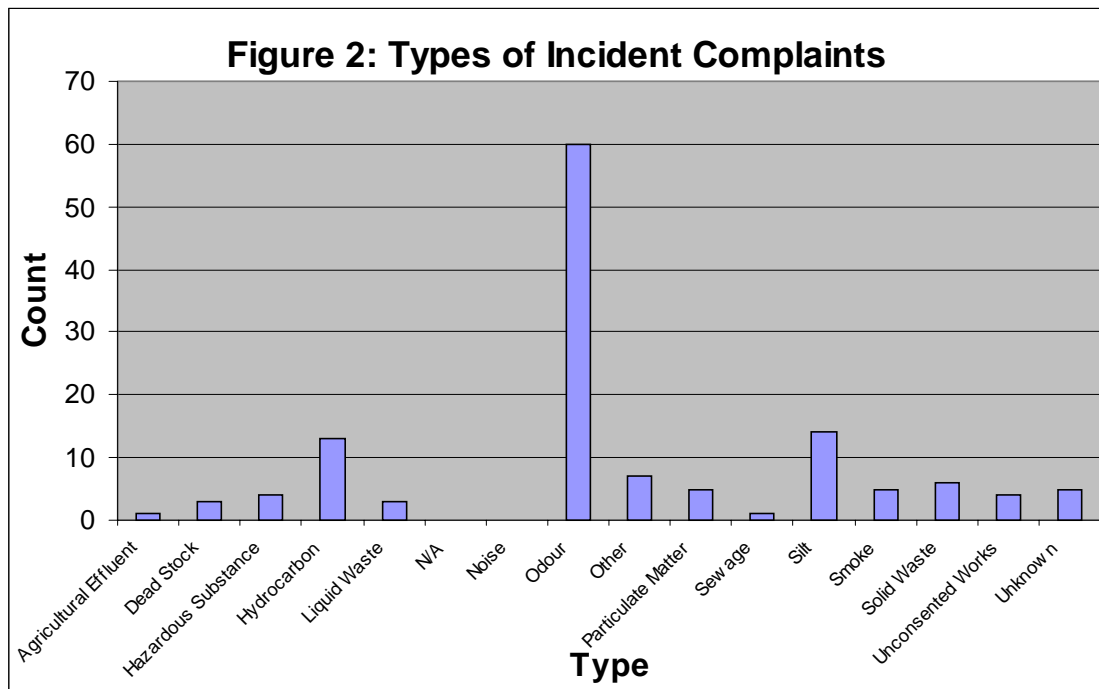


The type of complaints received between 16 August and 27 September 1999 is summarised in Figure 2.



The major issues/incidents are highlighted below:

- **Phytoplankton: Wellington Harbour**

A number of complaints have been received about red, pink, and brown discolouration of Wellington Harbour. The cause of the discolouration has been identified by Victoria University of Wellington, and NIWA as phytoplankton. Phytoplankton are minute organisms which float in the water column. These particular phytoplankton are apparently not harmful to the environment or people.

- **Burnt Plastic and Welding Odour: Lyall Bay**

The companies identified as the cause of recent odour problems in Lyall Bay submitted plans for odour mitigation to the Council on 9 August 1999 as required. One of the companies is currently implementing their plan, while the other company is proposing to do further tests to identify the process or activity responsible for the odour from their premises. The complainants are being kept informed.

- **Smoke and Odour: Wellington Central**

The food company identified as the cause of recent objectionable and offensive smoke and odour problems in Wellington Central has been given until Monday 18 October 1999 to come up with a mitigation plan. This deadline was previously Monday 27 September 1999, but was extended following information requests made by the company responsible which they feel will assist them in preparing a plan. This issue has recently received a lot of press coverage. This matter highlights an emerging issue of conflicting land use arising from the redevelopment of the central city for residential uses.

- Water Takes: Kapiti Coast

Following predictions of a dry summer for the Kapiti Coast District, some concern has been raised about excessive water takes placing pressure on small streams used for domestic and stock water supply. Under the Transitional Regional Plan property owners are permitted to extract up to 20,000 litres per day for domestic and stock use, provided that the water is not wasted. We have been checking water usage to make sure that water is being conserved where possible, such as ensuring that troughs do not free flow, and that only the permitted amount of water is used.

3. Response Times

The following table summarises our performance in meeting the target response times for the complaints received between 16 August and 27 September 1999.

Priority Category	Number of Complaints	Average Response Time	Target
Red	99	27.05 minutes	60 minutes
Yellow	24	6.52 hours	24 hours
Blue	8	4.86 Days	31 days

4. Communication

Weekly summaries of 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.

A media release was made about the phytoplankton 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 Investigations

JANE BRADBURY
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Attachments: 1