

Text of response sent in response to LGOIMA from [REDACTED] on 15 July 2024, taken verbally by Customer Services, with request to respond via text to his mobile phone

Please find below answers to your questions received on 15 July 2024.

The cleaning up of glass came from a CRM request on the weekend (13/07/24 @ 6.45pm)

The staff member who responded was the designated person rostered on for callouts.

The staff member who responded lives 5 minutes out of Dannevirke, not in Pahiatua.

However, where a staff member lives is irrelevant, as the cost to respond to the job would have been the same regardless of where the staff member comes from.

With regards to the question about street sweeping, without knowing what address you are referring to, we cannot investigate.

With regards to the question about why the Council does not clean up the dog excrement outside your house, it is the responsibility of the dog owner to clean up the excrement from their dog. The Dog Control Bylaw states "the owner of any dog that defecates in a public place or on land or premises other than that occupied by the owner, must immediately remove the faeces left by the dog and dispose of it in a sanitary manner". For this task to be undertaken by Council officers as you appear to suggest, there would be large cost implications that would need to be met by ratepayers. If you witness a dog owner leaving excrement from their dog on the footpath, and you are able to identify the dog and the dog owner, please contact our Customer Service Team and Council would be able to investigate this for you.

Kind regards, Manager Democracy Services

From: [Heather Hood](#)
To: [Governance](#)
Subject: LGOIMA - cost of job attended 14.07.24
Date: Monday, 15 July 2024 9:44:12 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Good morning,

██████████ has come in to complain and enquire as to why yesterday a Downer employee from Pahiatua was called to a job at the Victoria Ave/Queen St Roundabout in Dannevirke to merely sweep up glass on the road?

He wants to know the exact cost for that job/callout?

He also queried why someone in town is not permanently located here? Why is council wasting rate payer money on this, but not cleaning up the dog excrement on the footpaths outside his house (address not provided)? Why the sweeper truck doesn't clean up properly - it has been past his house 3 times and failed to clean up debris in the gutter each time? ██████████ only provided his cellphone as a contact, but has requested a text only as he does not leave it on to receive calls.

██████████ He does not want to be ignored, and expressed frustration at councils expenditure.

Thank you



Heather Hood | Customer Services Representative
People, Capability & Customer Services | Tararua District Council

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