

# FAQs

## **Q: Is Animal Services open?**

A: Animal shelters are closed to the public and dog registration is on hold until it can be run in a contactless way. Animal Management Officers are responding to urgent requests and priority complaints.

## **Q: Can I get water from the Artesian water taps?**

A: The taps at the following locations remain closed:

- Buick Street in Petone
- Laings Road outside the Dowse
- Riverside Drive in Waiwhetu

## **Q: Are you accepting building applications?**

A: We're accepting applications online and working to standard turnaround times. Please note that our front counter staff are not available while our main building is closed.

## **Q: Are building inspections taking place at Level 3?**

A: Some inspections and site visits can take place. The following will be done remotely: wood burners, post lines, slab foundations, timber foundations, siting, drainage and membranes.

Site visits for the following will be done in person: Preline, prewrap, preclad and final inspections. These will be arranged with limited social interaction, physical distancing and contact tracing measures in place.

## **Q: Will Cleanfill be open at Level 3?**

A: Cleanfill will be open during Alert Level 3 for existing commercial account holders. See [huttcity.govt.nz/cleanfill](http://huttcity.govt.nz/cleanfill). Contact [dimac@dmac.co.nz](mailto:dimac@dmac.co.nz) for more information.

## **Q: Are community hubs open?**

A: Community hubs remain closed at Level 3.

## **Q: Can I take my recycling to community recycling stations?**

A: Community recycling stations are closed. The bins have been removed to prevent illegal dumping.

## **Q: Can I speak to someone at Council's main building?**

A: The Council building at 30 Laings Road is closed. In the meantime you can contact us on 04 570 6666 or [contact@huttcity.govt.nz](mailto:contact@huttcity.govt.nz)

## **Q: Are food and alcohol license inspections taking place?**

A: Routine inspections are on hold. This includes food verifications, site visits to premises, and complaints. Officers will only attend serious and imminent threats to health.

## **Q: How do I register a food business?**

A: Register a food business by emailing [environmental.health@huttcity.govt.nz](mailto:environmental.health@huttcity.govt.nz). To change your business to a delivery model, contact us and we can talk you through the process.

**Q: How does Level 3 affect my alcohol license?**

A: On the 17 April, Central Government announced an amendment to the Sale and Supply of Alcohol Act 2020. We are now unable to issue new liquor licences, or renew existing licenses without reports from the New Zealand Police and the Medical Officer of Health.

We're mindful that this is likely to have serious implications for business operators, and we will do everything we can to speed up the licensing process. As long as you apply for the renewal of your liquor license before it has expired, you can continue to operate. We can still process and report on applications up to the point of granting approval. You can apply online.

With the Hutt News out of operation, we have set up the option of posting your public notices on our website. During the lockdown period we will not be charging for this service, saving most businesses around \$400.

**Q: Are the libraries opening?**

A: Keep all library items at home with you for now. Any overdue charges will be waived, so don't try and return items to any of our libraries. eResources are available 24/7 to anyone with a library membership. We have eBooks, music, films, databases, courses, newspapers, magazines and heaps more! Read the full details of our Libraries response to Covid-19.

**Q: What do I do if I need a LIM?**

A: Online only with limited access to archived property information. If you do not need a LIM urgently, we recommend waiting until normal services are running. During this time, we cannot access archived information for properties. This information could have an impact on the property. If you still want to order a LIM without this information, you'll be able to request this information once covid-19 restrictions have been lifted. We are currently unable to produce a hard copy of your LIM. If you request a hard copy, we will post it to you once the Covid-19 restrictions have been lifted.

**Q: I have a noise complaint, what should I do?**

A: Under Alert Level 3 our noise control officers will be attending noise complaints if needed. Where possible we will try and resolve issues remotely first eg. by phone call. If the complaint relates to multiple people gathering in breach of lockdown, you should report it to Police by calling 105 or filling out a non-emergency report form.

**Q: Do I need to pay for parking at Level 3?**

A: At Alert Level 3, you will need to pay for parking. Riverbank Carpark is open and April passes will remain valid to the end of May. Any queries email [Contact@huttcity.govt.nz](mailto:Contact@huttcity.govt.nz) or call 570 6666.

**Q: Can I go to the playground with my family?**

A: Unfortunately not, playgrounds remain closed during Level 3.

**Q: What happens to my pool and fitness suite membership?**

A: These facilities remain closed. To help our members, we have made some changes to our memberships. Lump sum memberships will be extended by the closure period of our facilities. Direct debit memberships - gym and swim have been put on hold and no further payments will be taken. They will also be extended by the closure period of our facilities. We'll let you know when direct debit payments will be start again.

**Q: Are public toilets open?**

A: Public toilets are closed except for the following which are open and being cleaned three times a day:

- Naenae Public Toilets in Hilary Court
- Thousand Hands Park/ Petone Foreshore
- Days Bay Beach
- Riddiford Gardens Lower Hutt
- Seaview Marina
- Doreen Doolan Petone Mall (Monday to Friday)

**Q: I'm struggling to pay my rates, what should I do?**

A: If you're struggling to pay your rates, fill out our online [rates response form](#) or call 570 6666. Government support initiatives like the [accommodation supplement](#) are being shared with ratepayers so they can apply for financial help. This is a particular focus of our rates team. We won't apply any penalties to your account if you make a payment plan with us. We recommend [paying your rates online](#) where possible.

**Q: Is rubbish and recycling being collected?**

A: Rubbish collection is running as normal. We are only accepting glass in kerbside recycling crates during Alert Level 3.

From 27 April, recycling crates that have mixed recycling in them (anything that isn't glass) will not be picked up and you'll need to put it in your rubbish. We're not keen on people stockpiling their recycling due to health and safety risks. When full recycling services resume the system won't be able to cope with large amounts of material - our recycling operator is working to reopen at Alert Level 2.

**Q: Is Seaview Transfer Station open?**

A: The Seaview Transfer Station is managed by Waste Management and will open to the public at alert level 3 - from 28 April - with strict new safety measures. This includes no cash and a one in/one out rule. See [wastemanagement.co.nz](http://wastemanagement.co.nz) for further information. The recycling bins at the front of the transfer station are closed.

**Q: Is Silverstream Landfill open?**

A: It is open for existing commercial account holders. The Silverstream landfill is not accepting domestic waste drop offs. The Earthlink recycling facility at the landfill is closed. If you need to urgently dispose of a large amount of domestic waste which is a threat to human health and not suitable for general kerbside collection please email: [wlg@tonkintaylor.co.nz](mailto:wlg@tonkintaylor.co.nz).

**Q: Is Silverstream Landfill open for commercial customers? Why is Porirua Landfill open?**

No. Due to the current set up at the Silverstream landfill we are unable to open for domestic drop offs as we cannot implement the necessary health and safety requirements as per the government's advice. We will advise you of the opening date for domestic customers as soon as we can.

**Q: Is Silverstream Landfill open for commercial customers?**

A: It is open for commercial account holders. The landfill is closed on Saturday afternoons and all of Sunday. With the change to Alert Level 3 we are anticipating more commercial customers.

If you are a commercial customer and are not an account holder, you can arrange for a bin to be dropped off from one of the following commercial operators:

- [Abbott Bin Hire Ltd](#)
- [Bin Hire Upper Hutt Ltd](#)
- [Bin Waste Ltd](#)
- [Low Cost Bins](#)
- [Waste Management](#)
- [Woods Waste](#)

Get more information on the [Silverstream Landfill](#).

**Q: Will the streets be cleaned?**

A: Street and amenity cleaning is operating as normal.

**Q: Is Taita Cemetery open?**

A: It is open for pedestrian access only.

**Q: Can I ride my bike at Waiu Mountain Biking Park?**

A: Will re-open the Waiu Mountain Biking park on Tuesday 28 April. The signs will be removed, the car park will be open, but we will keep the water fountain, bike wash station and the toilets closed.

We know that exercise and recreation is an important part of maintaining our health and wellbeing. However, Mountain Biking also presents a high risk of injury, so please, stay safe and physically distance yourself from people outside of your bubble.

If you are an experienced mountain biker, use trails you know. Even better, have some fun on the easy ones!

Now is not the time to take up new activities, or expose yourself or your bubble to any risk. Use your common sense – stay local, stay safe and be kind.

**Q: What Council Services are available online?**

Council offers many of our services online and these remain open. You can find a full list on our [homepage](#) and listed under the **Do it here** heading across our website.

**Further Information**

For more information and updates on Council services visit <http://huttcity.govt.nz/covid19>