

From: [Official Information](#)
To: [REDACTED]
Cc: [Official Information](#)
Subject: Final response - LGOIMA 441978 - [REDACTED] - Footpath Fault - Heaphy Terrace - CRM438517
Date: Wednesday, 27 November 2024 10:33:53 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)
[image005.jpg](#)

Kia ora,

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

Your request:

*What extend of disrepair is required before something is done?
Fairfield road footpaths leading to Woodstock school have been re surfaced while being in a far better condition than Heaphy Terrace.
I would have thought that multiple tree roots cracking up the pavement. The areas that have lost the hard surface and are now dirt and gravel would warrant some form of remediation.
Is it possible to have a copy of maintenance and inspection reports regarding Heaphy terrace from 2010-2024.*

Our response:

Thank you for bringing this to Council's attention.

Sections of the footpath on Fairfield Road were renewed earlier in the 2024-25 financial for several reasons i.e. age, condition, number of faults, damage due to tree roots. All these factors trigger a renewal of a footpath. Prioritisation of similar aged/damaged footpaths are based on usage/ foot traffic. Due to the high foot traffic being near a school, the renewal of the footpath was done earlier.

There are also sections of Heaphy Terrace that have also triggered renewals for the current financial year due to the same factors. All works will be complete prior to the end of the financial year which is June 2025.

We are unable to provide copies of 'maintenance and inspection reports' due to the complexity and substantial collation involved with extracting this information from the system for the period of time you have requested. If you are able to narrow the scope of this request to a shorter timeframe, we may be able to provide this. Until then we are refusing this part under s17(f) LGOIMA – substantial collation. We did consider charging but even with this it would take staff away from their daily duties.

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.

Ngaa mihi

Keeley Faulkner

Official Information Advisor & Legal Support Officer

Legal services

Governance & Assurance Team | Partnerships, communication & Maaori

Email: officialinformation@hcc.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: Connect Hamilton <Customer.info@connecthamilton.co.nz>

Sent: Tuesday, November 19, 2024 2:14 PM

To: [REDACTED]

Subject: RE: Footpath Fault - Heaphy Terrace - CRM438517

Dear [REDACTED]

Thank you for your email below,

We can certainly revisit any particular areas on Heaphy Terrace between O'Neill Street and Boundary Road to check this. While I understand the whole section needs to be reviewed, a more specific location (possible house number) would be great for the inspectors to check.

Council is committed to efficiently and effectively addressing issues identified by the community on our transport network. However, staff must operate within the constraints of budgets approved as part of the 2024-34 Long Term Plan.

I have also forwarded your request of inspection details to our Legal team for assistance.

Kind regards,

Stakeholder Coordinator
New Zealand



P | 07 850 6640

E | customer.info@connecthamilton.co.nz



Think before you print

From: [REDACTED]

Sent: Friday, 8 November 2024 6:28 am

To: Connect Hamilton <Customer.info@connecthamilton.co.nz>

Subject: Re: Footpath Fault - Heaphy Terrace - CRM438517

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

Hi,

What extend of disrepair is required before something is done?

Fairfield road footpaths leading to Woodstock school have been re surfaced while being in a far better condition than Heaphy Terrace.

I would have thought that multiple tree roots cracking up the pavement. The areas that have lost the hard surface and are now dirt and gravel would warrant some form of remediation.

Is it possible to have a copy of maintenance and inspection reports regarding Heaphy terrace from 2010-2024.

Regards

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From: Connect Hamilton <Customer.info@connecthamilton.co.nz>

Sent: Thursday, November 7, 2024 10:47:06 AM

To: [REDACTED]

Subject: Footpath Fault - Heaphy Terrace - CRM438517

Dear [REDACTED]

Thank you for contacting Hamilton City Council recently regarding the footpath for Heaphy Terrace, between O'Neill Street and Boundary Road

The issue that you identified has been recorded in our system for repair as part of a future work programme. Unfortunately, the extent of the damage is not sufficient for it to be considered as part of our current annual programme.

Our network inspectors will continue to assess the issue as part of our standard monitoring processes. If you observe the issue becoming noticeably worse, you can email info@hcc.govt.nz or phone 07 838 6699 and we will arrange for a further inspection to take place.

Please let me know if you have any questions.

Kind regards,

Stakeholder Coordinator
New Zealand



P | 07 850 6640

E | customer.info@connecthamilton.co.nz



Think before you print