

**Sent:** Wednesday, 8 June 2016 3:30 p.m.

**Subject:** Information request

Further to your request of 7 May for noise complaints 1/9/2014 to present days (date, time, road, dba reading, weather, officer remarks, outcome), please find attached a spreadsheet which shows the date, type of noise, action taken, complainant street and suburb, and offender street and suburb for this period.

Under the Resource Management Act the other information requested (dba reading and weather) is not required to be recorded either manually or electronically. Officers attending each noise complaint complete a manual incident report which forms an assessment of the noise and determines the action taken. To provide further information from these reports would require a staff member to copy each of the individual reports (9,781) redacting the names of the complainants and offenders for privacy. It is estimated that this would take approximately 1,630 hours. Under section 13 the Local Government Official Information and Meetings Act council is entitled to charge a fee for this work. Council's normal approach is to charge (after the first two hours) at a rate of \$85 per hour, plus photocopying costs. As this would be a substantial amount, council has made the decision to decline this part of your request under section 17(f) of the Act 'that the information required cannot be made available without substantial collation or research'.

Under legislation we are obliged to advise that if you have any concerns with the adequacy of our response you may contact the Ombudsman by writing to:

The Office of the Ombudsman  
P O Box 10 152  
WELLINGTON 6143

Or alternatively by email to [complaint@ombudsmen.parliament.nz](mailto:complaint@ombudsmen.parliament.nz)

Regards

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**ROTORUA**  
LAKES COUNCIL