

From: [Arlene Goss](#)
To: [Janet Leong](#)
Subject: FW: Partial response to official information request
Date: Thursday, 15 September 2016 10:15:51 a.m.
Attachments: [image001.png](#)

For the website, number is 264853

From: Arlene Goss
Sent: Thursday, 15 September 2016 10:15 a.m.
To: 'kurt.bayer@nzme.co.nz'
Cc: Graham McKerracher
Subject: Partial response to official information request

15-Sep-2016

Kurt Bayer
NZ Herald
kurt.bayer@nzme.co.nz

Dear Mr Bayer,

Official information request for COMPLAINTS DOGS NOISE ETC

I refer to your official information request dated 17-August-2016 for:

- a) Complaints to the customer call centre over the last 12 months considered to be unusual, bizarre or extraordinary, for example residents complaining of children laughing, an invasion of ducks, UFOs etc.*
- b) The number of noise complaints received by the noise control team in the city over the last 12 months. Also, examples of what noises people complaint about, ie music, dogs barking, construction etc.*
- c) The number and type of complaints received by the animal control team over the last 12 months.*
- d) Complaints received by the customer call centre or other council divisions in relation to neighbours and neighbourly disputes over the last 12 months, and what those disputes are over.*

This is a partial response:

Question d) has been refused in my earlier email to you because the information does not exist.

Question a) has been refined to a request for summarised information from the customer services team. The customer services manager has promised me the information this week. I am chasing this and will send it to you as soon as I receive it.

The answers to questions b) and c) are as follows:

12 month stats for Animal Services

	Period 1 July 2015 to 30 June 2016
Aggressive	198
Attack (animal/people)	283
Barking	902
Fouling	69
Wandering	1,204

12 month stats for Environmental Health relating to noise complaints

		Period 1 July 2015 to 30 June 2016
Noise Complaints (not dog related)	Daytime	179
	After hours	3,644
	Total	3,823

The majority of noise complaints (approx 89%) relate to noisy parties (stereo noise). The next would be construction noise (5%), alarms (3%) and licenced premises (3%).

If you wish to discuss this further with us, please feel free to contact me.

Yours sincerely
Arlene Goss

Arlene Goss
Governance Support Officer
Dunedin City Council

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