

Complaint No.1

-----Original Message-----

From: [REDACTED]
Sent: Friday, 24 April 2020 11:48:26 AM
To: info@rotorualc.nz
Subject: complaint letter

Dear Rotorua council

I'm writing this letter to complain about [REDACTED] who is in charge of my rate rebate.

My name is [REDACTED] my house was [REDACTED] Koutu which was sold to another person last year.

My husband and I were told to get rate rebate \$640 on September last year.

However, money didn't come that day and we haven't got it yet on 24th April. I called council many times. Every time I called, different person picked up and I had to explain from the beginning.

Their answer is always same, [REDACTED] is finding the problem, [REDACTED] is going to call you later. Every time exactly same answer, and [REDACTED] never called me back.

So I have to call council again and explain about situation and all again, then same thing repeats again and again for past seven months.

Only couple of times I was told, money is ready now and going to your account on 20th next month.

But again, it's never happened.

It makes me feel [REDACTED] doesn't like us, or doesn't like [REDACTED] job.

I always talk to people sitting in front reception, can not talk [REDACTED] directly. I know it's useless calling them any more but I really don't know what to do. Please let me know why such a thing happens and what can I do.

We are leaving New Zealand as soon as Covid 19 situation gets better and cannot wait longer. Best regards,

[REDACTED]

Complaint No.2

-----Original Message-----

From: [REDACTED]
Sent: Friday, 15 May 2020 3:51:00 PM **To:**
info@rotorualc.nz
Subject: Complaint
Rates Payment Complaint.

Good Afternoon,

I called to the Rotorua Lakes Council on Friday Morning (15/5/2020) expecting the Council Office to be open to pay my Rates Bill [REDACTED] (Owhata) \$645. But no, the office was closed and a note on the door advised the Rotorua Lakes Council would be open at 8am on Monday 18th May.

I also called to pay my fortnightly payment to Council on 25th March 2020 but the Council offices was closed.

To me the Rotorua Lakes Council was nuts in not opening on Thursday 14th May. RLC had 48 hours notice of going to level 2 last Monday. Those 2 days could have been Cleaning the front desk for the expected demand.

I would have expected the Council to offer a limited service in payment of Rates on Saturday 16th May (9am to 1pm) and Sunday 17th May (10am to 2pm)

The Management should have been aware of the extra time in servicing customers and should have realised they needed to make extra time for Rate Payers to pay there Rate demands which are due on 20th May 2020. Time waiting at RLC to make there Rate Payments. They only need to go to the Mall or Supermarket and waited for there turn for service at each outlet.

I am also aware other people will also wait in line for information from the front desk. Infacore was working last week on the gardens around Rotorua last week.

I am a rate payer who does not believe in internet details of my debit card being available in cyber space. Happy to pay direct either cash or using you card reader.

With the issues of Westpac Bank and there internet going down earlier this week made problems with there customers wanting to purchase goods. No guarantees that the banking system will work next week.

With the debt of RLC increasing I would have expected the Council to make life easier for the Rate Payers of Rotorua. A large number of local businesses opened there doors last Thursday. A number of businesses have still not opened there doors for trade. With Rates due on Wednesday a rates deferment of 30 days may have appealed to the business rate payers as they pay 1.72% above residential rate payers. Payments earlier would reduce the Council interest charges.

Yours faithfully

[REDACTED]

Sent from my iPad

Complaint No.3

From: [REDACTED]
Sent: Tuesday, 16 June 2020 12:46 PM
To: [REDACTED]
Subject: Complaint

Hi [REDACTED]

Further to our discussion the other day, I would like to register a formal complaint about the treatment I received from [REDACTED A] and also the delay in email response i have experienced.

I had received an email stating my rates were overdue and that there was penalties due. I had never received the original email reminding me that rates were due.

I had sent numerous emails back asking for clarification and they were not answered. While I was waiting for an answer, the Rotorua Lakes Council sent an email to [REDACTED], advising that as a tenant I was in arrears of my rates.

I would like to request that Rotorua Lakes Council review this situation because there should have been a more timely email response, and i feel the email sent to [REDACTED] was inappropriate.

[REDACTED B] did eventually email me, but there was no apology, and I think that is warranted also.

I have had numerous frustrating interactions regarding the above mentioned situation with Rotorua Lakes Council, trying to find resolutions. One occasion, after [REDACTED B] had emailed me, i was talking with [REDACTED A]. When I requested to talk to [REDACTED B] instead for continuity, [REDACTED A] became offended and hung up on me mid sentence. While i was explaining [REDACTED] stated, "it's ok [REDACTED] you obviously don't want to talk to me anymore so good bye", and [REDACTED] hung up.

My experience with the office of Rotorua Lakes district has been difficult and instead of [REDACTED A] being helpful, I found [REDACTED] manner unacceptable and unprofessional.

I would still like clarification from you please as to if the penalties have been removed from my rates. I am wanting to pay the rate as soon as possible.

Thank you for your time.

[REDACTED]