

From: Grace Ockwell
To: [REDACTED]
Cc: [Neil McLeod](#); [Kristy Rusher](#)
Subject: Request for information - 377 Princes Street, Dunedin
Date: Thursday, 5 November 2015 01:17:37 p.m.
Attachments: [Screenshot - Electronic Memo 31 August 2015.PNG](#)
[image001.png](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)

Dear Mr Schaffer,

Thank you for your email sent to the Building Consents Manager on 29 September 2015.

Your email has been forwarded to me to process under the provisions of the Local Government Official Information and Meetings Act 1987 and the following response is provided.

I have repeated your questions and used your numbering to give context to our response.

Question 1

Send through all recorded notes made by Mr Barnes regarding the two phone discussions I had with him on the 31st of August and the 24th of September.

DCC Response

Please find attached a copy of a memorandum dated 31 August 2015.

Question 2

Supply all correspondence sent by Mr Barnes to Chubb.

DCC Response

No written record was kept of a conversation Mr Barnes had with Mr Tim Gibson of Chubb on 24 September 2015. We can advise that during a conversation between Mr Barnes and Mr Gibson (Chubb) it was agreed that unless a Fire Report of a SS2 Automatic or Manual Warning System was listed on the compliance schedule, maximum occupancy would be set at 50.

Question 3

Clarify if Mr Barnes is following Dunedin City Council process regarding timeframes and threatening phone calls / letters when a building owner is clearly trying to do their utmost to comply with unachievable demands.

DCC Response

This is not a request for information under LGOIMA. We comment that DCC policy does not require staff to phone building owners when building warrants of fitness (BWOFF) are overdue, however Mr Barnes telephoned you as a courtesy when the required documents for the Notice to Fix (NTF) were due for review. No further comment is made on the manner of phone call.

Question 4

Is it DCC policy not to send documents by email when requested to do so?

DCC Response

No.

Question 5

Is it acceptable behaviour for your staff to laugh at their customers (when asked to take my email address)?

DCC Response

No. Mr Barnes disputes that there was laughter in response to your request.

Question 6

Is it acceptable behaviour for your staff to lie when asked who their Manager is (I was told it was Heddy Veldkamp)? I only contacted you as Heddy's voice mail said he was on leave on the 24th of September.

DCC Response

This is not a request for information as defined by LGOIMA. No comment is made on your statements made above.

Question 7

Is it acceptable behaviour for your staff to refuse to discuss an invoice that was sent by them (I was told I'm not calling about that)?

DCC Response

This is not a request for information as defined by LGOIMA. No comment is made on your statements made above.

Question 8

Clarify why correspondence sent from Mr Barnes (24th of August) which states "If you are unable to achieve the remedy by the date stated or you require further information please contact Building Services on 03 477 4000" is in his letter? I contacted him by phone on the 31st of August and said it wasn't achievable and Chubb contacted him on the 11th of September. It would appear he has started on a path which he chooses not to deviate from or DCC policy does not allow. Please clarify which one it is?

DCC Response

Council procedures were followed. A NTF (Section 105(5) of the Building Act) was sent on 24 August 2015, following the BWOF having expired on 4 May 2015.

Question 9

Mr Barnes did / did not reply to Chubb's email dated the 11th of September stating that it did not satisfy the notice to fix.

DCC Response

This is not a request for information as defined by LGOIMA. No comment is made on your statements made above.

Question 10

Is it DCC policy for your staff to assume things. Email to me dated the 24th of September from Mr Barnes states this. I would have thought it would be professional to contact the client to clarify than make changes supplied by an independently qualified person. For your information this building has a monitored smoke detection / alarm system.

DCC Response

No. This is not a request for information as defined by LGOIMA. No comment is made on your statements made above.

Question 11

That you check your correspondence to building owners regarding fines and sections of the building act that they may be prosecuted under.

DCC Response

This is not a request for information as defined by LGOIMA. No comment is made on your statements made above. However we note that in corresponding with building owners regarding fines the DCC uses form 13

which is prescribed by the 'Building (Forms) Regulations 2004' and can be found in the Building Act Regulations.

Question 12

If I am required to shut the building on the 02/10/2015 to avoid prosecution / fines / fees (note this building is fully tenanted).

DCC Response

This is not a request for information as defined by LGOIMA. No comment is made on your statements made above.

We regret that your experience as a customer has been less than satisfactory for you. Should you wish to discuss this matter further, please contact the Group Manager of Regulatory Services, Adrian Blair on 477 4000.

Yours sincerely,

Grace Ockwell
Governance Support Officer
Civic and Legal

Dunedin City Council
50 The Octagon, Dunedin; P O Box 5045, Moray Place, Dunedin 9058, New Zealand
Telephone: 03 477 4000
Email: grace.ockwell@dcc.govt.nz



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