

Our Ref: 393658
Contact: Janis Adair - Chris Littlewood

2 October 2015

Mr Paul Gee
PO Box 249 Takaka
Golden Bay
Tasman 7142

By email: gasnsolarservices@gmail.com

Dear Mr Gee

**Ombudsmen Act investigation
Plumbers, Gasfitters and Drainlayers Board
8 Matuku Place, Nelson**

On several occasions, you have copied your emails to the Plumbers, Gasfitters and Drainlayers Board to this Office regarding your complaint about the Board's failure to investigate plumbing work carried out at 8 Matuku Place, Nelson. I made enquiries of the Board about why it had not investigated your complaint.

The Board provided me with copies of a number of emails you sent to the Board and its letters in response. In your email of 25 September 2014 to the Board's then Chief Executive, Mr Max Pedersen, you stated:

"Hey, Max, what's been done about the radiator system, which I write to you about every autumn, which has stagnant water coming out of the shower and hot water outlets? What happens if the people using this badly plumbed system get legionnaires disease?"

You asked the Board why it had not appointed an investigator under the Plumbers, Gasfitters and Drainlayers Act 2006 to investigate your complaint. In a letter of 25 November 2014, Mr Pedersen explained why it had not done so:

"In summary, there is simply no direct, first hand information about the system that was installed at 8 Matuku Place, and whether it actually is or was substandard in any way. In addition, you state the owner of the property does not want to pursue this matter and, at an entirely practical level, this would make it extremely difficult if not impossible

for the Board to look into this matter. Taking all of these things into account, I have to advise that the Board will not be taking any action in relation to this matter under Part 3 of the Act."

Having made preliminary inquiries, and having regard to all the circumstances of the case, it appears to me that an investigation of your complaint is unnecessary (see Ombudsmen Act 1975, s 17(1)(f)(i).)

I invite you to comment on my preliminary view by **19 October 2015**.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ron Paterson', with a horizontal line extending to the right.

Professor Ron Paterson
Ombudsman