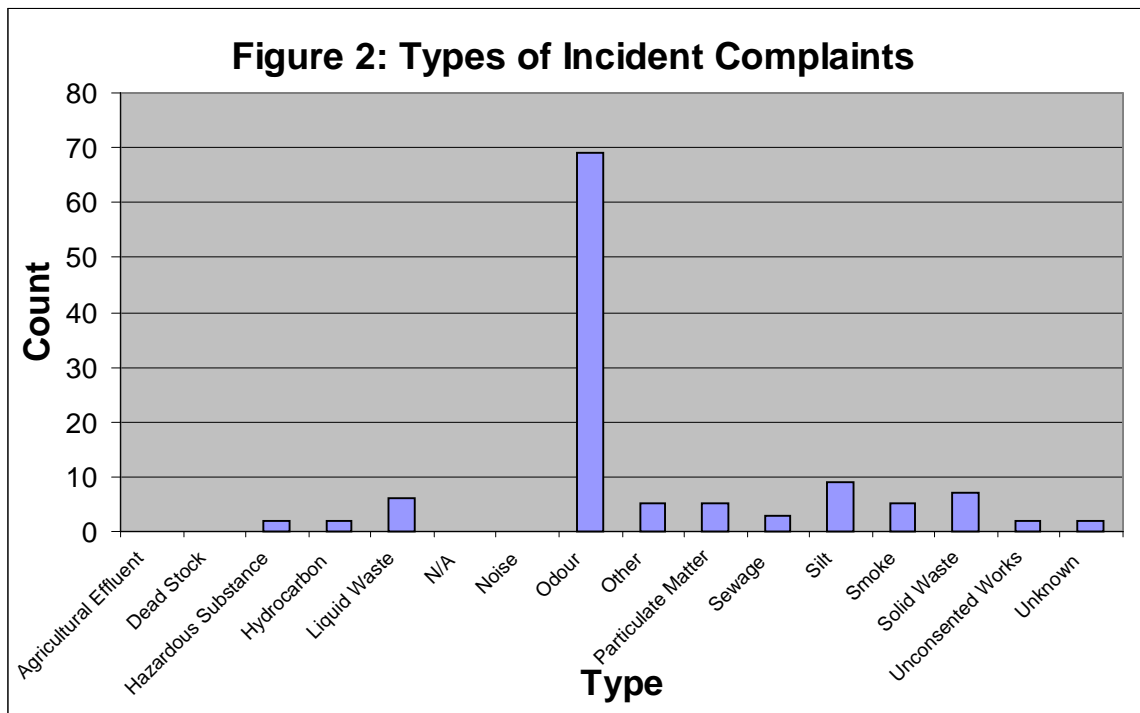




The nature of complaints received during the last period is summarised in Figure 2.



The major issues/incidents are highlighted below:

- Bakery Odour: Newtown

Denhards Bakery has been the source of smoke and odour complaints over the past few months. Changes to the baking process have been made and this appears to have fixed the problem.

- Burnt Plastic and Welding Odour: Lyall Bay

The companies identified as the cause of recent odour problems in Lyall Bay have undertaken investigations to identify ways of resolving their odour problems. These were presented to the Council on 9 August 1999 as required. The odour reduction measures are now being implemented. Complainants have been kept informed and are happy with the progress being made.

- Pollen: Whole Region

As is usual at this time of year we have received a number of complaints about yellow contaminants in and around water. The yellow contaminant is pine pollen.

### 3. Response Times

Targets have been set for responding to complaints. Upon receipt, each complaint is assigned a priority category of Red, Yellow, or Blue according to its severity and possible consequences. This response time is defined as the time taken to arrive at the incident site, or if a site visit is not warranted then it is the time taken till an action is

taken. Priority category Red complaints are urgent such as odour, Yellow are semi-urgent such as illegal dumping, and Blue are non-urgent e.g. illegal stream works.

Sometimes officers cannot meet the guideline when heavy traffic, long travelling distances, and other complaints delay them. However all complaints are responded to as soon as is reasonably possible.

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

<b>Priority Category</b>	<b>Number</b>	<b>Average Response Time</b>	<b>Target</b>
Red	94	28.31 minutes	60 minutes
Yellow	14	9.80 hours	24 hours
Blue	9	1.71 days	31 days

#### 4. **Communication**

Weekly summaries of incident complaints are distributed to staff at all territorial authorities in the Western Wellington Region, Public Health Services, local Iwi (mainly via the WRC Iwi Liaison officer), and the Resource Investigations, Consents Management, Harbours, and Planning and Resources (Wairarapa) departments of the Wellington Regional Council.

Media release have been made about the pine pollen issue.

#### 5. **Recommendations**

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

Report prepared by:

Approved for submission:

NIK AITKEN  
Acting section Leader, Resource Quality

JOHN SHERRIFF  
Manager, Resource Investigation

JANE BRADBURY  
Divisional Manager, Environment

Attachments: 1