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19 December 2023

John Sutton

By email: [fyi-request-25239-9a144c1e@requests.fyi.org.nz](mailto:fyi-request-25239-9a144c1e@requests.fyi.org.nz)

Tēnā koe John

**Information Request** – OIA-F3860442 - 5 Balmoral Drive, Tokoroa

Thank you for your information request dated 19 December 2023 asking for the SMS Incident Report relating to a fire at OIA-F3860442 - 5 Balmoral Drive, Tokoroa.

In accordance with the provisions of the Official Information Act 1982 (OIA), we enclose the SMS Incident Report (SMS Report). Some personal information has been withheld to protect the privacy of natural persons under section 9(2)(a) of the OIA. We do not consider that there is a public interest in the release of the information which outweighs withholding it. We have redacted the names of the firefighters who attended this incident. However, if you want their names, please let us know. We may need to consult with the individuals concerned, which may take some time.

Please note the SMS Report provided to you is generated by Fire and Emergency New Zealand's electronic station management system. In SMS Reports, 'Notifications' and 'Message Log' fields are reported in real time as fire crews and our communication centres communicate with each other during the incident. They are not the official final records of incidents but word for word transcripts of 'live' situations as they occur. They may contain spelling errors or commonly used abbreviations.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Nāku noa nā

David Guard  
Region Manager

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