

From: Allie Dunn



Subject: CM: Response to request for information about processes for sharing answers to commonly asked questions on Council's website

Date: Tuesday, 28 October 2025 2:54:00 pm

Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
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[image005.png](#)
[image006.png](#)

Kia ora

I refer to your official information request dated 23 October 2025 for information about processes for sharing answers to commonly asked questions on Council's website.

To support transparency and keep our community informed, the Council regularly compiles responses to Frequently Asked Questions (FAQs) on topics of public interest. While these FAQs may not cover every possible query, we make every effort to anticipate the most common questions and provide clear, helpful answers. When new enquiries arise that aren't yet addressed, we update our FAQ resources accordingly.

FAQs are primarily developed for each Council project and can be accessed via our website at:

<https://www.tararua.govt.nz/services/projects/current-projects>

You can also find a full list of available FAQs by using the search function on our homepage. Simply enter "FAQ" into the search box to explore the resources.

In addition to FAQs, the Council promotes openness by publishing responses to official information requests made under the Local Government Official Information and Meetings Act (LGOIMA). These responses often contain information of broad public interest and help enhance accountability to our community.

To protect individual privacy, any personal details included in LGOIMA requests are removed before publication.

You can view these responses on our website at:

<https://www.tararua.govt.nz/publications/information-requests-proactive-release>

Lastly, Council's website has many examples of where answers to commonly asked questions are provided about Council services. The information pages about each service provides information about the service, and also answers to common questions. For example, the page about Noise Control provides information about how to make a complaint, information about what is excessive noise, how complaints are investigated, and how to be a good neighbour.

You can view the information about Council services on our website at:

<https://www.tararua.govt.nz/services>

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngā mihi



Allie Dunn | Manager Democracy Services | Deputy Electoral Officer

Democracy Services | Tararua District Council

Phone: +64 6 3744080 | Mobile: +64 27 3331626

Allie.Dunn@TararuaDC.govt.nz

26 Gordon Street, Dannevirke 4930, PO Box 115

www.tararuaDC.govt.nz

www.facebook.com/tararuaDC

This email and any attachments are intended for the above named recipient only and may be confidential.

If you have received it in error, please take no action based on it, copy it, or show it to anyone.

Please return to the sender and delete your copy. Thank you.

From: Scott Gilmore <scottgilmoreformayor@gmail.com>

Sent: Thursday, 23 October 2025 10:49 pm

To: [REDACTED]

Cc: [REDACTED]; Malcolm Alexander

<Malcolm.Alexander@TararuaDC.govt.nz>; [REDACTED]; Allie Dunn

<Allie.Dunn@TararuaDC.govt.nz>; Scott Gilmore <Scott.Gilmore@TararuaDC.govt.nz>

Subject: CM: Re: Congratulations

EXTERNAL EMAIL ALERT: Caution advised. This message is from an external sender. Verify the sender's identity and use caution with attachments and links.

Kia ora [REDACTED]

Thanks for your email and your kind words.

As your request is about the council website, council process and the management of information, I have copied this email to Allie Dunne, Manager - Democracy Services, to provide an answer under the Local Government Official Information and Meetings Act.

If you have suggestions to how you believe a process should work please feel free to share them with me so the team can give them consideration.

I have also copied my council email address so I have a record of your email and my response.

Kind regards,
Scott

On 23 Oct 2025, at 6:05 PM, [REDACTED] wrote:

Tēnā koutou Governing Members of Tararua District Council,

Thank you all so much for you putting your name forward to serve all those in the region and congratulations on your successful appointment.

Looking forward to having a great working relationship with you all.

Question to all: What processes are and shall be in place for the uploading of information of the answers given by the TDC to common questions asked by the regions public to the council website in a searchable form?

I look forward to receiving your answers.

Ngā mihi nui,

Kia ora.

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Sent from [Proton Mail](#) for Android.