

19 January 2022

Karl Oliver  
Via email: s7(2)(a)

Tēnā koe Karl

**REQUEST FOR INFORMATION - LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987 (LGOIMA): ACKNOWLEDGEMENT OF REQUEST**

I refer to your official information request dated 14 January 2022 for information about noise caused by the operation of Llama Engineering in 29 Wakefield Street, Alicetown.

Answers to your questions are provided below:

**How many calls have been received in the last 3 months in regards to noise coming from the premises of Llama Engineering?**

The Council's noise complaint database has 23 complaints recorded.

**How many times has the noise control officer visited the Llama Engineering site?**

Noise control officers have visited the site 12 times. This is lower than the number of complaints received because the Council operates a call back system, whereby a second call must be made after 30 minutes of the first call in order for attendance to be made (hence not all complaints resulted in an attendance).

**Why was the waiver removed from the site?**

I confirm that Llama Engineering is still on the waiver list.

I regret that, when you telephoned on 14 January 2022, you were given incorrect information from the operator who took the call. This error is being addressed directly with the call centre concerned.

**What is the Council doing about the noise problem at this site?**

Council has responded to the majority of the complaints received. On each occasion when noise control officers visited the site, there was either no noise or the noise level was acceptable.

A council officer will contact you soon to arrange for a formal noise survey to be undertaken, using specialist equipment. The noise levels recorded can then be assessed against the Lower Hutt District Plan for compliance.

**What does it take for the Council to do something about the continual problem?**

This property has not triggered an alert within our noise complaint database, as this requires confirmation of excessive noise. We have not yet got this confirmation. The Council does often rely on people calling our officers during work hours to discuss issues in more detail. As previously advised, an officer will be in touch with you soon.

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**  
Hutt City Council