

From: [BDC Lgoima](#)
To: [REDACTED]
Subject: Official Information Request - Information re Operation Outreach - Westport Flood Recovery OIA 067/21
Date: Thursday, 11 November 2021 8:16:00 am
Attachments: [image003.png](#)

Dear [REDACTED]

We refer to your official information request dated 13 October 2021 for information regarding Operation Reach.

The information you have requested is in red below:

- *I would like to know what percentage of owners of yellow and red stickered houses were successfully visited face to face last week as part of Operation Outreach*

In total Operation Outreach teams visited 537 homes. 31.3% of those (168 households) had people onsite when the teams visited.

The goal of Operation Outreach was to gauge the welfare of those who were living in their yellow stickered homes. 43% of yellow stickered homes visited during Operation Outreach had people onsite when the teams visited.

- *And I would like to know please what percentage of owners of yellow and red stickered houses were successfully contacted by a method other than face to face (as part of Operation Outreach).*

27 yellow stickered homes visited as part of Operation Outreach showed signs of people living in them, and seven of these were identified for further follow-up by the Community Connectors. The remaining 20 have either had contact via the Community Hub, were checked by Environmental Health Officers, or their repair work is underway.

The Recovery team has been reaching out to other homeowners/occupiers through the red and yellow stickered community meetings, the Community Hub, text message updates and through contact with other community groups.

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.

If you wish to discuss this decision with us, please feel free to contact the Buller District Council by return email to lgoima@bdc.govt.nz.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly at <https://bullerdc.govt.nz/district-council/your-council/request-for-official-information/responses-to-lgoima-requests/> with your personal information removed.

Kind regards

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