

17 April 2026

Patsy Cooper

By E-mail Only: [fyi-request-34188-7bd24ee1@requests.fyi.org.nz](mailto:fyi-request-34188-7bd24ee1@requests.fyi.org.nz)

Dear Patsy,

**OFFICIAL INFORMATION REQUEST: LEDGER AVE STORMWATER/SEWAGE PUMP**

We refer to your official information request dated 21 March 2026. Our response is set out below:

**I am requesting any health complaints relating to contamination, smell, health concerns, and water related issues including e coli arising from the Ledger Avenue Storm water and sewerage pump, which services a large area of Motueka, Tasman. These complaints may have come from residents from Ledger Avenue, Marion Place, Goodman Drive, McCarthy Crescent, and Kingston Place. Please provide a record of these complaints between 2011-2026.**

It should be noted that the Ledger-Goodman Park Sewer Pump Station is used solely for the processing of wastewater and is not a stormwater pump.

Please find **attached** a list of complaints received in the date range 1 January 2011 to 21 March 2026 (Date request received)

Redactions have been applied under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (LGOIMA) to protect the privacy of natural persons, including that of deceased natural persons.

It should also be noted, data marked out of scope has been removed as the information did not pertain to public health or odour issues relating to the Ledger-Goodman Sewer Pump Station.

**Compliance team:**

Only one public health complaint relating to odour has been lodged with our Compliance team, being SR 1405809. Upon investigating, they did not substantiate the presence of any

**Tasman District Council**

**Email** [info@tasman.govt.nz](mailto:info@tasman.govt.nz)  
**Website** [www.tasman.govt.nz](http://www.tasman.govt.nz)  
**24 hour assistance**

**Richmond**

189 Queen Street  
Private Bag 4  
Richmond 7050  
New Zealand  
**Phone** 03 543 8400

**Murchison**

92 Fairfax Street  
Murchison 7007  
New Zealand  
**Phone** 03 523 1013

**Motueka**

7 Hickmott Place  
PO Box 123  
Motueka 7143  
New Zealand  
**Phone** 03 528 2022

**Tākaka**

78 Commercial Street  
PO Box 74  
Tākaka 7142  
New Zealand  
**Phone** 03 525 9972

offensive or objectionable odour. Based on the information available to the Council, as no offensive or objectionable odour has been confirmed, no breaches have been identified, and no enforcement action has been required.

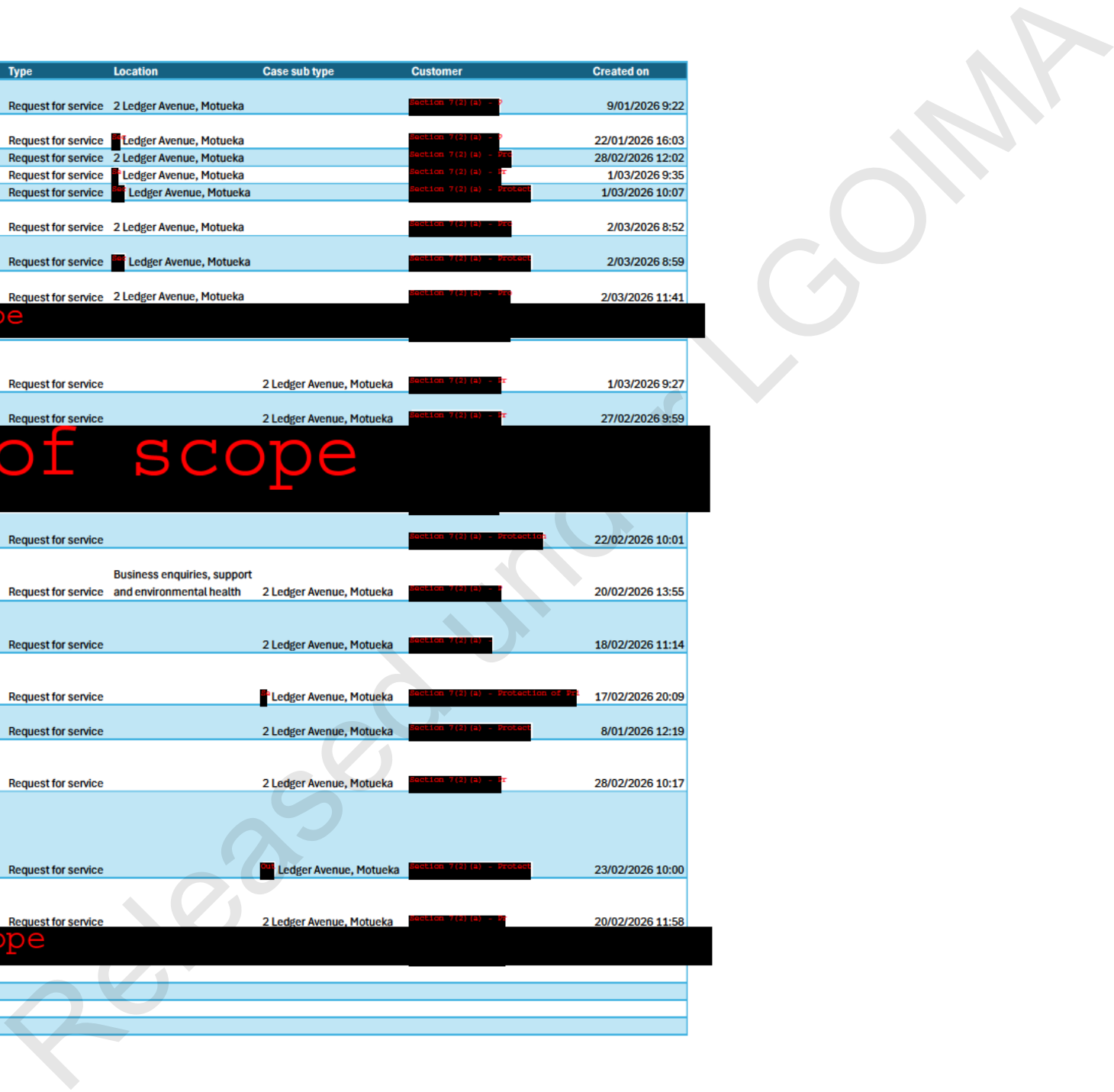
If you are unsatisfied with the Council's response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely  
Legal Services Officer

Released under LGOIMA

Harakeke CRM

| Case title   | Case number | Type                | Location   | Case sub type            | Customer   | Created on       |
|--|-------------|---------------------|--|--------------------------|------------|------------------|
| Odor coming from waste station   | CASC008710  | Request for service | 2 Ledger Avenue, Motueka                             |                          | [Redacted] | 9/01/2026 9:22   |
| Motueka Waste Station  | CASC009969  | Request for service | 2 Ledger Avenue, Motueka                             |                          | [Redacted] | 22/01/2026 16:03 |
| Odour complaint  | CASP003435  | Request for service | 2 Ledger Avenue, Motueka                             |                          | [Redacted] | 28/02/2026 12:02 |
| Odour complaint  | CASP003446  | Request for service | 2 Ledger Avenue, Motueka                             |                          | [Redacted] | 1/03/2026 9:35   |
| Odour complaint  | CASP003448  | Request for service | 2 Ledger Avenue, Motueka                             |                          | [Redacted] | 1/03/2026 10:07  |
| Follow up to Odour complaint   | CASC013719  | Request for service | 2 Ledger Avenue, Motueka                             |                          | [Redacted] | 2/03/2026 8:52   |
| Odour complaint follow up  | CASC013720  | Request for service | 2 Ledger Avenue, Motueka                             |                          | [Redacted] | 2/03/2026 8:59   |
| Odour complaint / Motueka  | CASC013772  | Request for service | 2 Ledger Avenue, Motueka                             |                          | [Redacted] | 2/03/2026 11:41  |
| <b>Out of scope</b>  |             |                     |  |                          |            |                  |
| Wastewater sewer pump failed on Ledger Ave, Motueka                          | CASC013693  | Request for service | 2 Ledger Avenue, Motueka                             | 2 Ledger Avenue, Motueka | [Redacted] | 1/03/2026 9:27   |
| Ledger Avenue pump station foul smell  | CASC013579  | Request for service | 2 Ledger Avenue, Motueka                             | 2 Ledger Avenue, Motueka | [Redacted] | 27/02/2026 9:59  |
| <b>Out of scope</b>  |             |                     |  |                          |            |                  |
| Odour - Ledger Avenue  | CASC012948  | Request for service |  |                          | [Redacted] | 22/02/2026 10:01 |
| Complaint about smell ledger Goodwin Park Reserve                            | CASC012875  | Request for service | Business enquiries, support and environmental health | 2 Ledger Avenue, Motueka | [Redacted] | 20/02/2026 13:55 |
| Pumping Station 2 Ledger Ave Terrible smell                                  | CASC012525  | Request for service |  | 2 Ledger Avenue, Motueka | [Redacted] | 18/02/2026 11:14 |
| Sewage Pump Station - Strong Foul odour at 6 Ledger Ave Motueka              | CASC012464  | Request for service |  | 2 Ledger Avenue, Motueka | [Redacted] | 17/02/2026 20:09 |
| Bad Smell in Ledger Ave Goodman Park WWPS odour and specifications           | CASC013684  | Request for service |  | 2 Ledger Avenue, Motueka | [Redacted] | 28/02/2026 10:17 |
| Please contact [Redacted] regarding bad smell at Ledger Avenue Goodmans Park | CASC012987  | Request for service |  | 2 Ledger Avenue, Motueka | [Redacted] | 23/02/2026 10:00 |
| Bad Smell from WasteWater station in Ledger Goodman Park                     | CASC012849  | Request for service |  | 2 Ledger Avenue, Motueka | [Redacted] | 20/02/2026 11:58 |
| <b>Out of scope</b>  |             |                     |  |                          |            |                  |
|  |             |                     |  |                          |            |                  |
|  |             |                     |  |                          |            |                  |



MAGIQ CRM

| Request ID   | Caller Name   | Description   | Date Received |
|--------------|---------------|---|---------------|
| Out of scope |               |   |               |
| 1302141      | [Redacted]    | Outside Ledger Park Motueka. Smell coming from pump station<br>periodically. Can someone phone [Redacted] about this.   | 15/02/2013    |
| Out of scope |               |   |               |
| 1405809      | [Redacted]    | Reporting a very bad smell omitting from the pump station<br>next to Ledger Goodman Park Motueka. Pls investigate.<br>Confirm to engineering logged also.               | 8/04/2014     |
| 1416014      | [Redacted]    | Letter regarding odour complaints from Goodman Park<br>Wastewater Pumpstation Motueka   | 26/09/2014    |
| 1416078      | [Redacted]    | Letter written re: Goodman/Ledger sewerage system. Smell<br>complaint and installation of pump station enquiries.   | 29/09/2014    |
| Out of scope |               |   |               |
| 1705937      | David Ogilvie | Ledger Goodman Reserve = Unwelcomed regular effluent odours<br>coming from the pump station have been strong during recent<br>months. Some urgent work may be needed. - | 27/03/2017    |
| Out of scope |               |   |               |
| 1904132      | [Redacted]    | Enquiry to the timescale for the realignment of sewerage<br>pump in Ledger Ave. Its not pleasant to sniff.  | 26/02/2019    |

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|---------|------------|--|------------|
| 1915679 | [REDACTED] | [REDACTED] complaining about smell from Goodman Park WWPS. Been an issue for about 4 years. He used to live at [REDACTED] Ledger Ave, now [REDACTED] lives there [REDACTED]. He doesn't think the smell has improved recently. He mainly notices it in the cool evenings. He can't pinpoint where it is coming from. I asked to see if he could figure it out and let me know. I am having new lids made but can't promise when they will be installed by. I am waiting on design drawings. He has my direct dial number if he thinks he can assist with tracking down where the smell is coming from. | 19/08/2019 |
| 2002834 | [REDACTED] | Please phone caller re sewer smell at Ledger Avenue Park.  | 13/02/2020 |
| 2004643 | [REDACTED] | Reporting sewerage smell again, been going since 215pm. Common problem has been told to call back when more problems arise. Ledger Ave sewerage pump   | 9/03/2020  |
| 2014332 | [REDACTED] | Smell is back from the sewerage station on Ledger park... has phoned in about this before. Please phone [REDACTED] so he can speak about it further  | 10/08/2020 |

Out of scope

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|---------|---------------|---|------------|
| 2023172 | [REDACTED]    | Sewerage pump station in Ledger Avenue. The smell is really strong as its being pumped out. They cant open their windows  | 7/12/2020  |
| 2023722 | David Ogilvie | Cr Ogilvie made us aware of a smell coming from the Goodman Ledger WW pump station. Juliet Westbury's response is attached and a letter drop completed advising of the smell and the plans to mitigate the issue. | 15/12/2020 |

Out of scope

Out of scope

Out of scope

Out of scope

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|---------|------------|--|-----------|
| 2516514 | [REDACTED] | Hi Team, please see request and respond: Hi, I live at [REDACTED] Ledger Ave Motueka. Last Friday the street flooded. There is talk that opening flood gates caused this. Could some one get back to me and explain why the street flooded? Thanks [REDACTED]. Mobile [REDACTED] | 2/07/2025 |
| 2516644 | [REDACTED] | Please see attached under documents an email from [REDACTED] with photos attached, regarding the recent flooding event at his property at [REDACTED] Ledger Ave, Motueka   | 3/07/2025 |

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|---------|--|---|------------|
| 2516830 | [REDACTED]                             | <p>Leger Ave, pumping trucks.</p> <p>Every rain event there are Downer trucks that come to pump out the stormwater drains on Leger Ave. The trucks did not come in this rain event at all. This has caused flooding of garage and cars, both storm water and waste water.</p> <p>[REDACTED] was told by "the guys" this would not have happened if the trucks had been there and pumped out the water.</p> <p>She is concerned about the damaged property and also that this will effect her insurance now and mark her as flood prone, but claims this event was only caused by us not doing our job and clearing the drains.</p> <p>She is also looking for all information on the waste water systems in the area but could not be specific on exactly what and why.</p> <p>Please contact to discuss this</p> | 7/07/2025  |
| 2517328 | [REDACTED]                             | <p>Please call re he is needing advise as there is no drinkable water at his proerty as it is contaminated and he would like to know what can be done for it</p>  | 11/07/2025 |
| 2517685 | [REDACTED]                             | <p>Most likely bore, not connected to Council supply.</p> <p>Letter from [REDACTED] voicing her concerns about stormwater and Sewage problems in Ledger Ave, Motueka is attached. Please respond.&amp;nbsp;</p>   | 15/07/2025 |
| 2517882 | [REDACTED]                             | <p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.Complaint is attached</p>   | 16/07/2025 |
| 2517883 | [REDACTED]                             | <p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.&amp;nbsp;&lt;p&gt;Complaint is attached&amp;nbsp;&lt;/p&gt;</p>  | 16/07/2025 |
| 2517885 | [REDACTED]                             | <p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.&amp;nbsp;&lt;p&gt;Complaint is attached&amp;nbsp;&lt;/p&gt;</p>  | 16/07/2025 |
| 2517887 | [REDACTED]                             | <p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.&amp;nbsp;&lt;p&gt;Complaint is attached&amp;nbsp;&lt;/p&gt;</p>  | 16/07/2025 |
| 2517891 | [REDACTED] Marion Place. Name Not Give | <p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.&amp;nbsp;&lt;p&gt;Complaint is attached&amp;nbsp;&lt;/p&gt;</p>  | 16/07/2025 |
| 2517897 | [REDACTED]                             | <p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.&amp;nbsp;&lt;p&gt;Complaint is attached&amp;nbsp;&lt;/p&gt;</p>  | 16/07/2025 |
| 2517899 | [REDACTED]                             | <p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.&amp;nbsp;&lt;p&gt;Complaint is attached&amp;nbsp;&lt;/p&gt;</p>  | 16/07/2025 |
| 2517845 | [REDACTED]                             | <p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.&amp;nbsp;&lt;div&gt;&lt;br&gt;&lt;/div&gt;&lt;div&gt;Complaint is attached&amp;nbsp;&lt;br&gt;&lt;div&gt;&lt;div&gt;&lt;br&gt;&lt;/div&gt;&lt;div&gt;&lt;br&gt;&lt;/div&gt;&lt;/div&gt;</p>  | 16/07/2025 |
| 2517876 | [REDACTED]                             | <p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.&amp;nbsp;&lt;p&gt;Complaint is attached&amp;nbsp;&lt;/p&gt;</p>  | 16/07/2025 |
| 2517858 | [REDACTED]                             | <p>Formal complaint - neglect sewage overflow event, Storm - Ledger Avenue - Motueka - June 27, 2025 and continued.&amp;nbsp;&lt;p&gt;Complaint is attached&amp;nbsp;&lt;/p&gt;</p>   | 16/07/2025 |
| 2517920 | No Name Given                          | <p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.&amp;nbsp;&lt;p&gt;Complaint is attached&lt;/p&gt;</p>  | 16/07/2025 |

|         |                 |   |            |
|---------|-----------------|---|------------|
| 2517872 | Section 7(2)(a) | <span data-teams="true">Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.</span><p>Complaint is attached</p></span>   | 16/07/2025 |
| 2517878 | Section 7(2)(a) | <span data-teams="true">Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.</span><p>Complaint is attached</p></span>   | 16/07/2025 |
| 2517911 | Section 7(2)(a) | <span data-teams="true"><p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.</p><p>Complaint is attached</p></span>   | 16/07/2025 |
| 2517919 | Section 7(2)(a) | <span data-teams="true"><p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.</p><p>Complaint is attached</p></span>   | 16/07/2025 |
| 2517855 | Section 7(2)(a) | Formal complaint - neglect sewage overflow event - June 27, 2025 and continued.<br>Complaint is attached  | 16/07/2025 |
| 2518058 | Section 7(2)(a) | Please see attached a letter regarding the sewerage overflow from Section 7(2)(a), 3 Ledger Avenue.   | 17/07/2025 |
| 2518057 | Section 7(2)(a) | <span data-teams="true">Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.</span><p>Complaint is attached</p></span><p></p></span>   | 17/07/2025 |
| 2518059 | Section 7(2)(a) | <span data-teams="true">Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.</span><p>Complaint is attached</p></span><p></p></span>   | 17/07/2025 |
| 2518077 | Section 7(2)(a) | <span data-teams="true">Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.</span><p>Complaint is attached</p></span>   | 17/07/2025 |
| 2518062 | Section 7(2)(a) | <span data-teams="true"><p>INVOICE + Mayoral relief fund form.</p><p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.</p><p>Complaint is attached</p></span><p></p></span>             | 17/07/2025 |
| 2518053 | Section 7(2)(a) | Please see attached an email from regarding a sewerage overflow in Marion Place Motueka. Linked to SR2517887</span>   | 17/07/2025 |
| 2518123 | Section 7(2)(a) | <span data-teams="true"><p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.</p><p>Complaint is attached</p></span>   | 18/07/2025 |
| 2518488 | Section 7(2)(a) | <span data-teams="true"><p>Formal complaint - neglect sewage overflow event - Ledger Avenue - Motueka - June 27, 2025 and continued.</p><p>Complaint is attached</p></span>   | 22/07/2025 |
| 2519555 | Section 7(2)(a) | Attached are two emails received regarding a formal complaint from Ledger Ave sewer overflow.<br>Situation is complicated because come of the LGOIMA request qualifies as a complaint, which would like answered in 5 working days.</div></div> | 28/07/2025 |

Released under the Official Information Act 1982

|         |            |   |            |
|---------|------------|---|------------|
| 2519558 | [REDACTED] | <p>Received in response to the formal complaint letter of the sewer overflow at Ledger Avenue:</p> <p>Good afternoon Julie,</p> <p>Thank you for your response.</p> <p>What I don't understand is if the water level on the 27th was under 80% ( to me that doesn't leave a lot of space ) and knowing that this weather event was on its way, why were the trucks not dispatched; just in case? Then not dealing with the issue the following day, [REDACTED] and the trucks have always arrived to do their job, until that day. If they had arrived and done the work when it was needed we wouldnt of had toilet&amp;nbsp;waste running down our street.</p> <p>You say the council has 3 trucks, but the council decided not to use them during this time as it wouldn't&amp;nbsp;have made any difference! That's certainly a matter of opinion. It would have made a lot of difference to the people in this street.</p> <p>Moving on to today the 29th July, after another heavy rain warning there was a lot&amp;nbsp;of activity at the pump station, trucks were there from 9.30am till early afternoon&amp;nbsp;doing what's expected of them.</p> <p>To me this means opps maybe we did get it wrong last time, lets not do it again.</p> <p>You have mentioned a lot about times and flows etc, again this means nothing to me....At the end of the day like the rest of the street we would like to know that we can rely on the trucks arriving before this happens again. Simple really.</p> <p>We are all human and make mistakes... in this case I believe the Council dropped the ball and should own it.</p> <p>Regards [REDACTED]</p> | 31/07/2025 |
| 2519988 | [REDACTED] | <p>Please see attached letter re Ledger Ave. Not the same as previous, but same type of concerns.</p> <p>Attached is a response from Mike Schruer, providing previous information sent to most of the other residents that made contact with us. Provided a copy of the e.coli results that they didn` t receive a copy of</p>  | 5/08/2025  |
| 2520003 | [REDACTED] | <p>Please see attached complaint re Ledger ave. I also included the Mayoral relief app as they came in together just FYI</p>  | 5/08/2025  |
| 2520039 | [REDACTED] | <p>Please see attached an email from [REDACTED] with questions around sewerage contamination at Ledger Goodman Park.</p>  | 6/08/2025  |

Out of scope

2522102 SECTION 7(2)(14) - P2 SECTION 7(2)(14) - P22 Would like an image/ map of the drainage plans for the entire street of ledger avenue.&nbsp;<div><br></div> 27/08/2025

Out of scope

Thank you for taking the time to respond to our formal complaint. Thank you for your data and explanation regarding the incident that occurred in our street. I do understand it was a weather event out of the ordinary and not a regular occurrence, but it is still not good enough to let raw sewage flow past our homes.

It's disappointing to hear that you clearly knew it would overflow into our street and contaminate our road, footpaths and Goodman Park which food is grown here. To this date no clean up or sanitizing of our street has happened.

I'm sure as a rate payer yourself you wouldn't be happy if it happened in your street or if your potable water was contaminated.

The council clearly failed us at this event and a lot of our residents are very concerned this could and will happen again. Furthermore, our rates have increased to \$1,000.00 a year for wastewater, for what? You spend tens of thousands of dollars on pumping out the PS that deals with 80% of Motueka's sewage wouldn't this money be better spent to upgrade the infrastructure?

I quote for the TDC website Leadership team page. This has not been the case for us:

I respect we choose to have a bore and its our responsibility to look after and maintain them, but it is the council's job to ensure the infrastructure keeps human waste in the pipes.

Sadly, our residents are deeply disappointed and are wanting to know going forward what the council intend to do to keep sewage off our streets as its a serious health matter and should not be happening in this day in age, we are not a third world country.

I look forward to a response on how the TDC will be dealing with events like this into the future.

Kind regards,

[2519432](#) [REDACTED]

30/07/2026

2516473 [REDACTED]

[REDACTED] is concerned about contamination of his bore, he would like to discuss the best way to get this tested as they had a sewer overflow at the top end of their street in the storm. Please call to discuss.