

31 May 2022

Kia ora

### **Health nuisance complaints**

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 03 May 2022. You requested the following information:

- The number of health nuisance complaints made to council from the start of 2021 to now, broken down by month, type of complaint, where the complaint was made about, and outcome of the complaint
- Copies of reports into any investigations opened in relation to these complaints

On 16 May you agreed to a refinement to complaints made in 2022 only.

Wellington City Council has granted your request for information. As you will see from the below table, concerns are mostly addressed at the time or with minimal follow up required. If you would like further information on any of the below complaint outcomes, please advise and we can provide this for you.

Please note, we may proactively release our response to your request with your personal information removed.

Thank you again for your request, if you have any questions, please feel free to contact me.

Kind regards

Claudia Holgate

**Senior Advisor, Official Information**

**The number of health nuisance complaints made to council from January 2022, broken down by month, type of complaint, where the complaint was made about, and outcome of the complaint**

**January 2022**

Type of complaint	Where the complaint was made	Outcome
Concerns about neighbour's building work having an effect on health.	Broadmeadows	No health nuisance and may sit with WorkSafe instead.
Concerns raised about asbestos roof being removed.	Seatoun	Follow up was completed on the same day and found that asbestos was being removed by a certified asbestos removal company in a safe manner. No health nuisance identified.
Alleged rodent activity at private residence.	Mt Cook	Provided information around control measures that could be implemented via Pest Free Wellington Programme.
Alleged rodent activity at private residence.	Newtown	Site visit completed and no evidence of potential sources that would attract rats. Letter was sent to property owner.
Smoke complaint received by on-call officer. Neighbours were having a large smoky fire in their backyard from the BBQ.	Island Bay	Site visit completed, and residents agreed to cease using the BBQ.
Complaint concerning rubbish being dumped on private property.	Johnsonville	Contact centre has passed onto street cleaning.

**February 2022**

Type of complaint	Where the complaint was made	Outcome
Smoke complaint - neighbours burning garden waste.	Ngaio	Unable to action further as the event has passed prior to the complainant notifying WCC.
Health nuisance complaint – concerns over the condition of the hotel rooms.	Te Aro	an investigation was conducted with no issues noted with any of the rooms.
Health nuisance – excrement from the protestors was noted in the bushes near the Wellington Railway Station.	Wellington Central	Unable to conduct a site visit due to health and safety concerns for staff entering the protest area.
Health nuisance – a premises was being used as a commercial kitchen in order to supply food to the protestors.	Thorndon	Unable to action as no sale of food was taking place on parliament grounds. Therefore, no registration requirements under the Food Act 2014.
Health nuisance – protestors raise concerns regarding high EMF levels at parliament causing them to have negative health symptoms.	Wellington Central	PH WCC do not carry out testing for EMF levels and no evidence provided to support the cause by complainant.
Health nuisance – protestors using a site as a commercial kitchen to cook food for occupiers at the protest.	Thorndon	Unable to action as no sale of food was taking place on parliament grounds. Therefore, no registration requirements under the Food Act 2014. Note there were multiple concerns raised about this activity during the protest.
Health nuisance – the neighbour is using an open trailer to collect and dispose of household rubbish which is producing a strong odour.	Karori	Owner of the trailer was contacted and advised to remove the rubbish and trailer from the road. Owner obliged and has removed both.

Type of complaint	Where the complaint was made	Outcome
Commercial vehicle spilling liquid onto main road while driving.	Newtown	Commercial company was contacted and advised to take precautions and complete thorough checks when carrying materials.
Health nuisance – food premises kept in a poor condition with high fly activity noted by complainant.	Newtown	Unannounced visit completed and actions to address the concerns were taken.
Health nuisance – possible asbestos contamination resulting from a house fire.	Lyall Bay	Senior EHO has worked with insurer and contractors to ensure appropriate testing is being undertaken along with precautionary measures for surrounding neighbours.
Complaint made about odour resulting from neighbour's chicken coop.	Churton Park	Animal Liaison Officer visited the site and breach of bylaw advised to owner.

## March 2022

Type of complaint	Where the complaint was made	Outcome
Cooking outside at a private residential property causing strong odours and presenting a fire hazard.	Johnsonville	EHO called complainant to discuss and suggested to speak to the neighbour in the first instance regarding the issue.
Health nuisance – a generator next to a food business was generating a large amount of smoke.	Pipitea	Site visit completed and determined that the generator did not belong to the food business and has subsequently been removed.
Health nuisance – beehives too close against the fence causing bees to come over to the school grounds.	Tawa	Animal Liaison Officer spoke to property owner and advised that the set up for the hives is a breach of the bylaws. Property owner has taken steps to prevent the cross-over of the bees.
Cat nuisance – a neighbour raises concerns about cats defecating in the area.	Haitaitai	Animal Liaison Officer visited the site and provided guidance.

## April 2022

Type of complaint	Where the complaint was made	Outcome
Rubbish being dumped into the bank located behind neighbours.	Strathmore	Letter sent to property owner to clear and remove the rubbish that has been dumped.
Health nuisance – school management contacted WCC for advice around air quality on the school grounds with the respect to the proximity of the school to a busy road.	Mt Victoria	WCC has advised the school to seek advice from suitably qualified consultants.
Health nuisance – rubbish complaint and alleged rat activity.	Khandallah	Advice provided to log the issue with Kiwirail also as part of the affected area is the railway.
Bird feeding complaint	Paparangi	The feeder was advised that they are causing a nuisance and to cease feeding. A reduction of activity has been observed since.
Odour complaint – restaurant cooking odours affecting residents located in the apartments above.	Te Aro	EHO investigated further and body corp will be working with tenants to move the ducting discharge point.

## May 2022

Type of complaint	Where the complaint was made	Outcome
Nuisance complaint – complaint about odour from café extraction fans.	Wellington Central	Not yet resolved.
Nuisance – neighbours are defecating into the nearby bushes every Friday and Saturday nights.	Newlands	Business owner has been made aware of the complaint and the health implications from these activities. The activities are being moved to another hall and toilet facilities will be provided for.
Nuisance/litter – rubbish being dumped at an empty property	Te Aro	Yet to be resolved.
A bad smell coming from the coffee factory.	Newtown	ETO investigated further and spoke to operations manager who advised that the afterburner was broken and that a replacement was on its way. No further complaints received.