



# Defect Notice Process

## PRACTICE NOTE WW01

This Practice Note is part of a series of notes developed to assist with the use and implementation of the Central Hawke's Bay District Council's Wastewater Bylaw.

### Defect notices

Defect Notices are issued where the wastewater and/or stormwater installation on premises (including private property) does not meet the New Zealand Building Code, NZS4404:2010 Land development and subdivision infrastructure, or Council's requirements under the Wastewater Bylaw 2021, or the Stormwater Bylaw 2021, or via any consents issued.

Non-compliant installations can result in stormwater getting into the wastewater system. This can cause overflows from the wastewater system – at people's houses and into the environment. It can also mean toilets can't be flushed and water can't be used in the house in some situations, particularly in wet weather.

### Defect Notice Process

The first Defect Notice issued will contain information regarding the defect Council has identified on the premises. It will give a due date for the defect to be remedied – normally 1-2 months. Resolving the defect is the Customer's responsibility.

A re-inspection is to be undertaken after the deadline date given in the letter.

If the defect is not resolved, Notice 2 will be sent to the Customer, noting the fact that the defect was not resolved when the property was re-inspected (noting date of re-inspection). A new deadline date is to be given in the letter – again, normally 1-2 months.

A re-inspection is to be undertaken after the deadline date given in Notice 2.

If the defect is not resolved after the second re-inspection, a third notice is to be sent to the Customer, outlining the next steps.

