

From: [Official Information](#)
To: [REDACTED]
Cc: [Official Information](#)
Subject: Final response - LGOIMA 471586 - [REDACTED] - Steele Park Upgrade
Date: Tuesday, 22 April 2025 1:27:27 pm
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)

Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

Your request:

I'm interested to know how much money was spent upgrading the facilities at Steele Park, Hamilton East over the past 18 months.
Last Sunday there was a large group of vagrants occupying the new facilities adjacent to Grey St, facing inward toward the park, clothes and shopping trolleys strewn everywhere; this is hardly a great advertisement for visitors to Hamilton or residential ratepayers; it seems the upgraded facilities completely missed the point.
Would you send your son or daughter off to use the toilets in this environment?
There were families nearby at a small park, and groups of cricketers in the park, but nobody would go near the buildings.
Please let me know the cost of the facility upgrade, and whether council intends doing anything to remove these people on behalf of the community.
If I don't hear back I will ask the media to pursue an answer.
Call me if you would like a photo sent.

Our response:

Thank you for your email and for sharing your concerns regarding the upgraded facilities at Steele Park, Hamilton East. We understand and acknowledge the importance of creating and maintaining public spaces that benefit the community and are safe and welcoming for all users.

In response to your inquiry, the total cost of the Steele Park facility upgrade over the past 18 months was \$3.69m.

The upgraded facility was carefully designed following consultations with user groups to ensure it met the needs of the community.

We are aware of an increase in anti-social behaviour. While regular foot patrols by Council's City Safe staff and CCTV monitoring are in place to deter this behaviour, there are limitations to our legal ability to request individuals to move on. Despite these challenges, staff actively engage with users to encourage respectful behaviour and, where necessary, contact the Police for further assistance.

We will continue to monitor this area through our CCTV monitoring and City Safe patrols.

We appreciate your observations and feedback on this matter.

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.

Ngaa mihi

Keeley Faulkner

Official Information Advisor & Legal Support Officer

Legal services

Governance & Assurance Team | Partnerships, communication & Maaori

Email: officialinformation@hcc.govt.nz



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Council.

I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.

From: noreply@hamilton.govt.nz

Sent: Tuesday, April 8, 2025 9:41 AM

To: info@hcc.govt.nz

Subject: Complaint, compliment or idea logged - HCC-CCI-250408-8DLBL



We've received a request for you.

This request was received on 08 April 2025 @ 9:41AM.

Here's your reference number and the request details:

UUID HCC-CCI-250408-8DLBL **What type of feedback is this?** A complaint **Your feedback** I'm interested to know how much money was spent upgrading the facilities at Steele Park, Hamilton East over the past 18 months.

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cricketers in the park, but nobody would go near the buildings. Please let me know the cost of the facility upgrade, and whether council intends doing anything to remove these people on behalf of the community.

If I don't hear back I will ask the media to pursue an answer.

Call me if you would like a photo sent. **Attach your supporting documents** Name [REDACTED] **Organisation Email**

[REDACTED] **number** [REDACTED]

Preferred contact method Phone (during business hours)

Created 08 April 2025 @ 9:41AM

If you have any questions in the meantime, feel free to call us on (07) 838 6699 or [email our customer service team](#).

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