

14 November 2023

s 7(2)(a)

Kia ora s 7(2)(a)

Official Information request – Noise complaints

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 19 October 2023. You have requested the following information:

- Data from the past 5 years showing the overall number of noise complaints issued per year, broken down by month and suburb, and with an explanation for any trends visible.
- The street where the most noise complaints have been issued over the past 5 years.
- The most common causes for noise complaints, and how people can avoid causing these complaints.
- Any changes to the noise complaint system in the past 5 years.
- Any further detail that you think is relevant to this query.

Wellington City Council has **partly granted** your request for this information however we do not hold all data in its requested format and in some instances we have supplied you with alternative data. This is explained below for each of your questions.

Where the information you have requested is not available in that format, it is refused under section 17(g) of the Act, because the information requested is not held by Wellington City Council and we have no grounds for believing that the information is either—

- (i) held by another local authority or a department or Minister of the Crown or organisation; or
- (ii) connected more closely with the functions of another local authority, or a department or Minister of the Crown or organisation.

Data from the past 5 years showing the overall number of noise complaints issued per year. Can this please be broken down by month, and suburb, with an explanation for any trends visible.

Wellington City Council does not hold noise complaint data by month, split by suburb, so is unable to provide you with data in that format. We also do not hold five-year data for the Wellington suburb associated with the noise complaint.

We have, however, attached two spreadsheets. One shows the monthly breakdown of noise complaints for the past five years. The second spreadsheet shows data by suburb at the centre of the complaint for the period November 2021 to September 2023.

We advise that the address for the noise complaint is recorded manually on site by our contractors. There can be errors and irregularities in noting the address and so also in allocating the address to a suburb.

We do not have any information relating to trends associated with these noise complaints.

The street where the most noise complaints have been issued over the past 5 years.

Wellington City Council does not hold data covering addresses for the past five years. However, we can advise you that, in the past three years, the most noise complaints have been recorded on The Terrace.

The most common causes for noise complaints and how people can avoid causing these complaints.

The most common cause of noise complaints is amplified music.

Have there been any changes to the noise complaint system in the past 5 years?

Wellington City Council is required to manage its legislative duties under the Resource Management Act 1991, so all notices, seizures, entries etc remain the same. Our management of noise and complaints are, however, constantly undergoing revision to address new situations or events. Generally, these revisions are initiated as minor changes to our policies or processes.

The service management system used internally by council officers to manage client requests, including noise complaints, was changed approximately five years ago. The service management system now used by the Council is known as Freshservice.

Below are the documents that fall in scope of your request and my decision to release the document.

Item	Document name/description	Decision
1	Noise Complaints - monthly data	Release in full
2	Noise Complaints - suburb data	Release in full

Right of review

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, www.ombudsman.parliament.nz.

Please note, we may proactively release our response to your request with your personal information removed.

Thank you again for your request. If you have any questions, please feel free to contact me.

Kind regards

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Official Information

Noise Complaints January 2018 to September 2023, by month

Jan-18	663	Jan-19	488	Jan-20	486	Jan-21	651	Jan-22	577	Jan-23	437
Feb-18	697	Feb-19	635	Feb-20	577	Feb-21	721	Feb-22	565	Feb-23	579
Mar-18	875	Mar-19	766	Mar-20	576	Mar-21	665	Mar-22	698	Mar-23	476
Apr-18	522	Apr-19	356	Apr-20	34	Apr-21	651	Apr-22	684	Apr-23	465
May-18	434	May-19	462	May-20	29	May-21	632	May-22	555	May-23	370
Jun-18	435	Jun-19	412	Jun-20	24	Jun-21	495	Jun-22	462	Jun-23	354
Jul-18	409	Jul-19	394	Jul-20	536	Jul-21	497	Jul-22	435	Jul-23	328
Aug-18	433	Aug-19	466	Aug-20	595	Aug-21	245	Aug-22	365	Aug-23	259
Sep-18	503	Sep-19	390	Sep-20	504	Sep-21	417	Sep-22	372	Sep-23	315
Oct-18	530	Oct-19	388	Oct-20	633	Oct-21	789	Oct-22	440		
Nov-18	521	Nov-19	577	Nov-20	517	Nov-21	653	Nov-22	467		
Dec-18	596	Dec-19	426	Dec-20	586	Dec-21	630	Dec-22	514		

Noise Complaints November 2021 to September 2023, by suburb

Te Aro	1846
Mount Cook	1261
Newtown	880
Mount Victoria	747
Aro Valley	598
Tawa	420
Hataitai	385
Karori	358
Miramar	321
Brooklyn	320
Johnsonville	294
Kelburn	287
Kilbirnie	279
Berhampore	266
Newlands	239
Roseneath	213
Island Bay	210
Thorndon	149
Lyall Bay	134
Khandallah	127
Wellington Central	123
Northland	121
Strathmore Park	115
Churton Park	111
Ngaio	93
Rongotai	88
Wadestown	82
Wilton	80
Maupuia	64
Paparangi	64
Seatoun	58
Melrose	55
Oriental Bay	53
Kingston	51
Pipitea	48
Broadmeadows	42
Houghton Bay	30
Grenada Village	28
Kaiwharawhara	28
Owhiro Bay	28
Highbury	25
Crofton Downs	24