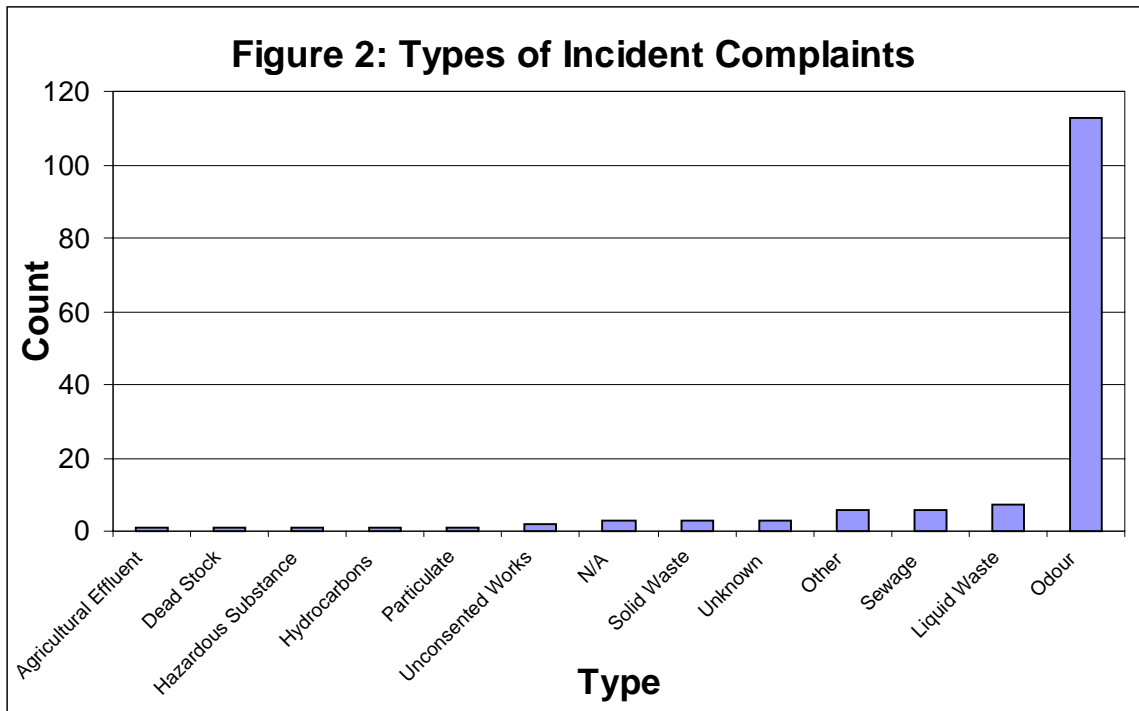




The types of complaints received between 1 and 31 March 2001 are summarised in Figure 2.



The major issues/incidents arising between 1 and 31 March 2001 are highlighted below:

- **Offensive odours from a Seaview fish processing plant.**

Numerous odour complaints prompted the issuing of an infringement notice.

- **Control of discharge of algae containing water from old Karori Reservoir.**

Discharge of water from the reservoir into the Kaiwharawhara Stream is being assessed for adverse effects.

### 3. Response Times

The following table summarises our performance in meeting the target response times for the complaints received between 1 and 31 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.

<b>Priority Category</b>	<b>Number</b>	<b>Average Response Time</b>	<b>Target</b>
Red	106	22.0 minutes	60 minutes
Yellow	8	6.7 hours	24 hours
Blue	6	3.7 days	31 days
Log Only	28		
<b>TOTAL</b>	<b>148</b>		

Within the reporting period, all investigations met the Yellow response time guideline of 24 hours and the Blue guideline of 31 days.

Within the reporting period one response exceeded the Red response time guideline of one hour. This was due to the length of the commute time to the event.

<i>Complaint Number</i>	<i>Date / Time</i>	<i>Response Time (minutes)</i>
<i>11640</i>	19/03/2001 17:34	<i>66</i>

#### 4. **Enforcement Action**

The enforcement action taken between 1 and 31 March 2001 is as follows:

- 11 April 2001      An infringement notice was issued to Seafresh NZ Ltd over odours arising from their operations.
- 11 April 2001      The infringement notice issued to Cook Strait Seafoods Ltd on 16 February 2001 over odour levels from their operations was withdrawn.
- 17 April 2001      An abatement notice was issued to Edwards Panelbeaters over unlawful discharges to land and from there into stormwater.

#### 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