

04 July 2022

File ref: IRC-2954

Via FYI website

Kia ora,

Following your complaint to the Ombudsman that Wellington City Council review its decision on your request, please see the below.

You requested:

- Please provide all information relating to any complaint about the contravention of noise restrictions regarding the use of speakers playing music at Parliament Grounds.
- Please provide all information relating to any complaint about the contravention of water restrictions regarding the use of sprinklers at Parliament Grounds.

**Please provide all information relating to any complaint about the contravention of water restrictions regarding the use of sprinklers at Parliament Grounds.**

#### **Complaints received by Official Information Team**

Several complaints were received by the Official Information team, both through the online complaints form and directly to the inbox [assurance@wcc.govt.nz](mailto:assurance@wcc.govt.nz). These are attached for your reference. Any redactions made are for privacy reasons.

I have also attached a response which was sent to a complainant as an example. Several responses were sent with this same wording.

#### **Customer contact centre:**

WCC contact centre received a high volume of complaints regarding the use of both the sprinklers and speakers at the Parliament grounds. Due to the manual collation this would take to provide to you, I can instead advise that we received a high number of complaints through our digital channels – mostly through the form on the website. At one point the high volume crashed the online system. The contact centre had been advised that there was nothing for WCC to action and so most of these were closed without being responded to due to the volume. Majority of complaints via these channels came from outside of Wellington. Where contact details from Wellington city residents were provided, then they were responded to with a standard response advising that this was not a Council issue. Several examples of the responses are below for your reference.

I am therefore refusing part of this request under section 17(f) of the Act as we will not be providing details on the complaints made through the contact centre.

## Response sent from customer contact centre:

*Kia ora,*

*Thanks for reaching out to us.*

*The water restrictions are only for residential properties specifically. As Parliament is on a corporate water supply, they are not bound by the restrictions.*

*Ngā mihi,*

*Kia ora,*

*Thank you for your enquiry regarding the sprinklers at parliament.*

*Unfortunately the water restrictions only apply to residential properties and do not include commercial sites such as parliament. Council unfortunately are unable to enforce restrictions at this site.*

*Ngā mihi,*

## Complaints received through social media

Several complaints were made on our social media channels, as these are publicly available, we will not be providing this information. Our social media pages are available below:

[Wellington City Council | Facebook](#)

[Wellington City Council \(@WgtnCC\) / Twitter](#)

## Noise complaints

Unfortunately, in this instance we cannot provide an exact number or detail. We only operate a dedicated line for noise complaints afterhours, this would require a manual collation of how many calls came through and cross-checked against addresses near Parliament. This would also not take into consideration the calls we received during business hours. I am therefore refusing this part of the request under section 17(f) of the Act. I can advise that callers were informed WCC would not be sending contractors to the site relating to noise complaints and were working closely with the police.

If there is information you are interested in, for example, complaints made from a particular address or email, we are happy to assist in making this information available.

## Right of review

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Kind regards

Claudia Holgate

**Senior Advisor, Official Information**

**From:** [REDACTED]  
**To:** [BUS: Assurance](#)  
**Subject:** Complaint Regarding Government Wasting Water  
**Date:** Saturday, 12 February 2022 7:06:44 pm

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To Whom It May Concern

I am writing this complaint concerning your water level 2 restrictions which means there is a ban on sprinklers and irrigation systems in Wellington and I do not believe That the NZ government to be exempt from these restrictions.

Sprinklers have been turned on at Parliament, where a protest is in its fourth day, and Speaker Trevor Mallard says they will remain on all night.

Speaker Trevor Mallard told 1News he made the decision to turn the sprinklers on.

He said the protesters were not legally on the grounds so he did not have a problem adding slight discomfort.

Regards [REDACTED]

**From:** [Wellington City Council Support](#)  
**To:** [BUS: Assurance](#)  
**Subject:** Fwd: [#SR-331347] Assurance: 2 MOLESWORTH STREET, Pipitea  
**Date:** Monday, 21 February 2022 9:59:18 am

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On Fri, 18 Feb at 1:22 PM , [REDACTED] wrote:

Customer phoned CC today with a complaint regarding the use of water sprinklers at the protest, this call was escalated to a TL. Have advised customer it is a Police matter and council are acting where appropriate in the advice of the Police. They are wanting to know that WCC will be holding Trevor Mallard liable to "willful damage". Have reiterated that crown land is the responsibility of The Crown and Council can only enforce matters impacting Public Land when it is safe to do so. Have also advised damages to public land is something our Roding/PSR teams will address as advised in our FAQs. Customer refutes that WCC cannot prosecute for willful damages from the use of sprinklers if it's on Crown Land. I have advised they need to raise this with Police however they advised they have and there is no "co-operation". Advised customer, we cannot speak to what actions, if any, will be taken against Trevor Mallard as an individual. They have requested to have this passed on - I have advised customer I cannot guarantee a timely response being it is a Police issue and private land concerned however they would like this query passed on as they want to know "what action WCC will be taking". Unsure where is best to place this information and have been advised Assurance may be best. A ticket has also been raised in information request. Customers name is [REDACTED]

**From:** [REDACTED]  
**To:** [BUS: Assurance](#)  
**Date:** Friday, 11 February 2022 9:23:27 pm

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HI there I would like to make a complaint against the water sprinklers at the beehive I'm a resident and it's asbultley disgusting that we have water restrictions right now and the government can just waste water on a whim and expect us resident to stick to the ban. It's not one for the government and one rule for us  
Sort it out please .  
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# Make an official complaint

(untitled)

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Your name

[REDACTED]

Your organisation (if relevant)

Your email

[REDACTED]@gmail.com

Your contact phone number

[REDACTED]

Your preferred method of contact

Email

Your postal address

Council department and/or Council officer you have been dealing with

Enter details of your complaint, being as specific as possible

Irrigation turned on in the gardens outside parliament overnight during a drought where there are local water restrictions in place. A so-called weekend of rain where irrigation is not necessary and a waste of precious water resources. And a

What is your desired solution?

Those who decided to turn on the irrigation to be fined for reckless waste of water during drought causing flooding.

Would you like someone to call you to discuss your complaint in more detail?

Yes

1. Upload files to support your complaint (optional)

[REDACTED]

# Make an official complaint

(untitled)

---

Your name

[REDACTED]

Your organisation (if relevant)

Your email

[REDACTED]

Your contact phone number

[REDACTED]

Your preferred method of contact

Email

Your postal address

Council department and/or Council officer you have been dealing with

Enter details of your complaint, being as specific as possible

Trevor ma ard has ordered the spr nk ers to be turned on at the par ament grounds even though t s ra n ng. There are current y water restr ct ons n p ace. Th s s n no way necessary and s h gh y wastefu tact c that w not work!! Turn them off and dea w th h m and h s abso ute stup d ty.

What is your desired solution?

Would you like someone to call you to discuss your complaint in more detail?

No

1. Upload files to support your complaint (optional)

# Make an official complaint

(untitled)

---

Your name

██████

Your organisation (if relevant)

Your email

████████████████████

Your contact phone number

████████

Your preferred method of contact

Email

Your postal address

Council department and/or Council officer you have been dealing with

Enter details of your complaint, being as specific as possible

Intentional breach of water restrictions when it was raining!!

What is your desired solution?

Fine to the party turning sprinklers on and whoever instructed this fined severely as we are a team in this together.

Would you like someone to call you to discuss your complaint in more detail?

No

1. Upload files to support your complaint (optional)



# Make an official complaint

(untitled)

---

**Your name**

[REDACTED]

**Your organisation (if relevant)**

**Your email**

[REDACTED]

**Your contact phone number**

[REDACTED]

**Your preferred method of contact**

Email

**Your postal address**

**Council department and/or Council officer you have been dealing with**

Wellington

**Enter details of your complaint, being as specific as possible**

Sprinklers have been turned on pavement grounds whilst there is a peaceful protest & extensive rain

**What is your desired solution?**

Turn off the sprinklers as this is flooding the grounds and there is a drought order in place

**Would you like someone to call you to discuss your complaint in more detail?**

No

**1. Upload files to support your complaint (optional)**

# Make an official complaint

(untitled)

---

**Your name**

██████████

**Your organisation (if relevant)**

**Your email**

██████████

**Your contact phone number**

██████████

**Your preferred method of contact**

Email

**Your postal address**

**Council department and/or Council officer you have been dealing with**

**Enter details of your complaint, being as specific as possible**

There is no reason other than a sinister one to have the sprinkler system going on parliament grounds. Firstly we are in the middle of summer and there are water shortages, secondly there is a peaceful protest currently on the grounds and lastly it's raining!!!

**What is your desired solution?**

Immediately turn the water system off!!!

**Would you like someone to call you to discuss your complaint in more detail?**

**1. Upload files to support your complaint (optional)**

# Make an official complaint

(untitled)

---

Your name

[REDACTED]

Your organisation (if relevant)

Your email

[REDACTED]

Your contact phone number

[REDACTED]

Your preferred method of contact

Email

Your postal address

Council department and/or Council officer you have been dealing with

Enter details of your complaint, being as specific as possible

Trevor Maard turned on the sprinklers at the government gardens and intended to leave them on for the entire weekend.

I am sure you are aware that Wellington is currently in level 2 water restrictions.

Furthermore, with the rain today it shows even more contempt for the Wellington population that Trevor Maard does not consider any rules apply to him.

What is your desired solution?

You need to find Trevor Maard.

He needs to attend a lecture on conserving resources.

He needs to write a letter of apology to the Wellington rate payers and pay to have that placed in the Dominion Post.

Would you like someone to call you to discuss your complaint in more detail?

No

1. Upload files to support your complaint (optional)

**From:** [Information request online form](#)  
**To:** [BUS: Assurance](#)  
**Subject:** New information request  
**Date:** Saturday, 12 February 2022 3:47:39 pm

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An information request has been submitted by Clyde Soares:

**Your name**

[REDACTED]

**Your organisation (if relevant)**

**Your email**

[REDACTED]

**Your contact phone number**

[REDACTED]

**Your preferred method of contact**

Email

**Your postal address**

**Enter details of your request, being as specific as possible**

The speaker of the house ordered sprinklers on Parliament's grounds to be turned on starting early afternoon on Friday 11th Feb 2022.

I understand that there is a water restriction order in force by WCC and the days and times for which sprinklers can be used is detailed.

I

Wish to lodge an OIA to know

1. Has the council received any complaints re this
2. Has the council investigated and or sent a cease and desist border to the names Mr Trevor Mallard

**Is your request urgent?**

Yes

**If your request is urgent, please tell us why**

There is a water restriction on force and the use of water for this activity of deliberately soaking people (rather than keeping lawns fresh)!is gross abuse of power.

If this Continues people and children on site in tents run the risk of falling I'll so this is a health and safety issue

**Upload files to support your request (optional)**

**From:** [REDACTED]  
**To:** [BUS: Assurance](#)  
**Subject:** Parliament Sprinklers  
**Date:** Friday, 11 February 2022 10:18:42 pm

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Hello,

I would like to make a formal complaint to the Wellington City Council regarding the irresponsible waste of water that's going on at present at Parliament Buildings, and according to NZ Herald, the sprinklers will be purposely left on all night.

Apart from any of the other issues, the waste, during water restrictions, and at any time, should not be condoned by council, whether by government decree or not.

I would like to know if council will cut water supplies to prevent this waste and what measures will be taken to take the government to task over this. If a private citizen did this, there would be severe consequences. I hope you will not allow a double standard, and turn a blind eye to this blatant act.

Yours sincerely

[REDACTED]

**From:** [REDACTED]  
**To:** [BUS: Assurance](#)  
**Subject:** Sprinklers at parliament  
**Date:** Saturday, 12 February 2022 9:58:42 am

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To Whom it may concern,

I am appalled at the actions of the house speaker Trevor Mallard to turn on the sprinklers on the parliament grounds, in what can only be described as a petty and childish bid to make the protesters there uncomfortable.

Not only was there already wet weather expected, there have been water restrictions across NZ this summer. It is therefore an extremely wasteful use of a precious resource.

Anyone could have foreseen, with or without the additional rain, that this would result in a terrible muddy mess, so for 'Stuff' to report in the news this morning that this will need to be repaired at taxpayers expense is really quite insulting.

Trevor Mallard should be held accountable and asked to make and pay for reparations himself.

Kind regards,

[REDACTED]

**From:** [REDACTED]  
**To:** [BUS: Assurance](#)  
**Subject:** Water wastage  
**Date:** Friday, 11 February 2022 9:21:49 pm

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Hi there,

I look like to make a complaint about about parliament sprinklers being turned on at parliament as there are water restrictions on. Complete waste of water as it is also raining. Please have them turned of immediately.

Thanks have a great evening,

[REDACTED]

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**From:** [BUS: Assurance](#)  
**To:** [REDACTED]  
**Cc:** [BUS: Assurance](#)  
**Subject:** RE: Water wastage  
**Date:** Monday, 21 February 2022 10:17:47 am

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Kia ora [REDACTED],

Thank you for your email. Apologies for the delayed response.

While the sprinklers have since been turned off, this incident is outside the jurisdiction of Wellington City Council.

You may wish to direct your complaint to the Office of the Speaker:  
[speakers.office@parliament.govt.nz](mailto:speakers.office@parliament.govt.nz)

Ngā mihi  
Claudia

**Claudia Holgate**

Senior Advisor | Official Information Team  
Te Kaunihera o Pōneke | Wellington City Council

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**From:** [REDACTED]  
**Sent:** Friday, 11 February 2022 9:22 pm  
**To:** BUS: Assurance <Assurance@wcc.govt.nz>  
**Subject:** Water wastage

Hi there,  
I look like to make a complaint about about parliament sprinklers being turned on at parliament as there are water restrictions on. Complete waste of water as it is also raining. Please have them turned of immediately.  
Thanks have a great evening,  
[REDACTED]

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