

15 May 2023

Resident
362 Matakana Valley Road
Matakana
AUCKLAND 0985

Dear Three Blokes Limited

Re: Asset 8580019942 at 362 Matakana Valley Road Matakana 0985

Onsite wastewater system / septic tank maintenance record request.

On a letter was sent to you as a reminder to send us your most recent onsite wastewater system maintenance record. To date we have not received this record. Please send this information to us via the contact details below.

Our records show that your property has an onsite wastewater system or septic tank.

As per the requirements in the Auckland Unitary Plan (refer overleaf), we request you send us the following by the end of next month to complete our compliance assessment:

- **The most recent maintenance records of your onsite wastewater system.** This needs to record the condition of the system, and demonstrate that all its components, including the disposal field, have been inspected.

Enforcement action may follow if this deadline is not met.

Some service companies use a digital form which is sent directly to Auckland Council on your behalf. Please contact your service company directly if you are unsure whether they use the Auckland Council form.

Some service companies may be experiencing delays in booking in new customers due to high demand. Please advise us if your scheduled service date is more than six weeks away.

If you have upgraded or removed your onsite wastewater system, please notify us so we can update our records.

Some systems might have a resource consent and could require additional information. If your system has a resource consent, contact monitoring@aucklandcouncil.govt.nz

More information about onsite wastewater systems can be found online at www.aucklandcouncil.govt.nz/septic tanks

What if my onsite wastewater system has faults?

You will need to arrange repairs or a pump-out according to your service company's recommendations. One of our compliance officers may contact you to ensure the necessary repairs are completed. We recommend you send us an invoice or similar documentation to advise when the

work has been completed.

How to submit documents to us:

You can submit documents to us via one of the following methods. Please ensure your documents contain your property address.

- Email us at **proactivecompliance@aucklandcouncil.govt.nz** ; or
- Drop the documents off at any Auckland Council Service Centre; or
- Post to Proactive Compliance, 135 Albert Street, Auckland Central, Auckland 1010.

Thank you for your help in protecting Auckland's waterways.

Yours sincerely,

Amber Blundell
Proactive Compliance Team
Auckland Council

The Auckland Unitary Plan (AUP) and your onsite wastewater system

The AUP contains maintenance requirements that property owners need to follow if they have an onsite wastewater system. The key rules are found in Chapter E5.6.1 and include:

- The requirement to keep your onsite wastewater system maintained once it is installed and have a record of the maintenance available for Council's inspection.
- A primary septic tank and land disposal system should be inspected at least **once every three years** and, where necessary, the tank pumped out by a suitably qualified onsite wastewater service provider when sludge and scum levels occupy 50% or more of the tank volume.
- Secondary and tertiary treatment systems and associated land disposal systems must be serviced **six-monthly** by a suitably qualified onsite wastewater service provider.