

**From:** [LGOIMA](#)  
**To:** [\[redacted\]](#)  
**Subject:** RE: LGOIMA request - CLM's management of TDC facilities - Reference: 2519 Thursday, 28 November 2024 11:28:05 am  
**Date:**  
**Attachments:** [Service request 2417496\\_Redacted.pdf](#)  
[Service request 2320035\\_Redacted.pdf](#)  
[Service request 2316681\\_Redacted.pdf](#)  
[Service request 2108346\\_Redacted.pdf](#)

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Kia ora [\[redacted\]](#),

We refer to your official information request dated 22 November 2024. Our response is below:

**1. Can you please provide a timeline showing when CLM was awarded contracts at each facility?**

Richmond Aquatic Centre – This was first awarded by Tasman District Council on 1 December 2003. CLM has remained the contractor for the facility to date.

Saxton Stadium – CLM has recently been awarded the contract to manage the Saxton Stadium facility. This was awarded by Nelson City Council. Although Tasman District Council did not award this contract, we wish to note that there is a relationship between Tasman District Council and Nelson City Council with regards to the management of the Saxton stadium facility however the contract itself was awarded by Nelson City Council to CLM.

**2. Can I please see all complaints you have received about CLM from companies, groups, individuals, organisations etc over the last four years (22 November 2020 - 22 November 2024)**

We have conducted a search of complaints received and logged in our service request system within MAGIQ (our financial management and information system) using the keyword “CLM” and the date range 22 November 2020 – 22 November 2024. This search located 4 service requests potentially in scope of your request. We have since reviewed the service requests, a copy of these requests are **attached**:

Service request 2417496\_Redacted.pdf (received 26 August 2024)  
Service request 2320035\_Redacted.pdf (received 6 November 2023)  
Service request 2316681\_Redacted.pdf (received 15 September 2023)  
Service request 2108346\_Redacted.pdf (received 27 April 2021)

Please note, redactions have been applied under the following sections of the Local Government Official Information and Meetings Act (LGOIMA):

Section 7(2)(a) - protect the privacy of natural persons, including that of deceased natural persons.

**3. Can I please see correspondence relating to costs/pricing structure between council staff members and CLM? (22 November 2020 - 22 November 2024)**

To recap, we were unable to narrow the scope of your request sufficiently to avoid capturing a significant volume of information. Further consultation with you confirmed

that you were wanting to know if the Tasman District Council had an arrangement with CLM with regards to the management of the Saxon Stadium. You advised that you wished to cancel part 3 of the request if it was just the Richmond Aquatic Centre that we managed.

As confirmed to you on 26 November 2024, CLM are contracted to manage the Richmond Aquatic Centre and no other facilities within the Tasman District region. CLM has recently been awarded the contract to manage the Saxton Stadium facility. This was awarded by Nelson City Council, although both Councils collaborate on the management of that facility to some degree.

In light of the above, we have treated this part of your request as being cancelled.

**4. Can I please see the results of the annual residents surveys, going back four years, relating to CLM facilities? (summaries please)**

The information you have requested with regards to the [Annual Residents Surveys](#) is publicly available on our website via link above.

**5. Can I see any documents relating to how CLM was selected, including the tendering process, competing bids, and evaluation criteria?**

We have decided to refuse part 5 of request as the information requested is commercially sensitive in nature. This information is withheld under the following section/s of the Local Government Official Information and Meetings Act (LGOIMA):

Section 7(2)(i) - enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)

We do not consider there to be a public interest that overrides our reasons for refusal.

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

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**Request: 2417496 (Complaint)**  
**To: Reserves and Facilities**  
**Attn: Tony Strange**

**District: Richmond**  
**Received by: Gemmah Edgley**  
**Date & time received: 26/08/24 - 14.06**  
**How received: E-mail**  
**Date & time of incident: -**  
**Action required: Investigate**

**Closed: 29/08/24 - 02.16**

## Caller Information

**Name** [Redacted]

**Address**

**Phone**

**Email** [Redacted]

## Request

**Type** Customer Enquiry  
**Details** The Richmond Aquatic center  
The place is poorly managed,  
Its been dirty for such a long time.  
The management and staff walk up and down with coffees doing nothing much.  
I have witnessed dirty toilets,  
Mouldy shower curtains.  
Urine on the floors.  
Look at the management.  
Are they doing there job correctly.

## Location

**Street** 141 Salisbury Road, Richmond

## Property

**Location** 141 Salisbury Road, Richmond  
**Valuation No** 1958000501

## Actions

**Opened By** gemmahe - 26/08/24, 14.06  
**Assigned to** Grant Reburn  
**Status** Investigate - Arrived: 26/08/24 - 16.27 - Completed: 26/08/24 - 16.27  
**Completed By** grantr - 26/08/24, 16.29

**Opened By** grantr - 26/08/24, 16.29  
**Assigned to** Tony Strange  
**Status** Investigate - Completed: 29/08/24 - 02.16  
**Details** I have emailed the customer with an explanation of what we and our Partners CLM are doing at the aquatic Centre  
**Completed By** tonys - 29/08/24, 14.18

**Request: 2320035**  
**To: Reserves and Facilities**  
**Attn: Tony Strange**

**District: Richmond**  
**Received by: Allison Thomas**  
**Date & time received: 06/11/23 - 10.34**  
**How received: Phone**  
**Date & time of incident: -**  
**Action required: Investigate**

**Closed: 10/11/23 - 09.24**

## Caller Information

**Name** Section 7(2)(a) - Protection of Privacy  
**Address** Section 7(2)(a) - Protection of Privacy  
**Phone**  
**Email** Section 7(2)(a) - Protection of Privacy

## Request

**Type** Council Properties - Cleaning  
**Details** General cleanliness of the facility, particularly the foyer. The women's toilets do not flush properly, and are especially difficult for children or elderly, so are often left unflushed after use and have been in that condition for several months.  
I have approached the CLM facility manager a few weeks ago but he showed no interest in resolving the issue.  
To date, the toilets are still not functioning properly. Repair the toilets.  
Monitor the facilities/contractor more closely. Maybe look at another contractor when the current contract is up for review. Richmond Aquatic Centre

## Actions

**Opened By** Allison Thoma - 06/11/23, 10.39  
**Assigned to** Margot Wilson  
**Status** Investigate - Arrived: 06/11/23 - 11.57 - Completed: 06/11/23 - 11.57  
**Details** The Aquatic Centre management is part of Tony Strange's portfolio. Hence am forwarding to him.  
**Completed By** Margot Wilson - 06/11/23, 12.02

**Opened By** Margot Wilson - 06/11/23, 12.02  
**Assigned to** Tony Strange  
**Status** Investigate - Completed: 10/11/23 - 09.24  
**Details** I have emailed and spoken with the customer who is now happy  
**Completed By** Tony Strange - 10/11/23, 09.25

**Request: 2316681**  
**To: Reserves and Facilities**  
**Attn: Tony Strange**

**District: Moutere Waimea**

**Received by:**

**Date & time received: 15/09/23 - 11.53**

**How received: Phone**

**Date & time of incident: -**

**Action required: Investigate**

**Closed: 21/09/23 - 11.46**

## Caller Information

**Name** [REDACTED]

**Address** Section 7(2)(a) - Protection of Privacy

**Phone** (Hm) [REDACTED] (Mob) [REDACTED]

**Email** Section 7(2)(a) - Protection of Privacy

## Request

**Type** Customer Enquiry

**Details** [REDACTED] has called us today about the CLM aquatic centre, it is about their website to do with the swimming pool for lane availability. The website needs to be upgraded to do with the lanes in the pool that are availability as [REDACTED] has to travel 35kms to go to the pool. [REDACTED] has had numerous attempts to get this sorted by CLM but still nothing is being done. Please contact [REDACTED] to discuss.

## Contract details

**Resolution** Contacted Customer

## Actions

**Opened By** Robyn Laing - 15/09/23, 12.06

**Assigned to** Tony Strange

**Status** Investigate - Completed: 21/09/23 - 11.46

**Details** Responded to customer via email.

**Completed By** Tony Strange - 21/09/23, 11.48

**Request: 2108346**  
**To: Council Properties**  
**Attn: Martin Sutton**

**District: Richmond**

**Received by: Grace Horner**

**Date & time received: 27/04/21 - 14.38**

**How received: Counter**

**Date & time of incident: -**

**Action required: Contact Customer**

**Closed: 03/05/21 - 09.48**

## Caller Information

**Name** [Redacted]

**Address** [Redacted]

**Phone** (Mob) [Redacted]

**Email** [Redacted]

## Request

**Type** Council Properties - Fixtures and Fittings  
**Details** Please call [Redacted] re: the disability change rooms at the Aquatic center are not functioning very well and need upgrading - please ring [Redacted] to discuss - [Redacted] unable to shower there as they are not wheelchair friendly. One is a standing shower no usable for a wheel chair user

## Actions

**Opened By** 5 Richmond Ca - 27/04/21, 14.42

**Assigned to** Martin Sutton

**Status** Contact Customer - Completed: 03/05/21 - 09.48

**Details** CLM management actioned

**Completed By** Martin Sutton - 03/05/21, 09.48