

## Laura Bowman

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**From:** official information  
**Sent:** Tuesday, 21 September 2021 2:19 pm  
**To:** [REDACTED]  
**Cc:** official information  
**Subject:** Final Response: LGOIMA 21280 - [REDACTED] [REDACTED] - Complaints against individuals or business exceeding 200, for breaches of any District or Regional Plans.

Afternoon [REDACTED]

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

I've spoken with all our relevant teams and they have confirmed – No, Hamilton City Council has not received any complaints that meet the threshold you have provided in your request.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

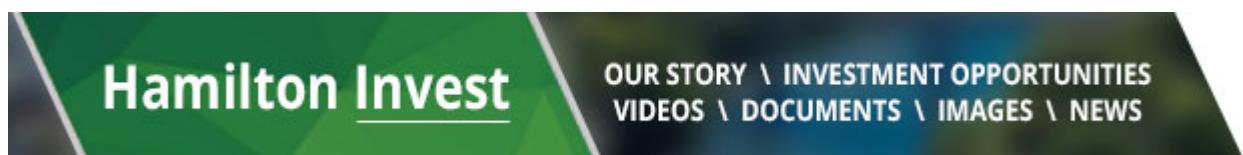
Kind Regards,

**Tatiyana** | Official Information & Legal Support Advisor  
Legal Services & Risk | People and Organisational Performance  
Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



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**From:** [REDACTED]  
**Sent:** Friday, 17 September 2021 4:47 pm  
**To:** official information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>  
**Subject:** Re: LGOIMA 21280 - [REDACTED] [REDACTED] - Complaints against individuals or business exceeding 200, for breaches of any District or Regional Plans.

Thanks Tatiyana, and I completely understand that you are unable to progress an email that no one has seen. I hope that the request will not involve a significant amount of staff effort. I believe a simple "no" to be the most likely response.

Kind regards,  
[REDACTED]

-----Original Message-----

From: official information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>  
To: [REDACTED]  
Cc: official information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>  
Sent: Fri, Sep 17, 2021 2:41 pm

Subject: LGOIMA 21280 - [REDACTED] - Complaints against individuals or business exceeding 200, for breaches of any District or Regional Plans.

Kia Ora,

I write to acknowledge your information request of Thursday 19 August 2021 as below.

We sincerely apologise, this request does not appear to have made it to our Official Information team. I will have to accept the request as received from Thursday 16 September. 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 as soon as reasonably practicable, and no later than 20 working days after the day we received your request. We will respond to you no later than **Thursday 14 October 2021**. Due to the internal mishap – I will ensure the team treats this with urgency and do my best to get a response as soon as possible.

Kind Regards,

**Tatiyana** | Official Information & Legal Support Advisor  
Legal Services & Risk | People and Organisational Performance  
Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)

**Hamilton City Council** | Private Bag 3010 | Hamilton 3240 | [www.hamilton.govt.nz](http://www.hamilton.govt.nz)  
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-----Original Message-----

From: [REDACTED]

Sent: Thursday, 16 September 2021 6:13:21 pm

To: [info@hcc.govt.nz](mailto:info@hcc.govt.nz)

Subject: Outstanding LGOIMA Request - Complaints

Good evening, could you please confirm that the request below is under action?

Thanks,  
[REDACTED]

-----Original Message-----

To: [info@hcc.govt.nz](mailto:info@hcc.govt.nz),

From: [REDACTED]

Sent: Thu, Aug 19, 2021 3:26 pm

Subject: LGOIMA Request - Complaints

Good afternoon,

Could you please provide the following information for your council in relation to complaints since November 2019:

1. Have you had more than 200 complaints against any single individual or business for breaches of any District or Regional Plan since November 2019?
2. If the answer to the above is yes, please provide the name of the business, number of complaints, and brief summary of the issue. Also please provide details of any enforcement action taken in relation to the issue during this period.

This information will be used for an upcoming story currently being prepared to contrast the approach of the Upper Hutt City Council in their management of District Plan breaches by Farrah's Breads Ltd. In that instance there have been over 200 complaints from more than 30 individual complainants regarding proven breaches to the District Plan, but no enforcement action has occurred.

Thank you for your time in answering the above request.

Kind Regards,

[REDACTED]