

22 February 2024

Official Information Request No. 8140013211  
(Please quote this in any correspondence)

Matthew Hooton  
By email – fyi-request-25698-fef2d36c@requests.fyi.org.nz

Tēnā koe Matthew

**Local Government Official Information and Meetings Act (LGOIMA) 1987**

**Re: Complaints about 23 Arron Street**

I refer to your email, which we received on 11 February 2024, requesting complaints about 23 Arron Street, Ellerslie.

Your specific request and our response are below.

**How many noise complaints, or any other complaints, have been made to Auckland Council about the property at 23 Arron Street, Ellerslie, since September 2016, either by phone or email? What action, if any, has been taken by the Council? The property's owner is John Zhang of Barfoot and Thompson.**

Please find attached information pertaining to your request for noise complaints, or any other complaints, that have been made to Auckland Council about the property at 23 Arron Street, Ellerslie, since September 2016.

Our Environmental Health Response team have provided the following information on noise and environmental health related complaints:

- A report from the Auckland Council database that lists all the noise complaints (total number = 30) lodged against the property between 1 August 2017 and 19 February 2024. This report lists the action taken.
- A report from the Auckland Council database that list the single environmental health related complaint that was lodged against this property between 1 August 2017 and 19 February 2024. This report lists the action taken.

Please note that such complaints lodged with the Auckland Council prior to August 2017 are not recorded in the Auckland Council database. This is because such complaints would have been managed and recorded in the legacy Auckland City Council database, which is not in use and is no longer available.

Please note that information contained in the noise complaint report that might identify the informant/complainant, has been redacted for the protection of personal privacy in accordance with Section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (LGOIMA).

We confirm there have not been any dogs registered to 23 Arron Street with the result that there are no dog-related complaints about that property.

Decisions relating to the information that is being released to you were made by Mervyn Chetty, Manager Licensing and Environmental Health, Licensing and Regulatory Compliance.

You have the right to complain to the Ombudsman if you believe we have not responded appropriately to your request. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you have any further queries, please contact me on 09 301 0101, quoting Official Information Request No. 8140013211.

Ngā mihi



Sarah Parry-Crooke  
Senior Privacy & Official Information Business Partner  
Governance Services