



14 April 2026

Chris Hetherington

s7(2)(a)

Tēnā koe Chris,

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

We refer to your official information request dated 16 March 2026, seeking information about phone call and voicemail activity within the Building Services team. Specifically, you requested:

- 1. the total number of inbound phone calls received by the Building Services team for the last 12 months (or the most recent period available)*
- 2. the number of calls answered by staff during that period*
- 3. the number of calls that were not answered and resulted in a voicemail or message being left*
- 4. the number of voicemail or phone messages left for the Building Services team during that period*
- 5. of the voicemail or phone messages left, the number that were returned by staff*
- 6. any internal service targets or policies relating to responding to phone calls or voicemail messages for Building Services staff*
- 7. any monthly or quarterly reporting provided to management regarding call volumes, missed calls, or response times for Building Services*



**Answer:**

Before responding to your request, it is important to note that while the LGOIMA provides a right of access to official information held by Council, it does not require Council to create new information, compile or analyse information it does not hold, respond to hypothetical questions, or provide opinions. Council is required to make reasonable efforts to locate information that exists and is held at the time of the request. Where information is not recorded, does not exist in documentary form, or cannot be identified despite reasonable efforts to locate it, Council is not required to generate it in order to respond.

For context, Council's phone system operates through a central contact centre and uses an interactive voice response (IVR) menu. Call data is recorded based on the IVR option selected by the caller, rather than being attributed directly to a specific business unit in all cases. Some IVR options cover a combination of services, including Building Services as well as other Council functions or contractors, such as Wellington Water Limited. As a result, call data cannot always be isolated solely to the Building Services team.

For the most recent 12-month period, Council recorded a total of 19,438 inbound calls through IVR options that include Building Inspection and water contractor services-related enquiries. These calls resulted in a range of recorded outcomes, including calls resolved by contact centre staff, calls transferred to other teams, and calls where service requests or messages were logged.

Within this period, the phone system recorded 1,142 instances where callers left a message or requested a call-back. These records reflect situations where a message or call-back request was captured by the system. However, our reporting could not distinguish between calls answered or unanswered by Building Services staff specifically, nor does it reliably record whether an individual call was missed by a particular team once transferred.

The reporting is also unable to determine how many voicemail or phone messages left for Building Services were returned by staff. Call-backs may be made using mobile phones or other communication methods that operate

outside the core phone system, and this activity is not recorded in a way that allows it to be tracked, measured, or reported.

In relation to internal service targets or policies, Council does not hold any specific service level targets or formal policies that relate solely to responding to phone calls or voicemail messages for the Building Services team at this time.

Council also does not hold any monthly or quarterly reporting provided to management that focuses on missed calls, or response times specifically for the Building Services team. While high-level call data is available for the contact centre overall, Council's current phone system is still developing its reporting capability and is not able to produce reporting across all the dimensions you have requested.

To the extent that your request seeks information about the number of calls answered or unanswered by Building Services staff, the return of voicemail or phone messages, internal response time targets, or regular management reporting for Building Services, no document or record exists that contains this information. That part of your request is therefore refused under section 17(e) of the LGOIMA, on the basis that no document containing the requested information exists.

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: [Office of the Ombudsman - Complaints](#), or freephone 0800 802 602.

Please note that this response to your information request may be published on Hutt City Council's website: [Proactive releases - Hutt City Council](#).

Ngā mihi nui



Rebekah van der Splinter

**Senior Advisor, Official Information and Privacy**