

## Bernard Nunns

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**Subject:** FW: Metlink Case - 248264 CRM:0107593  
**Attachments:** 336-338\_JackonSt\_Damage3.jpg; 336-338\_JackonSt\_Damage1.jpg; 336-338\_JackonSt\_Damage2.jpg

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**From:** [REDACTED]  
**Sent:** Monday, 1 August 2022 2:45 pm  
**To:** Metlink Resolve <[Metlink.Rexxxxx@xx.xxxx.nz](mailto:Metlink.Rexxxxx@xx.xxxx.nz)>  
**Subject:** Re: Metlink Case - 248264 CRM:0107593

just to keep you posted on this (I have advised the bus company), the canopy is getting hit on about a fortnightly basis at the moment (see photos from 2 weeks ago and a new one from this morning).. I'm not sure why but it is a concern at my end for public safety as we have no idea how safe it is or if the debris is a risk.

I'm not sure who's liable here BUT it would be great to have some clarity here around what we can do to make this safe, while we wait for documentation etc, and approvals etc? Perhaps something temporary so the buses stop swooping in so close.

The obvious thing to do would be to move the bus stop next door as they have no canopy at all..

Any advice appreciated.

Cheers [REDACTED]

On Wed, Jul 20, 2022 at 1:27 PM [REDACTED] wrote:

Hi there, following on from the correspondence below - we are in the process of trying to replace the current canopy due to the damage caused by the buses, for some reason the buses are hitting the current one on a more regular basis and it was given a big bang last week!

While going through this process I'am wondering if the council would consider moving the bus stop 20m down the road where there are no canopies at all... as per the picture attached, one of your staff have proposed the temporary bus stop while we do the work but common sense would suggest this would be a cheaper and safer option (as the council will need to pay to widen the footpath etc)

This would give us peace of mind and provide safety to the public as we are concerned with the amount of damage being done to our canopy and any risk to the public.

Thanks [REDACTED]

On Tue, Jul 5, 2022 at 9:29 AM [REDACTED] wrote:

Thanks for the reply, please see photos etc, Let me know if you need anything further.

On Tue, Jul 5, 2022 at 9:24 AM Metlink Resolve <[Metlink.Rexxxxx@xx.xxxx.nz](mailto:Metlink.Rexxxxx@xx.xxxx.nz)> wrote:

Dear [REDACTED]

Thank you for contacting us about the property you purchased at 226-338 Jackson Street Petone and the damage the canopy attached to the building has sustained.

We are aware of this issue and measures have been put in place to guide buses when they are in the area. These will be reviewed to see what else we can in the short-term to stop this from happening. The operator has also been told to remind their drivers take extra care when they go past your property. A discussion is being held with Hutt City Council about a long-term solution. We hope to finalise these designs later this year as part of a programme to enhance a few stops on Jackson Street. If you do have any further problems, if possible, please try and obtain details of any buses involved. This could include fleet, license plate number, and/or video footage.

On our part, we will do our best to sort this out in terms of finding a permanent fix for this issue.

Kind regards

L. Robertson  
Customer Resolution Team  
Metlink  
0800 801 700



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104 2nd Floor





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