
From: Lauren Riddle
Sent: Monday, 5 August 2024 02:12 p.m.
To: [REDACTED]
Subject: Response to Official Information request - noise complaints for outdoor heat pump units.

Kia ora [REDACTED]

I refer to your official information request dated 9 July 2024, for information on the total number of noise complaints per year 2013 to 2024; total number of noise complaints (specifically related to outdoor heat pump units) annually from 2013-2024, and the total number of noise complaints (specially related to outdoor heat pump units) which were non-complying. You also requested the number of households in DCC area (as a Territorial Authority) for each year 2013 to 2024. The information you have requested is provided below:

The table sets out the total number of complaints received (based on calendar year 1 January to 31 December).

Total number of complaints 2013 – 2024

Year	Total complaints
2013	2984
2014	3233
2015	3241
2016	3398
2017	3545
2018	3801
2019	4126
2020	3829
2021	4239
2022	4253
2023	3119
2024 (so far)	1657

The table below sets out the total number of noise complaints received for each year 2013 through 2024 (based on calendar year 1 January to 31 December) related specifically to outdoor heat pump units and also indicates complaints for non-compliant outdoor heat pump units.

Total number of heat pump complaints 2013 – 2024

Year	Total complaints	# Non compliant
2013	0	0
2014	0	0
2015	1	1
2016	3	1
2017	1	1
2018	2	0
2019	3	1
2020	7	1
2021	7	1
2022	1	1
2023	1	0

2024 (so far)	1	0
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We advise that noise measurements were taken at the outdoor heat pump unit and action was taken for noise louder than the District Plan noise limits, i.e. non-compliant.

Your request sought the total number of “households” in Dunedin City Council (territorial area) for each year 2013 through 2024 (based on calendar year 1 January to 31 December).

We advise the information is not held in a calendar year format so the information provided is as per each financial year, 1 July to 30 June. The table provides the number of residential rating units (property).

Financial Year (1 July to 30 June)	Number of residential ratings units - SUIPs (Separately Used or Inhabited Parts of a Rating Unit- SUIPs)
2012/2013	48,072
2013/2014	48,256
2014/2015	48,637
2015/2016	48,842
2016/2017	49,136
2017/2018	49,438
2018/2019	49,773
2019/2020	50,094
2020/2021	50,351
2021/2022	50,741
2022/2023	51,055
2023/2024	51,541

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.

Please note that it is our policy to proactively release our responses to official information requests where appropriate. Our response to your request will be published on the DCC website, with your personal information removed.

Tēnā koutou

Lauren Riddle

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