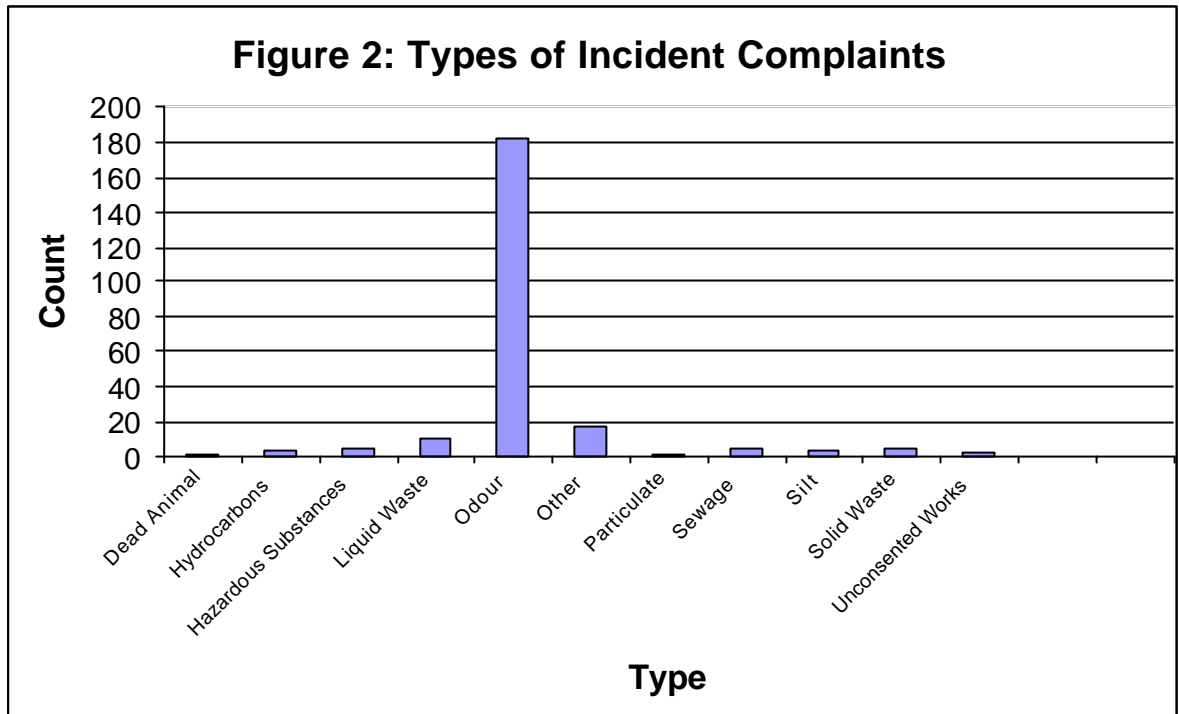




The type of complaints received between 22 January and 1 March 2001 are summarised in Figure 2.



The major issues/incidents arising between 22 January and 1 March 2001 are highlighted below:

- **Offensive odours from a Tawa asphalt plant**

The Consents Management Department has applied for an enforcement order.

- **Offensive odours from market garden, SH1, Kapiti Coast**

Similar issues had previously been resolved after Environment Court mediation; enforcement action is being considered.

- **Offensive recurring odours from a Wellington fish processor**

Infringement and Abatement Notices have been served.

### 3. Response Times

The following table summarises our performance in meeting the target response times for the complaints received between 22 January and 1 March 2001.

A red response (target 60 minutes) is set for urgent incidents where either the environmental effects are potentially large or the pollution traceability is brief (i.e., odour). A yellow response (24 hours) is set for incidents that are not regarded as urgent

but still need to be investigated as soon as possible. A blue response (within one month) is set for incidents that are not urgent and can be followed up at a later date (i.e., reports of incidents that have happened in the past). Incidents that we need to track but require no action are noted as log only.

Priority Category	Number	Average Response Time	Target
Red	195	20.7 minutes	60 minutes
Yellow	6	1.4 hours	24 hours
Blue	12	3.1 days	31 days
Log Only	20		
<b>TOTAL</b>	<b>233</b>		

Within the reporting period, all investigations met the Yellow response time guideline of 24 hours

Within the reporting period 10 responses exceeded the Red response time guideline of one hour. These were all due either to the length of the commute time to the event or because the officer was involved with another event when notification arrived.

<i>Complaint Number</i>	<i>Date Time</i>	<i>Response Time (minutes)</i>
<i>11333</i>	<i>27/01/01 07:00</i>	<i>63</i>
<i>11368</i>	<i>8/02/01 08:44</i>	<i>166</i>
<i>11367</i>	<i>8/02/01 08:55</i>	<i>155</i>
<i>11390</i>	<i>7/02/01 09:15</i>	<i>90</i>
<i>11402</i>	<i>11/02/01 10:42</i>	<i>102</i>
<i>11442</i>	<i>20/02/01 15:50</i>	<i>65</i>
<i>11488</i>	<i>30/01/01 06:15</i>	<i>75</i>
<i>11489</i>	<i>31/01/01 06:23</i>	<i>67</i>
<i>11496</i>	<i>2/02/01 17:05</i>	<i>85</i>
<i>11550</i>	<i>27/02/01 16:40</i>	<i>80</i>

#### 4. Enforcement Action

The enforcement action taken between 22 January and 1 March 2001 is as follows:

- 9 February 2001 An abatement notice was issued to Castrol NZ Ltd for their failure to conduct stack sampling and analyses which is required as a condition of their consent to discharge to air.
- 15 February 2001 Full and interim enforcement order applications were laid in the Environment Court over odours beyond the MKL Asphalt Plant Ltd boundaries.

- 16 February 2001 An infringement notice was issued to Cook Strait Seafoods Ltd for odour discharges from their operations.

## 5. **Communication**

Regular summaries of complaints are distributed to staff at all territorial authorities in the Western Wellington Region, Public Health Services, local Iwi, and the Resource Investigations, Consents Management, Harbours, and Planning and Resources (Wairarapa) Departments of the Wellington Regional Council.

## 6. **Recommendation**

*That the report be received and the contents noted.*

Report prepared by:

Approved for submission:

JOHN BLEDSOE  
Section Leader, Resource Quality

JOHN SHERRIFF  
Manager, Resource Investigations

JANE BRADBURY  
Divisional Manager, Environment

Attachments: 1