

7 May 2025

File Ref: OIAPR-1274023063-38660

Strathmore Park Residents Association

By email: [REDACTED]@spra.org.nz

Tēnā koe [REDACTED]

Request for information 2025-123

I refer to your request for information dated 7 April 2025 which was received by Greater Wellington Regional Council (Greater Wellington) on 7 April 2025. You have requested the following:

“We would like to know the process you follow for receiving and actioning complaints regarding the Moa Point Wastewater Treatment Plant such as odour complaints? Also can you confirm how many complaints regarding this plant you have received in the last year and the actions taken?”

Greater Wellington’s response follows:

Please find attached 3 documents, which are within the scope of your request.

The GWRC Environmental Response Team receives complaints either through the 24-hour Environmental and Pollution Hotline at 0800 496 734 or via email at notifications@gw.govt.nz.

These complaints are forwarded to the Duty Officer, who responds to each one according to the site-specific protocol for the relevant site or activity. Please refer to the site-specific protocol for Moa Point wastewater treatment plant (**Attachment 1**) and the updated version effective on 24 April 2025 (**Attachment 2**).

We have withheld names, email address and phone numbers of individuals under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (the Act) in order to protect the privacy of natural persons. Where redactions have been made under this section, they have been noted accordingly in the document.

When withholding information under section 7 of the Act we are required to consider the public interest in the release of the information requested. In this case we do not consider that the public interest outweighs our reasons for withholding the information we have redacted.

Information regarding the number of complaints related to the Moa Point wastewater treatment plant in the last year (up until 31 March 2025) is provided in **Attachment 3**. This includes complaints received via email and the 0800 hotline, along with the actions taken by Duty Officers.

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 response to official information requests where appropriate. 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