

Report a health business

Request Summary

Reference Id: REQ24-3024820
Tracking Number: REQ24-3024820.IPP
Received: 22-Jan-2024 09:50:54
Priority: Medium
Status: Active
Stage: New Request
Address: 1221 Amohau Street Rotorua Central Rotorua 3010
Detail:

Categorisation

Request Type: Licensing
Request Category: Health
Request Sub Category: Report a health business

Stage Updates

Date Completed: 22-Jan-2024
Stage: New Request

Caller Details

Caller ID: 2005193
First Name:
Surname:
Email Address:
Phone Number:
Address:
Notification By:
Notify On:



Request Details

New Request

8 hours until deadline

Tasks

- 1 Scheduled Task
- 0 Created Tasks
- 2 Completed Tasks

Clocks

- 3 Running Clocks
- 0 Triggered Clocks
- 0 Paused Clocks
- 0 Completed Clocks

Process Viewer

Questions and An...

Caller Details

2005193
Willsoon

Interactions

- 0 communications
- 0 appointments
- 0 notes

Associations

- 1 name
- 1 property
- 1 other

Additional Inform...

Questions and Answers

Request Information

What is your request in relation to?
Report a health business

Internal Information

What is the source of the request?
Email

Which special event does this relate to?
Not Applicable

Request Details

What health business does this relate to?
Spa Lodge

What is your complaint about this business?

Hello my name is [redacted] I'm sending some photos of spr lodge I stay at [redacted] rotorua [redacted] and gf have been staying at spr lodge for 2weeks now and nothing has been done about any thing my ph number is [redacted] please ring me when ever..I have seen young bbys running around mums with p pipes and beer bong il send tho the photos of the Miggots

When did this take place?

06-Nov-2023 00:00:00

Did you get sick?

No

Did you talk to a someone at the business about this?

Yes

Do you have any relevant documents/photos of this?

Yes

Location Details

Primary Address

1721 Amohau Street Rotorua Central Rotorua 3010

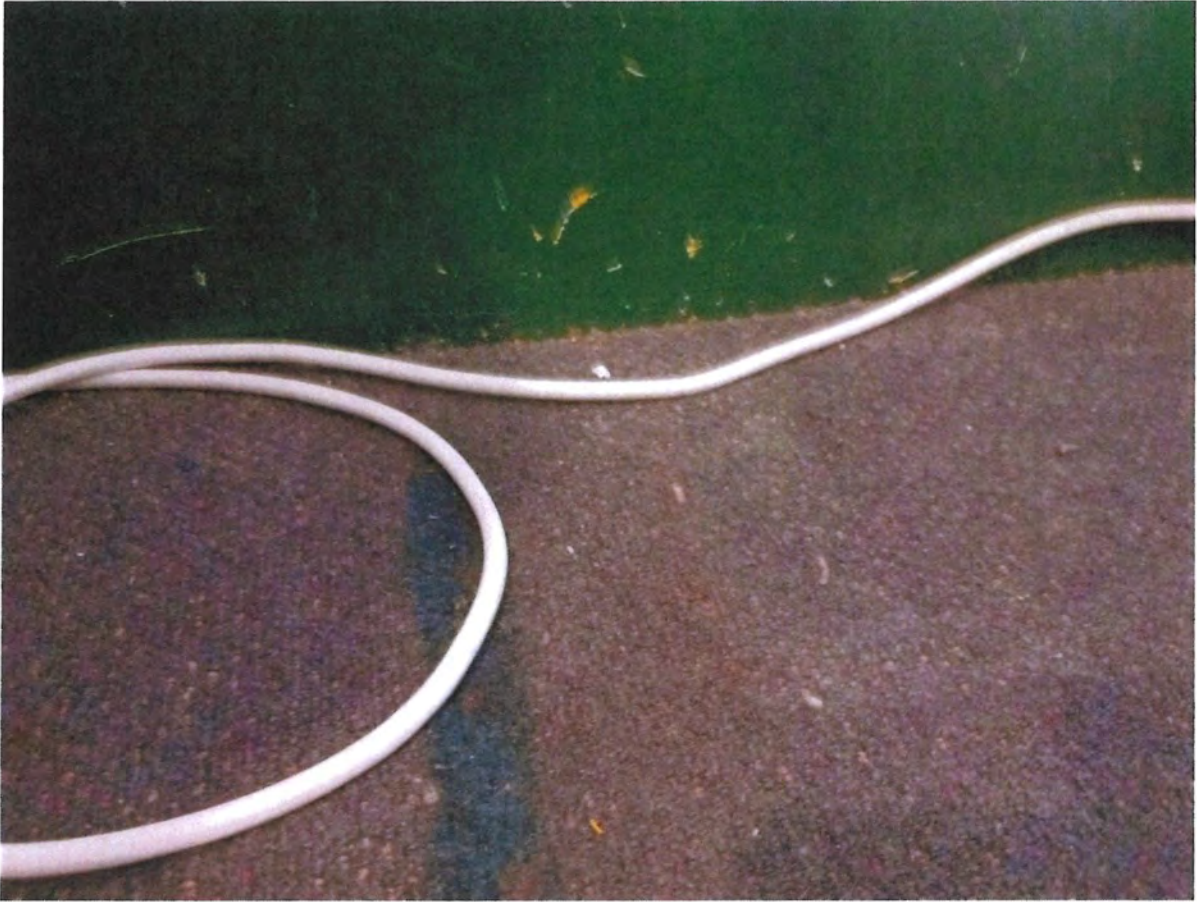
From: [REDACTED]
Sent: Monday, 6 November 2023 12:47 pm
To: RDC Mail
Subject: Spr Lodge
Attachments: received_574913908096720.jpeg; received_348457397706512.jpeg; received_343945241515879.jpeg

Hello my name is [REDACTED] I'm sending some photos of spr lodge i stay at [REDACTED] [REDACTED] rotorua [REDACTED] and gf have been staying at spr lodge for 2weeks now and nothing has been done about any thing my ph number is [REDACTED] please ring me when ever..I have seen young bbys running around mums with p pipes and beer bong il send tho the photos of the Miggots











FILE NOTE – SPA LODGE

Our site visit to Spa Lodge on the 16th of November 2023, which began at approximately 11.28am revealed more than was expected. Our reason for the inspection was due to a complaint received from a concerned mother whose son was staying at spa lodge with his girlfriend. What seemed to be a standard health complaint relating to maggots seen on the floor in one of the rooms, revealed many more areas of concern. Below is a list of concerns we had come across during the inspection and have also photographed:

- Multiple rooms riddled with mould on the walls and in between window frames as well as the windowsills.
- Missing windows and windows that had been broken/smashed and not replaced
- Wooden boards that were used in place of glass for windows.
- Doors that did not fully shut or line up with door frames causing drafts and the occupants having to resort to covering the openings up themselves with blankets etc.
- Rotting wood, mould on both the ceilings and walls in showers, severely damaged flooring that was warped and rotting in the shared bathrooms and peeling paint.
- Signs of mould being painted and wallpapered over top of.
- Bad odour in most rooms due to damp carpet, marijuana and cigarette smoke, food being left on top of furniture and rubbish bags filled with food scraps.

During our site visit I spoke to at least 4 occupants. The women from room 18 and man from room 17 (who both didn't want to disclose their names) told us that they were paying \$430 a week for the small rooms they were staying in and another male from one of the exterior rooms told us him and his family were paying \$600 a week, adding that if anyone had children with them that's how much they were expected to pay. The women from room 18 said she has spoken to [REDACTED] about how expensive the room was and that she was only left with \$70 a week after paying rent but [REDACTED] had told her that wasn't her problem. Both occupants of rooms 17 & 18 complained of the mould on the ceilings, curtains and walls and of how cold it was in their rooms due to drafts coming in through the gaps in the door and windows plus the fact that the walls were brick. Another lady I spoke to from room 22 told me about rodents that's come in and out of her room. She asked me if I wanted to see them and that if I were to stand in her room for at least 10-15 minutes I should see them. She said they come in so often that she had even named them. Her room was one of the tidier ones we had seen also.

There were two rooms at the end of our inspection room 27 & 28 that appeared to been extensions of the original building with the exterior cladding used as the internal wall of the room, it looked as though these rooms used to be part of an undercover area outside the building but converted at some stage into the 2 rooms.

Throughout our entire inspection from the very first room, we walked into, [REDACTED] the acting manager that day was trying to justify everything we expressed concerns with. Every room we walked into he said, "it wasn't like this before these people moved in" and constantly blamed the occupants for the mould or damp carpets etc. However, we had seen the same level of hygiene and uncleanliness in at least 2 rooms we were told by [REDACTED] were cleaned and ready to be moved in to by new "tenants".

We saw multiple rooms with cooking facilities inside and no proper ventilation or even enough space to be cooking in the small, confined spaces these rooms had.

The shared bathrooms, kitchens and toilets were not to a standard of cleanliness or even usability that you would expect. From uneven rotting floors to, dirty and broken taps in both the kitchens and bathrooms. The amount of mould seen through the entire site especially on windows and the back of curtains was substantial.

Graziella (Ella) Cafatsakis
Monitoring & Compliance Officer

SPL 1	Door to room 6 fully closed and locked. Has a big gap in the top and nothing to stop draft coming through.
SPL 2	Inside room 1 where we were informed the male staying in this room was detained by police not long before arriving and the women and 2 children that were meant to be staying this room were apparently trespassed from spa lodge however were still on-site.
SPL 3	Food all over the 2 drawers inside room 1
SPL 4	Same as SPL3
SPL 5	Underneath the drawers pictured in SPL 3 & 4 with visible rodent faeces and jib that has broken up on the carpet.
SPL 6	Same as SPL 5
SPL 7	Hole in the wall of Room 1 which shows no insulation in the walls (this wall is between room 1 & 2)
SPL 8	Tagging and further hole in the wall of room 1
SPL 9	Broken window in room 1 that appears to be historic as there was dust on the broken part of the window and no glass shards inside or outside of the window.
SPL 10	Bars on the window fram that can't be removed and no glass stopping wind or inspects from getting in. Just the piece of wood seen turned on an angle.
SPL 11	Mold on the curtains of room 3
SPL 12	Cooking appliances inside one of the rooms
SPL 13	Further cooking appliances etc in same room as pictured in SPL 12
SPL 14	Old rice left inside rice cooker from same room pictured in SPL 12 & 13
SPL 15	Fridge in same room pictured in SPL 12 & 13 fridge was leaking and had some type of cardboard layed underneath to stop these. We were adevised by the "manager" that the fridge is supplied with this room.

SPL 16	Mould on the bottom of the fridge pictured in SPL 15 where the carpet was also damp around it.
SPL 17	Photos of the room on the corner that goes out to the kitchen area. Had a very bad odour in the room of dampness.
SPL 18	Window sill of same room pictured in SPL 17 with mould visible.
SPL 19	Damp marks on the floor of same room pictured in SPL 17
SPL 20	Same room pictured in SPL 17. Photo of secondary door that we could not enter through as we were told it "doesn't open" it appeared to be not properly aligned with the door frame.
SPL 21	Photo of a bed that we were advised by the "manager" was supplied with the room for tenants.
SPL 22	Photo of the ceiling above the bed pictured in SPL 21
SPL 23	Outside the window of room 4
SPL 24	Window sill with mould and possibly spilt liquid from a drink or the likes
SPL 25	Mould on the back of the curtain in room 4
SPL 26	Mould in between window and the window frame also in room 4
SPL 27	1 of 2 kitchens that we were advised had just been cleaned by a cleaner.
SPL 28	Photo of the uneven floor in front of the oven pictured in SPL 27 and exposed concrete/flooring plus mould under the lino and in between oven and cupboard.

SPL 29	Photo of the oven we were told the cleaner had cleaned moments before.
SPL 30	Underneath a kitchen bench covered in mould and food grime.
SPL 31	Closer look at picture SPL 30 with mould and damp walls visible
SPL 32	Underneath rubbish bin lid pictured in SPL 31 where more mould and deteriorating cabinetry.
SPL 33	Dirt and mould down the side of the fridge in kitchen
SPL 34	Mould all over the wall above the oven
SPL 35	Mould and grime on window sill in common area
SPL 36	Missing window in common area
SPL 37	Broken and lifting lino in shared shower room mould covered over the holes
SPL 38	Mould all over the roof in the same shared shower room from SPL 37 and piece of perspex like material covering the top of the shower.
SPL 39	Peeling and water/steam damaged ceiling in same shared bathroom pictured in SPL 37
SPL 40	Additional photo of ceiling above shower in shared bathroom from SPL 37 as well as the rest of the perspex slid over the top of the shower.
SPL 41	Inside the shower from SPL 37
SPL 42	Shared toilet next to bathroom pictured in SPL 37

SPL 43	Back of the toilet pictured in SPL 42 Mould and old pipes
SPL 44	Hole patched up on the back of the toilet door
SPL 45	Inside one of the rooms on the outside left hand-side of the building
SPL 46	Bathroom inside room mentioned in SPL 45 didn't appear to be used as it was stacked with clothes and shoes
SPL 47	Mould on the ceiling above shower from SPL 46 and around vent
SPL 48	Another picture of the ceiling above the shower from SPL 46
SPL 49	Photo taken of back corner of same shower mentioned above
SPL 50	Photo of outside courtyard
SPL 51	Door way of room 9 with blanket stuffed in the top window as it didn't appear to complete shut
SPL 52	Inside room 9 with cooking facilities being used inside the room
SPL 53	Bathroom inside room 9 holes in walls, mould on walls and damp towels on the floor
SPL 54	Inside the actual shower itself of room 9 with a shower head that constantly dripped
SPL 55	Another photo of the cooking facilities in room 9
SPL 56	Mould painted over on walls, ceiling and skirting in room 9
SPL 57	Cage covering radiator/heater covered in grime and mould behind a drawer in room 9

SPL 58	Bits of mould on window sill room 9
SPL 59	Doorway of room 15 door serverly rotton, damp and mouldy
SPL 60	Carpet of room 15 that was completely wet and the odour was very strong of wet carpet and mould
SPL 61	Additional picture of the extent of rotting to the door of room 15
SPL 62	Extremely wet carpet and occupants belongs stacked up to the door but enough room left to open door
SPL 63	Photo of mould all over the ceiling in room 15
SPL 64	Window and curtain of room 15 which has green mould/slime on the window sills, between the window and window frame and all over the curtain
SPL 65	2nd photo showing mould on room 15 curtain and window
SPL 66	Some of the occupant of room 15's belongings that are showing signs of mould
SPL 67	Further belongings of room 15 occupant's belongs demonstrating mould growth
SPL 68	Missing hinge off door to room 15 plus rotting wood in the door
SPL 69	Back end of room 15 ceiling which shows mould on ceiling
SPL 70	Room 18 concrete walls photo takena at request of occupant to demonstrate how cold the room gets due to the walls being painted brick
SPL 71	Mini fridge in room 18 pushed up against heater as was advised by occupant no other place to put it and heater was not working anyway
SPL 72	Full view of room 18 taken from the doorway

SPL 73	Some type of pipe with cables inside disconnected from the wall that has more pipes and wires exposed in room 16
SPL 74	Window sill to room 17 with mould painted over top of
SPL 75	Ceiling of 2nd shared bathroom area
SPL 76	Mould and lifting lino plus faeces on the walls in 2nd shared bathroom
SPL 77	Further mould on ceilings and walls above shower in 2nd shared bathroom
SPL 78	As above in SPL 77
SPL 79	Floor and inside shower of shared bathroom with rotting wood, mould and uneven rotting floor as well as lifting lino
SPL 80	Closer look at rotting wood in the step into the shared shower
SPL 81	Warpped floor in 2nd shared shower area, peeling lino with rotting damp floor underneath
SPL 82	Further photo of warpped floor in 2nd shared bathroom
SPL 83	Ceiling above toilet inside 2nd shared shower area with mould that appears to have been painted over. No light bulb in light fitting
SPL 84	Back of toilet in shared 2nd bathroom area with faeces and mould
SPL 85	2nd phot of toilet mentioned above with further mould grown into the lino
SPL 86	Room 21 empty and ready for new tenant, foul odour coming from room and mould that appears to be painted over
SPL 87	Window of room 21 with mould that appears to be growing in between the window and frame

SPL 88	Further to above SPL 87
SPL 89	Down the side of the bed of "clean room ready for next tenant"
SPL 90	2nd kitchen with rotting and broken skirting boards, tagging on all walls
SPL 91	Further to SPL 90 old cavity for cupboard
SPL 92	Further to SPL 90 mould on ceilings and warped cupboards and flooring
SPL 93	Further to SPL 90 plus stove top with no extractor fan/ventilation method
SPL 94	Further to SPL 90
SPL 95	Further to SPL 90
SPL 96	Further to SPL 90
SPL 97	Further to SPL 90
SPL 98	Wet lumpy carpet outside 2nd kitchen area
SPL 99	Inside room 21 from the door way. Extreme odour big crack down middle of left-hand side wall and paint cracked and peeling
SPL 100	Items of clothes in room 21 and bubbled paint on wall on left hand side next to doorway
SPL 101	White substance all over floor in room 21

SPL 102	Window and window sill of room 21 with broken latch and wet wood in window frame
SPL 103	Refuse in room 21 on the floor in a corner
SPL 104	Door of room 21 completely rundown and not at all clean mould around door frame
SPL 105	Back of room 21 curtain
SPL 106	Mould on beam, walls and ceiling in room 24
SPL 107	Door pushed open as far as possible in room 24, visible cooking facilities and overcrowded with furniture/belongings
SPL 108	Heavily Mouldy curtain in room 24 food items stacked by window
SPL 109	Cooking facilities set up and being used with no ventilation
SPL 110	Photo of room 25 from the doorway
SPL 111	Container used to clean frying pan behind the door of room 25
SPL 112	Old dirty dishes and food on top of fridge in room 25
SPL 113	Open rubbish bag of rubbish with food scraps etc next to fridge in room 25
SPL 114	Broken radiator panel heater in room 25
SPL 115	Behind broken radiator heater in room 25

SPL 116	Painted over rotting wood on window sill in room 25
SPL 117	Mould down the side of the wall and between the carpet in room 24 plus dark spots that look like they could be mould
SPL 118	Closer look at dark spots on the carpet that resemble mould in room 24
SPL 119	Additional photo of carpet and wall in room 24
SPL 120	Fire hose tap outside in corridor leaking with mould on the wall behind the pipe and visible damp spot on carpet
SPL 121	Leaking fire hose tap as pictured above
SPL 122	Room 28 which appears to be an additional room added on as the cladding/exterior of the building has been built around to form a room
SPL 123	Closer look at cladding inside room 28
SPL 124	Ceiling in room 27 with visible mould
SPL 125	Room 28 photo taken from the doorway further additional room using the outside of the building
SPL 126	Closer photo of room 28's cladding on the inside of the room
SPL 127	Wall above the door in room 28 that appears to paint sagging due to water damage
SPL 128	Grubby door of room 27
SPL 129	Grime and mould on the bottom wall under the window of room 27
SPL 130	Closer look at ceiling in room 27 that appears to have mould/dirt painted over top of
SPL 131	The outside of the door frame of room 27



SPL 1



SPL 2



SPL 3



SPL 4



SPL 5



SPL 6



SPL 7



SPL8



SPL 9



SPL 10



SPL 11



SPL 12



SPL 13



SPL 14



SPL 15



SPL 16



SPL 17



SPL 18



SPL 19



SPL 20



SPL 21



SPL 22



SPL 23



SPL 24



SPL 25



SPL 26



SPL 27



SPL 28



SPL 29



SPL 30



SPL 31



SPL 32



SPL 33



SPL 34



SPL 35



SPL 36



SPL 37



SPL 38



SPL 39



SPL 40



SPL 41



SPL 42



SPL 43



SPL 44



SPL 45



SPL 46

SPL 48



SPL 47





SPL 49



SPL 50

SPL 51





SPL 52



SPL 53



SPL 54



SPL 55



SPL 56



SPL 57



SPL 58



SPL 59



SPL 60



SPL 61



SPL 62



SPL 63



SPL 64



SPL 65



SPL 66



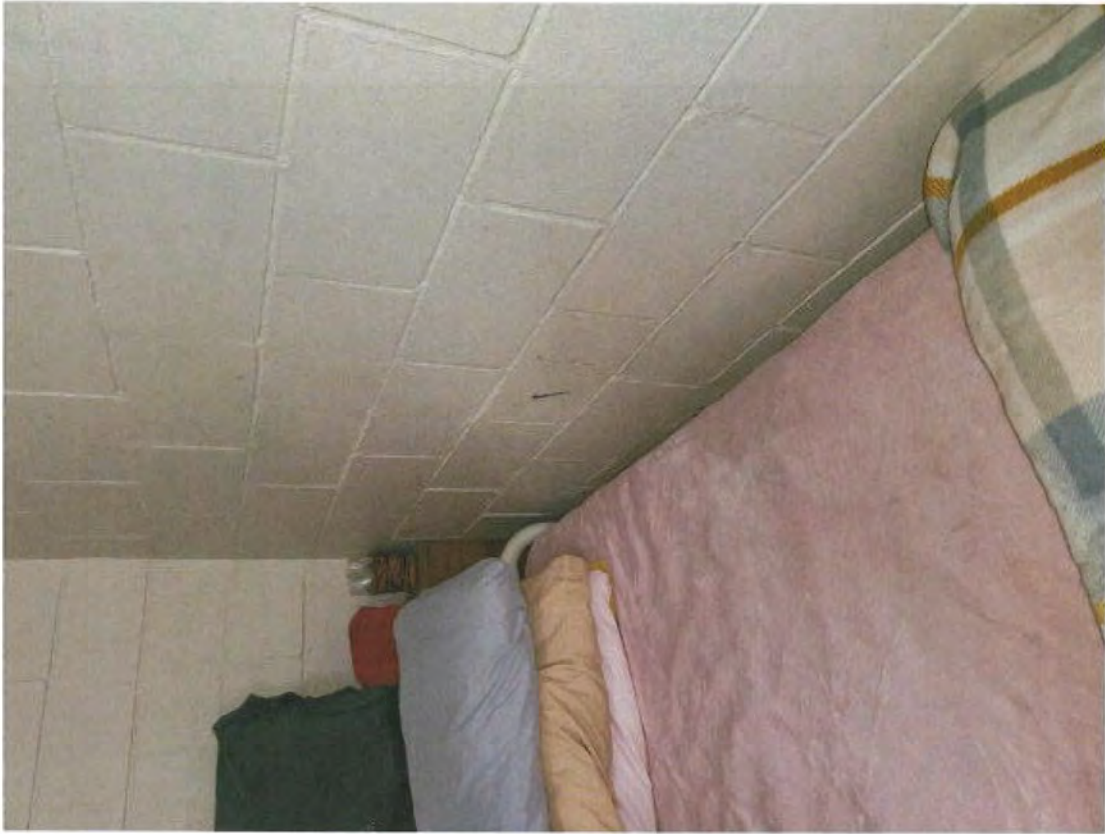
SPL 67



SPL 68



SPL 69



SPL 70



SPL 71



SPL 72



SPL 73



SPL 74



SPL 75



SPL 76



SPL 77



SPL 78



SPL 79



SPL 80



SPL 81



SPL 82



SPL 83



SPL 84



SPL 85



SPL 86



SPL 87



SPL 88



SPL 89



SPL 90



SPL 91



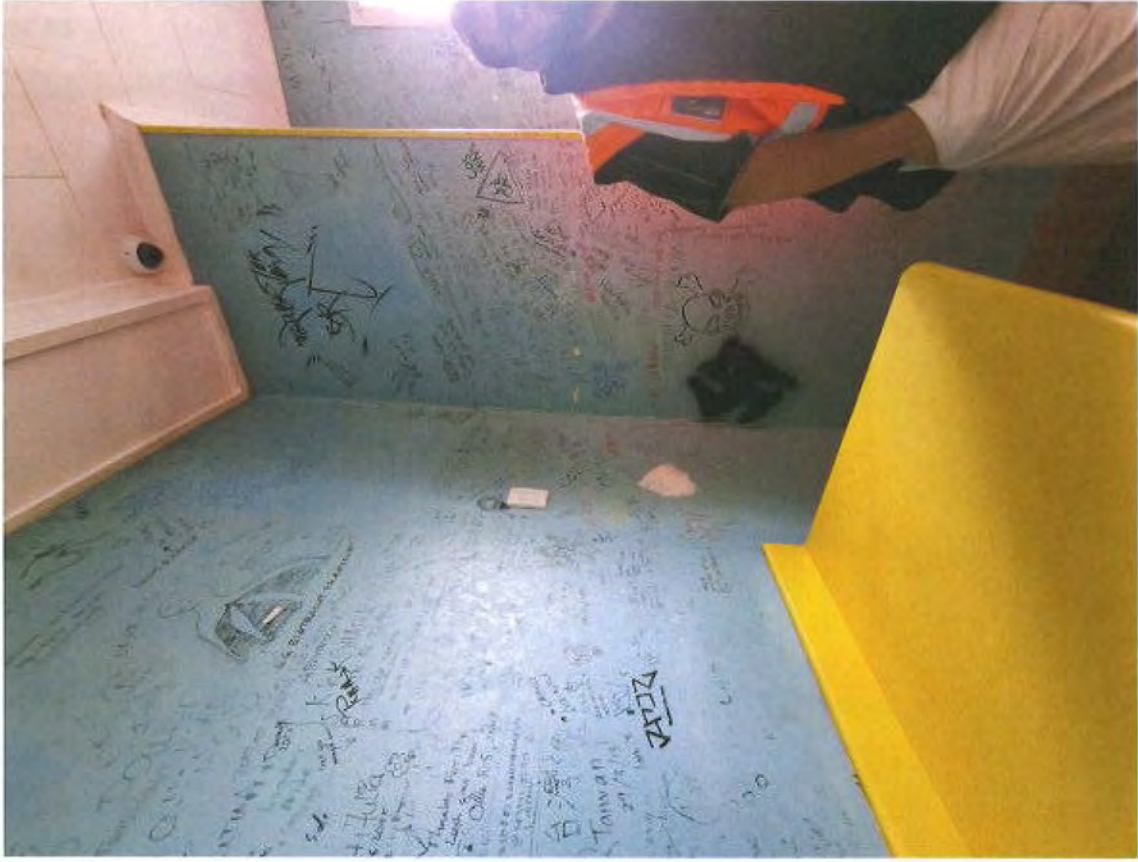
SPL 92



SPL 93



SPL 94



SPL 95



SPL 96



SPL 97



SPL 98



SPL 99



SPL 100



SPL 101



SPL 102



SPL 103



SPL 104



SPL 105



SPL 106



SPL 107



SPL 108



SPL 109



SPL 110



SPL 111



SPL 112



SPL 113



SPL 114



SPL 115



SPL 116



SPL 117



SPL 118



SPL 119



SPL 120



SPL 121



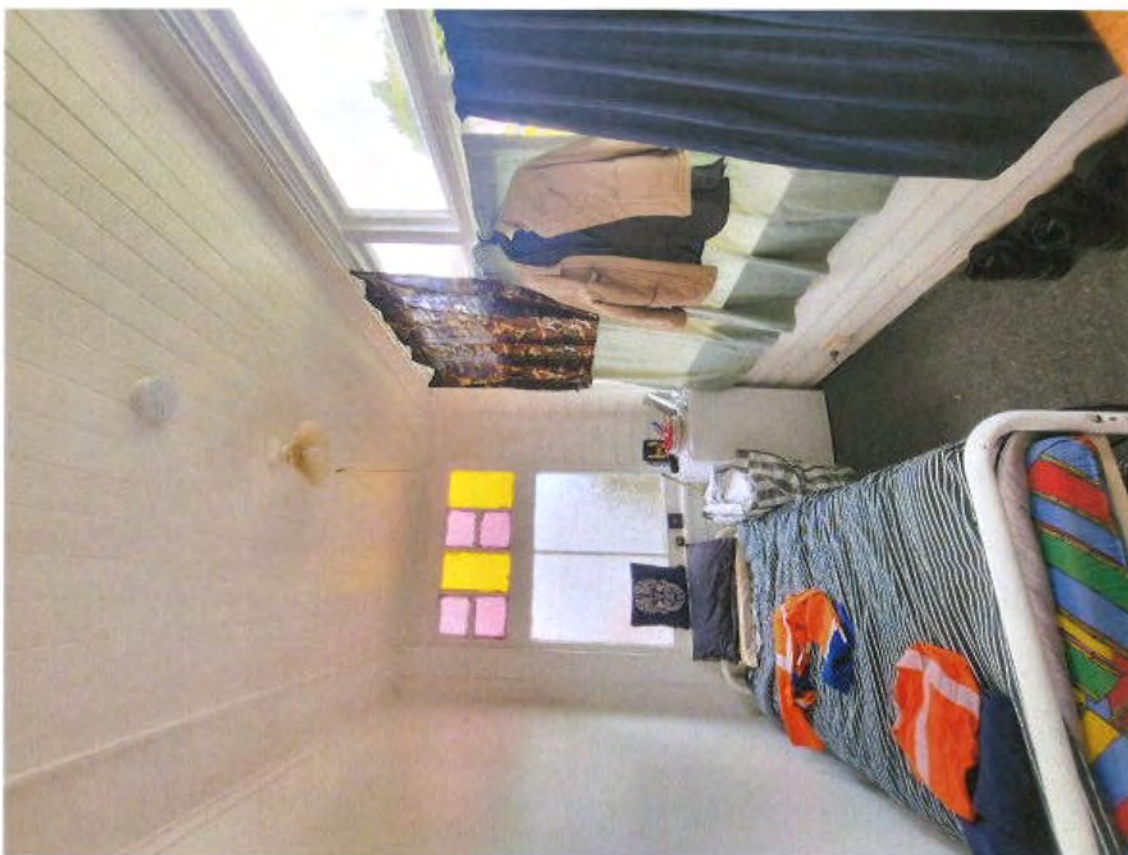
SPL 122



SPL 123



SPL 124



SPL 125



SPL 126



SPL 127



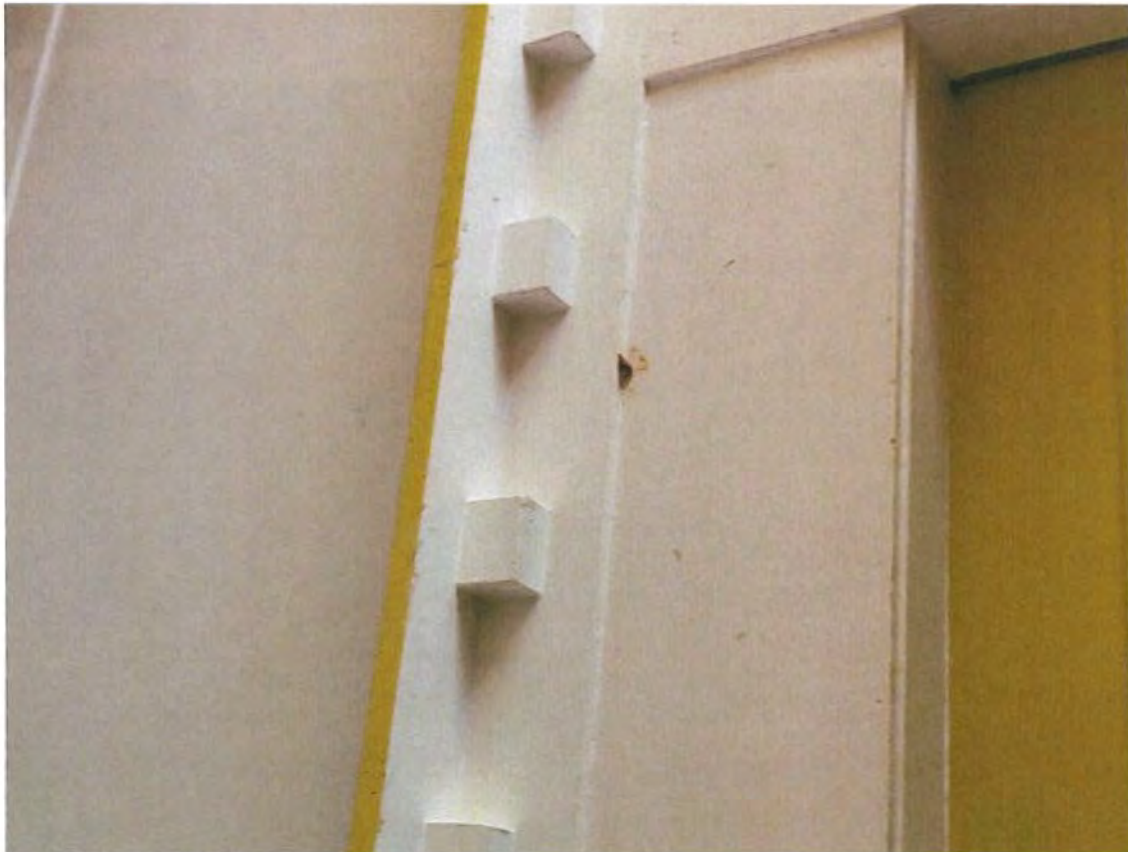
SPL 128



SPL 129



SPL 130



SPL 131

From: Kurt Williams
Sent: Tuesday, 28 November 2023 12:10 pm
To: Jason Ward; Mihikore Owen; Jean-Paul Gaston
Cc: Rachel Bonnar; Chris Craig; Darrell Holder
Subject: Information: Phone discussion with [REDACTED] Spa Lodge, [REDACTED]
[REDACTED]

Kia ora,

For the record this email confirms that I have spoken to [REDACTED] on [REDACTED] mobile phone this morning at 11:08hrs and discussed the following points:

Spa Lodge:

- We need to have an EHO test the mould at Spa lodge to confirm what specific actions are required to deal with it. I explained that this could mean it's an easy clean, or that more remedial work is required and this was solely dependent on the test outcome.
- When asked, [REDACTED] confirmed that [REDACTED] was happy to allow access for the mould testing to take place.
- I stated that this would likely take place later this week depending on (staff/EHO) availability and that [REDACTED] would be contacted to arrange a suitable time.
- [REDACTED] stated that while last week's events were stressful, [REDACTED] now just wants to move forward and operate again.

Out of scope of request
[REDACTED]

At this point, [REDACTED] is cooperating with the above access requests and I not foresee any access issues (we still need to be clear on our warranted powers of entry for each function however).

I recommend that Jason and I are the key contact persons to and from [REDACTED] from our respective areas at this point as we work through finalising the next inspections.

Ngā mihi

KURT WILLIAMS - *Manager, Community & Regulatory Services*
P: [07 351 8194](tel:073518194) | [REDACTED] | E: kurt.williams@rotorualc.nz | W: rotorualakescouncil.nz

7th December 2023




RE: Spa Backpackers Lodge – 1221 & 1215 Amohau St Rotorua











Dear 


**HEALTH ACT 1956 – SECTION 29 – HEALTH NUISANCE
HOUSING IMPROVEMENT REGULATIONS 1947 – MINIMUM STANDARD OF FITNESS FOR HOUSES
ROTORUA LAKES COUNCIL GENRAL BYLAW 2017**

The property known as Spa Backpackers Lodge at 1221 & 1215 Amohau Street, Rotorua is owned by

 This premise houses 28 units in total with a mixture of occupancy including single, double and family units. From the units inspected 5 units had bathroom facilities.


On 16th November 2023 at 11am I inspected the property with Graziella Catfatsakis - RMA Compliance Officer, Allan Hoffman - Quality and Technical Lead – Building, Bruce Ross Building Compliance Officer – BWOF, Helen Kirker –and her colleague - Compliance Officer of Compliance and Investigations, Building and Tenancy MBIE, after council received a complaint regarding health and safety of your tenants with specific details around maggots on the carpets in one of the units.

Onsite we were met by  a friend of the owner  outside the front door of the premise, who advised  was helping out while  was away out of town. We all introduced ourselves to  and explained the reason for our site visit at which point  allowed us entry and we met the receptionist. After meeting the receptionist  decided to call  via face time to explain that we were onsite and why we were there to inspect.  then handed the phone over to Helen who explained in full details the reason for our visit, during this conversation  agreed to allow us access to the premise for our respective inspections.


Graziella and I gained access to all the rooms that were empty of the residents and the room's residents allowed us access.  and the receptionist had the master key to the rooms and unlocked the doors. During this inspection it was clearly apparent there is minimal maintenance carried out for this premise.

The issues need to be rectified are as follows but not limited to:

- Broken/missing windows in units, lounge area and bathrooms,
- Room doors not capable of sealing closed,
- holes in walls, missing internal wood panels and no insulation of the internal walls,
- A larger number of the rooms had mould on curtains, walls, ceilings, window sills.

 Civic Centre, 1061 Haupapa Street, Private Bag 3029,
Rotorua 3046, New Zealand

 +64 7 348 4199 |  info@rotorualc.nz

 rotorualakescouncil.nz

Rat faeces was found in a number of rooms with some of the residents advising they regularly site rats throughout the premise and a number rats regularly entering their rooms.

A number of rooms had kitchen appliances for example but not limited to: toasters, hot water jugs, rice cookers, small conventional ovens and some had fridges. The majority of these occupants stored their food and had a wastebasket or a large black rubbish bag collecting what looked like several days of waste in their units.

The first unit to be inspected in the second building legally known as 1215 Amohau Street the odour could be smelt before opening the external door which hung on gingerly by one hinge and a few screws, the mould could be seen in the window and window panes of the door. The carpet was wet and mould-stained, the walls, ceiling and the majority of the occupant's belongings had mould visibly on them. [REDACTED] and the other residents advised us that the resident slept in this room which looked to be stacked like that of a storage unit and had no clear pathway. Officers were unable to see or gain access to the bed as the unit was ¾ stacked with the resident's belongings.

There are two kitchens and except for the stainless steel bench they were un-kept and not suitable for food storage, preparation or cooking as the floors, lower walls, skirting boards, ceilings, cupboards, benches had thick layers of dirt, grim and leftover waste in some of the storage areas. The walls above the fridge and oven had black and white mould patches. There was a noticeable odour coming from the fridge before opening the small bar fridge which is not fit for purpose for the amount of occupants this site has. The flooring is spongy in places, the lino had worn or ripped over time, in these areas the flooring was black with dirt build-up.

[REDACTED] advised the cleaners had been onsite and left before we arrived to inspect.

There are 3 communal bathrooms, one shower and one toilet in the first building with an individual toilet down an external outdoor corridor. In the first communal bathroom there was mould on the walls - some black stains/marks/mould were visible through the paint(potentially painted over), the ceiling was mouldy and the paint was flaking over a large surface area of the ceiling. There was a window shutter above and to the right of the shower which was boarded up and no natural light was entering the shower. All of the showers that were inspected the lining either had mould, bulges, patches or worn lining enabling the ingress of water or the growth of mould. The extractor ventilation above the shower was full of dirt and accumulated dust. The toilet had corrosion from the inlet to the cistern which was covered in mould. The door to the toilet had a patched-up hole which had been repaired and cracks are re-appearing through, there are holes in the lino in the toilet area.

In the second communal bathroom, the floors were noticeably warped and spongy, the lino had bubbled in areas. There was human excrement on the walls near the shower area. The wallpaper had tears and mould growing under where the wallpaper had been. A hole in the wall had been covered by tape and looked as though it was painted over and since then the paint had worn away. Mould was visible on the step leading into the shower cubical. The paint in the bathroom is worn chipped and cracked, enabling the ingress of water and the growth of mould. The bathroom had light fixtures with no light bulbs.



Human excrement was noticeable on the cistern outlet and around the top of the cistern, as well as on the floor at the base of the cistern. The rubber on the outlet was cracking and dirt/mould and bacteria could easily grow in this environment. The wall lining was cracked around the outlet which potentially could harbour bacteria if the toilet leaks or overflows would potentially grow mould and bacteria and be injurious to the health of the residents.

Dumped down the side of the building were a lot of building and maintenance supplies for example but not limited to ie; slats of wood, toilet, bedroom draws, door frames, fridge chiller draw, and a tarpaulin minimally covering the some equipment.

I believe that the abovementioned conditions and observations made at the premise on the 16th November 2023 indicate that the owner of the property has not complied with and/or is in breach of the following:

HEALTH ACT 1956 – SECTION 29

(c) Where any premise, including any accumulation or deposit thereon, are in such a state as to harbour or to be likely to harbour rats or other vermin.

(d) Where any premise are so situated, or are in such a state, as to be offensive or likely to be injurious to health.

HOUSING IMPROVEMENT REGULATIONS 1947 – PART 1 – SECTION 8, 13, 15,17 AND 18

8 (4) – No bedroom shall contain any cooking appliance.

13 – There shall be provided to the satisfaction of the local authority means of artificial lighting sufficient to illuminate adequately every habitable room, kitchen, kitchenette, bathroom, water closet, passage, and stairway.

15 – Free of dampness

17(3) – Every room in every house shall be adequately floored so as to have a washable and durable surface, and every floor shall be kept in a good state of repair free from crevices, holes, and depressions.

18 (1) – Every house and all the appurtenances and appliances of every house shall at all times be kept in a state of good repair.

18 (2) – Where a house is occupied as 2 or more dwelling units and any part thereof are used in common by the occupiers of more than 1 dwelling unit, the owners shall keep, or cause to be kept, those parts of the house (including the sanitary appliances and other fittings therein) in a state of cleanliness and good repair.

NZS 9201: PART 3: 1999 – HOSTELS – SECTION 303, 304.1 AND 305

303 – Appointment of a manger

304 – Responsibility of a manger

305 – Kitchen Standards



It is required that [REDACTED] namely [REDACTED] (the owner of the property) abate these Nuisance activities as if the premises is left in its current state has the serious potential to be offensive or injurious to the health of the occupants.

The following outlines the remedial action required.

1. Provide maintenance schedule to the officer named below within 2 weeks from the date of this letter.
2. An onsite manager to be appointed.
3. Action all repairs, maintenance and complete thorough cleaning of the premise within 2 months from the date of this letter.
4. Provide access to warranted officer to view and access the works being carried out on the property, every 1 month from the date of this letter. (Total of 2 inspections) The final inspection will be carried out to ensure the property is safe and fit for human habitaion prior to reopening for service.

It is intended that the works be carried out within 2 months from the date of this letter. Any additional inspections may incur the cost of \$217.00 per hour.

Failure to comply with ther request outlined above a **Cleansing Order** under section 41 of the Health Act will be served on the property.

Yours Faithfully

A handwritten signature in black ink, appearing to be 'R. G.' or similar.

From: Jason Ward
Sent: Wednesday, 20 December 2023 2:02 pm
To: [REDACTED] Darrell Holder; Kurt Williams
Cc: Jean-Paul Gaston; Allan Hoffman; Chris Craig; Lorelle Barry
Subject: RE: Meeting request - Rotorua Lakes Council - Spa Lodge: [REDACTED]

Follow Up Flag: Follow up
Flag Status: Flagged

Hi [REDACTED]

Thank you for your time earlier this week where we discussed the necessary steps to assist you in making decisions around the future use of Spa Lodge.

We covered the following requirements:

- Planning;
- Building;
- Health; and
- MBIE Healthy Homes / Tenancy Act requirements.

Planning:

We confirmed that a resource consent is required prior to any re-opening as non-tourist accommodation. If you chose this option you will need to engage a planning consultant, alongside [REDACTED] to assist you.

We have reviewed your property file and have found only records of the building ever being lawfully established as providing tourist accommodation. If you choose to re-open as tourist accommodation there are a few requirements of the District Plan that you will need to meet and we recommend that you come in and talk to us about your specific operation. You may wish to consider engaging a planning consultant, alongside [REDACTED] to assist you. [REDACTED] is to reach out to Jason and meet to discuss further. Jason Ward is the main point of contact. Lorelle Barry (Team Lead, Resource Consenting) is secondary point of contact.

Building:

[REDACTED] is getting in contact with Fire Emergency New Zealand (FENZ) to discuss their requirements to look at the dangerous building notice matters. It was confirmed that maintenance work will not require a building consent - if in doubt please contact Building Services – Darrell Holder is the main point of contact. Allan Hoffman is the secondary point of contact. .

Health:

The letter sent has clear requirements and timeframes. Due to the health issues these timeframes are important to meet even while you keep the building closed. If you are unable to meet those timeframes you will need to write to Council at info@rotorualc.nz and copy in Chris.Craig@rotorualc.nz. Kurt Williams and Chris Craig are the main points of contact.

MBIE:

Helen from MBIE discussed the Healthy home requirements and Tenancy Act 1986 requirements. Helen also discussed the minimum requirements that you would need to meet. The requirements are all set out on their website. Helen is the main point of contact.

We understand that you are considering your options over the summer break – whether you comply with the requirements and obtain the necessary approvals for non-tourist accommodation or whether you comply with the requirements to re-open as tourist accommodation. Either option needs work to the building and confirmation that you meet all requirements / approvals obtained prior to opening.

We are pleased that you had the opportunity to clarify any requirements with us and that you understood the requirements going forward. We look forward to hearing from [REDACTED] to further discuss any specific matters. Please note that we close for the year at 12:00pm Wednesday 20th and re-open on the 8th January 2024.

Regards,

Jason Ward Manager, Planning & Development Solutions
P: 07 351 8119 | E: jason.ward@rotorualc.nz | W: rotorualakescouncil.nz

From: Kurt Williams <Kurt.Williams@rotorualc.nz>
Sent: Thursday, 14 December 2023 3:32 pm
To: [REDACTED]
Cc: Jason Ward <Jason.Ward@rotorualc.nz>
Subject: RE: Meeting request - Rotorua Lakes Council - Spa Lodge: [REDACTED]

Kia ora [REDACTED]

Thank you for outlining your current situation. **Out of scope of request** [REDACTED]

I do think it prudent at this point to reiterate that the intention of the meeting is not only for Council to speak about the current compliance situation, but also to provide ample opportunity for you to ask questions and gain further knowledge of potential next steps for you to achieve full compliance. This knowledge will also be very useful for you in reducing the chances of a repeat situation in the future. In fact, this meeting is being set up by Council primarily for your benefit and clarity at this point.

Given this, I would suggest that in the event you are physically unable to attend on the day, I will attach a Zoom meeting link to the calendar invite to make it easier for you to still be able to be part of this important conversation. From my perspective, it is vital that you as the person who is ultimately in charge of this activity, is in the position to be confident that they are making well informed decisions about the future of this activity/premise.

Correct me if I am wrong but I understand that [REDACTED] involvement is more likely restricted to working alongside you to achieve compliance, but unlikely for either of them to be empowered to make key strategic/overarching or financial decisions on your behalf. I understand that this would more likely rest with you.

As such, I haven't included [REDACTED] in this email, but please feel free to include them if you feel this is appropriate.

We look forward to hopefully speaking with you soon.

Ngā mihi

KURT WILLIAMS - *Manager, Community & Regulatory Services*

P: 07 351 8194 | [REDACTED] E: kurt.williams@rotorualc.nz | W: rotorualakescouncil.nz

From: [REDACTED]

Sent: Thursday, 14 December 2023 12:19 pm

To: Kurt Williams <Kurt.Williams@rotorualc.nz>; [REDACTED]

[REDACTED]

Subject: Re: Meeting request - Rotorua Lakes Council - Spa Lodge: [REDACTED]

Good Afternoon Kurt

Thank you so much for reaching out to me for a meeting set for **Monday, 18th December, at 1:30 PM at RLC**

I will try my very best to attend that meeting. Otherwise, I'll ask [REDACTED] to attend for me.

Out of scope of request

[REDACTED]

Nevertheless, as the saying goes, the show must go on. Therefore, in saying this, I will try my utmost best to be present during the meeting together with [REDACTED] for proper guidance-moving positively progressively forward for the ultimate goal of reopening the spa lodge again in due time, God willing and Council permits.

I truly appreciate your full kindness of support and generous cooperation accorded to me, my staff my company, [REDACTED] Kurt and the rest of your team, which I'm receiving with gratitude from my heart always.

Kindest regards

[REDACTED]

On Thursday, 14 December 2023 at 08:34:33 am NZDT, Kurt Williams <kurt.williams@rotorualc.nz> wrote:

Morena [REDACTED]

I am reaching out to ask whether you are able to attend a meeting at RLC on Monday 18 December at 1:30pm. The purpose of the meeting is to assemble planning and building staff along with Jason Ward and me and discuss the current position in regard to Spa Lodge and answer any questions that you may have.

Can you let me know asap today please.

Nga mihi

KURT WILLIAMS - *Manager, Community & Regulatory Services*
P: 07 351 8194 | [REDACTED] | E: kurt.williams@rotorualc.nz | W: rotorualakescouncil.nz



**ROTORUA**
LAKES COUNCIL

NGĀ MIHI O TE WĀ
SEASON'S GREETINGS

Council Civic Centre will be closed from midday 20 Dec 2023 until 8am 8 Jan 2024.
For urgent matters, please phone us anytime on 07 348 4199 (24/7).
Wishing you and your whānau a safe and happy holiday season.

