

From: Grace Ockwell
To: ["Shannon.Gillies@radio.co.nz"](mailto:Shannon.Gillies@radio.co.nz)
Cc: [Kristy Rusher](#)
Subject: FW: Shannon Gillies - Radio NZ - OIA - neighbour complaints
Date: Friday, 13 November 2015 03:50:19 p.m.
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)

Good afternoon Shannon,

Thank you for your email of 20 October 2015 requesting various information about complaints received by the Dunedin City Council. (DCC)

Your request has been considered under the provisions of Local Government Official Information and Meetings Act 1987 (LGOIMA) and the following response is provided.

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

Question 1

How many complaints have residents in your catchment made about their neighbours for 2015, 2014, 2013, 2012, 2011 and 2010?

DCC Response

We do not record whether complaints made by residents in our catchment relate to their neighbours and therefore cannot provide you with the information requested.

-

Question 2

What are the nature of those complaints?

DCC Response

Please refer to our response to question one.

Question 3

How many of those complaints have been noise complaints?

DCC Response

| Number of Noise Complaints received by DCC | |
|--|----------------------------|
| Year | Number of noise complaints |
| 2010 | 3090 |
| 2011 | 3139 |
| 2012 | 2821 |
| 2013 | 2985 |
| 2014 | 3232 |
| 2015 (to 30-10-15) | 2660 |
| Total | 17,927 |

Please note that the noise complaints processed by the DCC have not necessarily been from neighbours of the noise-makers.

Question 4

How many of those complaints have been about buildings that have violated council zoning rules?

DCC Response

The information you have requested is provided in the following table.

| Number of complaints processed by DCC | |
|---------------------------------------|---|
| Year | Number of complaints processed by Resource Consent Team |
| 2010 | 119 |
| 2011 | 147 |
| 2012 | 122 |
| 2013 | 117 |

| | |
|-------------------|------------|
| 2014 | 94 |
| 2015 (to 3-11-15) | 101 |
| Total | 700 |

Most of the complaints investigated by the Resource Consent team related to breaches of rules in the District Plan, lesser numbers related to breaches of a resource consent condition and adverse effects on the environment and a few related to unreasonable noise.

Question 5

How many of those complaints have been about buildings that have violated council's building codes?

DCC Response

The DCC does not have building codes but is tasked with enforcing the New Zealand Building Code as set out in the Building Act 2004. We advise however that the number of buildings in the city detailed in the table below have had Notices to Fix (NTF) issued to them.

| Notices to fix issued by the DCC | |
|---|---------------------------------|
| Year | Number of Notices to fix |
| 2010 | 124 |
| 2011 | 121 |
| 2012 | 114 |
| 2013 | 77 |
| 2014 | 38 |
| 2015 (to 3-11-15) | 214 |
| Total | 688 |

Please note that a NTF may be issued for a number of reasons, not necessarily for reasons relating to breaches of the New Zealand Building Code.

Question 6

How many times have these complaints escalated into court cases for the opposing parties?

DCC Response

We do not record and therefore do not hold this information.

Question 7

How much money has been spent on court cases between council and complainants who have disputed the way council has implemented its zoning and building rules?

DCC Response

To the best of our knowledge the DCC has never spent money in court defending the Government's Building rules.

Question 8

Can I please have someone to interview from your organisation about this OIA.

DCC Response

Please contact the Manager of Marketing and Communications, Graham McKerracher.

As we have not provided you with the information requested in questions 1,2,5 and 6, we are required to let you know that you may have our decision reviewed by the Office of the Ombudsman.

The Office of the Ombudsman may be contacted at:

The Ombudsman
Office of the Ombudsman
PO Box 10 152
WELLINGTON 6143

Ph 0800 802 602

www.ombudsman.parliament.nz

info@ombudsman.parliament.nz

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



 Please consider the environment before printing this e-mail

From: Graham McKerracher
Sent: Tuesday, 20 October 2015 9:20 a.m.
To: Grace Ockwell
Cc: Kristy Rusher; Andrea Jones
Subject: FW: Shannon Gillies - Radio NZ - OIA - neighbour complaints

Hi all,

I have received this LGOIMA from Radio NZ.

Cheers,
Graham

From: Shannon Gillies [<mailto:Shannon.Gillies@radionz.co.nz>]
Sent: Monday, 19 October 2015 12:52 p.m.
To: Graham McKerracher
Subject: Shannon Gillies - Radio NZ - OIA - neighbour complaints

Good afternoon,

I wish to make the following request under the Official Information Act 1982.

1. How many complaints have residents in your catchment made about their neighbours for 2015, 2014, 2013, 2012, 2011 and 2010?
2. What are the nature of those complaints?
3. How many of those complaints have been noise complaints?
4. How many of those complaints have been about buildings that have violated council zoning rules?
5. How many of those complaints have been about buildings that

- have violated council's building codes?
6. How many times have these complaints escalated into court cases for the opposing parties?
 7. How much money has been spent on court cases between council and complainants who have disputed the way council has implemented its zoning and building rules?
 8. Can I please have someone to interview from your organisation about this OIA

Please handle this request with reasonable urgency, and send the response by email.

Thank you for your help. Please feel free to contact me on 04 474 1923 with any questions.

Kind regards,

Shannon Gillies | Journalist

Radio New Zealand | Level 3 | 155 The Terrace

PO Box 123 | Wellington | New Zealand 6140

DDI +64 4 474 1757 |



Radio New Zealand Disclaimer

Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or

any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ

www.radionz.co.nz