

Nici Nel

From: official information
Sent: Tuesday, 16 February 2021 19:28
To: official information; ██████████
Subject: RE: LGOIMA 21004 - refuse collection data

Kia ora

I refer to your information request below, Hamilton City Council is able to provide the following response.

1. How many applications has council received for assisted collection (for those with disabilities or medical conditions) as a result of the move to the new kerbside collection service that commenced on 31 August 2020?

In total, we have received 187 applications.

2. How many of the applications at 1 above have been fully processed? Of the applications that have been processed how many have been accepted and a solution provided and how many have been declined?

A total of 143 applications have been received, approved, fully processed and are now receiving a service. A total of seven applications have been declined. Two of these were declined because the households had able-bodied people living at the property. The other five applications were declined because they had agreements with their landlords to arrange an alternative collection point.

3. How many applicants have received no refuse collection as a result of the move to the kerbside collection service on 31 August 2020??

0

4. How many complaints has the council received regarding refuse collection since 31 August 2020?

Council has received 434 complaints up until the end of January 2021. 116 of these complaints were related to the level of service provided.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Kind regards,
Michelle
Official Information Team

Email: officialinformation@hcc.govt.nz

From: official information <officialinformation@hcc.govt.nz>
Sent: Monday, 15 February 2021 5:39 pm
To: official information <officialinformation@hcc.govt.nz>; ██████████
Subject: RE: LGOIMA 21004 - refuse collection data

Kia ora

I refer to your information request below, Hamilton City Council is advising of an extension of time to respond to your request. We are extended the time frame to respond to your request to Friday 19 February 2021.

Where a request is made to a local authority, the local authority may extend the time limit in respect of the request if the request is for a large quantity of official information or necessitates a search through a large quantity of information and meeting the original time limit would unreasonably interfere with the operations of the local authority. The extension shall be effected by giving or posting notice of the extension to the person who made the request within 20 working days after the day on which the request is received.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Kind regards,
Michelle
Official Information Team

Email: officialinformation@hcc.govt.nz

From: official information <officialinformation@hcc.govt.nz>
Sent: Monday, 18 January 2021 10:18 am
To: [REDACTED]
Cc: official information <officialinformation@hcc.govt.nz>
Subject: LGOIMA 21004 - refuse collection data

Kia ora

I write to acknowledge your information request of 15/1/2021 as below.

Please be advised that your request has been passed on to the relevant team within Council and you will be informed of the outcome.

The Local Government Official Information and Meetings Act 1987 requires that we advise you of our decision on whether the Council will provide the requested information or not "as soon as reasonably practicable", no later than 20 working days after the day we received your request. We will respond to you no later than 15/2/2021.

Ian Loiterton
A/ Official Information Officer

Email: ian.loiterton@hcc.govt.nz



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HCC Website - Request for Information

Reference: HCC-RFI-210115-76EEU-17J5

Attachment: not supplied

Contact title: [REDACTED]

Contact first name: [REDACTED]

Contact last name: [REDACTED]

Organisation:

Preferred contact method: Email

Email address: [REDACTED]

Phone number: [REDACTED]

Request message

I request the following information.

1. How many applications has council received for assisted collection (for those with disabilities or medical conditions) as a result of the move to the new kerbside collection service that commenced on 31 August 2020?
2. How many of the applications at 1 above have been fully processed? Of the applications that have been processed how many have been accepted and a solution provided and how many have been declined?
3. How many applicants have received no refuse collection as a result of the move to the kerbside collection service on 31 August 2020?
4. How many complaints has the council received regarding refuse collection since 31 August 2020?