

1 March 2024

File Ref: OIAPR1274023063-25587

Tēnā koe [REDACTED]

Request for information 2024-019

I refer to your request for information dated 19 February 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 19 February 2024. You have requested the following:

"[...details of all environmental complaints and breaches of the resource consent conditions for the Waster Transfer station located in Seaview, Lower Hutt that is managed and operated by Waste Management for the last 10 years.]"

Greater Wellington's response follows:

Greater Wellington has not have received any environmental complaints or environmental incidents in the last ten years or breaches of the resource consent. The consent is attached as a reference [**Attachment 1: Officers report WGN150119 [33289] [1451183]**"].

The consent for the transfer station was granted to Waste Management NZ Limited on 20 November 2015. In the 2015/2016 Compliance report, the site was rated compliant.

The site has been rated compliant for the duration of the consent to date. The consent expires on 20 November 2025.

The conditions of consent WGN150119 that relate to the recording and reporting of incidents and complaints are as follows;

Condition 15 of the consent requires that the consent holder shall keep a register of any complaints that are received and a copy of the complaints register shall be made available to any enforcement officer of the Wellington Regional Council, on request.

Condition 16 requires the consent holder that in the event of any incident that has or could have resulted in a condition or conditions of this consent being contravened the consent holder shall:

a) Notify the Manager, Environmental Regulation, Wellington Regional Council within 24 hours of the consent holder becoming aware of the incident, or the next working day; and

b) Forward an incident report to the Manager, Environmental Regulation, Wellington Regional Council within seven working days of notification. The report shall describe reasons for the incident, measures taken to mitigate the incident and measures to prevent recurrence

Condition 17 requires the consent holder to keep an incident register containing details of incident notifications and reports submitted in accordance with Condition 16.

A copy of the incident register shall be made available to any enforcement officer of the Wellington Regional Council on request.

On Friday 23 February 2024, Greater Wellington Regional Council Senior Compliance Monitoring and Enforcement Officer, Nicola Fenn, requested the complaints register as well as the incidents register from Waste Management Ltd, as per the conditions listed above. On 27 February 2024, Waste Management provided the attached email [attachment provided named "**Attachment 2: 27.2.24 Incidents and Complaints Register_ Consent WGN150119**"] which has an attachment that shows an empty incident register as per the email [**Attachment 2.1; 27.2.24 Incidents and Complaints Register_ Consent WGN150119**].

On 27 February 2024, we replied to this email to clarify if there was a complaints register or any recorded complaints and received a confirmation reply on the 27 February that complaints would also be recorded in the register included as per above and no complaints have been received [email chain attachment named "**Attachment 3: 27.2.24 email chain Incidents and Complaints Register_ Consent WGN150119**"]

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Lian Butcher
Kaiwhakahaere Matua Taiao | Group Manager Environment