(2)(a) Calling in as the house next door seems to be abandoned, windows smashed, food scraps all inside. Attracting vermin.

Site: Dover Road (R00845), Wainuiomata, Lower Hutt

Site Address: Dover Road      Area: Arakura

Location: s7(2)(a)      Ward: Wainuiomata

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 540422      Time: 18/01/2022 13:05      Method: IRAP

Name: s7(2)(a)      Telephone: s7(2)(a)

Address: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
9	21/03/2022 04:10:21	Call Closed	s7(2)(a)	

**Notes:** called police 11/02/22 as we have s7(2)(a) owner. Police provided an email address for teh owner. Police have no record of attending the property. i have explained that it is ensecure - doors open. Called teh complainant who said they rung police between xmas and NY's as the doors were wide open and may have seen a police car drive past teh following day. Neighbour is not concerned for the owner as she had been to the letter box day beofre our site visit. I have left a notice of investigation at the front door and email sent to owners address.

18.03.22 owner called me s7(2)(a) They tried to sell house 'as is' but have decided to start getting it cleaned up. I said I will check back in to confirm. Home owner appears to be aware of the house and clean up planned. Call closed SM

**Status history:**

No.	Effective	Status	Officer	Notes
8	04/02/2022 07:50	Investigation Underway	s7(2)(a)	called police 11/02/22 as we have no contact info on teh owner. Police provided an email address for teh owner. Police have no record of attending the property. i have explained that it is ensecure - doors open. Called teh complainant who said they rung police between xmas and NY's as the doors were wide open and may have seen a police car drive past teh following day. Neighbour is not concerned for the owner as she had been to the letter box day beofre our site visit. I have left a notice of investigation at the front door and email sent to owners address.
7	04/02/2022 07:50	Investigation Underway	s7(2)(a)	
6	02/02/2022 14:48	Investigation Underway	s7(2)(a)	

Status history:

No.	Effective	Status	Officer	Notes
5	21/01/2022 10:54	Investigation Underway	s7(2)(a)	Site visit made. Looks to be abandoned but there are many items present in the house. Will attend again with another officer. 31/1 site revisited. the interior of the house was inspected through available openings (broken windows, broken door). There is a pungent smell. The walls are heavily stained with splashes of liquids, fly faeces and mould. On the floors is a large array of rotting food, soiled textiles, household rubbish and rat faeces. 1/2 called the complainant to discuss the situation. He said that he saw the owner not long ago checking the letter box. I called both the owners numbers on record and both have been disconnected. Rates team also have no contact details.
4	21/01/2022 10:54	Investigation Underway	s7(2)(a)	Site visit made. Looks to be abandoned but there are many items present in the house. Will attend again with another officer. 31/1 site revisited. the interior of the house was inspected through available openings (broken windows, broken door). There is a pungent smell. The walls are heavily stained with splashes of liquids, fly faeces and mould. On the floors is a large array of rotting food, soiled textiles, household rubbish and rat faeces.
3	21/01/2022 10:54	Investigation Underway	s7(2)(a)	Site visit made. Looks to be abandoned but there are many items present in the house. Will attend again with another officer
2	18/01/2022 13:43	Call Logged	s7(2)(a)	
1	18/01/2022 13:05	Call Logged	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 553322	<b>Logged by:</b> Report A Problem	<b>on</b> 14/01/2022 19:48	
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service		
<b>Subject:</b> Health Nuisance Complaint			
<b>Desc.:</b> We live at s7(2)(a) Seddon St, Naenae. The Sections behind us s7(2)(a) Seddon St are disposing grey/waste water from their bus onto our section, our new tree is dead and we have mud in our drains after their excavation works, please see pics of waste hose coming from bus, dead trees and mud, during rain we and neighbouring properties s7(2)(a) have had flooding in our backyards, it distressing us surrounding neighbours, hope you can help, thanks in advance			
<b>Site:</b> Seddon Street (R00377), Naenae, Lower Hutt			
<b>Site Address:</b> Seddon Street	<b>Area:</b> Naenae		
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Eastern		
	<b>Contact:</b> s7(2)(a)		
	<b>Telephone:</b> [Redacted]		
	<b>Email:</b> [Redacted]		
<b>Customer:</b> 539989	<b>Time:</b> 14/01/2022 19:48	<b>Method:</b> RAP	
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)		
<b>Address:</b> [Redacted]	<b>Email:</b> [Redacted]		
<b>Current Status:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Follow up Date</b>
5	20/01/2022 03:46:29   Call Closed	s7(2)(a)	
	<b>Notes:</b> 20.01.22 site visit, grey water is connected and discharged, does not appear to go into the complainants property. Waste is dosposed of at top10 holiday park. Excavation work has been to remove pest plants (bamboo). Photos shown to enforcement team. Job closed SM.		
<b>Status history:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Notes</b>
4	19/01/2022 08:30	Call Logged	s7(2)(a)
3	14/01/2022 19:48	Call Logged	Environmental Health
2	14/01/2022 19:48	Call Logged	WW Fulton Hogan
1	14/01/2022 19:48	Call Logged	Online RFS
<b>Revised Status:</b>			

Released under the Official Government Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by: s7(2)(a)

13:41:41

04/05/2022

### Enquiry Trace Form

Enquiry: 552707      Logged by: Internal Report A Problem      on 12/01/2022 10:36

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc: s7(2)(a) has called about her neighbours at s7(2)(a) who are storing rubbish against the boundary fence and the smell it really strong so that she cant open her windows. The rubbish has been building up for a few months. She doesn't want them to know she has called it in.

Site: Wellington Road (R00959), Wainuiomata, Lower Hutt

Site Address: Wellington Road

Area: Arakura

Location: s7(2)(a)

Ward: Wainuiomata

Contact: s7(2)(a)

Telephone:

Customer: 539374

Time: 12/01/2022 10:36

Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address:

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	13/01/2022 08:13:25	Call Closed	s7(2)(a)	
Notes: s7(2)(a) has called asking to close this job, as she is now wanting to speak with the neighbours first, TS CCC				

**Status history:**

No.	Effective	Status	Officer	Notes
2	12/01/2022 11:04	Call Logged	s7(2)(a)	
1	12/01/2022 10:36	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:41:49

04/05/2022

### Enquiry Trace Form

Enquiry: 552557 Logged by: Report A Problem on 11/01/2022 12:12

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Pigeons are now roosting all day everyday on the roof at s7(2)(a) Taita Drive they fly in and out like jets at an airport and pooping all over everything on our property.

Site: Taita Drive (R00234), Avalon, Lower Hutt

Site Address: Taita Drive

Location: s7(2)(a)

Area: Avalon

Ward: Central

Contact: s7(2)(a)

Telephone: [Redacted]

Email: [Redacted]

Customer: 539224

Time: 11/01/2022 12:12

Method: RAP

Name: s7(2)(a)

Address: [Redacted]

Telephone: s7(2)(a)

Email: [Redacted]

#### Current Status:

No. Effective	Status	Officer	Follow up Date
5	12/01/2022 10:55:04 / Call Closed	s7(2)(a)	
<p>Notes: recurring complaint. no health issues found in the past. have emailed s7(2)(a) multiple times to provide photo evidence and is not a Council matter if there is no health nuisance established. I will drive past teh area to look for roosting birds, but will not enter the property as teh occupant was aggressive. Complainant has made complaints againts other neighbours in the past which we found were not substantiated.</p> <p>13/01 recieved an email from s7(2)(a) hand written letter on refill paper claiming to be COuncil was delivered to them saying it is againt council bylaw to feed birds and a \$2,000 fine incurs.... I drove past anyway, approx 20 birds in the area. closing the job.</p>			

#### Status history:

No. Effective	Status	Officer	Notes
4	12/01/2022 10:55 / Call Closed	s7(2)(a)	recurring complaint. no health issues found in the past. have emailed s7(2)(a) multiple times to provide photo evidence and is not a Council matter if there is no health nuisance established. I will drive past teh area to look for roosting birds, but will not enter the property as teh occupant was aggressive. Complainant has made complaints againts other neighbours in the past which we found were not substantiated.
3	12/01/2022 08:15 / Call Logged	s7(2)(a)	
2	11/01/2022 12:12 / Call Logged	Environmental Health	Subject amended - Old : Complaint (OECT) New : Health Nuisance Complaint (EHHU)
1	11/01/2022 12:12 / Call Logged	Online RFS	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:41:58

04/05/2022

### Enquiry Trace Form

Enquiry: 550667      Logged by: Report A Problem      on 25/12/2021 18:19

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: There is a house located at s7(2)(a) Guthrie St, where there is any control of weed. It is the only house in this street with weed/lawn up to 50cm long. This attract rubbish and could potentially attract rats to the neighbourhood. We would like the owners of the house to mow the lawn regularly, as everyone in the street does.

Site: Guthrie Street (R00670), Waiwhetu, Lower Hutt

Site Address: Guthrie Street

Area: Waiwhetu

Location: s7(2)(a)

Ward: Eastern

Contact: s7(2)(a)

Telephone: [Redacted]

Email: [Redacted]

Customer: 537330

Time: 25/12/2021 18:19

Method: RAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: [Redacted]

Email: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	06/01/2022 03:16:32	Call Closed	s7(2)(a)	

Notes: No evidence of rats seen and unlikely to harbour them.  
Referred the complainant to FENZ

**Status history:**

No.	Effective	Status	Officer	Notes
3	05/01/2022 08:33	Call Logged	s7(2)(a)	
2	25/12/2021 18:19	Call Logged	Environmental Health	Subject amended - Old : Vegetation/Weed Control (OEVW) New : Health Nuisance Complaint (EHHU)
1	25/12/2021 18:19	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:42:07

Released under the Local Government Official Information and Meetings Act

04/05/2022

### Enquiry Trace Form

Enquiry: 550490      Logged by: Internal Report A Problem      on 23/12/2021 15:37

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Caller reports that there is a very bad smell coming from the neighbouring property behind him at [redacted] Benge Cres. Has been ongoing for about a year now, smells like rotting compost and rubbish. He has reported the issue to Kainga Ora in the past who have referred him back to us. He said it is so bad sometimes they are unable to open windows

Site: Seddon Street (R00377), Naenae, Lower Hutt

Site Address: Seddon Street

Area: Naenae

Location: [redacted]

Ward: Eastern

Contact: [redacted]

Telephone: [redacted]

Customer: 537152      Time: 23/12/2021 15:37      Method: IRAP

Name: [redacted]

Telephone: [redacted]

Address:

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3 14/01/2022 03:13:03	Call Closed	[redacted]	
<b>Notes:</b> 14/1/22. SVM. Slight smell identified at number [redacted] which seems to be coming from their rubbish bins. No other smells identified. The complainants home appears to be upstairs and there are at least [redacted] properties between him and the Benge Cres neighbours. Nobody home at [redacted] Benge but both properties and their yards looked tidy and well maintained. Tried to call complainant from Seddon st but no answer. Text sent explaining above. Suggest he logs the complaint again when the smell is bad. Call closed.			

**Status history:**

No. Effective	Status	Officer	Notes
2 23/12/2021 15:48	Call Logged	[redacted]	
1 23/12/2021 15:37	Call Logged	Environmental Health	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by [redacted]

13:42:17



04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 550180	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 22/12/2021 08:24
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Grass and weeds are starting to grow through the fence line, Black berry weeds are growing through the back fence. Behind is the old wainui College empty grounds		

<b>Site:</b> Moohan Street (R00909), Homedale, Wainuiomata, Lower Hutt	
<b>Site Address:</b> Moohan Street	<b>Area:</b> Homedale
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Wainuiomata
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 536842	<b>Time:</b> 22/12/2021 08:24	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b>		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
5	18/01/2022 09:16:20	Call Closed	s7(2)(a)	

**Notes:** The whole field is due to be mowed in the coming weeks.

**Status history:**

No.	Effective	Status	Officer	Notes
4	14/01/2022 11:02	Call Logged	s7(2)(a)	
3	24/12/2021 15:18	Call Logged		
2	22/12/2021 08:30	Call Logged		
1	22/12/2021 08:24	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 549529	<b>Logged by:</b> s7(2)(a)	<b>on</b> 16/12/2021 14:13	
<b>Service:</b> Environmental Health		<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint			
<b>Desc.:</b> Tenants are apparently aggressive. Neighbour calling regarding sewerage smell coming from toilet that was built without consent + flooding on the property. Apparently this is causing lots of rodents and insects to infest the neighbouring properties.			
<b>Site:</b> Wyndrum Avenue (R00361), Fairfield, Lower Hutt			
<b>Site Address:</b> Wyndrum Avenue		<b>Area:</b> Fairfield	
<b>Location:</b> s7(2)(a)		<b>Ward:</b> Eastern	
		<b>Contact:</b> s7(2)(a)	
		<b>Telephone:</b> s7(2)(a)	
		<b>Email:</b> s7(2)(a)	
<b>Customer:</b> 536190	<b>Time:</b> 16/12/2021 14:13	<b>Method:</b> phone call	
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> s7(2)(a)		<b>Email:</b> s7(2)(a)	
<b>Current Status:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	
3	20/01/2022 07:08:15 , Call Closed	s7(2)(a)	
<b>Notes:</b> Manual update for Palmerston North call centre. no smell detected, no rodent activity , advice given re harassment matters to call police			
<b>Status history:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Notes</b>
2	17/12/2021 08:44 Call Logged	s7(2)(a)	Manual update for Palmerston North call centre
1	16/12/2021 14:06 Call Logged	s7(2)(a)	Logging seperate complaints for building/resource consents but couldn't get lots of details. Complainant speaks english as a second language.
<b>Revised Status:</b>			

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

04/05/2022

### Enquiry Trace Form

Enquiry: 549392      Logged by: Report A Problem      on 15/12/2021 14:10

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc: s7(2)(a) Cambridge terrace, Naenae, Lower Hutt. s7(2)(a) their section has become rampantly overgrown and the plants are growing through the fence line along our driveway. The neighbour doesn't take our complaints seriously and it's creating a lot of work for us as we try and keep weeds growing from their section out of our driveway.

Site: Cambridge Terrace (R00410), Waterloo, Lower Hutt

Site Address: Cambridge Terrace

Area: Waterloo

Location: s7(2)(a)

Ward: Eastern

Contact: s7(2)(a)

Telephone: s7(2)(a)

Email: s7(2)(a)

Customer: 536053      Time: 15/12/2021 14:10      Method: RAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: s7(2)(a)

Email: s7(2)(a)

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
5	20/01/2022 01:30:32	Call Closed	s7(2)(a)	
<b>Notes:</b> was resolved last year, occupier has had a heart condition, will be worked on				

**Status history:**

No.	Effective	Status	Officer	Notes
4	20/01/2022 07:08	Call Logged	s7(2)(a)	
3	21/12/2021 08:07	Call Logged	s7(2)(a)	
2	15/12/2021 14:10	Call Logged	Environmental Health	Subject amended - Old : Untidy Section / Building (OEUB) New : Health Nuisance Complaint (EHHU)
1	15/12/2021 14:10	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:42:46

Released under the Local Government Official Information and Meetings Act

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 549156	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 14/12/2021 09:30
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Caller advised they've had to bury a seagulls, believes it was shot as it has a red dot. Another may have been shot also but caller has not checked. A neighbour on Mohaka Street or Sun Valley has been feeding the seagulls.		

<b>Site:</b> Mohaka Street (R00908), Wainuiomata, Lower Hutt	<b>Area:</b> Parkway
<b>Site Address:</b> Mohaka Street	<b>Ward:</b> Wainuiomata
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 535815	<b>Time:</b> 14/12/2021 09:30	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	16/12/2021 02:57:24	Call Closed	s7(2)(a)	
<b>Notes:</b> matter for SPCA				

**Status history:**

No.	Effective	Status	Officer	Notes
2	16/12/2021 08:10	Call Logged	s7(2)(a)	
1	14/12/2021 09:30	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 549047	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 13/12/2021 11:17
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Elderly lady living at this home has gone into a home, the grass is very overgrown and it is boarded up. Have logged a job to FENZ for the fire risk concern, but there is also concern about potential crime and also rats etc as the place is boarded up and messy. Can the owners of the property be contacted about this please		

<b>Site:</b> Rata Street (R00366), Naenae, Lower Hutt	
<b>Site Address:</b> Rata Street	<b>Area:</b> Naenae
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Eastern
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 535706	<b>Time:</b> 13/12/2021 11:17	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> [Redacted]		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	16/12/2021 08:52:27	Call Closed	s7(2)(a)	
<b>Notes:</b> Matter forwarded to HNZ for attendance				

**Status history:**

No.	Effective	Status	Officer	Notes
2	13/12/2021 11:37	Call Logged	s7(2)(a)	
1	13/12/2021 11:17	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:43:04

04/05/2022

### Enquiry Trace Form

Enquiry: 547855      Logged by: Internal Report A Problem      on 06/12/2021 10:08

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Person at this address feeds a few ducks, now there are about 12-15 ducks due to the person feeding them. The ducks are leaving faeces everywhere, all over neighbour's section and the reserve is being overwhelmed with the ducks too.

Site: Holborn Drive (R00212), Stokes Valley, Lower Hutt

Site Address: Holborn Drive

Area: Stokes Valley

Location: s7(2)(a)

Ward: Northern

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 534517      Time: 06/12/2021 10:08      Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address:

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	13/12/2021 12:11:21	Call Closed	s7(2)(a)	
<b>Notes:</b> 13/12/21. Spoke with complainant. Unable to contact duck feeder as no phone number on CI. Letter sent to s7(2)(a) Holborn asking they stop encouraging ducks to area by feeding. Call closed.				

**Status history:**

No.	Effective	Status	Officer	Notes
2	07/12/2021 09:06	Call Logged	s7(2)(a)	
1	06/12/2021 10:08	Call Logged	Environmental Health	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 547668	<b>Logged by:</b> Internal Report A Problem	<b>on:</b> 03/12/2021 15:55
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Rubbish, general house hold rubbish on front lawn and driveway, rubbish bags and boxes, lawns are sky high. Ongoing issue with this HNZ property.		

<b>Site:</b> Oxford Terrace (R01164), Avalon, Lower Hutt	<b>Area:</b> Avalon
<b>Site Address:</b> Oxford Terrace	<b>Ward:</b> Central
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 534328	<b>Time:</b> 03/12/2021 15:55	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b>		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	09/12/2021 09:02:39	Call Closed	s7(2)(a)	
<b>Notes:</b> sent to hnz for action				

**Status history:**

No.	Effective	Status	Officer	Notes
2	07/12/2021 08:58	Call Logged	s7(2)(a)	
1	03/12/2021 15:55	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:43:21

04/05/2022

### Enquiry Trace Form

Enquiry: 547367      Logged by: Report A Problem      on 01/12/2021 17:49

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: The section is completely overgrown. It is both a fire risk coming into summer and an eyesore. I expect there are likely vermin present given the overgrowth. Part of the property also encompasses a council easement.

Site: Westminster Road (R00960), Wainuiomata, Lower Hutt

Site Address: Westminster Road

Location: s7(2)(a)

Area: Arakura

Ward: Wainuiomata

Contact: s7(2)(a)

Telephone: [Redacted]

Email: [Redacted]

Customer: 534028

Time: 01/12/2021 17:49

Method: RAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: [Redacted]

Email: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	24/03/2022 01:41:38	Call Closed	Environmental Health	

**Status history:**

No.	Effective	Status	Officer	Notes
2	01/12/2021 17:49	Call Logged	Environmental Health	Subject amended - Old : Untidy Section / Building (OEUB) New : Health Nuisance Complaint (EHHU)
1	01/12/2021 17:49	Call Logged	Online RFS	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:43:29



04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 547334	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 01/12/2021 14:35
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Caller advised that there is a wasp nest at the neighbouring property.		

<b>Site:</b> Norton Park Avenue (R00494), Epuni, Lower Hutt		<b>Area:</b> Epuni
<b>Site Address:</b> Norton Park Avenue		<b>Ward:</b> Eastern
<b>Location:</b> s7(2)(a)		<b>Contact:</b> s7(2)(a)
		<b>Telephone:</b> [Redacted]

<b>Customer:</b> 533995	<b>Time:</b> 01/12/2021 14:35	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> [Redacted]		

Current Status:			
No. Effective	Status	Officer	Follow up Date
2	24/03/2022 01:40:59   Call Closed	Environmental Health	

  

Status history:			
No. Effective	Status	Officer	Notes
1	01/12/2021 14:35	Environmental Health	Call Logged

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:43:38

04/05/2022

### Enquiry Trace Form

Enquiry: 547326 Logged by: Internal Report A Problem on 01/12/2021 13:47

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Very large stack of thousands of tyres on this property, they are tipping rubbish and glass etc into the tyres. There are now rats that are coming from here over to the property on the back of it. There is old oils, paint etc being thrown into the tyres. The fire brigade has been called 4 times this year, but still nothing is being done. There is a huge concern over the rodents and the fire risk. There has also been a report to FENZ for the fire concerns. There is also a shed on the property that appears to have people living in it.

Site: Hutt Park Road (R00548), Gracefield, Lower Hutt

Site Address: Hutt Park Road

Area: Gracefield

Location: s7(2)(a)

Ward: Harbour

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 533987

Time: 01/12/2021 13:47

Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address:

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	23/12/2021 08:32:40	Call Closed	s7(2)(a)	
<b>Notes:</b> Site visit made. Unable to enter the premises but was able to view it sufficiently from different areas of the boundary. No organic waste or health nuisance was seen. Items consisted of tyres and various scrap metal. No action needed.				

**Status history:**

No.	Effective	Status	Officer	Notes
3	09/12/2021 15:09	Investigation Underway	s7(2)(a)	Site visit made. Unable to enter the premises but was able to view it sufficiently from different areas of the boundary. No organic waste or health nuisance was seen. Items consisted of tyres and various scrap metal.
2	02/12/2021 09:42	Call Logged	s7(2)(a)	
1	01/12/2021 13:47	Call Logged	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:43:46

04/05/2022

### Enquiry Trace Form

Enquiry: 546413

Logged by: Internal Report A Problem

on 24/11/2021 15:56

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Hi,

I am staying at s7(2)(a) Petone, Lower Hutt. I am staying here in an emergency housing context as I have extreme post s7(2)(a) and this is the only place where I could be housed. A gym just opened near the hotel and the noise is disturbing a lot of the guests. It is extremely distressing for me as some of the music choices are personal triggers and there's a man with a microphone yelling, presumably taking gym classes. It has prevented me from sleeping properly, disrupted my study and is generally triggering my symptoms. Could you please ask this gym to get their noise under control because I have no where else to go.

Kind Regards,

s7(2)(a)

Site: Jackson Street (R01018), Petone, Lower Hutt

Site Address: Jackson Street

Area: Petone

Location: s7(2)(a)

Ward: Harbour

Contact: s7(2)(a)

Email: s7(2)(a)

Customer: 533076

Time: 24/11/2021 15:56

Method: IRAP

Name: s7(2)(a)

Email: s7(2)(a)

Address: s7(2)(a)

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	10/01/2022 12:21:38	Call Closed	s7(2)(a)	
<p>Notes: see email saved to s7(2)(a) Te pataka. Email to s7(2)(a) (no response) and to gym. Gym was found to be compliant with DP Noise Limit for teh commercially zoned area - noise at boundary was 54dBA (D.P limit is 55dBA beofre 7am after 5dBA penalty for SAC applied) Monitoring found the max level inside gym of 83dBA will meet compliance at the boundary 55dBA before 7am. Suggentions made to both s7(2)(a) to provide mechanical ventialtion to rooms to ensure no sleep disturbance. Suggestions to gym to ensure gym instructors do not raise sound level above 83dBA before 7am. Infuture if we recieve complaints we can quickly monitor noise level inside gym to ensure its below 83dBA</p>				

**Status history:**

No.	Effective	Status	Officer	Notes
3	02/12/2021 11:08	Investigation Underway	s7(2)(a)	
2	24/11/2021 15:59	Call Logged	s7(2)(a)	
1	24/11/2021 15:56	Call Logged	Environmental Health	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:43:58

04/05/2022

### Enquiry Trace Form

Enquiry: 545218      Logged by: Report A Problem      on 15/11/2021 10:01

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: NOISE / DANGEROUS FIREWORKS: On Sat 6 November our neighbours at [redacted] Lane, Waterloo were letting fireworks off from the back garden. This was a handheld firework which was firing in all directions, over the fences to the left, right and behind. One shot came very close to our house, over the back fence. I asked her not to fire so close to the house. There are young babies in some nearby houses, and dogs in others. There is a large park just across the road which would have been much more sensible. The houses in the estate are in blocks and joined together so numbers [redacted] are joined together. Honest, I'm fine with people enjoying themselves but this was stupid and dangerous, thank you

Site: Bauchop Road (20A) (M00102)

Site Address: 20A Bauchop Road

Location: [redacted]

Area: Waterloo

Ward: Eastern

Contact: [redacted]

Telephone: [redacted]

Email: [redacted]

Customer: 531885

Time: 15/11/2021 10:01

Method: RAP

Name: [redacted]

Telephone: [redacted]

Address: [redacted]

Email: [redacted]

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3	16/11/2021 11:01:55 / Call Closed	Environmental Health	
Notes: referred to police and contact centre for noise/smoke			

**Status history:**

No. Effective	Status	Officer	Notes
2	15/11/2021 10:01	Environmental Health	Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)
1	15/11/2021 10:01	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by [redacted]

13:44:06

Released under the Local Government Official Information and Meetings Act

04/05/2022

### Enquiry Trace Form

Enquiry: 544998      Logged by: Report A Problem      on 12/11/2021 16:00

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: My property at [redacted] Dowse Drive, Maungaraki has a vacant piece of land next to it which has been overgrown for years and is getting worse [redacted] Dowse Drive). My tenants at [redacted] Dowse Drive are having issues with ants which we have been trying to treat for them for over a year, at our cost. The pest control expert gave us some advice but said the major issue is the overgrown section next door. He has sprayed along the fenceline numerous times but that is not working. We feel we should not have to continually pay for ant treatment for an issue that is not on our land but is coming onto our land. The tenants should not have to pay either. We would appreciate an inspection of the overgrown section and for the Council to contact the owner in relation to this matter. We have tried ourselves numerous times to contact the owner without success.

Site: Dowse Drive (R00165), Maungaraki, Lower Hutt

Site Address: Dowse Drive

Area: Maungaraki

Location: [redacted]

Ward: Western

Contact: [redacted]

Telephone: [redacted]

Email: [redacted]

Customer: 531665

Time: 12/11/2021 16:00

Method: RAP

Name: [redacted]

Telephone: [redacted]

Address: [redacted]

Email: [redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
6	23/11/2021 03:38:42	Call Closed	[redacted]	

**Notes:** I called the complainant and discussed the situation. I explained that I can contact the owner but can not enforce them to clear the section. I suggested that she contact GWRC for pest advice and the CAB if she wants to take it to the disputes tribunal to resolve the matter. She did not like this suggestion. I agreed to send a letter to the owner, however explained again that if she wanted a civil matter resolved then the CAB would be the best place to go.

**Status history:**

No.	Effective	Status	Officer	Notes
5	22/11/2021 15:59	Call Logged	[redacted]	
4	19/11/2021 14:55	Call Logged	[redacted]	
3	16/11/2021 10:54	Call Logged	[redacted]	
2	12/11/2021 16:00	Call Logged	Environmental Health	Subject amended - Old : Vegetation/Weed Control (OEVW) New : Health Nuisance Complaint (EHHU)
1	12/11/2021 16:00	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : [redacted]

04/05/2022

### Enquiry Trace Form

Enquiry: 544292	Logged by: Internal Report A Problem	on 08/11/2021 11:00
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: s7(2)(a) all over the back yard s7(2)(a) stokes valley - caller getting blowflies and cannot leave her door open.. left for days on end and piles of it.		

Site: Stokes Valley Road (R00216), Stokes Valley, Lower Hutt	Area: Stokes Valley
Site Address: Stokes Valley Road	Ward: Northern
Location: s7(2)(a)	Contact: s7(2)(a)
	Telephone: [Redacted]

Customer: 530959	Time: 08/11/2021 11:00	Method: IRAP
Name: s7(2)(a)	Telephone: s7(2)(a)	
Address: [Redacted]		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
8	06/12/2021 04:08:11	Call Closed	s7(2)(a)	
<b>Notes:</b> VVN spoke to caller Think DO cleans up abt every 3 days so not sure if it is a brerach of anything but said i will visit Did visit and really very little poo there and hard to know if callers blow flies are from that poo!! Said it be someone else in HCC. She admitteed the DO usually cleans up every 3 days				

**Status history:**

No.	Effective	Status	Officer	Notes
7	20/11/2021 14:27	Investigation Underway	s7(2)(a)	VVN spoke to caller Think DO cleans up abt every 3 days so not sure if it is a brerach of anything but said i will visit
6	12/11/2021 15:39	Call Logged	s7(2)(a)	
5	11/11/2021 09:20	Call Logged		passed to Animal Control
4	11/11/2021 08:59	Call Logged		
3	09/11/2021 12:53	Call Logged		
2	08/11/2021 13:31	Call Logged		
1	08/11/2021 11:00	Call Logged	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:44:25

04/05/2022

### Enquiry Trace Form

Enquiry: 542913      Logged by: Internal Report A Problem      on 28/10/2021 12:23

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: large bee swarm in tree over hanging footpath next to s7(2)(a) walker has called it in

Site: Waterloo Road (R00459), Hutt Central, Lower Hutt

Site Address: Waterloo Road

Area: Hutt Central

Location: s7(2)(a)

Ward: Central

Contact: s7(2)(a)

Telephone:

Customer: 529575

Time: 28/10/2021 12:23

Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address:

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	28/10/2021 03:09:36	Call Closed	s7(2)(a)	
Notes: bee keeping association contacted, bees collected by 2.15 pm. SM				

**Status history:**

No.	Effective	Status	Officer	Notes
2	28/10/2021 12:26	Call Logged	s7(2)(a)	
1	28/10/2021 12:23	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:44:35

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 542145	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 22/10/2021 09:51
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Calling to complain about neighbours bee keeping. The caller has young children in her house.		

<b>Site:</b> Naenae Road (R00388), Naenae, Lower Hutt		<b>Area:</b> Naenae
<b>Site Address:</b> Naenae Road		<b>Ward:</b> Eastern
<b>Location:</b> s7(2)(a)		<b>Contact:</b> s7(2)(a)
		<b>Telephone:</b> [Redacted]

<b>Customer:</b> 528809	<b>Time:</b> 22/10/2021 09:51	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> [Redacted]		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	11/11/2021 12:41:28 F	Call Closed	s7(2)(a)	

**Notes:** 28.10.21 Site visits. 6 hives, complainant at [Redacted] fence is not very high. Beekeeper agreed to remove 2 hives over teh weekend. We discussed raising the fenceline to eighten teh path and potentially reduces hives furhter if continue to recieve complaints. Water source within metres of teh hive,

11.11.21 Have recieved no further complaints. Will close job

**Status history:**

No.	Effective	Status	Officer	Notes
3	28/10/2021 15:50	Investigation Underway	s7(2)(a)	28.10.21 Site visits. 6 hives, complainant at [Redacted] fence is not very high. Beekeeper agreed to remove 2 hives over teh weekend. We discussed raising the fenceline to eighten teh path and potentially reduces hives furhter if continue to recieve complaints. Water source within metres of teh hive,
2	22/10/2021 09:53	Call Logged	s7(2)(a)	
1	22/10/2021 09:51	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act



04/05/2022

### Enquiry Trace Form

Enquiry: 542013      Logged by: Internal Report A Problem      on 21/10/2021 13:32

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Company is removing asbestos from a neighbouring property and they aren't removing it safely. There is not plastic wrap around the house and it is blowing over to their house.

Site: Mohaka Street (R00908), Wainuiomata, Lower Hutt

Site Address: Mohaka Street

Location: s7(2)(a)

Area: Parkway

Ward: Wainuiomata

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 528676      Time: 21/10/2021 13:32      Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	21/10/2021 03:52:26	Call Closed	s7(2)(a)	
<b>Notes:</b> Spoke to s7(2)(a) Work had ceased and then Asbestos Removal Technicians (company) arrived, overalls, masks, bagged up some asbestos cladding but not the whole wall - possibly an isolated section of asbestos. It appears work is being undertaken appropriately - referre s7(2)(a) to Worksafe if she has any concerns from here on as it is a worksite.				

**Status history:**

No.	Effective	Status	Officer	Notes
2	21/10/2021 13:33	Call Logged	s7(2)(a)	
1	21/10/2021 13:32	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:44:56

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 541995	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 21/10/2021 11:53
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Wasps are swarming on the neighbouring property - tree at the back of property.		

<b>Site:</b> Wellington Road (R00959), Wainuiomata, Lower Hutt	<b>Area:</b> Arakura
<b>Site Address:</b> Wellington Road	<b>Ward:</b> Wainuiomata
<b>Location:</b> Tree at back of neighbours property.	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 528658	<b>Time:</b> 21/10/2021 11:53	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3	04/11/2021 07:58:28 / Call Closed	s7(2)(a)	
<b>Notes:</b> Old call now closed			

**Status history:**

No. Effective	Status	Officer	Notes
2	21/10/2021 11:56	s7(2)(a)	Call Logged
1	21/10/2021 11:53	Environmental Health	Call Logged

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by: s7(2)(a)

13:45:05

04/05/2022

### Enquiry Trace Form

Enquiry: 540616      Logged by: Report A Problem      on 10/10/2021 17:26

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Hi

s7(2)(a) Epuni Street, Epuni, keep chickens. They do not make a noise but they do smell really badly. I've dropped off an anonymous note in their letterbox previously but this has had no impact. s7(2)(a) verbally told them diplomatically in conversation (non aggressive). The smell (and presumably upkeep of the chickens) is poor and this is causing further unwanted pests, eg flies, insects, cockroaches and probably rats. I am concerned for the chicken welfare. The smell has been bad all through the cooler weather so is only going to get worse. I would prefer if you did not disclose who made this complaint.  
Thanks

Site: Epuni Street (R00431), Epuni, Lower Hutt

Site Address: Epuni Street

Location: s7(2)(a)

Area: Epuni

Ward: Central

Contact: s7(2)(a)

Telephone: [Redacted]

Email: [Redacted]

Customer: 527286

Time: 10/10/2021 17:26

Method: RAP

Name: s7(2)(a)

Address: [Redacted]

Telephone: s7(2)(a)

Email: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
6	15/10/2021 11:04:42	Call Closed	s7(2)(a)	

**Notes:** Been to the address, chicken coop and run are against the boundry fence, the run is also very wet and muddy. Advice given re putting down straw, also provided a copy of the bylaw. Complainant advised

**Status history:**

No.	Effective	Status	Officer	Notes
5	14/10/2021 10:30	Call Logged	s7(2)(a)	
4	11/10/2021 09:34	Call Logged	[Redacted]	
3	10/10/2021 17:26	Call Logged	Environmental Health	Subject amended - Old : Animal Welfare (IAAW) New : Health Nuisance Complaint (EHU)
2	10/10/2021 17:26	Call Logged	s7(2)(a)	Subject amended - Old : Animals - Welfare (OEAW) New : Animal Welfare (IAAW)
1	10/10/2021 17:26	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:45:14

04/05/2022

### Enquiry Trace Form

Enquiry: 539593      Logged by: Internal Report A Problem      on 01/10/2021 12:32

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: There are workers stripping paint from a building s7(2)(a) Andrews Avenue. The paint is falling/flaking all over the s7(2)(a) s7(2)(a) Daly Street. Caller would like something to be done about this as it is dangerous for the children.

Site: Andrews Avenue (R00178), Hutt Central, Lower Hutt

Site Address: Andrews Avenue

Area: Hutt Central

Location: s7(2)(a)

Ward: Central

Contact: s7(2)(a)

Telephone:

Customer: 526263      Time: 01/10/2021 12:32      Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address:

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	01/10/2021 04:11:07	Call Closed	s7(2)(a)	

Notes: Site visit - referred to GW as ground/air/water pollution. Tested it and no lead present. Advised s7(2)(a) who was happy at the prompt response.

**Status history:**

No.	Effective	Status	Officer	Notes
3	01/10/2021 15:54	Call Logged	s7(2)(a)	
2	01/10/2021 12:32	Call Logged	Environmental Health	Subject amended - Old : Y - Complaint Other (EHCO) New : Health Nuisance Complaint (EHHU)
1	01/10/2021 12:32	Call Logged	s7(2)(a)	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:45:26

04/05/2022

### Enquiry Trace Form

Enquiry: 539360      Logged by: Report A Problem      on 30/09/2021 08:35

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: There is a putrid smell in the brick walkway from Daly st to Dudley st. It is very strong and smells like something has died.

Site: Dudley/Daly Walkway (R01327), Hutt Central, Lower Hutt

Site Address: Dudley/Daly Walkway

Location: Walkway from daly st to Dudley st

Area: Hutt Central

Ward: Central

Contact: s7(2)(a)

Telephone: [Redacted]

Email: [Redacted]

Customer: 526030

Time: 30/09/2021 08:35

Method: RAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: [Redacted]

Email: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	01/10/2021 09:39:34	Call Closed	s7(2)(a)	
Notes: s7(2)(a) recommended assigning to an EHO. 31/09/21. Visited site at 16.30 but no odour detected. Call closed.				

**Status history:**

No.	Effective	Status	Officer	Notes
3	30/09/2021 10:06	Call Logged	s7(2)(a)	s7(2)(a) recommended assigning to an EHO.
2	30/09/2021 08:35	Call Logged	Environmental Health	Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)
1	30/09/2021 08:35	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:45:35

Released under the Local Government Official Information and Meetings Act

Enquiry: 539071 Logged by: Internal Report A Problem on 28/09/2021 08:49

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Hello, just wanting to know who do I contact regarding motel inspections ? I've recently been staying at [redacted] in Petone for the last 2 weeks and found the place noticeably substandard, and complaints were a colossal waste of time and breath, especially given the poor reviews dating back for month's and nothing done to rectify any issues. If it wasn't for the fact that I was booked in by my Auckland-based employer and was effectively stuck, I'd've bailed and squared up my own accommodation elsewhere. I have photo's taken at location, but going by the descriptions my workmates had, there was worse to see around the place (apparently someone found a used needle in a cupboard in the front laundry).

[redacted]

Site: Hutt Road (R00100), Petone, Lower Hutt

Site Address: Hutt Road

Location: [redacted]

Area: Petone

Ward: Harbour

Contact: [redacted]

Telephone: [redacted]

Email: [redacted]

Customer: 525742

Time: 28/09/2021 08:49

Method: IRAP

Name: [redacted]

Telephone: [redacted]

Address: [redacted]

Email: [redacted]

Current Status:

No.	Effective	Status	Officer	Follow up Date
5	19/10/2021 02:35:27	Call Closed	[redacted]	
<b>Notes:</b> site visit 5.10.21 visited various rooms and noted the electrical work, moisture and cleaning was ok. Found a syringe in the laurndy - addressed this with the manager. Have requested to inspect rooms 1 and 6 as these were the complainants rooms  19.10 visited room [redacted] no issues noted. Spoke with manager about ensuring shower doors were fitted correctly to prevent leaks. none noted at time of visit. Call closed				

Status history:

No.	Effective	Status	Officer	Notes
4	13/10/2021 08:53	Call Logged	[redacted]	site visit 5.10.21 visited various rooms and noted the electrical work, moisture and cleaning was ok. Found a syringe in the laurndy - addressed this with the manager. Have requested to inspect rooms [redacted] as these were the complainants rooms
3	28/09/2021 09:34	Call Logged	[redacted]	
2	28/09/2021 09:34	Call Logged	Environmental Health	see gen re: previous [redacted] complaint.
1	28/09/2021 08:49	Call Logged	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : [redacted]

04/05/2022

### Enquiry Trace Form

Enquiry: 538623	Logged by: s7(2)(a)	on 24/09/2021 09:30
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: I live at s7(2)(a) Lower Hutt. Please see the attached photo. I have concerns this cladding (which the workers started to declad two days ago) is being left piled up against the fence. The cladding is not secure. Winds up the top of Normandale are horrendous and I have concerns this cladding will end up all over Normandale. This is an H & S issue as the cladding has nails all through it. Should they not to remove it as they go? Or at the very least secure it! (although it probably will end up airborne).		

Site: Poto Road (R00573), Normandale, Lower Hutt	
Site Address: Poto Road	Area: Normandale
Location: s7(2)(a)	Ward: Western
Email: s7(2)(a)	

Customer: 525294	Time: 24/09/2021 09:30	Method: phone call
Name: s7(2)(a)	Email: s7(2)(a)	
Address: [Redacted]		

Current Status:				
No.	Effective	Status	Officer	Follow up Date
1	24/09/2021 09:23:09	Call Closed	Environmental Health	
Notes: Site visit 24/9 -spoke to builder who will clean up as they go				

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

04/05/2022

### Enquiry Trace Form

Enquiry: 538193	Logged by: Internal Report A Problem	on 21/09/2021 15:13
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: Neighbours have a lot of rubbish piling up in their back yard. This has caused a rat infestation which is now affecting callers property.		

Site: George Street (R00225), Stokes Valley, Lower Hutt	Area: Stokes Valley
Site Address: George Street	Ward: Northern
Location: s7(2)(a)	Contact: s7(2)(a)
	Telephone: [Redacted]

Customer: 524864	Time: 21/09/2021 15:13	Method: IRAP
Name: s7(2)(a)	Telephone: s7(2)(a)	
Address: [Redacted]		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3	22/09/2021 09:43:02 / Call Closed - Duplicate	s7(2)(a)	
<b>Notes:</b> Contacted the complainant to update him on the situation. This is a duplicate and the owners have been notified.			

**Status history:**

No. Effective	Status	Officer	Notes
2	21/09/2021 15:16	s7(2)(a)	
1	21/09/2021 15:13	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:46:03



04/05/2022

# Enquiry Trace Form

<b>Enquiry:</b> 538176	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 21/09/2021 14:26
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> commercial beekeeping activities s7(2)(a) korimako rd, somewhere around 11 or 12, relates to prior complaint too many bees stinging everyone s7(2)(a) bees poo damages warnings in place but he has increased hives instead of reduction of hives damages to home stinging everyone all day long - commercial breeder of bees		

<b>Site:</b> Korimako Road (R01090), Days Bay, Eastbourne, Lower Hutt	<b>Area:</b> The Bays
<b>Site Address:</b> Korimako Road	<b>Ward:</b> Harbour
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> s7(2)(a)
	<b>Email:</b> s7(2)(a)

<b>Customer:</b> 524847	<b>Time:</b> 21/09/2021 14:26	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> s7(2)(a)		<b>Email:</b> s7(2)(a)

**Current Status:**

No. Effective	Status	Officer	Follow up Date
8 02/11/2021 12:05:44	Call Closed	s7(2)(a)	
<b>Notes:</b> visited the address and the occupier only had 2 small hives, these hives are only two stacks high. There was an empty stack with only 4 levels nearby. No concerns as to the quantity of hives on the property. complainant will send photos as and when there is any further issues			

**Status history:**

No. Effective	Status	Officer	Notes
7 14/10/2021 10:29	Call Logged	s7(2)(a)	visited the address and the occupier only had 2 small hives, these hives are only two stacks high. There was an empty stack with only 4 levels nearby. No concerns as to the quantity of hives on the property
6 14/10/2021 10:29	Call Logged	s7(2)(a)	
5 24/09/2021 10:13	Call Logged	s7(2)(a)	made contact with complainant bee keeper is s7(2)(a) korimako Road will make contact today, message left with s7(2)(a) to contact me at HCC. s7(2)(a) contacted HCC and advised he has only three hives. 2 workign and one under construction. he did invite the inspecctor to come and visit, but due to level two restrictions this in not possible yet. he advises that the bees are on the hill side and they will fly the path of least resistance down the hill to food sources. this will be across other properties.
4 24/09/2021 10:13	Call Logged	s7(2)(a)	made contact with complainant bee keeper is s7(2)(a) Road will make contact today, message left with s7(2)(a) to contact me at HCC

04/05/2022

### Enquiry Trace Form

Status history:				
No.	Effective	Status	Officer	Notes
3	21/09/2021 14:29	Call Logged	s7(2)(a)	made contact with complainant bee keeper is s7(2)(a) korimako Road will make contact today
2	21/09/2021 14:29	Call Logged	s7(2)(a)	
1	21/09/2021 14:26	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:46:16

04/05/2022

### Enquiry Trace Form

Enquiry: 538175      Logged by: Internal Report A Problem      on 21/09/2021 14:25

Service: Environmental Health      Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: beekeeping activities s7(2)(a) Korimako, somewhere around 11 or 12, relates to prior complainant  
too many bees stinging everyone  
bees poo damages  
warnings in place but he has increased hives instead of reduction of hives  
damages to home  
stinging everyone all day long - commercial breeder of bees

Site: Korimako Road (R01090), Days Bay, Eastbourne, Lower Hutt

Site Address: Korimako Road

Location: s7(2)(a)

Area: The Bays

Ward: Harbour

Contact: s7(2)(a)

Telephone: [Redacted]

Email: [Redacted]

Customer: 524846

Time: 21/09/2021 14:25

Method: IRAP

Name: s7(2)(a)

Address: [Redacted]

Telephone: s7(2)(a)

Email: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	24/09/2021 09:22:44	Call Closed - Duplicate	s7(2)(a)	

**Status history:**

No.	Effective	Status	Officer	Notes
2	21/09/2021 14:28	Call Logged	s7(2)(a)	
1	21/09/2021 14:25	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by: s7(2)(a)

13:46:24

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 538167	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 21/09/2021 13:41
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> rats and vermin in rubbish left on property after reno since 2020/2021 urgent vermin problem		

<b>Site:</b> Kowhai Street (R00889), Wainuiomata, Lower Hutt	
<b>Site Address:</b> Kowhai Street	<b>Area:</b> Parkway
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Wainuiomata
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]
	<b>Email:</b> [Redacted]

<b>Customer:</b> 524838	<b>Time:</b> 21/09/2021 13:41	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> [Redacted]		<b>Email:</b> [Redacted]

**Current Status:**

No. Effective	Status	Officer	Follow up Date
6 13/10/2021 03:45:09	Call Closed	s7(2)(a)	
<b>Notes:</b> Property being cleared.			

**Status history:**

No. Effective	Status	Officer	Notes
5 05/10/2021 09:57	Investigation Underway	s7(2)(a)	
4 23/09/2021 09:00	Investigation Underway	[Redacted]	22/9: Discussed the situation with the complainant. Site visit made and letter sent to the owners to clear the rubbish. Two skip bins are on site and it is being cleared slowly. Will monitor.
3 23/09/2021 09:00	Investigation Underway	s7(2)(a)	22/9: Discussed the situation with the complainant. Site visit made and letter sent to the owners to clear the rubbish.
2 21/09/2021 14:05	Call Logged	s7(2)(a)	
1 21/09/2021 13:41	Call Logged	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:46:34

04/05/2022

### Enquiry Trace Form

Enquiry: 537923 Logged by: on 19/09/2021 17:54

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Enquiry Ref: 1173087

Desc: s7(2)(a) phoned to report a single rat walking on the footpath outside of his address. He is worried this is an indication of a larger pest problem. He also stated he thinks the rat might be unwell or poisoned due to it's slow walking pace.

Site: Sunny Grove (R00945), Homedale, Wainuiomata, Lower Hutt

Site Address: Sunny Grove

Area: Homedale

Location: s7(2)(a)

Ward: Wainuiomata

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 524595 Time: 19/09/2021 17:54 Method: phone call

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: [Redacted]

**Current Status:**

No. Effective	Status	Officer	Follow up Date
5	24/09/2021 09:39:37 / Call Closed	s7(2)(a)	

Notes: only one rat seen, no further action, comp has traps and has them place around the property

**Status history:**

No. Effective	Status	Officer	Notes
4	20/09/2021 09:20	s7(2)(a)	
3	20/09/2021 07:51	Environmental Health	Subject amended - Old : Unmatched Entry (CEUE) New : Health Nuisance Complaint (EHHU). Enquiry easting and northing location updated
2	20/09/2021 07:51	Web RFS	Enquiry easting and northing location updated
1	19/09/2021 17:54	Web RFS	Tony - 027 687 5446 - 17:51 - left a message.

**Revised Status:**

Name : Signed : Date : Time :

Report generated by : s7(2)(a)

13:46:43

04/05/2022

### Enquiry Trace Form

Enquiry: 537123	Logged by: s7(2)(a)	on 13/09/2021 10:11
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: logging complaint on behalf of s7(2)(a) Landlord is building a second site on the property and sewerage is leaking by the front door of the first property where a family are living - landlord has allegedly said that they can't do anything about it until that second build is complete.		

Site: Totara Street (R00949), Wainuiomata, Lower Hutt	Area: Parkway
Site Address: Totara Street	Ward: Wainuiomata
Location:	Contact: s7(2)(a)
	Telephone: [Redacted]

Customer: 523797	Time: 13/09/2021 10:11	Method: phone call
Name: s7(2)(a)	Telephone: s7(2)(a)	
Address:		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	08/10/2021 11:06:44	Call Closed	s7(2)(a)	
Notes: Full notes in TRIM. Issue resolved.				

**Status history:**

No.	Effective	Status	Officer	Notes
3	13/09/2021 15:23	Investigation Underway	s7(2)(a)	Full notes in TRIM
2	13/09/2021 11:45	Call Logged		
1	13/09/2021 10:08	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:46:52

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 536752	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 10/09/2021 10:55
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Our neighbor's have a rat problem at s7(2)(a) they need to be shown how to use rat traps and to be talked about how to dispose of rubbish		

<b>Site:</b> Guthrie Street (R00670), Waiwhetu, Lower Hutt	<b>Area:</b> Waiwhetu
<b>Site Address:</b> Guthrie Street	<b>Ward:</b> Eastern
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 523425	<b>Time:</b> 10/09/2021 10:55	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
5	17/09/2021 08:45:21 / Call Closed	s7(2)(a)	
	<b>Notes:</b> s7(2)(a) site visit made. The section is well kept. No sign of rodents.		

**Status history:**

No. Effective	Status	Officer	Notes
4	14/09/2021 15:51 Investigation Underway	s7(2)(a)	s7(2)(a) site visit made. The section is well kept. No sign of rodents.
3	13/09/2021 09:10 Call Logged	s7(2)(a)	
2	10/09/2021 11:01 Call Logged		
1	10/09/2021 10:55 Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:47:01

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 536379	<b>Logged by:</b> Report A Problem	<b>on</b> 07/09/2021 18:39	
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service		
<b>Subject:</b> Health Nuisance Complaint			
<b>Desc.:</b> The property next to mine are leaving food out on the ground daily which is attracting pigeons (not the native ones, but the generic wild ones). Also in their property is a large stack of tree branches and other wood. We believe rats and mice are living and breeding here. Our neighbours s7(2)(a) so we cannot raise this issue with them, we are also unaware who the property manager is. We would like this pest control problem dealt with.			
<b>Site:</b> Mahoe Street (R00526), Hutt Central, Lower Hutt			
<b>Site Address:</b> Mahoe Street	<b>Area:</b> Hutt Central		
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Eastern		
	<b>Contact:</b> s7(2)(a)		
	<b>Telephone:</b> [Redacted]		
	<b>Email:</b> [Redacted]		
<b>Customer:</b> 523053	<b>Time:</b> 07/09/2021 18:39	<b>Method:</b> RAP	
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)	
<b>Address:</b>		<b>Email:</b> [Redacted]	
<b>Current Status:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	
5 08/10/2021 11:05:51	Call Closed	s7(2)(a)	
<b>Notes:</b> 9.9.21. Email sent to complainant asking for further info, address of complaint and language spoken if known. Second email sent to complainant 14/09/2021. No response by 08/10/2021 so call closed.			
<b>Status history:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Notes</b>
4 13/09/2021 09:25	Investigation Underway	s7(2)(a)	9.9.21. Email sent to complainant asking for further info, address of complaint and language spoken if known.
3 08/09/2021 10:21	Call Logged	s7(2)(a)	
2 07/09/2021 18:39	Call Logged	Environmental Health	Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)
1 07/09/2021 18:39	Call Logged	Online RFS	
<b>Revised Status:</b>			

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:47:10



Enquiry: 536257      Logged by: Internal Report A Problem      on 06/09/2021 16:31

Service: Environmental Health      Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Please see photo attached - the residents at this address have a large build up of rubbish in their yards, the neighbour has contacted us as he has seen mice coming onto his property

Site: Kerepehi Grove (R00885), Wainuiomata, Lower Hutt

Site Address: Kerepehi Grove      Area: Parkway

Location: s7(2)(a)      Ward: Wainuiomata

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 522932      Time: 06/09/2021 16:31      Method: IRAP

Name: s7(2)(a)      Telephone: s7(2)(a)

Address: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
8	05/10/2021 04:13:50	Call Closed	s7(2)(a)	

**Notes:** 10/9: No photos available. I have called the complainant and requested some photos. Site visit made. Residents were not home. Site inspected, photos taken and investigation note left in the front door. Complainant stated that the rubbish would be cleared this week. Delay in rubbish collection. Will be collected on Thursday 30/9. The rubbish has been cleared.

**Status history:**

No.	Effective	Status	Officer	Notes
7	16/09/2021 09:05	Investigation Underway	s7(2)(a)	10/9: No photos available. I have called the complainant and requested some photos. Site visit made. Residents were not home. Site inspected, photos taken and investigation note left in the front door. Complainant stated that the rubbish would be cleared this week. Delay in rubbish collection. Will be collected on Thursday 30/9.
6	16/09/2021 09:05	Investigation Underway	s7(2)(a)	10/9: No photos available. I have called the complainant and requested some photos. Site visit made. Residents were not home. Site inspected, photos taken and investigation note left in the front door. Complainant stated that the rubbish would be cleared this week.
5	13/09/2021 09:13	Investigation Underway	s7(2)(a)	10/9: No photos available. I have called the complainant and requested some photos. Site visit made. Residents were not home. Site inspected, photos taken and investigation note left in the front door.

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### Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
4	13/09/2021 09:13	Investigation Underway	s7(2)(a)	10/9: No photos available. I have called the complainant and requested some photos.
3	09/09/2021 08:45	Call Logged	s7(2)(a)	
2	07/09/2021 09:05	Call Logged		
1	06/09/2021 16:31	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:47:18

04/05/2022

### Enquiry Trace Form

Enquiry: 534251      Logged by: Report A Problem      on 21/08/2021 11:22

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Neighbour at s7(2)(a) Hume street heat pump wakes me up 3:30 -4am 21 aug 2021 is there something that can be done about it this is a regular occurrence where the noise of his heat pump wakes me up as it is situated near my bedroom he leaves it on all night also reported this on 11 aug call 532744 but have heard nothing

Site: Hume Street (R00119), Alicetown, Lower Hutt

Site Address: Hume Street

Area: Alicetown

Location: s7(2)(a)

Ward: Central

Contact: s7(2)(a)

Telephone: s7(2)(a)

Email: s7(2)(a)

Customer: 520931

Time: 21/08/2021 11:22

Method: RAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: s7(2)(a)

Email: s7(2)(a)

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	03/03/2022 06:21:10	Call Closed	s7(2)(a)	
Notes: advised complainant to contact us later if the heat pump is still noisy and we are not in lock down situation.				

**Status history:**

No.	Effective	Status	Officer	Notes
3	23/08/2021 08:50	Call Logged	s7(2)(a)	
2	21/08/2021 11:22	Call Logged	Environmental Health	Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)
1	21/08/2021 11:22	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:47:27

Released under the Local Government Official Information and Meetings Act

04/05/2022

### Enquiry Trace Form

Enquiry: 533085      Logged by: Report A Problem      on 12/08/2021 12:42

Service: Environmental Health      Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Hi team, is there a publicly available list of licenced buskers? A man named s7(2)(a) spends most of the days at the Naenae Pool end of Hillary Court doing (terrible) karaoke to a CD player and asking for money. Some of the shop staff are fed up with hearing the same music over and over but don't want to complain as he can be intimidating. I believe buskers are not allowed to be in same place for longer than two hours anyway. Thanks for your help s7(2)(a)

Site: Everest Avenue (R00629), Naenae, Lower Hutt

Site Address: Everest Avenue

Location: s7(2)(a)

Area: Naenae

Ward: Eastern

Contact: s7(2)(a)

Email: s7(2)(a)

Customer: 519766      Time: 12/08/2021 12:42      Method: RAP

Name: s7(2)(a)

Address: s7(2)(a)

Email: s7(2)(a)

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	13/08/2021 08:16:05	Call Closed	Environmental Health	
Notes: s7(2)(a) advised to call when busker is on site and we will attend.				

**Status history:**

No.	Effective	Status	Officer	Notes
2	12/08/2021 12:42	Call Logged	Environmental Health	Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)
1	12/08/2021 12:42	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:47:36

Released under the Local Government Official Information and Meetings Act

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 532744	<b>Logged by:</b> Report A Problem	<b>on</b> 11/08/2021 09:05
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Neighbours heat pump at [redacted] Hume st is waking me up at night (2am and 5:30 am this morning). It is situated close to my bedroom. He leaves it on all night. Due to nature of heat pumps noise is not consistent so i could ring noise complaint and when person comes round heat pump will be in a quiet phase. What can be done about it .Are there any bylaws governing positioning of heat pumps. Instructions generally tell you not to install near bedrooms		

<b>Site:</b> Hume Street (R00119), Alicetown, Lower Hutt	<b>Area:</b> Alicetown
<b>Site Address:</b> Hume Street	<b>Ward:</b> Central
<b>Location:</b> [redacted]	<b>Contact:</b> [redacted]
	<b>Telephone:</b> [redacted]
	<b>Email:</b> [redacted]

<b>Customer:</b> 519427	<b>Time:</b> 11/08/2021 09:05	<b>Method:</b> RAP
<b>Name:</b> [redacted]	<b>Telephone:</b> [redacted]	
<b>Address:</b> [redacted]	<b>Email:</b> [redacted]	

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
6	03/03/2022 05:57:41	Call Closed	[redacted]	

**Notes:** second complaint - 534251, discussed with complainant who said a large Mit. outdoor unit with 2 fans is located in the backyard about 3 metres away from the boundary fence ( corrugated iron fence. advised complainant the area is in Noise area 2 and 45dBA is the limit. we will contact the property owner and do noise survey once we are able to do it at level 2 lockdown.

**Status history:**

No.	Effective	Status	Officer	Notes
5	24/08/2021 11:06	Investigation Underway	[redacted]	second complaint - 534251, discussed with complainant who said a large Mit. outdoor unit with 2 fans is located in the backyard about 3 metres away from the boundary fence ( corrugated iron fence. advised complainant the area is in Noise area 2 and 45dBA is the limit. we will contact the property owner and do noise survey once we are able to do it at level 2 lockdown.
4	23/08/2021 08:50	Call Logged	[redacted]	second complaint - 534251
3	11/08/2021 11:27	Call Logged	[redacted]	
2	11/08/2021 09:05	Call Logged	Environmental Health	Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)
1	11/08/2021 09:05	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

04/05/2022

### Enquiry Trace Form

Enquiry: 531932      Logged by: Internal Report A Problem      on 06/08/2021 15:40

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Description: s7(2)(a) milne cres house is vibrating due to bldg works going on nextdoor. s7(2)(a) stopped now but was 3 hours today.. dropping gravel down and a machine that vibrates it etc. and is stuck at home all the time and next to it.. He has sold and it will developed by the s7(2)(a) soon.

Site: Milne Crescent (R00274), Taita, Lower Hutt

Site Address: Milne Crescent

Area: Taita

Location: s7(2)(a)

Ward: Northern

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 518616      Time: 06/08/2021 15:40      Method: IRAP

Name: s7(2)(a)  
Address: [Redacted]

Telephone: s7(2)(a)

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3	14/03/2022 05:24:44   Call Closed	s7(2)(a)	

**Status history:**

No. Effective	Status	Officer	Notes
2	06/08/2021 16:01	s7(2)(a)	
1	06/08/2021 15:40	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:47:55

04/05/2022

### Enquiry Trace Form

Enquiry: 531398      Logged by: Report A Problem      on 05/08/2021 02:11

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Hi. My new neighbor bought the house and moved in several months ago. The address is [redacted] Lincoln Ave, epuni, Lower Hutt. My respiratory system is not Very good. During this winter, I am annoyed by the smoke from the stove of the new neighbor' home. It happened almost everyday during the whole winter. So smelly and smoky, really intolerable. I know it is his rights to burn woods. But Could you please help me to communicate with him to reduce the frequency of burning? And also could you please help me to check what type of wood my neighbor is using? I know some illegal woods may cause a lot of smoke. Thanks for your kind help and looking forward to hearing from you.

Site: Lincoln Avenue (R00640), Avalon, Lower Hutt

Site Address: Lincoln Avenue

Location: [redacted]

Area: Avalon

Ward: Central

Contact: [redacted]

Email: [redacted]

Customer: 518082

Time: 05/08/2021 02:11

Method: RAP

Name: [redacted]

Email: [redacted]

Address:

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
5	06/08/2021 10:04:04	Call Closed	[redacted]	

Notes: 06/08/2021. Emailed complainant with Recon protocol and explanation of processes for smoke nuisance. Also provided copy of bylaw. Call closed.

**Status history:**

No.	Effective	Status	Officer	Notes
4	06/08/2021 08:08	Call Logged	[redacted]	
3	05/08/2021 02:11	Call Logged	Environmental Health	Subject amended - Old : Smoke Nuisance (EHSN) New : Health Nuisance Complaint (EHHU)
2	05/08/2021 02:11	Call Logged	Environmental Health	Subject amended - Old : Smoke Nuisance (OESN) New : Smoke Nuisance (EHSN)
1	05/08/2021 02:11	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by [redacted]

13:48:03

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 531260	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 04/08/2021 14:01
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> 8 old Black stickered rubbish bags on the private property side of the fence, [redacted] has seen mice come out of pile of the bags,		

<b>Site:</b> Treadwell Street (R00628), Naenae, Lower Hutt		<b>Area:</b> Naenae
<b>Site Address:</b> Treadwell Street		<b>Ward:</b> Eastern
<b>Location:</b> [redacted]		<b>Contact:</b> [redacted]
		<b>Telephone:</b> [redacted]

<b>Customer:</b> 517944	<b>Time:</b> 04/08/2021 14:01	<b>Method:</b> IRAP
<b>Name:</b> [redacted]		<b>Telephone:</b> [redacted]
<b>Address:</b>		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	13/08/2021 11:43:51	Call Closed	[redacted]	
<b>Notes:</b> Bags gone.				

**Status history:**

No.	Effective	Status	Officer	Notes
3	09/08/2021 08:06	Investigation Underway	[redacted]	6/8 Site visit made. Small number of bags with no evidence of rodent activity. Will recheck after the next rubbish collection day
2	04/08/2021 16:42	Call Logged	[redacted]	
1	04/08/2021 14:01	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : [redacted]

13:48:14



04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 530823	<b>Logged by:</b>	<b>on</b> 03/08/2021 10:49	
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service		
<b>Subject:</b> Health Nuisance Complaint	<b>Enquiry Ref:</b> 1160820		
<b>Desc.:</b> s7(2)(a) advised of toxic mould present at a s7(2)(a) Studio where children are participating. He advised that upon entering there is a terrible smell of dampness and mould.			
<b>Site:</b> Witako Street (R00427), Epuni, Lower Hutt			
<b>Site Address:</b> Witako Street	<b>Area:</b> Epuni		
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Central		
<b>Contact:</b> Refused to Give Details .			
<b>Customer:</b> 517507	<b>Time:</b> 03/08/2021 10:49	<b>Method:</b> phone call	
<b>Name:</b> Refused to Give Details .			
<b>Address:</b> Epuni			
<b>Current Status:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Follow up Date</b>
7 10/08/2021 02:17:21	Call Closed	s7(2)(a)	
<b>Notes:</b> 10/08/2021. Spoke with s7(2)(a) and suggested he bring it up with the s7(2)(a) centre operators as its likelt ot be a lack of ventilation. He said it smelled much better this wek and he was happy to discsuss it with the operators. CALL CLOSED			
<b>Status history:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Notes</b>
6 05/08/2021 16:23	Investigation Underway	s7(2)(a)	
5 05/08/2021 16:20	Call Logged		
4 04/08/2021 12:49	Call Logged		Enquiry easting and northing location updated
3 03/08/2021 11:30	Call Logged	s7(2)(a)	
2 03/08/2021 10:49	Call Logged	Environmental Health	Subject amended - Old : Miscellaneous (AHMS) New : Health Nuisance Complaint (EHHU)
1 03/08/2021 10:49	Call Logged	Customer Call Center	
<b>Revised Status:</b>			

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:48:22

04/05/2022

### Enquiry Trace Form

Enquiry: 530717      Logged by: Report A Problem      on 02/08/2021 16:30

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: I have reported this idiot before. Proprietor of s7(2)(a) have been unable to capture video of him feeding the pigeons but once again I have a photo of grain spread over an area of at least five square metres (an accidental spill simply could not cover such an area and dozens of birds feeding.. Council officers have visited him previously - clearly with no long-term effect. These birds are not called 'rats with wings' for no reason...

Site: High Street (R00173), Hutt Central, Lower Hutt

Site Address: High Street

Location: s7(2)(a)

Area: Hutt Central

Ward: Central

Contact: s7(2)(a)

Telephone: s7(2)(a)

Email: s7(2)(a)

Customer: 517401

Time: 02/08/2021 16:30

Method: RAP

Name: s7(2)(a)

Address: s7(2)(a)

Telephone: s7(2)(a)

Email: s7(2)(a)

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
7	24/09/2021 10:13:19	Call Closed	s7(2)(a)	

Notes: Email sent to complainant requesting additional photos etc. 16-09-2021 fso letter sent to premises and operator re failure to control pests,

**Status history:**

No.	Effective	Status	Officer	Notes
6	17/09/2021 08:28	Call Logged	s7(2)(a)	Email sent to complainant requesting additional photos etc. 16-09-2021 fso letter sent to premises and operator re failure to control pests,
5	12/08/2021 14:34	Call Logged	s7(2)(a)	Email sent to complainant requesting additional photos etc
4	03/08/2021 11:41	Call Logged	s7(2)(a)	
3	03/08/2021 10:52	Call Logged	s7(2)(a)	
2	02/08/2021 16:30	Call Logged	Environmental Health	Subject amended - Old : Complaint (OECT) New : Health Nuisance Complaint (EHHU)
1	02/08/2021 16:30	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:48:29

Enquiry: 529339 Logged by: Report A Problem on 27/07/2021 16:05

Service: Environmental Health Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: I was advised I could submit this report anonymously, which I have partially elected to do, since I need to protect both mine and my family's security. I would not want the type of person involved in this illegal activity to know who we are for fear of reprisal.

I do not have a specific address, but can pinpoint the general area where the offender is committing illegal activity. If approached by a Council Inspector, someone in that local vicinity will undoubtedly know where the problem is stemming from and who the likely culprit is. The activity stems from Ashburn Road, in Wainuiomata. On Google Maps s7(2) Ashburn Road is an industrial looking garage down a long driveway, which is where I believe an offender burned car tyres on Saturday, 24 July. This likely occurred somewhere along that driveway closest to its entrance point on Ashburn Road. There are a stack of tyres piled up near the large garage at s7(2) oo. I am not 100% sure if they are the culprit.

There have been several notable instances in the past 6 months when outside our residential property we have smelled toxic chemical tyre rubber fumes permeating the air. There are likely more examples of this, however, my partner and I both work full-time, and aren't always around to record examples. As recently as today, I smelled unusual chemical vapours in the air. Also, in the daytime of Saturday, 24 July, 2021, my partner and I witnessed copious smoke drifting over our fence-line, with the sound of a car spinning and burning its tyres furiously, accompanied by obnoxiously loud revving engine sounds. Our whole property was shrouded in the offensive, toxic smoke, and we had to immediately shut all open windows as the fumes were entering our home.

I have a child, which makes this even more concerning, due to the adverse impact long-term on my child's health if this activity is permitted to continue.

Thank you.

Site: Ashburn Road (R00823), Wainuiomata, Lower Hutt  
 Site Address: Ashburn Road Area: Arakura  
 Location: s7(2)(a) Ward: Wainuiomata  
 Contact: Anonymous Anonymous  
 Email: s7(2)(a)

Customer: 516025 Time: 27/07/2021 16:05 Method: RAP  
 Name: Anonymous Anonymous Email: s7(2)(a)  
 Address:

Current Status:

No.	Effective	Status	Officer	Follow up Date
4	28/07/2021 10:16:39	Call Closed	Environmental Health	

Notes: referred to GWRC/Police, advised to call our contact centre to log smoke/noise complaint when it happens.

Status history:

No.	Effective	Status	Officer	Notes
3	28/07/2021 10:16	Call Logged	Environmental Health	referred to GWRC/Police, advised to call our contact centre to log smoke/noise complaint when it happens.
2	27/07/2021 16:05	Call Logged	Environmental Health	Subject amended - Old : Smoke Nuisance (OESN) New : Health Nuisance Complaint (EHHU)
1	27/07/2021 16:05	Call Logged	Online RFS	

Revised Status:

Name : s7(2)(a) Signed : Date : Time :

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 528890	<b>Logged by:</b>	<b>on</b> 26/07/2021 11:58	
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service		
<b>Subject:</b> Health Nuisance Complaint	<b>Enquiry Ref:</b> 1158028		
<b>Desc.:</b> Caller has reported that the below property always has cars outside and this is an eye sore and causes health issues like increased levels of mice and rats in the area. This house also has a 'interislander' bus outside of the property parked on the berm as well as 8 vehicles and 2 trailer loads of rubbish. Caller refused to provide details for themselves.			
<b>Site:</b> Hair Street (R00861), Homedale, Wainuiomata, Lower Hutt			
<b>Site Address:</b> Hair Street	<b>Area:</b> Homedale		
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Wainuiomata		
	<b>Contact:</b> Refused to Give Details .		
<b>Customer:</b> 515576	<b>Time:</b> 26/07/2021 11:58	<b>Method:</b> phone call	
<b>Name:</b> Refused to Give Details .			
<b>Address:</b> Wainuiomata			
<b>Current Status:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Follow up Date</b>
5	30/07/2021 10:01:23 / Call Closed	s7(2)(a)	
	<b>Notes:</b> site visit with s7(2)(a) cars all intact and parked legally. No issues from teh district plan team. Property backs onto the bush, no evidence to suggest rodents in the area. 1 trailor of green waste outside not s7(2)(a) (probleem property logged incorrecctly should be s7(2)(a) No issues, no acculumation of rubbish. no contact details to advise complainant		
<b>Status history:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Notes</b>
4	27/07/2021 09:23	s7(2)(a)	
3	27/07/2021 09:23	s7(2)(a)	
2	26/07/2021 11:58	Environmental Health	Subject amended - Old : Miscellaneous (AHMS) New : Health Nuisance Complaint (EHHU)
1	26/07/2021 11:58	Customer Call Center	
<b>Revised Status:</b>			

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:48:49

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 527341	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 19/07/2021 14:24
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> People throw rubbish and green waste into the road reserve at the front of this house, there are rats living in here and caller would like this tidied up due to the rat problem. Caller also has a s7(2)(a) and is concerned, she is happy to fence it off but wants to use it as it is a nice piece of land		
<b>Site:</b> Rakau Grove (R00802), Stokes Valley, Lower Hutt		
<b>Site Address:</b> Rakau Grove	<b>Area:</b> Stokes Valley	
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Northern	
	<b>Contact:</b> s7(2)(a)	
	<b>Telephone:</b> [Redacted]	
	<b>Email:</b> [Redacted]	
<b>Customer:</b> 514028	<b>Time:</b> 19/07/2021 14:24	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b>		<b>Email:</b> [Redacted]
<b>Current Status:</b>		
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>
4 28/07/2021 04:39:13	Call Closed	s7(2)(a)
<b>Notes:</b> I made a site visit and disussed the situation with the resident. Small amount of rubbish in the bush but the vast majority is natural green matter. I left a bait station and will reassess it next week. No bait taken, Station removed.		
<b>Status history:</b>		
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>
3 20/07/2021 17:16	Investigation Underway	s7(2)(a)
<b>Notes:</b> I made a site visit and disussed the situation with the resident. Small amount of rubbish in the bush but the vast majority is natural green matter. I left a bait station and will reassess it next week.		
2 20/07/2021 09:33	Call Logged	s7(2)(a)
1 19/07/2021 14:24	Call Logged	Environmental Health
<b>Revised Status:</b>		

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 525025	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 09/07/2021 11:14
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> builders pulling out asbestos s7(2)(a) Guthrie street waterloo - dumped out on lawn by the front door --he has rung MBIE and told to ring us ..		

<b>Site:</b> Guthrie Street (R00670), Waiwhetu, Lower Hutt	<b>Area:</b> Waiwhetu
<b>Site Address:</b> Guthrie Street	<b>Ward:</b> Eastern
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 511710	<b>Time:</b> 09/07/2021 11:14	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	14/03/2022 05:23:33	Call Closed	s7(2)(a)	

**Notes:** site vsiit and only pieces of old vinyl flooring removed from a kitchen were placed in a grass area in front of the building. the risk level is very low. asked the builder to put all vinyl flooring into sealed bags.

**Status history:**

No.	Effective	Status	Officer	Notes
3	09/07/2021 12:44	Call Logged	s7(2)(a)	
2	09/07/2021 11:16	Call Logged		
1	09/07/2021 11:14	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

04/05/2022

### Enquiry Trace Form

Enquiry: 524825      Logged by: s7(2)(a)      on 08/07/2021 14:38

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Vibration from equipment associated with the s7(2)(a) manufacturing plant? can be felt in complainants house

Site: Eastern Hutt Road (R00186), Taita, Lower Hutt

Site Address: Eastern Hutt Road

Location: s7(2)(a)

Area: Taita

Ward: Northern

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 511509      Time: 08/07/2021 14:38      Method: phone call

Name: s7(2)(a)

Address: [Redacted]

Telephone: s7(2)(a)

Mobile: [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	12/07/2021 09:31:24	Call Logged	s7(2)(a)	10/07/2021 14:40:04
Notes: Manual update for Palmerston North call centre				

**Status history:**

No.	Effective	Status	Officer	Notes
2	08/07/2021 14:40	Call Logged	s7(2)(a)	
1	08/07/2021 14:33	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:49:14

04/05/2022

# Enquiry Trace Form

Enquiry: 522873 Logged by: Report A Problem on 24/06/2021 14:38

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: please find attached a photo of the s7(2)(a) eastern hutt road wingate. it appears to be a dump or someone collecting rubbish. this is a health hazard as it could be harbouring rats etc.

kind regards

s7(2)(a)

Site: Eastern Hutt Road (R00186), Taita, Lower Hutt

Site Address: Eastern Hutt Road

Location: s7(2)(a)

Area: Taita

Ward: Northern

Contact: s7(2)(a)

Telephone: s7(2)(a)

Email: s7(2)(a)

Customer: 509558

s7(2)(a)

Time: 24/06/2021 14:38

Method: RAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: s7(2)(a)

Email: s7(2)(a)

### Current Status:

No. Effective	Status	Officer	Follow up Date
6 28/06/2021 02:47:34	Call Closed	s7(2)(a)	
<p>Notes: 28/06/2021. Phoned s7(2)(a) to ask if he had seen any rodents. He hadn't but thought there was potential for them to nest. s7(2)(a) also said the mess was contained behind the building and couldn't be seen from the street. I explained that the only thing I could do was the landlord and let him know it had got out of hand again. He was happy with this.</p> <p>Phoned s7(2)(a) to inform him of the complaint. He said he is regularly checking the rodent traps and baits and he doesn't believe there are any rodents in the accumulation. He says the tenant repairs whiteware which is why he has whiteware outside. He did say he would take a look and speak with the tenant about it.</p>			

### Status history:

No. Effective	Status	Officer	Notes
5 28/06/2021 11:50	Investigation Underway	s7(2)(a)	28/06/2021. Phoned s7(2)(a) to ask if he had seen any rodents. He hadn't but thought there was potential for them to nest. s7(2)(a) also said the mess was contained behind the building and couldn't be seen from the street. I explained that the only thing I could do was the landlord and let him know it had got out of hand again. He was happy with this.
4 28/06/2021 11:50	Investigation Underway	s7(2)(a)	
3 25/06/2021 12:24	Call Logged		Subject amended - Old : Untidy Section / Building (IPUS) New : Health Nuisance Complaint (EHHU)
2 24/06/2021 14:38	Call Logged	Environment Consents	Subject amended - Old : Untidy Section / Building (OEUB) New : Untidy Section / Building (IPUS)
1 24/06/2021 14:38	Call Logged	Online RFS	

### Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:49:24



04/05/2022

### Enquiry Trace Form

Enquiry: 522208	Logged by: Internal Report A Problem	on 17/06/2021 16:49
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: caller is very concerned about the tenants at s7(2)(a) throwing there food & meat scraps at the back of the property on Council land. she is worried that this is going to attract rats & Mice etc.please investigate but caller is remaining anonymous		

Site: Whiteman Grove (R00282), Taita, Lower Hutt	Area: Taita
Site Address: Whiteman Grove	Ward: Northern
Location: s7(2)(a)	Contact: anon .

Customer: 508896	Time: 17/06/2021 16:49	Method: IRAP
Name: anon .		
Address:		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
4 08/07/2021 12:02:59	Call Closed	s7(2)(a)	
Notes: nfa			

**Status history:**

No. Effective	Status	Officer	Notes
3 02/07/2021 08:16	Call Logged	s7(2)(a)	
2 18/06/2021 08:04	Call Logged		
1 17/06/2021 16:49	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a) 13:49:33

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 522056	<b>Logged by:</b> Report A Problem	<b>on</b> 16/06/2021 13:34
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Hello, We are the Property Managers of a neighboring property s7(2)(a) South Street, Petone. Our tenant has advised us that the vegetation at the back of the property has been taken over by ivy and is killing the trees. The property is looking very derelict and our tenant have advised that they have caught over 30 rats from the property. An elderly lady lives at the property, and may require some assistance with keeping her property in order. Thank you for your assistance.		

<b>Site:</b> South Street (R01049), Petone, Lower Hutt	<b>Area:</b> Petone
<b>Site Address:</b> South Street	<b>Ward:</b> Harbour
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> s7(2)(a)
	<b>Email:</b> s7(2)(a)

<b>Customer:</b> 508745	<b>Time:</b> 16/06/2021 13:34	<b>Method:</b> RAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> s7(2)(a)	<b>Email:</b> s7(2)(a)	

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
5	07/07/2021 08:28:44	Call Closed	s7(2)(a)	

**Notes:** 24/06 Email to property manager advising teh occupant s7(2)(a) has not been reeptive to council in tehe past. I advised the ivy is a civil matter and to be resolved between neighbours. Also advised Council does not assist with general property maintenance however will attempt to engage the occupant to discuss any rodent issue.

7/07 have not heard back from property manager or occupant. job closed.

**Status history:**

No.	Effective	Status	Officer	Notes
4	25/06/2021 14:29	Investigation Underway	s7(2)(a)	24/06 Email to property manager advising teh occupant a s7(2)(a) as not been reeptive to council in tehe past. I advised the ivy is a civil matter and to be resolved between neighbours. Also advised Council does not assist with general property maintenance however will attempt to engage the occupant to discuss any rodent issue.
3	18/06/2021 08:05	Call Logged	s7(2)(a)	
2	16/06/2021 13:34	Call Logged	Environmental Health	Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)
1	16/06/2021 13:34	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a) 13:49:40

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 521802	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 14/06/2021 10:28
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> This address s7(2)(a) George St are putting rubbish out from Saturdays and leaving it on the berm all week to be collected on Thursday, it sits there and becomes a real mess and cats and dogs get into it		

<b>Site:</b> George Street (R00225), Stokes Valley, Lower Hutt		
<b>Site Address:</b> George Street	<b>Area:</b> Stokes Valley	
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Northern	
	<b>Contact:</b> s7(2)(a)	
	<b>Telephone:</b> [Redacted]	

<b>Customer:</b> 508491	<b>Time:</b> 14/06/2021 10:28	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
5	18/06/2021 02:23:08	Call Closed	s7(2)(a)	

**Notes:** s7(2)(a) as also called complaining about this issue. Council bags, will reassess on Thursday. Collected by contractors on Thursday.

**Status history:**

No.	Effective	Status	Officer	Notes
4	15/06/2021 15:24	Investigation Underway	s7(2)(a)	s7(2)(a) as also called complaining about this issue. Council bags, will reassess on Thursday.
3	14/06/2021 17:43	Call Logged	s7(2)(a)	s7(2)(a) has also called complaining about this issue
2	14/06/2021 10:59	Call Logged	s7(2)(a)	
1	14/06/2021 10:28	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:49:49

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 521354	<b>Logged by:</b> Report A Problem	<b>on</b> 09/06/2021 13:41
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> What are the regulations/bylaws/legislation concerning disposal of domestic food waste? I can not find any reference on the website. We cannot keep up with trapping rats while a neighbour disposes of food waste i.e. egg shells to fruit and veg, in an open, uncovered trench. I wish to address this with them but need to know the regulations first. If there are none it is long overdue in the 21st century.		

<b>Site:</b> Mulberry Street (R00125), Maungaraki, Lower Hutt		
<b>Site Address:</b> Mulberry Street	<b>Area:</b> Maungaraki	
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Western	
	<b>Contact:</b> s7(2)(a)	
	<b>Email:</b> s7(2)(a)	

<b>Customer:</b> 508043	<b>Time:</b> 09/06/2021 13:41	<b>Method:</b> RAP
<b>Name:</b> s7(2)(a)		<b>Email:</b> s7(2)(a)
<b>Address:</b> s7(2)(a)		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
4	10/06/2021 08:12:56 / Call Closed	s7(2)(a)	
<b>Notes:</b> 9/06 email to complainant explaining the provisions of health act and powers to abate a nuisance if nuisance conditions are found, Complainant happy to talk with neighbour in first instance and will contact me if need assistance.			

**Status history:**

No. Effective	Status	Officer	Notes
3	09/06/2021 14:06	s7(2)(a)	
2	09/06/2021 13:41	Environmental Health	Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)
1	09/06/2021 13:41	Online RFS	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a) 13:49:57

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 521268	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 08/06/2021 16:11
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Caller was walking along here and saw 3 very large rats walk along the road. The rubbish bin along the road was very full and the rats were hanging around. Caller thinks there needs to be some traps along Port Rd		

<b>Site:</b> Port Road (R00353), Gracefield, Lower Hutt	<b>Area:</b> Seaview
<b>Site Address:</b> Port Road	<b>Ward:</b> Harbour
<b>Location:</b> Port Rd Bridge	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 507957	<b>Time:</b> 08/06/2021 16:11	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> [Redacted]		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
2 11/06/2021 03:39:24	Call Closed	Environmental Health	
<b>Notes:</b> Rats are a natural occurrence near waterways. No traps can be laid as it is a public area.			

**Status history:**

No. Effective	Status	Officer	Notes
1 08/06/2021 16:11	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:50:06

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 519997	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 27/05/2021 11:17
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Hundreds of ducks coming up the street, duck poo all over the driveway, can't walk out to letterbox and stand on it. There is a person at the Kainga Ora housing who is feeding them which is causing hundreds to flock here		

<b>Site:</b> Riverside Drive (R00772), Epuni, Lower Hutt	
<b>Site Address:</b> Riverside Drive (was North)	<b>Area:</b> Fairfield
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Eastern
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 506695	<b>Time:</b> 27/05/2021 11:17	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> [Redacted]		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
2	27/05/2021 11:22:17 / Call Closed	Environmental Health	
<b>Notes:</b> Parks and Gardens putting a sign up and letter has already been sent to property, should be arriving shortly.			

**Status history:**

No. Effective	Status	Officer	Notes
1	27/05/2021 11:17	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:50:15

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 519926	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 26/05/2021 14:49
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> There has been a HUGE pile of pine nettle created outside our fence line. There is a man in the neighbourhood who is collecting it everyday on the street and adding it to this pile. It is now so big that is causing me worry. We have also seen possums nesting in it. And we have now had an issue with rats and never have before. There have also been smaller piles made down the street as you go along.		

<b>Site:</b> Cottle Park Drive (R00576), Normandale, Lower Hutt	<b>Area:</b> Normandale
<b>Site Address:</b> Cottle Park Drive	<b>Ward:</b> Western
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Email:</b> [Redacted]

<b>Customer:</b> 506625	<b>Time:</b> 26/05/2021 14:49	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Email:</b> s7(2)(a)
<b>Address:</b>		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3 01/06/2021 10:10:20	Call Closed	s7(2)(a)	
<b>Notes:</b> 1/06 requested details of how is dumping the green waste so we can request they stop.			

**Status history:**

No. Effective	Status	Officer	Notes
2 26/05/2021 14:53	Call Logged	s7(2)(a)	
1 26/05/2021 14:49	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:50:25

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 519755	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 25/05/2021 15:03
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Rubbish consisting of used small butane cans is spilling on to the footpath. The full box has broken. Rubbish inside the property is disgusting.		

<b>Site:</b> Oxford Terrace (R01164), Avalon, Lower Hutt		<b>Area:</b> Avalon
<b>Site Address:</b> Oxford Terrace		<b>Ward:</b> Central
<b>Location:</b> s7(2)(a)		<b>Contact:</b> s7(2)(a)
		<b>Telephone:</b> [Redacted]
		<b>Email:</b> [Redacted]

<b>Customer:</b> 506456	<b>Time:</b> 25/05/2021 15:03	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> [Redacted]		<b>Email:</b> [Redacted]

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	10/06/2021 11:06:04	Call Closed	Environmental Health	

**Notes:** Rubbish has been removed by the tenants.

**Status history:**

No.	Effective	Status	Officer	Notes
2	27/05/2021 17:18	Investigation Underway	Environmental Health	I disussed this with the residents and they stated it would be cleared by the end of the day.
1	25/05/2021 15:03	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:50:36



04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 519360	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 21/05/2021 12:31
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> ducks droppings s7(2)(a) riverside drive - woman hnz feeding them and they are pooping everywhere.. causes health and safety issues.		

<b>Site:</b> Riverside Drive (R00772), Epuni, Lower Hutt	
<b>Site Address:</b> Riverside Drive (was North)	<b>Area:</b> Fairfield
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Eastern
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 506061	<b>Time:</b> 21/05/2021 12:31	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b>		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
2	21/05/2021 03:34:28   Call Closed	Environmental Health	
<b>Notes:</b> signs are being placed by parks and gardens. will write to occupier at s7(2)(a)			

**Status history:**

No. Effective	Status	Officer	Notes
1	21/05/2021 12:31	Environmental Health	Call Logged

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:50:45

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 519155	<b>Logged by:</b> Report A Problem	<b>on</b> 20/05/2021 08:22
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> ducks someone is feeding the ducks every day and they are becoming a traffic problem they are going to cause a major accident .There would be about a 100 or more roaming all over the place can something be done about it please.		

<b>Site:</b> Riverside Drive (R00772), Epuni, Lower Hutt	<b>Area:</b> Fairfield
<b>Site Address:</b> Riverside Drive (was North)	<b>Ward:</b> Eastern
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> s7(2)(a)

<b>Customer:</b> 505857	<b>Time:</b> 20/05/2021 08:22	<b>Method:</b> RAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> s7(2)(a)		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
4 21/05/2021 03:33:06	Call Closed	s7(2)(a)	
<b>Notes:</b> signs are being placed by parks and garden. updated caller			

**Status history:**

No. Effective	Status	Officer	Notes
3 20/05/2021 13:24	Call Logged	s7(2)(a)	
2 20/05/2021 08:22	Call Logged	Environmental Health	Subject amended - Old : Animals - Welfare (OEAW) New : Health Nuisance Complaint (EHHU)
1 20/05/2021 08:22	Call Logged	Online RFS	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 519021	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 19/05/2021 09:03	
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service		
<b>Subject:</b> Health Nuisance Complaint			
<b>Desc.:</b> Tenancy manager calling he looks after s7(2) waterloo road. 15 plus cats are coming from s7(2) close to the street front, ongoing issue with a woman with the cats, s7(2)(a) cats are defecating and urinating in the foyer area and garden and stairwell.			
<b>Site:</b> Waterloo Road (R00459), Hutt Central, Lower Hutt			
<b>Site Address:</b> Waterloo Road	<b>Area:</b> Hutt Central		
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Central		
	<b>Contact:</b> s7(2)(a)		
	<b>Telephone:</b> [Redacted]		
<b>Customer:</b> 505724	<b>Time:</b> 19/05/2021 09:03	<b>Method:</b> IRAP	
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)	
<b>Address:</b>			
<b>Current Status:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Follow up Date</b>
8	08/07/2021 11:55:00 / Call Closed	s7(2)(a)	
<b>Notes:</b> not mush eh can do re feral cats, poss spca?			
<b>Status history:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Notes</b>
7	02/07/2021 08:16	s7(2)(a)	
6	02/07/2021 08:15	[Redacted]	
5	26/05/2021 13:25	[Redacted]	
4	26/05/2021 12:59	Environmental Health	Subject amended - Old : Domestic and feral cats (IAAF) New : Health Nuisance Complaint (EHHU)
3	24/05/2021 12:33	Environmental Health	
2	24/05/2021 12:21	s7(2)(a)	24/5/21 Possibly an environmental health issue emailed s7(2)(a) to see if falls into EH.
1	19/05/2021 09:03	s7(2)(a)	
<b>Revised Status:</b>			

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a) 13:51:05

04/05/2022

### Enquiry Trace Form

Enquiry: 518382      Logged by: Internal Report A Problem      on 13/05/2021 14:19

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Caller reports that there are multiple bags of rubbish inside this property x 7 - that are very smelly and have been sitting here for a long time. Says she walks past these properties regularly and there is constantly old or dumped rubbish- usually out on the berm but now behind the fence and stinking the place up. Says the last time she talked to someone at HCC they advised they would contact the property company reported to be rent care.

Site: Treadwell Street (R00628), Naenae, Lower Hutt

Site Address: Treadwell Street

Location: s7(2)(a)

Area: Naenae

Ward: Eastern

Contact: s7(2)(a)

Telephone: s7(2)(a)

Customer: 505088

Time: 13/05/2021 14:19

Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address:

**Current Status:**

No. Effective	Status	Officer	Follow up Date
7	18/06/2021 02:22:12   Call Closed	s7(2)(a)	
Notes: Rubbish gone.			

**Status history:**

No. Effective	Status	Officer	Notes
6	01/06/2021 08:07	s7(2)(a)	
5	26/05/2021 17:04	s7(2)(a)	Another site visit made to monitor the situation. Approximately 15 bags present.
4	17/05/2021 16:44	s7(2)(a)	Current situation does not constitute a health threat. I will monitor the situation and send a letter to the owners.
3	17/05/2021 16:46	s7(2)(a)	Currently does not constitute a health threat. I will monitor the situation and send a letter to the owners.
2	13/05/2021 15:26	s7(2)(a)	
1	13/05/2021 14:19	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by: s7(2)(a)

13:51:20

04/05/2022

### Enquiry Trace Form

Enquiry: 518097	Logged by: Report A Problem	on 10/05/2021 22:21
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: There are too many ducks populating the small park at the end of Hamerton St, Naenae though to riverside Drive. I counted over 140 ducks making a mess of the path this weekend on our walk. Their excrement is of concern for health and safety reasons and I'm also concerned for traffic safety. The population has got out of control and with the breeding season next Spring, the population will only get worse.		

Site: Riverside Drive (R00772), Eponi, Lower Hutt	Area: Fairfield
Site Address: Riverside Drive (was North)	Ward: Eastern
Location: Hamerton St through to Riverside Drive small park	Contact: s7(2)(a)
	Telephone: [Redacted]
	Email: [Redacted]

Customer: 504807	Time: 10/05/2021 22:21	Method: RAP
Name: s7(2)(a)	Telephone: s7(2)(a)	
Address: [Redacted]	Email: [Redacted]	

**Current Status:**

No. Effective	Status	Officer	Follow up Date
7	13/05/2021 01:28:28   Call Closed	s7(2)(a)	
Notes: Council has no jurisdiction over wild ducks that privilege belongs to HRH. Email sent to complainant with a link for the spca.			

**Status history:**

No. Effective	Status	Officer	Notes
6	13/05/2021 13:28	s7(2)(a)	Council has no jurisdiction over wild ducks that privilege belongs to HRH. Email sent to complainant with a link for the spca.
5	11/05/2021 08:55	s7(2)(a)	
4	11/05/2021 08:38		
3	10/05/2021 22:21	Environmental Health	Subject amended - Old : Miscellaneous (IAMC) New : Health Nuisance Complaint (EHHU)
2	10/05/2021 22:21	s7(2)(a)	Subject amended - Old : Animals - Welfare (OEAW) New : Miscellaneous (IAMC)
1	10/05/2021 22:21	Online RFS	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a) 13:51:28

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 517668	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 06/05/2021 12:28
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> neighbours are deliberately opening their curtains and letting the interior lights shine into her bedroom - has been disturbing her sleep - says that they wait until she turns off her lights then this starts		

<b>Site:</b> Kumeroa Grove (R00890), Wainuiomata, Lower Hutt	
<b>Site Address:</b> Kumeroa Grove	<b>Area:</b> Parkway
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Wainuiomata
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 504382	<b>Time:</b> 06/05/2021 12:28	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3	07/05/2021 01:51:27   Call Closed	s7(2)(a)	

**Notes:** this is a non complaint discussed with EH team lead and matter closed

**Status history:**

No. Effective	Status	Officer	Notes
2	06/05/2021 13:05	s7(2)(a)	Call Logged
1	06/05/2021 12:28	Environmental Health	Call Logged

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:51:41

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 517571	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 05/05/2021 15:24
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Pigeon problem, caller has advised the owner of s7(2)(a) is continually feed the wild pigeons - neighbours are very unhappy		

<b>Site:</b> High Street (R00173), Hutt Central, Lower Hutt		
<b>Site Address:</b> High Street	<b>Area:</b> Hutt Central	
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Central	
	<b>Contact:</b> s7(2)(a)	
	<b>Telephone:</b> [Redacted]	

<b>Customer:</b> 504286	<b>Time:</b> 05/05/2021 15:24	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]		

Current Status:			
No. Effective	Status	Officer	Follow up Date
3	10/05/2021 09:04:28 / Call Closed	s7(2)(a)	
<b>Notes:</b> letter sent to occupier, saved to TRIM			

Status history:			
No. Effective	Status	Officer	Notes
2	06/05/2021 07:56	Call Logged	
1	05/05/2021 15:24	Call Logged	Environmental Health

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:51:49

04/05/2022

### Enquiry Trace Form

Enquiry: 517537 Logged by: s7(2)(a) on 05/05/2021 11:22

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Complaint against s7(2)(a) Club. I believe complainant is part of another club with a nearby premises but I'm not positive as I didn't catch the name. Complainant calling with concerns regarding the SOL at the s7(2)(a) club, including excessive drinking in public spaces (parking lots and roads) resulting in broken glass everywhere, especially after home games. He has CCTV evidence

Site: Myrtle Street (R00454), Hutt Central, Lower Hutt

Site Address: Myrtle Street

Area: Hutt Central

Location: s7(2)(a)

Ward: Central

Contact: s7(2)(a)

Telephone: s7(2)(a)

Customer: 504252

Time: 05/05/2021 11:22

Method: phone call

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: s7(2)(a)

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	14/05/2021 08:56:17	Call Closed	s7(2)(a)	
<b>Notes:</b> Received photos from complainant. Met with Licensing Inspector, Police and s7(2)(a) treasurer and president. They have been made aware of the issues and are putting additional measures in place to mitigate risk in the future. Police will also increase monitoring of this site.				

**Status history:**

No.	Effective	Status	Officer	Notes
2	06/05/2021 11:10	Call Logged	Environmental Health	Manual update for Palmerston North call centre
1	05/05/2021 11:16	Call Logged	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:51:58

Released under the Local Government Official Information and Meetings Act



04/05/2022

### Enquiry Trace Form

Enquiry: 514969	Logged by: Internal Report A Problem	on 09/04/2021 13:09
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: I would like to lodge a complaint about the condition and upkeep of the property above. The section is completely overgrown with long dead grass which represents a significant fire risk. The house is occupied, but is quite clearly unsanitary and riddled with vermin which infest our property which is neighbouring. The footpath is overgrown with weeds and a shed which is situated on the boundary is in a poor state of repair and very likely riddled with rats and mice. **been loaded into FENZ also**		

Site: Jessie Street (R01019), Petone, Lower Hutt	Area: Petone
Site Address: Jessie Street	Ward: Harbour
Location: s7(2)(a)	Contact: s7(2)(a)
	Telephone: [Redacted]
	Email: [Redacted]

Customer: 501693	Time: 09/04/2021 13:09	Method: IRAP
Name: s7(2)(a)	Telephone: s7(2)(a)	
Address: [Redacted]	Email: [Redacted]	

Current Status:				
No.	Effective	Status	Officer	Follow up Date
8	10/09/2021 05:30:44	Call Closed	s7(2)(a)	
<p><b>Notes:</b> complainant contacted me again - I visited s7(2)(a) on 24/06 and spoke with s7(2)(a) due to her health property maintenance is an issue. I have placed a rodent bait monitoring station to assess activity. I have contacted Wesley Community as they may be able to assist</p> <p>15/07 three weeks since site visit - held up due to illness etc. Bait has been cleared. replaced and will check back in 1 week. Tired to get co-operation from s7(2)(a) to assist in placing her own bait. she said she has caught 4 mice inside and has no means of transport to get bait. Will update cokmplainant</p> <p>23/06/21 Site visit - bait gone after 1 week. s7(2)(a) has purchased 2 bait staions and blocks and wishes to take over and monitor these herself. I will leave her to manage for now and check in a few weeks to place another monitoring station and assess is activity has decreased. Have referred to Wesley again as I am concerned the Occupant may not be managing and experinecing self neglect.</p>				

Released under the Official Information and Meetings Act

## Status history:

No. Effective	Status	Officer	Notes
7 25/06/2021 14:34	Investigation Underway	s7(2)(a)	<p>complainant contacted me again - I visited s7(2)(a) teh 24/06 and spoke with s7(2)(a) due to her health property maintenance is an issue. I have placed a rodent bait monitoring station to assess activity. I have contacted Wesley Community as they may be able to assist</p> <p>15/07 three weeks since site visit - held up due to illness etc. Bait has been cleared. replaced and will check back in 1 week. Tired to get co-operation from s7(2)(a) to assist in placing her own bait. she said she has caught 4 mice inside and has no means of transport to get bait. Will update cokmplainant</p> <p>23/06/21 Site visit - bait gone after 1 week. s7(2)(a) has purchased 2 bait stations and blocks and wishes to take over and monitor these herself. I will leave her to manage for now and check in a few weeks to place another monitoring station and assess is activity has decreased. Have referred to Wesley again as I am concerned the Occupant may not be managing and experiencing self neglect.</p>
6 25/06/2021 14:34	Investigation Underway	s7(2)(a)	<p>complainant contacted me again - I visited s7(2)(a) teh 24/06 and spoke with s7(2)(a) due to her health property maintenance is an issue. I have placed a rodent bait monitoring station to assess activity. I have contacted Wesley Community as they may be able to assist</p> <p>15/07 three weeks since site visit - held up due to illness etc. Bait has been cleared. replaced and will check back in 1 week. Tired to get co-operation from s7(2)(a) to assist in placing her own bait. she said she has caught 4 mice inside and has no means of transport to get bait. Will update cokmplainant</p>

Status history:

No.	Effective	Status	Officer	Notes
5	25/06/2021 14:34	Investigation Underway	s7(2)(a)	complainant contacted me again - I visited s7(2)(a) on 24/06 and spoke with s7(2)(a) due to her health property maintenance is an issue. I have placed a rodent bait monitoring station to assess activity. I have contacted Wesley Community as they may be able to assist
4	28/04/2021 16:17	Call Closed	s7(2)(a)	12/04 s7(2)(a) and does not want bait stations placed on property due to the dogs. I explained I cannot confirm rodent activity. Site visit to s7(2)(a) gates are locked and cannot access however vegetation is overgrown and the fire hazard has been logged to FENZ
3	12/04/2021 15:47	Investigation Underway	s7(2)(a)	28/04 no contact from occupier 12/04 s7(2)(a) and does not want bait stations placed on property due to the dogs. I explained I cannot confirm rodent activity. Site visit to s7(2)(a) gates are locked and cannot access however vegetation is overgrown and the fire hazard has been logged to FENZ
2	09/04/2021 13:40	Call Logged	s7(2)(a)	
1	09/04/2021 13:09	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Access Act

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 514556	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 06/04/2021 16:13
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Rubbish bags accumulated - odour and flies		

<b>Site:</b> Cambridge Terrace (R00410), Waterloo, Lower Hutt		<b>Area:</b> Waterloo
<b>Site Address:</b> Cambridge Terrace		<b>Ward:</b> Eastern
<b>Location:</b> s7(2)(a)		<b>Contact:</b> s7(2)(a)

<b>Customer:</b> 501285	<b>Time:</b> 06/04/2021 16:13	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		
<b>Address:</b>		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
4 13/04/2021 08:00:54	Call Closed	s7(2)(a)	
<b>Notes:</b> 6/04 Site visit - over 40 pink bags. Rubbish over fence on railway side. Bags are openend. Photos saved to TRIM, healht notice deliveerd and copy emailed to HNZ.  7/04 HNZ reply - arrangements have been made for rubbish to be removed in the next 2 business days.  12/04 site visit. Bags cleared			

**Status history:**

No. Effective	Status	Officer	Notes
3 07/04/2021 11:55	Investigation Underway	s7(2)(a)	6/04 Site visit - over 40 pink bags. Rubbish over fence on railway side. Bags are openend. Photos saved to TRIM, healht notice deliveerd and copy emailed to HNZ.  7/04 HNZ reply - arrangements have been made for rubbish to be removed in the next 2 business days.
2 07/04/2021 11:49	Call Logged	s7(2)(a)	
1 06/04/2021 16:13	Call Logged	Environmental Health	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : ..... 13:52:15

Released under the Local Government Official Information and Meetings Act

04/05/2022

Enquiry Trace Form

Enquiry: 514012

Logged by: Internal Report A Problem

on 31/03/2021 12:29

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: caller has noticed rats coming from the neighbouring property s7(2)(a) Gibson crescent? could you please call s7(2)(a) discuss further thanks

Site: Seddon Street (9) (M00145)

Site Address: s7(2)(a)

Location: s7(2)(a)

Area: Naenae

Ward: Eastern

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 500743

Time: 31/03/2021 12:29

Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: [Redacted]

Current Status:

No. Effective	Status	Officer	Follow up Date
6 29/04/2021 10:43:24	Call Closed	s7(2)(a)	
<p>Notes: 1/04 Site visit - s7(2)(a) s7(2)(a) gibson crescent however nothing to suggest harbourage of rodents. Tidy sections, well maintained compost at s7(2)(a) were also tidy. Will place a monitoring station by s7(2)(a) and check in 1 weeks time.</p> <p>8/04 Site visit - bait all gone. Replaced and will check back in 1 week</p> <p>14/04 site visit - bait almost all gone. replaced 1 block. Will follow up in 1 week</p> <p>29/04 site visit - no more activity. Collected bait staion and will update complainant to place own bait. No evidence of a health nuisance and no issues noted from neighbouring properties.</p>			

Status history:

No. Effective	Status	Officer	Notes
5 01/04/2021 11:13	Investigation Underway	s7(2)(a)	<p>1/04 Site visit - s7(2)(a) s7(2)(a) gibson crescent however nothing to suggest harbourage of rodents. Tidy sections, well maintained compost at s7(2)(a) were also tidy. Will place a monitoring station s7(2)(a) and check in 1 weeks time.</p> <p>8/04 Site visit - bait all gone. Replaced and will check back in 1 week</p> <p>14/04 site visit - bait almost all gone. replaced 1 block. Will follow up in 1 week</p>

Status history:

No.	Effective	Status	Officer	Notes
4	01/04/2021 11:13	Investigation Underway	s7(2)(a)	1/04 Site visit - s7(2)(a) gibson present however nothing to suggest harbourage of rodents. Tidy sections, well maintained compost at s7(2)(a) s7(2)(a) were also tidy. Will place a monitoring station s7(2)(a) and check in 1 weeks time.  8/04 Site visit - bait all gone. Replaced and will check back in 1 week
3	01/04/2021 11:13	Investigation Underway	s7(2)(a)	1/04 Site visit - s7(2)(a) at s7(2)(a) gibson present however nothing to suggest harbourage of rodents. Tidy sections, well maintained compost at s7(2)(a) s7(2)(a) were also tidy. Will place a monitoring station s7(2)(a) and check in 1 weeks time.
2	31/03/2021 13:26	Call Logged	s7(2)(a)	
1	31/03/2021 12:29	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Access Act

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 513615	<b>Logged by:</b>	<b>on</b> 27/03/2021 16:09
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint	<b>Enquiry Ref:</b> 1119596	
<b>Desc.:</b> Customer is a s7(2)(a) at Hikoikoi Reserve and they have reported there is a couple who have been sleeping in a car at reserve since Thursday night. Dropping rubbish around car and they are parked near access to walkway. Customers name is s7(2)(a)		

<b>Site:</b> Marine Parade (Petone) (R01028), Petone, Lower Hutt	<b>Area:</b> Petone
<b>Site Address:</b> Marine Parade (Petone)	<b>Ward:</b> Harbour
<b>Location:</b> Marine Parade, Petone, Lower Hutt	<b>Contact:</b> Details Insufficient
	<b>Fax:</b> DO NOT UPDATE!!!

<b>Customer:</b> 500349	<b>Time:</b> 27/03/2021 16:09	<b>Method:</b> phone call
<b>Name:</b> Details Insufficient	<b>Fax:</b> DO NOT UPDATE!!!	
<b>Address:</b> Petone		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
5 29/03/2021 09:01:01	Call Closed	s7(2)(a)	
<b>Notes:</b> Enquiry easting and northing location updated			

**Status history:**

No. Effective	Status	Officer	Notes
4 29/03/2021 08:46	Call Closed	s7(2)(a)	Japanese silver station wagon parked between boat sheds s7(2)(a)
3 29/03/2021 08:17	Call Logged	s7(2)(a)	Subject amended - Old : Health Issues After Hours (EHAH) New : Health Nuisance Complaint (EHHU). Attn: Hutt City Council (Group)
2 27/03/2021 16:09	Call Logged	Environmental Health	
Please find below more information regarding RFS 1119596 at Marine Parade, Petone, Lower Hutt.			
Time Information Updated: 27-Mar-2021 17:12			
Details s7(2)(a) called in to say he had attended and found no rubbish. Talked to people in car but cant kick them out of park during day.			
Customer Name: Insufficient, Details Customer Address: (Unknown) Home Phone No: (Unknown) Work Phone No: (Unknown) Cell Phone No: (Unknown)			
Thank you. Duty - 021020 81409 - 1606 Duty - 021020 81409 - 1606			
1 27/03/2021 16:09	Call Logged	Customer Call Center	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:52:31

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 513315	<b>Logged by:</b>	<b>on</b> 24/03/2021 18:41
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint	<b>Enquiry Ref:</b> 1118631	
<b>Desc.:</b> Caller advises that her neighbours have a large pile of rubbish that they keep on their property up against her fence that attracts rats and smells really bad.		

<b>Site:</b> Trinity Avenue (R00420), Epuni, Lower Hutt	
<b>Site Address:</b> Trinity Avenue	<b>Area:</b> Epuni
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Central
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 500049	<b>Time:</b> 24/03/2021 18:41	<b>Method:</b> phone call
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
6 01/04/2021 11:12:10	Call Closed	s7(2)(a)	
<b>Notes:</b> 29/03 Site visited with LL. 2x Large black bags at front of property, 2/3 out the back behind the shed. Strong odour at the front of the property, lots of flies. Occupant has said they have council bags for Wednesdays collection. Will follow up on thursday.  1/04 bags have gone			

**Status history:**

No. Effective	Status	Officer	Notes
5 29/03/2021 13:05	Investigation Underway	s7(2)(a)	29/03 Site visited with LL. 2x Large black bags at front of property, 2/3 out the back behind the shed. Strong odour at the front of the property, lots of flies. Occupant has said they have council bags for Wednesdays collection. Will follow up on thursday.
4 29/03/2021 08:11	Call Logged	s7(2)(a)	
3 25/03/2021 09:00	Call Logged	Environmental Health	Subject amended - Old : Miscellaneous (AHMS) New : Health Nuisance Complaint (EHHU). Enquiry easting and northing location updated
2 25/03/2021 09:00	Call Logged	Customer Call Center	Enquiry easting and northing location updated
1 24/03/2021 18:41	Call Logged	Customer Call Center	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:52:40



04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 513032	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 22/03/2021 14:49
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Swarm of wasps or bees are at the back of number [redacted] Fenchurch Grove. The bees/ wasps are on Private property [redacted] Shaftesbury Grove, Noticed over the weekend can hear swarming.		

<b>Site:</b> Shaftesbury Grove (R00244), Stokes Valley, Lower Hutt	
<b>Site Address:</b> Shaftesbury Grove	<b>Area:</b> Stokes Valley
<b>Location:</b> [redacted]	<b>Ward:</b> Northern
	<b>Contact:</b> [redacted]
	<b>Telephone:</b> [redacted]

<b>Customer:</b> 499766	<b>Time:</b> 22/03/2021 14:49	<b>Method:</b> IRAP
<b>Name:</b> [redacted]	<b>Telephone:</b> [redacted]	
<b>Address:</b> [redacted]		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3	23/03/2021 08:02:09 / Call Closed	[redacted]	

**Notes:** 22/03 Site visit - tree at teh back of the peroperty are attracting honey bees. No wasps seen. No issue,

**Status history:**

No. Effective	Status	Officer	Notes
2	22/03/2021 14:54	[redacted]	
1	22/03/2021 14:49	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : [redacted]

13:52:49

04/05/2022

### Enquiry Trace Form

Enquiry: 512982      Logged by: Internal Report A Problem      on 22/03/2021 10:39

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Pigeons hanging out on top of s7(2)(a) building. Caller noticed that the population has been growing quite rapidly. A month or so ago she noticed 8, now there is about 30. Please can someone come out to investigate and arrange removal/education around stopping the population growth. Caller is also concerned about the birds moving to their flats

Site: Cuba Street (R00105), Petone, Lower Hutt

Site Address: Cuba Street

Area: Petone

Location: s7(2)(a)

Ward: Harbour

Contact: s7(2)(a)

Telephone:

Customer: 499716      Time: 22/03/2021 10:39      Method: IRAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address:

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3	23/04/2021 03:43:50   Call Closed	s7(2)(a)	
Notes: Visited site no pigeons sighted.			

**Status history:**

No. Effective	Status	Officer	Notes
2	22/03/2021 11:37	s7(2)(a)	
1	22/03/2021 10:39	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:52:58

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 511989	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 12/03/2021 16:31
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Caller reports that there is a wasp nest on the neighbouring property that has been an issue for a while - has contacted pest services who advised we need to get in touch with the property owner. The caller says that this property is vacant and has been for a while now, and doesn't know how to get in touch with property owners		

<b>Site:</b> Farmer Crescent (R00210), Taita, Lower Hutt	
<b>Site Address:</b> Farmer Crescent	<b>Area:</b> Taita
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Northern
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 498724	<b>Time:</b> 12/03/2021 16:31	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> [Redacted]		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3	23/03/2021 09:40:09 / Call Closed	s7(2)(a)	
<b>Notes:</b> 18/3. Site visit made. Small wasp nest on the property. Complainants have contacted Civil services.			

**Status history:**

No. Effective	Status	Officer	Notes
2	17/03/2021 09:48	s7(2)(a)	Call Logged
1	12/03/2021 16:31	Environmental Health	Call Logged

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a) 13:53:09

04/05/2022

### Enquiry Trace Form

Enquiry: 511920      Logged by: Report A Problem      on 12/03/2021 09:46

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: s7(2)(a) Randwick Crescent Moera s7(2)(a) are overgrown with rubbish dumped on the properties. Rats are a problem coming on to s7(2)(a) property. Can s7(2)(a) be looked at to be cleaned up.

Site: Randwick Crescent (R00549), Moera, Lower Hutt

Site Address: Randwick Crescent

Area: Moera

Location: s7(2)(a)

Ward: Harbour

Contact: s7(2)(a)

Telephone: [Redacted]

Alternate: [Redacted]

Customer: 498655      Time: 12/03/2021 09:46      Method: RAP

Name: s7(2)(a)

Telephone: s7(2)(a)

Address: [Redacted]

**Current Status:**

No. Effective	Status	Officer	Follow up Date
9 23/03/2021 09:41:27 /	Call Closed	s7(2)(a)	
<b>Notes:</b> 15/3- site visit made with s7(2)(a) She agreed that there was not sufficient evidence for the area to be a health nuisance. I have emailed the complainant to communicate this with her. No reply from the complainant, issue closed.			

**Status history:**

No. Effective	Status	Officer	Notes
8 16/03/2021 08:30	Investigation Underway	s7(2)(a)	15/3- site visit made with s7(2)(a) She agreed that there was not sufficient evidence for the area to be a health nuisance. I have emailed the complainant to communicate this with her.

Status history:

No. Effective	Status	Officer	Notes
7 12/03/2021 13:26	Investigation Underway	s7(2)(a)	<p>I have made a site visit to both properties and assessed the Kiwirail land behind both properties. s7(2)(a) has a small amount of refuse in the property but no food scraps or rubbish that would be likely to attract rates. In its current state, it poses no health risk. s7(2)(a) is an empty house. The yards are unkept but I would not classify them to be overgrown and nor could I see any obvious issues that would entice rats to the area. Kiwi rail land had more vegetation but is kept. I called the complainant to discuss the situation. The mobile number did not connect and there was no pick up on the landline. I have been in contact with both s7(2)(a)</p> <p>She indicated that there are rats on her property: s7(2)(a) Randwick Crescent. She says she has seen these coming from s7(2)(a) this issue was first noticed about a week ago. She has stated that an officer from GWRC visited her and placed rat traps on her property but advised her to contact Hutt city Council. I indicated that I did not feel s7(2)(a) constituted a health nuisance, but I will get an opinion from an Environmental Health officer. I advised that I would contact the owners of s7(2)(a) however, pest control is usually a private matter unless there is a situation where another property is providing creating a situation whereby they are allowing and encouraging rats to live on their property. I have emailed a summary of our discussion to s7(2)(a)</p>

Released under the Local Government Official Information and Access Act

Status history:

No.	Effective	Status	Officer	Notes
6	12/03/2021 13:26	Investigation Underway	s7(2)(a)	I have made a site visit to both properties and assessed the Kiwirail land behind both properties. s7(2)(a) has a small amount of refuse in the property but no food scraps or rubbish that would be likely to attract rates. In its current state, it poses no health risk. s7(2)(a) is an empty house. The yards are unkept but I would not classify them to be overgrown and nor could I see any obvious issues that would entice rats to the area. Kiwi rail land had more vegetation but is kept. I called the complainant to discuss the situation. The mobile number did not connect and there was no pick up on the landline.
5	12/03/2021 13:26	Investigation Underway	s7(2)(a)	I have made a site visit to both properties and assessed the Kiwirail land behind both properties. s7(2)(a) has a small amount of refuse in the property but no food scraps or rubbish that would be likely to attract rates. In its current state, it poses no health risk. s7(2)(a) is an empty house. The yards are unkept but I would not classify them to be overgrown and nor could I see any obvious issues that would entice rats to the area. Kiwi rail land had more vegetation but is kept.
4	12/03/2021 11:42	Call Logged	s7(2)(a)	
3	12/03/2021 09:46	Call Logged	Environmental Health	Subject amended - Old : Untidy Section / Building (IPUS) New : Health Nuisance Complaint (EHHU)
2	12/03/2021 09:46	Call Logged	Environment Consents	Subject amended - Old : Complaint (OECT) New : Untidy Section / Building (IPUS)
1	12/03/2021 09:46	Call Logged	Online RFS	

Revised Status:

04/05/2022

### Enquiry Trace Form

Enquiry: 511637	Logged by: s7(2)(a)	on 09/03/2021 15:47
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: Greenwaste and overgrowth incl growing vines onto neighbours properties - complaiant concerned about rodents + vines.		

Site: Gillespie Street (R00336), Taita, Lower Hutt		Area: Taita
Site Address: Gillespie Street	Ward: Northern	
Location: s7(2)(a)	Contact: s7(2)(a)	Telephone: s7(2)(a)

Customer: 498372	Time: 09/03/2021 15:47	Method: phone call
Name: s7(2)(a)	Telephone: s7(2)(a)	
Address:		

Customer: 498480	Time: 10/03/2021 14:28	Method: IRAP
Name: s7(2)(a)	Address:	

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
5	10/03/2021 11:44:01	Call Closed	s7(2)(a)	

Notes: Spoke to s7(2)(a) is a vine growing on the neighbours shed. Advised this is no a health nuisance and is a civil matter between the neighbours.

**Status history:**

No.	Effective	Status	Officer	Notes
4	10/03/2021 11:44	Call Logged	s7(2)(a)	Manual update for Palmerston North call centre
3	09/03/2021 16:18	Call Logged	s7(2)(a)	
2	09/03/2021 15:48	Call Logged		
1	09/03/2021 15:44	Call Logged	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a) 13:53:37

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 511637	<b>Logged by:</b> s7(2)(a)	<b>on</b> 09/03/2021 15:47
<b>Service:</b> Environmental Health		<b>Classification:</b> Request For Service
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Greenwaste and overgrowth incl growing vines onto neighbours properties - complainant concerned about rodents + vines.		

<b>Site:</b> Gillespie Street (R00336), Taita, Lower Hutt		<b>Area:</b> Taita
<b>Site Address:</b> Gillespie Street		<b>Ward:</b> Northern
<b>Location:</b> s7(2)(a)		
	<b>Contact:</b> s7(2)(a)	
	<b>Telephone:</b> [Redacted]	

<b>Customer:</b> 498372	<b>Time:</b> 09/03/2021 15:47	<b>Method:</b> phone call
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b>		

<b>Customer:</b> 498480	<b>Time:</b> 10/03/2021 14:28	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		
<b>Address:</b>		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
5	10/03/2021 11:44:01	Call Closed	s7(2)(a)	

**Notes:** Spoke to s7(2)(a) it is a vine growing on the neighbours shed. Advised this is no a health nuisance and is a civil matter between the neighbours.

**Status history:**

No.	Effective	Status	Officer	Notes
4	10/03/2021 11:44	Call Logged	s7(2)(a)	Manual update for Palmerston North call centre
3	09/03/2021 16:18	Call Logged	s7(2)(a)	
2	09/03/2021 15:48	Call Logged		
1	09/03/2021 15:44	Call Logged	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a) 13:53:47



04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 510801	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 03/03/2021 08:51
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Groups of teenagers hanging out by bus stop, yelling and making noise. People are waiting for busses with wear mask and these kids are being loitering in the bus stops not wearing mask. This happens every day. They hang in cje same spot. This also affects businesses and I hear them every day.		

<b>Site:</b> Bunny Street (R00538), Hutt Central, Lower Hutt	<b>Area:</b> Hutt Central
<b>Site Address:</b> Bunny Street	<b>Ward:</b> Central
<b>Location:</b> Bunny Street, Hutt Central	<b>Contact:</b> s7(2)(a)
	<b>Email:</b> [Redacted]

<b>Customer:</b> 497537	<b>Time:</b> 03/03/2021 08:51	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Email:</b> s7(2)(a)
<b>Address:</b>		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
2	03/03/2021 10:17:41 / Call Closed	Environmental Health	

**Notes:** Have advised caller to call police non-emergency number after speaking with s7(2)(a)

**Status history:**

No. Effective	Status	Officer	Notes
1	03/03/2021 08:51	Environmental Health	Call Logged

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:53:55

04/05/2022

### Enquiry Trace Form

Enquiry: 510778      Logged by: Report A Problem      on 02/03/2021 20:30

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Hi there, i would like to make a complaint in regards to the unmaintained area that was left behind my property on Ruthven Road and all the properties that surround Henrietta Maxwell Grove. This unmaintained gap between our properties not only looks ugly it is growing under my fence and starting to make it warp. Most importantly harmful plants/weeds to pets are growing there. s7(2)(a) thinking she had allergies but it turns out theres a lovely lily bush growing in this gap which could be the cause. As you may know, lilies are harmful to dogs and cats. Is it possible to have someone clear this to not only make this area tidy (which should've been done during the development) but for our own back yards to be safer for our pets. Thank you for your time and consideration.

Site: Ruthven Road (R00938), Wainuiomata, Lower Hutt

Site Address: Ruthven Road

Location: s7(2)(a)

Area: Arakura

Ward: Wainuiomata

Contact: s7(2)(a)

Telephone: [Redacted]

Email: [Redacted]

Customer: 497514

Time: 02/03/2021 20:30

Method: RAP

Name: s7(2)(a)

Address: [Redacted]

Telephone: 027575323

Email: s7(2)(a)

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
8	08/03/2021 09:19:54	Call Closed	s7(2)(a)	
<b>Notes:</b> I made a site visit and could not see the gap that is being referred to. I called but the number was not available. Have sent an email. Complainant will discuss the overgrowth with her neighbours.				

**Status history:**

No.	Effective	Status	Officer	Notes
7	08/03/2021 09:19	Call Closed	s7(2)(a)	I made a site visit and could not see the gap that is being referred to. I called but the number was not available. Have sent an email.
6	05/03/2021 13:28	Investigation Underway	s7(2)(a)	I made a site visit and could not see the gap that is being referred to. I called but the number was not available. Have sent an email.
5	05/03/2021 09:49	Call Logged	s7(2)(a)	
4	03/03/2021 12:59	Call Logged	Environmental Health	Subject amended - Old : Non-comp - Resource Consent (IPRC) New : Health Nuisance Complaint (EHHU)
3	03/03/2021 12:59	Call Logged	Environment Consents	Subject amended - Old : Complaint (OECT) New : Non-comp - Resource Consent (IPRC)
2	03/03/2021 08:06	Call Closed - Unable to Pursue	Online RFS	advising Haley to contact Citizens Advice Bureau or Community Law... Chris CCC
1	02/03/2021 20:30	Call Logged	Online RFS	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by: s7(2)(a)

13:54:02

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 509689	<b>Logged by:</b> Report A Problem	<b>on</b> 22/02/2021 14:48
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> I am concerned about the property at s7(2)(a) Brasell Street. As a neighbour I am concerned about the amount of rubbish both inside and surrounding the house. A rear neighbour just chopped down one of their trees to improve the light (on a structure they just built against the fence). The large tree is piled up against my fence and will no doubt soon be covered in Convolvulis like the rest of the property. I have also seen mice over the fence.		

<b>Site:</b> Brasell Street (R00506), Epuni, Lower Hutt	
<b>Site Address:</b> Brasell Street	<b>Area:</b> Fairfield
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Eastern
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]
	<b>Email:</b> [Redacted]

<b>Customer:</b> 496427	<b>Time:</b> 22/02/2021 14:48	<b>Method:</b> RAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> [Redacted]		<b>Email:</b> [Redacted]

**Current Status:**

No. Effective	Status	Officer	Follow up Date
5	25/02/2021 09:29:24 / Call Closed	s7(2)(a)	
<b>Notes:</b> Site visit 24/02 with DT. Some old household equipment on property and in teh garage, tree cut down in back garden. However no organic matter seen, no rubbish and no odour . nothing to suggest rodent activity. An occupant was home who said he lives with s7(2)(a) and communication was not clear) . no odour present from inside the house, some accumulation of household goods could be seen from the window however walkway was still clear and accesible. Will update caller to let them know there is no health issue or evidence to suggest rodent activity. SM			

**Status history:**

No. Effective	Status	Officer	Notes
4	24/02/2021 11:13	Investigation Underway	
3	23/02/2021 08:03	Call Logged	
2	22/02/2021 14:48	Call Logged	
1	22/02/2021 14:48	Call Logged	Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 509434	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 19/02/2021 15:28
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> properties being demolished at s7(2)(a) Oxford Terrace - caller was concerned about asbestos removal		

<b>Site:</b> Oxford Terrace (R01164), Avalon, Lower Hutt		
<b>Site Address:</b> Oxford Terrace	<b>Area:</b> Avalon	
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Central	
	<b>Contact:</b> s7(2)(a)	
	<b>Telephone:</b> [Redacted]	

<b>Customer:</b> 496175	<b>Time:</b> 19/02/2021 15:28	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b>		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	22/02/2021 04:55:08	Call Closed	s7(2)(a)	

**Notes:** referred to WorkSafe to investigate No sign of fibres on public footpath, asbestos dust hazard tape up. Unsure who the contractor is doing the removal. WorkSafe will follow up

**Status history:**

No.	Effective	Status	Officer	Notes
2	22/02/2021 07:56	Call Logged	s7(2)(a)	
1	19/02/2021 15:28	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

04/05/2022

### Enquiry Trace Form

Enquiry: 509121	Logged by: s7(2)(a)	on 17/02/2021 15:52
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: Previous complaint ref 507212. Foul smell at s7(2)(a) Seddon St, investigated and found to be neighbours at s7(2)(a) benge cres leaving food scraps out by fence. Call was closed by wastewater and problem is persisting. s7(2)(a) (property manager) called for update, I have emailed him to let him know that I'm logging this as an EH complaint pending investigation by an EHO.		

Site: Benge Crescent (R00399), Naenae, Lower Hutt	Area: Naenae
Site Address: Benge Crescent	Ward: Eastern
Location: s7(2)(a)	Contact: s7(2)(a)
	Email: s7(2)(a)

Customer: 495863	Time: 17/02/2021 15:52	Method: phone call
Name: s7(2)(a)	Email: s7(2)(a)	
Address: s7(2)(a)		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	12/03/2021 10:48:57	Call Closed	s7(2)(a)	

Notes: Manual update for Palmerston North call centre. Been to address, some overgrowth, no food scraps or smell found. complainant updated

**Status history:**

No.	Effective	Status	Officer	Notes
2	18/02/2021 09:23	Call Logged	s7(2)(a)	Manual update for Palmerston North call centre
1	17/02/2021 15:47	Call Logged	s7(2)(a)	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 509073	<b>Logged by:</b> Report A Problem	<b>on</b> 17/02/2021 11:40
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Pigeons on our shared property causing a problem. s7(2)(a) Taita Drive, Lower Hutt 5011.		

<b>Site:</b> Taita Drive (R00234), Avalon, Lower Hutt		
<b>Site Address:</b> Taita Drive	<b>Area:</b> Avalon	
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Central	
	<b>Contact:</b> s7(2)(a)	
	<b>Telephone:</b> [Redacted]	
	<b>Email:</b> [Redacted]	

<b>Customer:</b> 495815	<b>Time:</b> 17/02/2021 11:40	<b>Method:</b> RAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]	<b>Email:</b> [Redacted]	

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
5	22/02/2021 08:32:36	Call Closed	s7(2)(a)	

**Notes:** 22/02 letter sent to occupant

**Status history:**

No.	Effective	Status	Officer	Notes
4	17/02/2021 13:41	Call Logged	s7(2)(a)	
3	17/02/2021 12:24	Call Logged	[Redacted]	
2	17/02/2021 11:40	Call Logged	Environmental Health	Subject amended - Old : Complaint (OECT) New : Health Nuisance Complaint (EHHU)
1	17/02/2021 11:40	Call Logged	Online RFS	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:54:36

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 508780	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 15/02/2021 09:48
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> smell of chlorine coming from the west side of the neighbouring property - on the long driveway at s7(2)(a) Gracefield Road		

<b>Site:</b> Gracefield Road (R00357), Gracefield, Lower Hutt	
<b>Site Address:</b> Gracefield Road	<b>Area:</b> Gracefield
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Harbour
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 495524	<b>Time:</b> 15/02/2021 09:48	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b>		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3	15/02/2021 12:17:07   Call Closed	s7(2)(a)	
<b>Notes:</b> 15/02/2021.SVM. Spoke with complainant who said the smell had gone. The staff member that noticed it said it was about 2 hours ago and they didnt know if it was chlorine or ammonia but it was some chemical. I said if they were concerned in future to let the Fire Brigade know.Call closed.			

**Status history:**

No. Effective	Status	Officer	Notes
2	15/02/2021 09:53	Call Logged	
1	15/02/2021 09:48	Call Logged	Environmental Health

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:54:44

04/05/2022

### Enquiry Trace Form

Enquiry: 508524	Logged by: s7(2)(a)	on 12/02/2021 14:44
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: Customer has called regarding hordes of seagulls originating from Hardham Cres, complainant said could be from someone feeding them or a bin, and another similar complaint says its a bin.		

Site: Hardham Crescent (R01011), Petone, Lower Hutt	Area: Petone
Site Address: Hardham Crescent	Ward: Harbour
Location: s7(2)(a)	Contact: s7(2)(a)
	Telephone: s7(2)(a)

Customer: 495271	Time: 12/02/2021 14:44	Method: phone call
Name: s7(2)(a)	Telephone: s7(2)(a)	
Address: s7(2)(a)		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3 15/02/2021 12:44:21	Call Closed	s7(2)(a)	
<b>Notes:</b> Manual update for Palmerston North call centre  15/02 site visit - no birds, 1 skip bin with lid open. Will send a letter to residents advising to keep bin lids closed and to not leave food out. caller updated and happy with this			

**Status history:**

No. Effective	Status	Officer	Notes
2 15/02/2021 10:01	Call Logged	s7(2)(a)	Manual update for Palmerston North call centre
1 12/02/2021 14:38	Call Logged	s7(2)(a)	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:54:51

Released under the Local Government Official Information and Meetings Act



04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 508518	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 12/02/2021 14:08
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> caller has advised there is a waste management bin at this HNZ complex that constantly has the lid open - this is causing a very large flock of seagulls to descend and squawk at all hours of the day & night. there are a number of elderly people that live in this street that are being troubled by this noise - can something please be done thanks		

<b>Site:</b> Hardham Crescent (R01011), Petone, Lower Hutt	<b>Area:</b> Petone
<b>Site Address:</b> Hardham Crescent	<b>Ward:</b> Harbour
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)

<b>Customer:</b> 495265	<b>Time:</b> 12/02/2021 14:08	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Address:</b>	

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	15/02/2021 09:00:29	Call Closed	s7(2)(a)	
<b>Notes:</b> Job has been logged twice - see RFS 508524 for field notes				

**Status history:**

No.	Effective	Status	Officer	Notes
2	12/02/2021 14:44	Call Logged	s7(2)(a)	
1	12/02/2021 14:08	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:55:03

04/05/2022

### Enquiry Trace Form

Enquiry: 507989      Logged by: Report A Problem      on 08/02/2021 19:01

Service: Environmental Health      Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: There are an enormous number of ducks (at times 50-60) all on & around the park on Rverside Drive & the Hamerton Street walkway.

A lady in s7(2)(a) Flats feeds them bread twice daily & they follow her back toward her flat & she then chases them back with a mop. While this started as a cute gesture for 2 or 3 ducks & their ducklings they are now a nuisance to traffic & are leaving droppings all over the path & our lawns en masse. We have at times had to chase them out of our house as they come in looking for food! Today (8 Feb) a car ran over a duck. This is not the first time.

It is out of control! Please do something. It is disgusting!

Site: Riverside Drive (R00772), Epunu, Lower Hutt

Site Address: Riverside Drive (was North)      Area: Fairfield

Location: s7(2)(a)      Ward: Eastern

Contact: s7(2)(a)

Telephone: [Redacted]

Email: [Redacted]

Customer: 494739      Time: 08/02/2021 19:01      Method: RAP

Name: s7(2)(a)      Telephone: s7(2)(a)

Address: [Redacted]      Email: [Redacted]

**Current Status:**

No. Effective	Status	Officer	Follow up Date
4	12/02/2021 12:13:46   Call Closed	s7(2)(a)	

Notes: 12/02/2021. SVM. Email to complainant saying no health nuisance but i could write a letter asking the lady to stop feeding ducks bread. As there is no HN, she would not have to comply. Call closed.

**Status history:**

No. Effective	Status	Officer	Notes
3	09/02/2021 09:12	s7(2)(a)	
2	08/02/2021 19:01	Environmental Health	Subject amended - Old : Animals - Welfare (OEAW) New : Health Nuisance Complaint (EHHU)
1	08/02/2021 19:01	Online RFS	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:55:11

Released under the Local Government Official Information and Meetings Act

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 507808	<b>Logged by:</b> s7(2)(a)	<b>on</b> 05/02/2021 16:37
<b>Service:</b> Environmental Health		<b>Classification:</b> Request For Service
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> complainant lives in s7(2)(a) currently dealing with an excessive amount of flies which he believes to be coming from the neighbours at s7(2)(a) bay street who have a massive compost pile in their garden. Complainant says that there is no rubbish by the s7(2)(a) and all of their bins have been washed out so he is certain it's coming from the neighbours. Due to phone breaking up I couldn't clarify s7(2)(a)		

<b>Site:</b> Bay Street (R00988), Petone, Lower Hutt	
<b>Site Address:</b> Bay Street	<b>Area:</b> Petone
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Harbour
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> s7(2)(a)

<b>Customer:</b> 494558	<b>Time:</b> 05/02/2021 16:37	<b>Method:</b> phone call
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b>		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
3	19/02/2021 11:43:00	Call Closed	s7(2)(a)	

**Notes:** Manual update for Palmerston North call centre been to address in question no issues seen normal compost arrangement, no signifiant insect activity, matter closed

**Status history:**

No.	Effective	Status	Officer	Notes
2	09/02/2021 11:30	Call Logged	s7(2)(a)	Manual update for Palmerston North call centre
1	05/02/2021 16:32	Call Logged	s7(2)(a)	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a) 13:55:21

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 507752	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 05/02/2021 11:30
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Large black seagulls gather in this area everyday, attacking the roofs in this area and being a nuisance in general. They've been pulling up parts of caller's roof. They usually do a loop, are there about 9:30am in the morning. Suspect someone is feeding them, or even just leaving food out unknowingly. Caller is after advice on how to handle this		

<b>Site:</b> Epuni Street (R00431), Epuni, Lower Hutt	<b>Area:</b> Epuni
<b>Site Address:</b> Epuni Street	<b>Ward:</b> Central
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 494502	<b>Time:</b> 05/02/2021 11:30	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b>		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	12/03/2021 10:55:05	Call Closed	s7(2)(a)	

**Notes:** Been to the address at 0930hrs no birds sighted, no evidence of bird activity found. Matter closed complaint informed

**Status history:**

No.	Effective	Status	Officer	Notes
3	05/02/2021 11:34	Call Logged	s7(2)(a)	Been to the address at 0930hrs no birds sighted, no evidence of bird activity found. Matter closed complaint informed
2	05/02/2021 11:34	Call Logged	s7(2)(a)	
1	05/02/2021 11:30	Call Logged	Environmental Health	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:55:30

Released under the Local Government Official Information and Meetings Act

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 507566	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 03/02/2021 16:23
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Caller is reporting rats in long grass at this address. caller is irate has said he has reported this to council 4 times since November 2020. Wanting to be contacted please . Have advised he needs to speak with FENZ regarding the long grass at the property and long berm grass.		

<b>Site:</b> Sladden Street (R00580), Naenae, Lower Hutt	<b>Area:</b> Naenae
<b>Site Address:</b> Sladden Street	<b>Ward:</b> Eastern
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 494316	<b>Time:</b> 03/02/2021 16:23	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	05/02/2021 09:10:01	Call Closed	s7(2)(a)	

**Notes:** Ongoing issue and the tenant is quite aggressive. FENZ is aware and I have asked for the berm to be mowed. s7(2)(a) has arranged for the berm to be cut.

**Status history:**

No.	Effective	Status	Officer	Notes
3	04/02/2021 12:24	Investigation Underway	s7(2)(a)	Ongoing issue and the tenant is quite aggressive. FENZ is aware and I have asked for the berm to be mowed.
2	03/02/2021 16:37	Call Logged	s7(2)(a)	
1	03/02/2021 16:23	Call Logged	Environmental Health	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:55:37

Released under the Local Government Official Information and Meetings Act

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 507561	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 03/02/2021 15:56
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Wasp nest in the back tree behind garage. Tree branches overhang to callers property. Concerned her children may be stung by the wasps.		

<b>Site:</b> Trelawney Road (R00950), Wainuiomata, Lower Hutt		<b>Area:</b> Arakura
<b>Site Address:</b> s7(2)(a)		<b>Ward:</b> Wainuiomata
<b>Location:</b> [Redacted]		<b>Contact:</b> s7(2)(a)
		<b>Telephone:</b> [Redacted]

<b>Customer:</b> 494311	<b>Time:</b> 03/02/2021 15:56	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b> [Redacted]		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3 04/02/2021 10:57:47	Call Closed	s7(2)(a)	
<b>Notes:</b> 4/02 site visit - no wasps seen and only a birds nest in the tree. Some bee's around. let complainant know may be bee's as is the active season. Caller agreed to identify where the wasps may be and arrange removal with neighbours. Caller agree'd they may have been bee's not wasps			

**Status history:**

No. Effective	Status	Officer	Notes
2 03/02/2021 16:05	Call Logged	s7(2)(a)	
1 03/02/2021 15:56	Call Logged	Environmental Health	

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:55:44

Enquiry: 507335	Logged by: Internal Report A Problem	on 02/02/2021 09:35
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: Wasp nest of s7(2)(a) Walter Road, complainant lives on s7(2)(a) Walter Road and path on their property cannot be used due to the growing nest and wasps flaying on property - neighbor refuses to remove the nest. Please contact so we can show you on the property where the nest can be seen as the path cannot be accessed.		

Site: Walter Road (R01133), Lowry Bay, Eastbourne, Lower Hutt	
Site Address: Walter Road	Area: The Bays
Location: s7(2)(a)	Ward: Harbour
	Contact: s7(2)(a)
	Telephone: [Redacted]

Customer: 494085	Time: 02/02/2021 09:35	Method: IRAP
Name: s7(2)(a)	Telephone: s7(2)(a)	
Address: [Redacted]		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
12	19/02/2021 11:47:04	Call Closed	s7(2)(a)	
Notes: following an email series the occupant of s7(2)(a) walter road will engage a contractor to deal with wasp nest				

**Status history:**

No.	Effective	Status	Officer	Notes
11	19/02/2021 11:47	Investigation Underway	s7(2)(a)	following an email series the occupant of s7(2)(a) walter road will engage a contractor to deal with wasp nest
10	19/02/2021 07:54	Investigation Underway	s7(2)(a)	
9	19/02/2021 07:54	Investigation Underway		
8	19/02/2021 07:53	Investigation Underway		
7	19/02/2021 07:39	Investigation Underway		

## Status history:

No. Effective	Status	Officer	Notes
6 04/02/2021 13:03	Call Closed	s7(2)(a)	<p>been to address and advised occupant of wasp issue. he will get a contractor in asap to deal with issue. complainant advised</p> <p>12/02 Complainant called to advise has not been removed. i called the Owner at s7(2)(a) Occupant had a serious health incident over the weekend which is why he has not removed it. He said he is happy for the neighbour to cross the boundary to remove the hive. I let him know I will pass that on, but it is his responsibility to arrange removal. informed him s7(2)(a) will follow this up next week to ensure arrangements are made. SM</p> <p>16/02 Complainant would not allow neighbour's contact onto their property to spray the nest. Owner at s7(2)(a) called me today to advise his wife had sprayed the nest last night. Any further correspondence from complainant will require a site visit to confirm nuisance conditions. call closed and emails saved to no s7(2)(a) walter road. SM</p>
5 04/02/2021 13:03	Call Closed	s7(2)(a)	<p>been to address and advised occupant of wasp issue. he will get a contractor in asap to deal with issue. complainant advised</p> <p>12/02 Complainant called to advise has not been removed. i called the Occupant s7(2)(a) Occupant had a serious health incident over the weekend which is why he has not removed it. He said he is happy for the neighbour to cross the boundary to remove the hive. I let him know I will pass that on, but it is his responsibility to arrange removal. informed him s7(2)(a) will follow this up next week to ensure arrangements are made. SM</p>
4 04/02/2021 13:03	Call Closed	s7(2)(a)	<p>been to address and advised occupant of wasp issue. he will get a contractor in asap to deal with issue. complainant advised</p>
3 04/02/2021 13:03	Call Closed	s7(2)(a)	<p>been to address and advised occupant of wasp issue. he will get a contractor in asap to deal with issue. complainant advised</p>



04/05/2022

### Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
2	02/02/2021 11:32	Call Logged	s7(2)(a)	
1	02/02/2021 09:35	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by: s7(2)(a)

13:55:53

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 507282	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 01/02/2021 17:00
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> there are alot of ducks by the Waiwhetu Stream and it is covered in duck "poo" -- Waddington Drive most of the way down Waiwhetu Stream -- have advised to contact Forest & Bird also for culling of ducks		

<b>Site:</b> Hammerton & Waddington Dve Reser (btwn) (P00807)	<b>Area:</b> Naenae
<b>Site Address:</b> Hammerton & Waddington Dve Reser (btwn)	<b>Ward:</b> Eastern
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 494032	<b>Time:</b> 01/02/2021 17:00	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b>		

<b>Current Status:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Follow up Date</b>
2	04/02/2021 01:10:59   Call Closed	Environmental Health	
<b>Notes:</b> Not a council issue			

<b>Status history:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Notes</b>
1	01/02/2021 17:00	Call Logged	Environmental Health

**Revised Status:**

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:56:04

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 507219	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 01/02/2021 12:17
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> For the last three months, there is a strong sewage smell at this address after it rains, it takes a long time to go away after a heavy rain, after a light rain it goes away after a while. Very strong when it happens, unable to have window open at all and does permeate the house. Comes from the north. Has gotten letter about sewage pipe upgrades on Randwick, unsure if it is related.		
<b>Site:</b> Randwick Road (R00552), Moera, Lower Hutt		
<b>Site Address:</b> Randwick Road	<b>Area:</b> Moera	
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Harbour	
	<b>Contact:</b> s7(2)(a)	
	<b>Telephone:</b> [Redacted]	
	<b>Email:</b> [Redacted]	
<b>Customer:</b> 493969	<b>Time:</b> 01/02/2021 12:17	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b>		<b>Email:</b> [Redacted]
<b>Current Status:</b>		
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>
4	11/02/2021 08:11:45 / Call Closed	s7(2)(a)
	<b>Notes:</b> complainant to call me next time it is occurring - I will pass on to WW when it does.	
	17/02 odour present - caller sent me the letter from WW stating works being don on Barber Grove Pump station and the Treatment Plant. Have advised to call teh project manager number on th eletter and to cal GWRC to log a odour complaint from industrial discharge	
<b>Status history:</b>		
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>
3	11/02/2021 08:11	s7(2)(a)
	Call Closed	
	<b>Notes:</b> complainant to call me next time it is occurring - I will pass on to WW when it does.	
2	01/02/2021 12:21	s7(2)(a)
	Call Logged	
1	01/02/2021 12:17	Environmental Health
	Call Logged	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:56:14

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 507215	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 01/02/2021 12:00
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> My neighbours have multiple bee hives at s7(2)(a) Maungaraki Road which are becoming a serious problem. They have 5 plus hives, two of which are close to the access road and across from my house and unfortunately the bees do not have any access to water or a local food supply. I have asked the neighbours a few times now to set up a water supply but they replied that it wasn't required and too much effort. This does not align with a beekeeping course that i did. Unfortunately they didn't ask any of the neighbours for permission to site their hives and the number had increased two fold in the last two years. The bees are flying into my house and using my s7(2)(a) as their primary water source and my garden as their main food source. The surface is coated in bees on a hot day and I can't get out of my lounge for without disturbing them. Last summer I lost half s7(2)(a) as I was unable to maintain the s7(2) due to volume of bees using the s7(2) and blocking access to my courtyard. Unfortunately I am allegeric to bees and my efforts to get them to leave failed. Can someone please inspect the property and work with the tenants to address the problem.		

<b>Site:</b> Maungaraki Road (R00367), Maungaraki, Lower Hutt	<b>Area:</b> Maungaraki
<b>Site Address:</b> Maungaraki Road	<b>Ward:</b> Western
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Email:</b> s7(2)(a)

<b>Customer:</b> 493965	<b>Time:</b> 01/02/2021 12:00	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)		<b>Email:</b> s7(2)(a)
<b>Address:</b>		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	02/02/2021 02:15:53	Call Closed	s7(2)(a)	

**Notes:** 01/02/2021. SVM. Site visit. Hisband if beekeeper was unable to answer any questions but said hed get his wife to call me back. 4 active hives noted and 1 inactive. 2 positioned directly behind house and 2 at the bottom of the hill. Numerous bees were noted on the driveway. One small bucket of water noted and numerous flowering plants. 02/02/2021. Spoke with s7(2)(a) bee owner. She is happy to add an additional water source but already had a bird bath. She has an experineced bee keeping tending to the bees as she herself has an analyphactic reaction to stings. She was happy to talk to neighbour about solutions and is considereing giving up the bees anyway. Email sent to complainant and call closed.

**Status history:**

No.	Effective	Status	Officer	Notes
3	01/02/2021 16:12	Investigation Underway	s7(2)(a)	01/02/2021. SVM. Site visit. Hisband if beekeeper was unable to answer any questions but said hed get his wife to call me back. 4 active hives noted and 1 inactive. 2 positioned directly behind house and 2 at the bottom of the hill. Numerous bees were noted on the driveway. One small bucket of water noted and numerous flowering plants.
2	01/02/2021 12:03	Call Logged	s7(2)(a)	
1	01/02/2021 12:00	Call Logged	Environmental Health	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

04/05/2022

### Enquiry Trace Form

Enquiry: 507210	Logged by: Report A Problem	on 01/02/2021 11:48
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: At Queensgate Mall there has been one dead pigeon in the grates above the car park (countdown side) for about three weeks and now there are two more dead pigeons for about 3 days the mall owners have been told and nothing has been done about it there is also an excess amount of pigeon poo on the ground this too me seems like a massive health and safety concern		

Site: Knights Road (R00180), Hutt Central, Lower Hutt	Area: Hutt Central
Site Address: Knights Road	Ward: Central
Location: s7(2)(a)	Contact: s7(2)(a)
	Telephone: [Redacted]
	Email: [Redacted]

Customer: 493960	Time: 01/02/2021 11:48	Method: RAP
Name: s7(2)(a)	Telephone: s7(2)(a)	
Address: [Redacted]	Email: [Redacted]	

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3	03/02/2021 02:13:13   Call Closed	Environmental Health	
Notes: I called Queensgate management and they will organize for the dead birds to be cleared.			

**Status history:**

No. Effective	Status	Officer	Notes
2	01/02/2021 11:48	Environmental Health	Subject amended - Old : Complaint (OECT) New : Health Nuisance Complaint (EHHU)
1	01/02/2021 11:48	Online RFS	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:56:33

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 506971	<b>Logged by:</b> s7(2)(a)	<b>on</b> 29/01/2021 13:49
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Neighbour has let grass etc grow out to the point where is 3x1m and starting to rot through the fence adjoining the 2 properties + starting to stink.		

<b>Site:</b> Bogle Grove (R00250), Stokes Valley, Lower Hutt	<b>Area:</b> Stokes Valley
<b>Site Address:</b> Bogle Grove	<b>Ward:</b> Northern
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 493725	<b>Time:</b> 29/01/2021 13:49	<b>Method:</b> phone call
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
8	05/02/2021 03:48:12	Call Closed	s7(2)(a)	
<b>Notes:</b> 5/02 Site visit - no smell. grass clippings are dry. Suggested complainant talks with teh neighbour and expresses concern that it may rot with time				

**Status history:**

No.	Effective	Status	Officer	Notes
7	05/02/2021 08:57	Call Logged	s7(2)(a)	
6	04/02/2021 10:58	Call Logged	[Redacted]	
5	02/02/2021 16:28	Call Logged	[Redacted]	
4	02/02/2021 13:52	Call Logged	Environmental Health	Subject amended - Old : General Maintenance-Res (GRPT) New : Health Nuisance Complaint (EHHU)
3	02/02/2021 13:52	Call Logged	s7(2)(a)	Subject amended - Old : Health Nuisance Complaint (EHHU) New : General Maintenance-Res (GRPT)
2	01/02/2021 13:09	Call Logged	s7(2)(a)	Enquiry easting and northing location updated
1	29/01/2021 13:43	Call Logged	s7(2)(a)	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:56:48

Released under the Official Information and Meetings Act

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 506264	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 22/01/2021 15:39
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> neighbour has put "asbestos" 2 - 3 meters from to callers fence - broken pieces at the back of his property - has kids on site, wanting to discuss further, Previous RFS 478227		

<b>Site:</b> Horoeke Street (R00261), Stokes Valley, Lower Hutt	
<b>Site Address:</b> Horoeke Street	<b>Area:</b> Stokes Valley
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Northern
	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]

<b>Customer:</b> 493021	<b>Time:</b> 22/01/2021 15:39	<b>Method:</b> IRAP
<b>Name:</b> s7(2)(a)	<b>Telephone:</b> s7(2)(a)	
<b>Address:</b> [Redacted]		

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
7	19/02/2021 12:47:59	Call Closed	s7(2)(a)	

**Status history:**

No.	Effective	Status	Officer	Notes
6	19/02/2021 12:46	Investigation Underway	s7(2)(a)	
5	19/02/2021 11:47	Call Closed		none seen no further action
4	05/02/2021 11:59	Investigation Underway	s7(2)(a)	
3	28/01/2021 15:30	Call Logged		
2	22/01/2021 15:59	Call Logged		Was previously dealt with by s7(2) in april 2020, but nothing has come of the original complaint. Ref 478227 - Gen
1	22/01/2021 15:39	Call Logged	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:57:16

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 506255	<b>Logged by:</b> Report A Problem	<b>on</b> 22/01/2021 14:43
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Hi team		
Just reporting that the drivers and collectors of rubbish for Low Cost Bins were caught by me as the property owner of Cedar Street Maungaraki urinating over the power box on 22 January 2021, Friday at 2:30pm		
You may way to follow up with this and action this. They claimed it was council property therefore they were entitled to do this when I confronted them.		

<b>Site:</b> Cedar Street (R00170), Maungaraki, Lower Hutt	<b>Area:</b> Maungaraki
<b>Site Address:</b> Cedar Street	<b>Ward:</b> Western
<b>Location:</b> s7(2)(a)	<b>Contact:</b> s7(2)(a)
	<b>Telephone:</b> [Redacted]
	<b>Email:</b> [Redacted]

<b>Customer:</b> 493012	<b>Time:</b> 22/01/2021 14:43	<b>Method:</b> RAP
<b>Name:</b> s7(2)(a)		<b>Telephone:</b> s7(2)(a)
<b>Address:</b>		<b>Email:</b> [Redacted]

**Current Status:**

No. Effective	Status	Officer	Follow up Date
5	28/01/2021 03:00:14   Call Closed	Environmental Health	
<b>Notes:</b> Emailed customer to advise to report to Low Cost bins and Wellington Electricity			

**Status history:**

No. Effective	Status	Officer	Notes
4	27/01/2021 14:52	Environmental Health	Emailed customer to advise to report to Low Cost bins and Wellington Electricity
3	22/01/2021 14:43	Environmental Health	Subject amended - Old : Contracts - Complaint (RDCC) New : Health Nuisance Complaint (EHHU)
2	22/01/2021 14:43	s7(2)(a)	Subject amended - Old : Complaint (OECT) New : Contracts - Complaint (RDCC)
1	22/01/2021 14:43	Online RFS	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:57:23



04/05/2022

### Enquiry Trace Form

Enquiry: 506169      Logged by: Report A Problem      on 21/01/2021 19:31

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: My over the back neighbours have relatively recently set up two bee hives in their back yard at s7(2)(a) Oroua street Eastbourne. This is a terrifying situation for me as I am highly allergic to bee stings and have had to seek urgent medical attention on a few occasions. I am unable to spend quiet time in my shed, because of the sound of the bees working.

Thank you for attending urgently to this matter which is so adversely effecting my mental health.

Site: Oroua Street (R01114), Eastbourne, Lower Hutt

Site Address: Oroua Street

Location: s7(2)(a)

Area: Eastbourne

Ward: Harbour

Contact: s7(2)(a)

Telephone: [Redacted]

Email: [Redacted]

Customer: 492927

Time: 21/01/2021 19:31

Method: RAP

Name: s7(2)(a)

Address: [Redacted]

Telephone: s7(2)(a)

Email: [Redacted]

**Current Status:**

No. Effective	Status	Officer	Follow up Date
6	11/02/2021 09:22:22 / Call Closed	s7(2)(a)	
<b>Notes:</b> 27/01/2021. SVM. Spoke with complainant and advised i wished to speak s7(2)(a) on her return from holiday before going any further with this complaint. Complainant happy with this. 11/02/2021. Upated complainant of s7(2)(a) actions. Complainant asked for info on process for bylaw review. Call closed.			

**Status history:**

No. Effective	Status	Officer	Notes
5	29/01/2021 16:30	Investigation Underway	s7(2)(a)
27/01/2021. SVM. Spoke with complainant and advised i wished to speak s7(2)(a) on her return from holiday before going any further with this complaint. Complainant happy with this.			
4	22/01/2021 15:39	Investigation Underway	s7(2)(a)
3	22/01/2021 08:26	Call Logged	
2	21/01/2021 19:31	Call Logged	Environmental Health
Subject amended - Old : Misc - Any other issue (OEMA) New : Health Nuisance Complaint (EHHU)			
1	21/01/2021 19:31	Call Logged	Online RFS

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:57:31

04/05/2022

## Enquiry Trace Form

Enquiry: 506090	Logged by: Internal Report A Problem	on 21/01/2021 11:11	
Service: Environmental Health	Classification: Request For Service		
Subject: Health Nuisance Complaint			
Desc.: caller has advised is property at s7(2)(a) is so bad tat there are rodents coming onto callers property at s7(2)(a) magnolia grove - the owner of this property is elderly & does not seem to care. this has been an issue for sometime now & caller has been reluctant to do this. thanks			
Site: Magnolia Grove (R00167), Maungaraki, Lower Hutt	Area: Maungaraki		
Site Address: Magnolia Grove	Ward: Western		
Location: s7(2)(a)	Contact: s7(2)(a)		
	Telephone: s7(2)(a)		
Customer: 492848	Time: 21/01/2021 11:11	Method: IRAP	
Name: s7(2)(a)	Telephone: s7(2)(a)		
Address:			
<b>Current Status:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	
15 12/03/2021 10:59:16	Call Closed	s7(2)(a)	
Notes: rat bait station in place for survey. station in place for 1 month bait is still in place, no rodent activiy detected, matter closed, complaint informed.			
<b>Status history:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Notes</b>
14 05/02/2021 12:00	Investigation Underway	s7(2)(a)	rat bait station in place for survey
13 05/02/2021 11:59	Investigation Underway	s7(2)(a)	rat bait stationm in place for survey
12 04/02/2021 13:02	Investigation Underway	s7(2)(a)	
11 04/02/2021 13:02	Investigation Underway		rat bait station is now installed with the permission of owner, it may be that this matter is referd onto s7(2)(a) overgrowth and amenity issues.
10 28/01/2021 15:26	Investigation Underway	s7(2)(a)	
9 27/01/2021 12:05	Call Closed		
8 27/01/2021 11:45	Call Logged		
7 27/01/2021 11:30	Call Logged	Environmental Health	Subject amended - Old : Untidy Section / Building (IPUS) New : Health Nuisance Complaint (EHHU). 27/01/2021. s7(2)(a) confirmed there was no RMA issues. Complainat texted and suggested trying to speak with neighbour. call closed
6 27/01/2021 07:59	Investigation Underway	Environment Consents	

04/05/2022

Enquiry Trace Form

Status history:				
No.	Effective	Status	Officer	Notes
5	26/01/2021 15:14	Call Logged	Environment Consents	Subject amended - Old : Health Nuisance Complaint (EHHU) New : Untidy Section / Building (IPUS). 26.01.2021. SVM. Visited property with LL. No health nuisance noted. No sign of any pests. Garden behind s7(2)(a) s fully bush. The area s7(2)(a) s a Council owned bush area. Its very likely that rodents live in this bush area but officers were unable to identify any practices which could be attracting rodents. Complaint transferred to RMA compliance to assess overgrowth from street side.
4	26/01/2021 15:14	Call Logged	s7(2)(a)	26.01.2021. SVM. Visited property with LL. No answer from occupant. Assessed property from no s7(2)(a) The area behind house is all in bush. The area behind the fence of no s7(2)(a) a fully bush Council owned section. Highly likely there will be rodents in the bush area but no rubbish or food scraps noted and no rodents or droppings seen. The garden area of street side of house is also very overgrown but again no sign of pests. Complaint forwarded to RMA compliance.
3	22/01/2021 08:44	Call Logged	s7(2)(a)	
2	21/01/2021 11:11	Call Logged	Environmental Health	Subject amended - Old : Untidy Section / Building (IPUS) New : Health Nuisance Complaint (EHHU)
1	21/01/2021 11:11	Call Logged	Environment Consents	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by s7(2)(a)

13:57:40

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 505288	<b>Logged by:</b> Report A Problem	<b>on</b> 14/01/2021 18:31	
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service		
<b>Subject:</b> Health Nuisance Complaint			
<b>Desc.:</b> Hi guys, last year you gave a 48 hour clean up notice to s7(2)(a) for his front yard and berm and it has not been touched since, just wondering if you will be following up as the summer heat is no doubt a fire risk as well as the rats. s7(2)(a) think Richmond street (you can't miss it)			
<b>Site:</b> Richmond Street (R01043), Petone, Lower Hutt			
<b>Site Address:</b> Richmond Street	<b>Area:</b> Petone		
<b>Location:</b> s7(2)(a)	<b>Ward:</b> Harbour		
	<b>Contact:</b> s7(2)(a)		
	<b>Email:</b> [Redacted]		
<b>Customer:</b> 492045	<b>Time:</b> 14/01/2021 18:31	<b>Method:</b> RAP	
<b>Name:</b> s7(2)(a)		<b>Email:</b> s7(2)(a)	
<b>Address:</b> [Redacted]			
<b>Current Status:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	
5 16/02/2021 12:22:50	Call Closed	s7(2)(a)	
<b>Notes:</b> 19/01 site visit - overgrowth is dry - referred to FENZ as is a fire hazard. Will send a letter to teh occupant regarding teh ivy is cut back. Unable to see any rubbish under teh ivy. Spoke with complainant.  16/02 FENZ emailed to confirm they made a site visit on 3/02 and have helped teh owner clear teh vegetation. photos attached to email, caller has been updated. CJob closed. SM			
<b>Status history:</b>			
<b>No. Effective</b>	<b>Status</b>	<b>Officer</b>	<b>Notes</b>
4 19/01/2021 11:32	Investigation Underway	s7(2)(a)	19/01 site visit - overgrowth is dry - referred to FENZ as is a fire hazard. Will send a letter to teh occupant regarding teh ivy is cut back. Unable to see any rubbish under teh ivy. Spoke with complainant.
3 15/01/2021 12:22	Call Logged	s7(2)(a)	
2 14/01/2021 18:31	Call Logged	Environmental Health	Subject amended - Old : Untidy Section / Building (OEUB) New : Health Nuisance Complaint (EHHU)
1 14/01/2021 18:31	Call Logged	Online RFS	
<b>Revised Status:</b>			

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:57:48

04/05/2022

### Enquiry Trace Form

Enquiry: 504908	Logged by: s7(2)(a)	on 12/01/2021 10:54
Service: Environmental Health	Classification: Request For Service	
Subject: Health Nuisance Complaint		
Desc.: Neighbouring properties do not look after their properties, complainant is concerned about invasive plant species, rodents, and a greenwaste pile that is slowly building up which might rot away the fence between her property and theirs.		

Site: Milne Crescent (R00274), Taita, Lower Hutt	
Site Address: Milne Crescent	Area: Taita
Location: s7(2)(a)	Ward: Northern
Contact: s7(2)(a)	Telephone: s7(2)(a)

Customer: 491666	Time: 12/01/2021 10:54	Method: phone call
Name: s7(2)(a)	Telephone: s7(2)(a)	Mobile: s7(2)(a)
Address: s7(2)(a)		

**Current Status:**

No. Effective	Status	Officer	Follow up Date
5 09/02/2021 08:18:51	Call Closed	s7(2)(a)	
<b>Notes:</b> Manual update for Palmerston North call centre  site visit - not an HCC issues and properties appear tidy. occupant agreed to contact GWRC regarding noxious plants and to speak with her neighbours. Update - complainant contacted me to advise GWRC can't do anything bu the neighbours have began to remove the plants.			

**Status history:**

No. Effective	Status	Officer	Notes
4 18/01/2021 13:34	Call Logged	s7(2)(a)	Manual update for Palmerston North call centre
3 15/01/2021 12:17	Call Closed	s7(2)(a)	15/01 Site visit and spoke with complainant. invasive plant at multiple neighbouring properties. no health nuisance identified and no overgrowth. The invasive are confined to the neighbours property but does run along the fence. have advised to contact GWRC who deal with noxious plants and may be able to advise. Have asked complainant to let me know how she gets on with GWRC. SM
2 14/01/2021 14:49	Call Logged	s7(2)(a)	
1 12/01/2021 10:47	Call Logged	Environmental Health	Could not give me address for offending property but she is a back property with apparently 6 other properties close by

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:57:55

Enquiry: 504452

Logged by: Report A Problem

on 07/01/2021 19:25

Service: Environmental Health

Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Hi I live in Naenae, near Treadwell St. over the pasr few days and evening there is a noise like a generator continuously running. I was wondering if there was something happening and how long the noise would go on for. I hear the humming through my house and as I suffer from bad migraine this is a concern.  
Many Thanks s7(2)(a)

thanks,

Site: Treadwell Street (R00628), Naenae, Lower Hutt

Site Address: Treadwell Street

Location: s7(2)(a)

Area: Naenae

Ward: Eastern

Contact: s7(2)(a)

Telephone: [Redacted]

Email: [Redacted]

Customer: 491210

Time: 07/01/2021 19:25

Method: RAP

Name: s7(2)(a)

Address: [Redacted]

Telephone: s7(2)(a)

Email: [Redacted]

Current Status:

No. Effective	Status	Officer	Follow up Date
7	25/02/2021 09:50:30 / Call Closed	s7(2)(a)	
<p><b>Notes:</b> source identified at a generator, complainant was told it was for a short duration however is still occuring and would like me to investigate. Primarily in teh evenings and sometimes during the day. Have asked for a log with times and durations. Will make a site visit</p> <p>24/02 after emails to caller going back and forth not wanting us to make a site visit as it was to be temporary, the generator noise has continued. Site visit with s7(2)(a) confirmed by caller and neighbour at s7(2)(a) Occupier was not home, calling card left. no noise heard. Generator runs during evenings and at night. Noise survey not necessary at this point as callers house is s7(2)(a) only heard from upstairs. Have advised caller to call noise control. Card left with occupier s7(2)(a) call me so I can advise it is not appropriate to have the generator running after 9pm.</p>			

Status history:

No.	Effective	Status	Officer	Notes
6	15/02/2021 09:18	Investigation Underway	s7(2)(a)	source identified at a generator, complainant was told it was for a short duration however is still occurring and would like me to investigate. Primarily in teh evenings and sometimes during the day. Have asked for a log with times and durations. Will make a site visit
5	18/01/2021 07:31	Call Closed	s7(2)(a)	8.01 email to complainant enquiring into the source of the hum (can they have a wlk about the general area to pinpoint a location) and other detail  complainant investigaed with neighbours to find a generator at s7(2)(a) st. Occupant had lost power and was running this only temporary. Complainant advised that she is ok with this as long as it is only to be temporary. s7(2)(a) advised that it has only been running aftern/evening the ast night or so. Will contact me in future if it starts a up again. Happy to close the complainant. SM
4	08/01/2021 11:24	Investigation Underway	s7(2)(a)	8.01 email to complainant enquiring into the source of the hum (can they have a wlk about the general area to pinpoint a location) and other detail
3	08/01/2021 08:24	Call Logged	s7(2)(a)	
2	07/01/2021 19:25	Call Logged	Environmental Health	Subject amended - Old : Complaint (OECT) New : Health Nuisance Complaint (EHHU)
1	07/01/2021 19:25	Call Logged	Online RFS	

Revised Status:

04/05/2022

### Enquiry Trace Form

<b>Enquiry:</b> 504181	<b>Logged by:</b> Internal Report A Problem	<b>on</b> 05/01/2021 15:54
<b>Service:</b> Environmental Health	<b>Classification:</b> Request For Service	
<b>Subject:</b> Health Nuisance Complaint		
<b>Desc.:</b> Hi there,		
<p>The foul odour from [redacted] Invercargill drive is back again as the weather heats up and the resident opens up his back door. We have had guests complaining about it over the last couple of weeks. Could someone from the environments team please speak to the owner and remediate?</p>		

<b>Site:</b> Invercargill Drive (R00232), Kelson, Lower Hutt		<b>Area:</b> Kelson
<b>Site Address:</b> Invercargill Drive	<b>Ward:</b> Western	
<b>Location:</b> [redacted]	<b>Contact:</b> [redacted]	

<b>Customer:</b> 490939	<b>Time:</b> 05/01/2021 15:54	<b>Method:</b> IRAP
<b>Name:</b> [redacted]	<b>Address:</b>	

**Current Status:**

No.	Effective	Status	Officer	Follow up Date
4	12/01/2021 04:03:03	Call Closed	[redacted]	
<p><b>Notes:</b> 7.01 issues with odour at this property in the past - Officers have entered the house (see photos on TRIM). Odour has not always been present so i have requested the complainant call me on particulary bad days otherwise I will visit during warmer days. 12/01 Site visit with DB - no odour, northly wind. Spoke with occupant who will arrange to have the drain unblocked as this was an issue in previous years. have not heard back from complainant SM</p>				

**Status history:**

No.	Effective	Status	Officer	Notes
3	07/01/2021 08:56	Investigation Underway	[redacted]	7.01 issues with odour at this property in the past - Officers have entered the house (see photos on TRIM). Odour has not always been present so i have requested the complainant call me on particulary bad days otherwise I will visit during warmer days.
2	06/01/2021 08:41	Call Logged	[redacted]	
1	05/01/2021 15:54	Call Logged	Environmental Health	

**Revised Status:**

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by [redacted]

13:58:14



04/05/2022

### Enquiry Trace Form

Enquiry: 504171      Logged by: Internal Report A Problem      on 05/01/2021 15:18

Service: Environmental Health      Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Concerned about rats in the service Alley behind <sup>s7(2)</sup> high street. Have started to see rats during the day, Mentioned a few years back HCC would lay bait here to kill the rats a few restaurants in this area, Has purchased his own rat bait in the past. Calling from Business <sup>s7(2)(a)</sup>

Site: High Street (R00173), Hutt Central, Lower Hutt

Site Address: High Street      Area: Hutt Central

Location: <sup>s7(2)(a)</sup>      Ward: Central

Contact: <sup>s7(2)(a)</sup>      Telephone: <sup>s7(2)(a)</sup>

Customer: 490929      Time: 05/01/2021 15:18      Method: IRAP

Name: <sup>s7(2)(a)</sup>      Telephone: <sup>s7(2)(a)</sup>

Address:

Current Status:			
No. Effective	Status	Officer	Follow up Date
6	24/02/2021 02:26:43   Call Closed	<sup>s7(2)(a)</sup>	
<p><b>Notes:</b> 6/01 site visit - no evidence of rodents in area, left a bait station to monitor for activity will check in on it in 2 weeks</p> <p>18/01 no bait left in bait station. Will replace and monitor anohter 2 weeks <sup>s7(2)(a)</sup> s checkong on the food operators in the area as I am away for 2 weeks. Will check bait staion in 2 weeks and look at pest extermination options of necessary.</p> <p>29/01 HP checked the bait station which was still intact. <sup>s7(2)(a)</sup> have agreed to place bait stations outside their shops</p> <p>11/02 Bait station has shown minimal activity. will check in 2 weeks</p> <p>24/02 Site visit - no activity on bait station. Have removed it and updated caller to advise local food operators have implemented pest control outside and no evidence of activity. Job Closed SM</p>			

Released under the Official Information and Meetings Act

Status history:

No.	Effective	Status	Officer	Notes
5	06/01/2021 14:52	Investigation Underway	s7(2)(a)	<p>6/01 site visit - no evidence of rodents in area, left a bait station to monitor for activity will check in on it in 2 weeks</p> <p>18/01 no bait left in bait station. Will replace and monitor anohter 2 weeks. s7(2)(a) is checkong on the food operators in the area as I am away for 2 weeks. Will check bait staion in 2 weeks and look at pest extermination options of necessary.</p> <p>29/01 HP checked the bait station which was still intact. s7(2)(a) have agreed to place bait stations outside their shops</p>
4	06/01/2021 14:52	Investigation Underway	s7(2)(a)	<p>11/02 Bait station has shown minimal activity. will check in 2 weeks</p> <p>6/01 site visit - no evidence of rodents in area, left a bait station to monitor for activity will check in on it in 2 weeks</p> <p>18/01 no bait left in bait station. Will replace and monitor anohter 2 weeks. s7(2)(a) is checkong on the food operators in the area as I am away for 2 weeks. Will check bait staion in 2 weeks and look at pest extermination options of necessary.</p>
3	06/01/2021 14:52	Investigation Underway	s7(2)(a)	<p>6/01 site visit - no evidence of rodents in area, left a bait station to monitor for activity will check in on it in 2 weeks</p>
2	05/01/2021 16:04	Call Logged	s7(2)(a)	
1	05/01/2021 15:18	Call Logged	Environmental Health	

Revised Status:

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)



04/05/2022

### Enquiry Trace Form

Enquiry: 504039      Logged by: Internal Report A Problem      on 05/01/2021 09:38

Service: Environmental Health      Classification: Request For Service

Subject: Health Nuisance Complaint

Desc.: Neighbour at s7(2)(a) Petone have household rubbish up against there fence in side there property attracting rats.

Site: Burnham Street (R00995), Petone, Lower Hutt

Site Address: Burnham Street      Area: Petone

Location: s7(2)(a)      Ward: Harbour

Contact: s7(2)(a)

Telephone: [Redacted]

Customer: 490797      Time: 05/01/2021 09:38      Method: IRAP

Name: s7(2)(a)      Telephone: s7(2)(a)

Address: [Redacted]

**Current Status:**

No. Effective	Status	Officer	Follow up Date
3	05/01/2021 11:43:47 / Call Closed	s7(2)(a)	

**Notes:** 5.01. site visit - approx 5 bags on fence line and 1 by a cardboard box with tins and other wast - this bag wa si nthe sun attracting flies and a strong od our. Occupier was home and intends to use Council bags. Discussed remvoing to the tip as collection day was today. letter to be hand deliverd this afternoon and saved to TRIM. SM

**Status history:**

No. Effective	Status	Officer	Notes
2	05/01/2021 09:47	s7(2)(a)	
1	05/01/2021 09:38	Environmental Health	

Revised Status:

Released under the Local Government Official Information and Meetings Act

Name : ..... Signed : ..... Date : ..... Time : .....

Report generated by : s7(2)(a)

13:58:39