

From: Official Information
To: [REDACTED]
Cc: [REDACTED]
Subject: Final response - LGORNA 438341 [REDACTED] - Data on Manholes
Date: Wednesday, 27 November 2025 4:55 pm
Attachments: [REDACTED].pdf
[REDACTED].pdf
[REDACTED].pdf
[REDACTED].pdf
[REDACTED].pdf
[REDACTED].pdf
[REDACTED].pdf
[REDACTED].pdf

Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

Your request:

Alright as an ex Telecom / Chorus technician/ joiner this scares the crap out of me because it's a serious health and safety risk and unsuspecting people are at risk of serious injury or being maimed or killed.

With the advent of the fibre network and laying off of thousands of staff these manholes that were regularly being entered for work or checked now appear to not be maintained.

This manhole is covered by 4 cast iron covers weighing around 40 kilos each and is what we knew as an Aussie 4 ladder.

The covers are supported by a central cross bar which is the source of failure in this case.

Inspection between the lids shows rust and deformation and the lids are no longer level as the cross bar has started to banana.

Most manholes are over 1m deep and some even up to 4m deep and can also be filled with water.

I have included some photos of an intact cross bar from the top but if you have a 4 lidded manhole outside your property and the bar shows serious signs of rust from the top or the lids are slanting inwards then contact Chorus in the first instance for an assessment. Spread the word. source Facebook page titled
Ex NZ Post Office Construction Staff
These manholes are mostly in the main streets of every town in the country the public need to be warned

Our response:

Your request has been sent to us via the Ministry of Justice.

Hamilton City Council does not own these assets, and we do not maintain them this is the responsibility of Spark / Chorus.

Our normal process would be that we would say to speak to the relevant companies when you notice this damage, you can report damage to the network [here](#). In this circumstance we have been made aware of this we are happy to pass this on to Spark or chorus to look into repairing their asset if you can confirm the location by return email.

We collect information on complaints and reports of damage in our road corridor we have for the month of October and till the 25th of November 2024 we have 48 complaints for footpath damage across all categories.

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.

Ngāa mihi
Kaitiaki Pauliner
Official Information Advisor & Legal Support Officer
Legal services
Governance & Assurance Team | Partnerships, communication & Māori
Email: officialinformation@hcc.govt.nz



Hamilton City Council | Private Bag 3010 | Hamilton 5240 | www.hamilton.govt.nz
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I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.

From: OIA@justice.govt.nz
Sent: Friday, November 1, 2024 8:53 AM
To: info@hcc.govt.nz
Cc: OIA@justice.govt.nz
Subject: TRANSFER REQUEST - Maintenance of manholes

Tānā koe tima

We received the below information request from [REDACTED] which appears to be a local council matter.

Could you please advise if you accept transfer so we can inform the requester?

Thank you.

Ngā mihi,

[REDACTED]

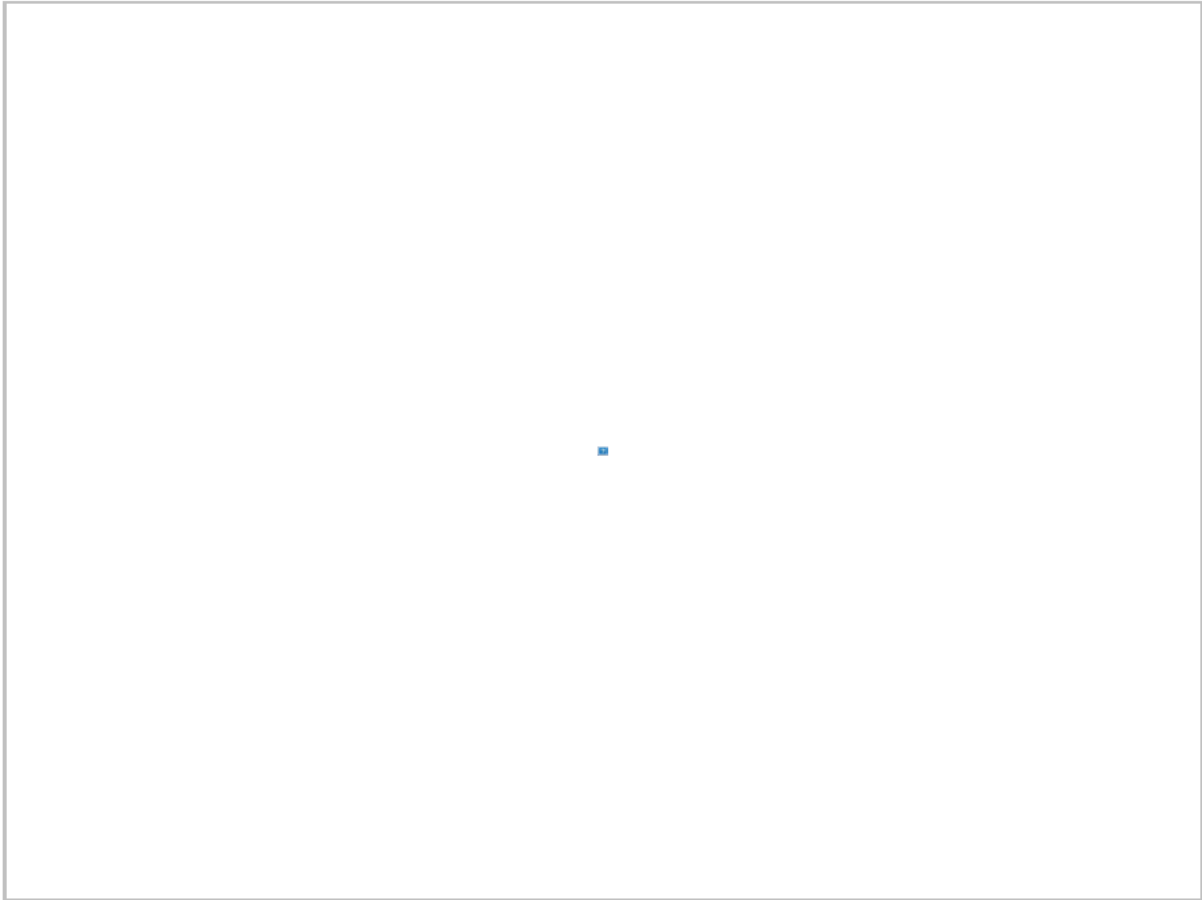


Communications and Ministerial Services | Corporate Services
Ministry of Justice | Tāhī o te Ture justice.govt.nz

From: [REDACTED]
Sent: Tuesday, October 29, 2024 11:58 AM
To: OIA@justice.govt.nz
Subject: Maintenance of manholes

under the official information act we can have all information relevant to the below from health and safety and the companies involved

Subject: danger a serious health and safety risk and unsuspecting people are at risk of serious injury or being maimed or killed



Normal intact cross bar

[REDACTED]

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Spread the word

source

Facebook page titled
[Po NZ Post Office Construction Staff](#)

These manholes are mostly in the main streets of every town in the country the public need to be warned

With Respect & Kind Regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

DOI: 07 838 6699 | Email: info@hcc.govt.nz



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