

# A guide to raising maintenance requests for Category 3 properties


If you've spotted an issue with a Category 3 home or property that Auckland Council has purchased, please follow the steps below to submit a maintenance request. Note that we cannot carry out any work until council owns the property.

After settlement, Auckland Council carries out basic maintenance on a monthly schedule. This work focuses on areas visible from roads and footpaths, such as berms and front yards of properties with road frontages.

If you have trouble completing the online form you can also contact our customer service team on 09 301 0101 to raise a request.

## Step-by-step guide

**STEP ONE:** Visit the Auckland Council “Report a problem” website (<https://new.aucklandcouncil.govt.nz/en/report-problem.html>) and click on “Report a problem”




Search Auckland Council

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[Home](#) > [Contact us or report a problem](#)



### Whakapā mai, e whāki raru mai rānei ki a mātou

## Contact us or report a problem

[Report a problem](#)

Find out how you can help care for your community by reporting a problem to us.

[Our contact details](#)

Find out about the different ways to contact us

[Make an enquiry online](#)

Complete this form to contact us about any non urgent enquiries or issues, or to give us a compliment.

[Visit us](#)

Locations of libraries with council services across Auckland. See our opening hours, services available, location maps and parking information.

[Make a formal complaint online](#)

Submit a formal complaint to us online.

[Community safety and support](#)


Learn about how to keep safe in our community and what to do if you need support. Read about the organisations that can help you.

[Our Customer Promise](#)

Read our Customer Promise outlining what you can expect from us. Also find out how you, a member of the public, can help us deliver a high standard of customer service.



**STEP TWO:** Click the option “Community venues, parks, beach and public spaces”



Search Auckland Council

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# Rīpoatatia tētahi raruraru

## Report a problem

Thank you for getting in touch and caring for your community. Choose the type of problem you want to report.

### [Bins and collections for household waste services](#)

Request new or replacement bins, bin repairs, or different-sized bins. Also get a bin removed or report a missed collection.

### [Community venues, parks, beaches and public spaces](#)

Report things in public spaces that are broken, dirty, hazardous or in need of maintenance. Also report loose litter in public spaces.

### [Complain about noise](#)

How to complain about noise and what happens once you have made a complaint.

Phone us on 09 301 0101 when the noise is happening.  
Area: All areas

### [Dogs](#)

Report a wandering dog or excessive dog barking.

For urgent dog issues like dog attacks or aggressive dogs, phone us on 0800 462 685.  
Area: All areas



**STEP THREE:** Once you have read the “Before you start” explainer, click “Start” in the bottom right corner

## Report a problem at our council properties, facilities, venues, parks or beaches

Rīpoatahia he raruraru i tētahi o ō mātou urunga, whare, papa rēhia, tāhuna rānei

Use this form to report maintenance problems at our council properties, facilities and venues or in our parks, reserves, and beaches.

### You should know

#### Before you start

You will need to let us know:

- the location of the problem
- details of what the problem is.

You can upload up to three photos to help us assess and prioritise the problem.

[Login or register](#) to save details and track the progress of this problem.

To report problems that are:

- causing immediate risk or harm to people or property, call [09 301 0101](#)
- relating to a dog attack, aggressive behaviour or roaming, call [0800 462 685](#)
- illegally dumped rubbish (more than 240 litres or 4 rubbish bags), call 0800 NO DUMP ([0800 663 867](#)) at any time day or night.

#### Your privacy

We will use the information you provide in this form for the intended purpose of your interaction with us, and possibly training purposes. For more information, see our [privacy policy](#).

It will take about **five minutes** to complete this form.

Start >





**STEP FOUR:** Use the “Find address or place” search bar to enter the address of the Category 3 property. Only properties outlined in **green** are owned by the council. If the property is not green, the property is still **privately owned** and we are unable to do any maintenance at the site. Once you’ve selected the property, click “**Next** Step 2”.

Select the location of the problem

Step 1 of 8

[Start again](#)



[Start again](#)

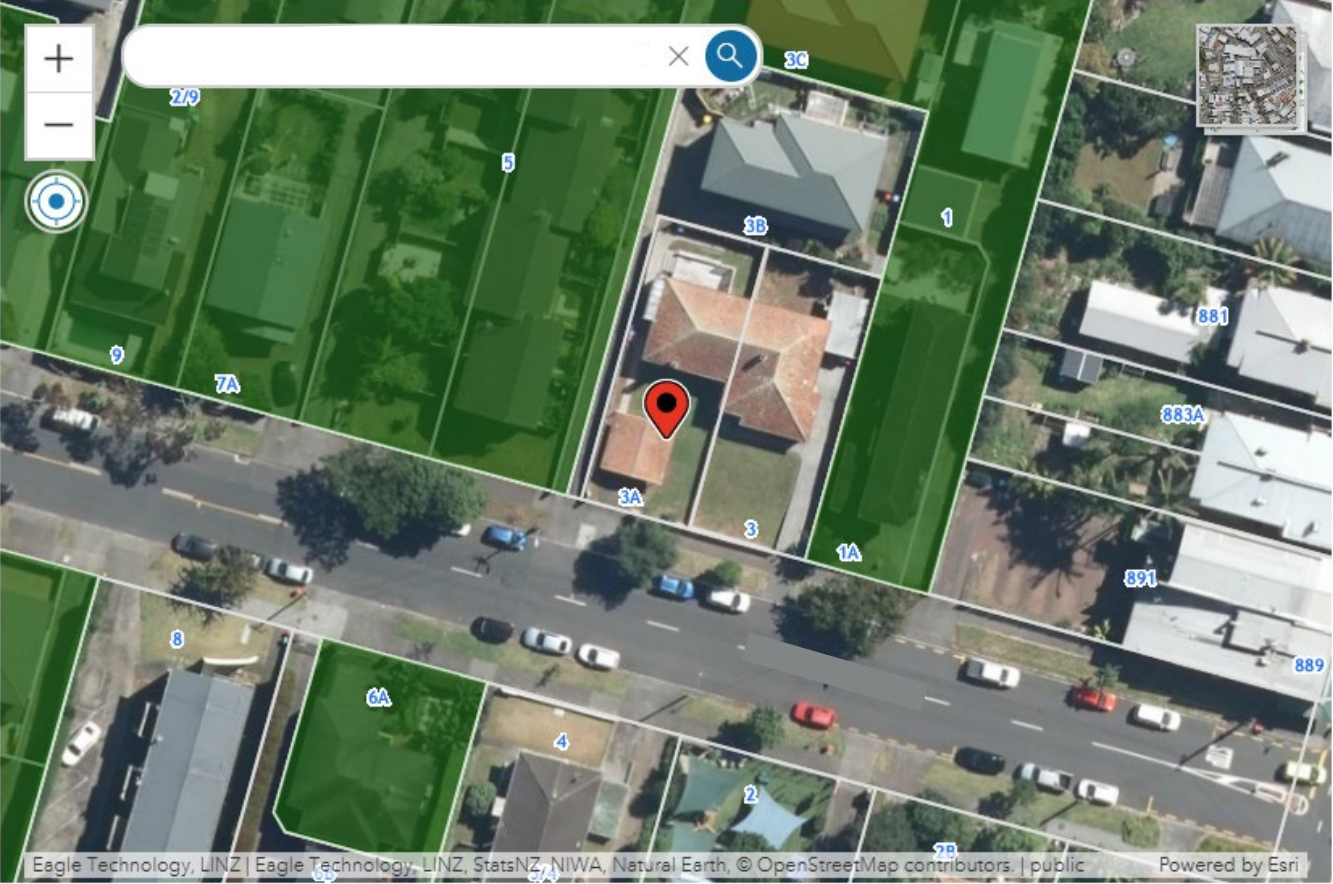
**Next**  
Step 2



Select the location of the problem

Step 1 of 8

[Start again](#)



[Start again](#)

**Next**  
Step 2





**STEP FIVE:** Make sure you have selected the option “Location closest to pin”. You can then use the dropdown arrow to select the exact property address. Then select “**Next** Step 3”.

[Back to information about reporting a problem](#)

Form

## Confirm the location

Step 2 of 8

[Start again](#)

Location closest to pin:

☒ Mount Eden Suburb Cat 3 land (We've recorded the specific location in the park)

Select an area within this location

▼

Other locations with 25m of the pin:

☐ Roadside or public space

If the facility, venue, park, reserve or beach is not listed, [try shifting the map](#).

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Step 1

[Next](#)  
Step 3

**STEP SIX:** Select the type of problem you were wanting to report e.g. “Plants, grass, trees and animals” then “**Next** Step 4”.

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Form

## Select the type of problem to report

Step 3 of 8

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Select the type of problem

- ☒ Plants, grass, trees and animals
- ☐ Ground surface
- ☐ Furniture, fixtures, outdoor structures
- ☐ Water or plumbing

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Step 2

[Next](#)  
Step 4



**STEP SEVEN:** Specify the exact concern in the follow up menu such as “Overgrown grass (e.g too tall or over a footpath) then “**Next** Step 5”.

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Form

Select the problem

Step 4 of 8

[Start again](#)

Plants, grass, trees and animals

Select the problem you want to report.

You will be able to provide more comments about your problem in a moment.

☒ Overgrown grass (e.g. too tall or over a footpath)

☐ Grassed surface damaged (e.g. by vandals or motor vehicles)

☐ Gardens, hedges or shrubs damaged, diseased, growing over paths

☐ Plants overgrown, diseased or damaged

☐ Weeds in gardens or grassed areas

☐ Something Else

BackStep 3

NextStep 5

**STEP EIGHT:** Attach any photos (if you have any) and/or a description of the problem in the textbox under “Tell us more about the problem” then “**Next** Step 7”.

Form

Include photos and other relevant details

Step 6 of 8

[Start again](#)

You should know

Anyone who has the job reference number for this reported problem may be able to see the images and information you provide.

Add photos of the problem (optional)

You can upload a maximum of three photos, up to 10MB each. Accepted file types are: DOC, DOCX, JPG, JPEG, PNG, PDF

Tell us more about the problem

Include as many relevant details as you can, such as possible dangers to the public or directions to the problem.

Please mow the berm for this council-owned Category 3 property as the grass is too long.

212 characters remaining

BackStep 4

NextStep 7



**STEP NINE:** Enter your contact details into the form. You can also specify if you would like to receive progress updates. Once complete, click “**Next** Step 8”.

Form

Your contact details

Step 7 of 8

[Start again](#)

Enter your contact details

We may need to contact you for more information. Having your contact details will help us resolve the problem easier and faster.

We will use your contact details in line with our [customer privacy policy](#).

Can we contact you about this problem?

☒ Yes

☐ No

Are you reporting on behalf of a council organisation?

☐ Yes

☒ No

Your first name

John

Your last name

Smith

**STEP TEN:** You will see a summary of your request and contact details. Check everything is correct, and once you’re happy click “**NEXT** Finish”.

The concern has now been logged and will be automatically sent to our team to investigate.

[Back to information about reporting a problem](#)

Thank you

Tēnā koe

Thank you for caring for your community and letting us know about the problem.

We'll make sure the area is safe. We may need to schedule further work to fix the problem.

What happens next?

If you have subscribed to notifications, we will send you the reference number in an **email** or **text** message with a link to track progress. We will also notify you when the status of the problem changes.

Report another problem

To report another problem at the same location, use [report another problem at this location](#).

To report an unrelated problem, use [report another problem](#).

Track reported problems

You can add new problems and track their status using myAUCKLAND. Register or login to use this service.

myAUCKLAND login

