

29 August 2023

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Our reference: LGOIMA

Dear [REDACTED]

**Request for Information – Local Government Official Information and Meetings Act 1987 (LGOIMA)**

We refer to your official information request dated 2 August 2023, for information regarding Hutt City Council's appearance industry by-laws, specifically:

1. *How many current registrations are there under your 'appearance industry' bylaw? (Please detail the split of registration type if possible e.g. how many tattooists, skin piercers, nail salons, beauty therapists etc)*
2. *How much is the registration fee for an appearance industry business to become registered?*
3. *How long does registration last? (e.g. 1 year from date of application or a set date each year)*
4. *Are renewal registrations charged a different fee from the initial fee (if so, what is the renewal fee charged)?*
5. *Are these premises inspected, and if so, by whom and how often?*
6. *Is a separate inspection fee charged or is the cost covered by the registration fee paid by the business?*
7. *Have any of your premises registered under your appearance industry bylaw had any compliance issues between 1 July 2021 and 30 June 2023? (If yes, please briefly describe the issue without identifying the business involved E.g. complaint regarding cleaning, suspected infection transmission etc).*
8. *Have you received any complaints relating to these industries or practices (of tattooing, skin piercing, nail salons or beauty therapy) relating to operators not registered under your bylaw (i.e: backyard traders) between 1 July 2021 and 30 June 2023? (If yes, please briefly describe the complaint).*

A copy of our Appearance Industries By-law is available on the Hutt City Council website on following url:

<https://hccpublicdocs.azurewebsites.net/api/download/5486d44d9b3b43fcaddadfa0abeb1e29/CM9-WE/05f4ae4191082d496c80cbee2f9d2ac311>

Our responses to your specific questions are provided below.

***How many current registrations are there under your 'appearance industry' bylaw? (Please detail the split of registration type if possible e.g. how many tattooists, skin piercers, nail salons, beauty therapists etc).***

The council has 60 appearance industry operators covered by our bylaw. This includes tattooists, nail salons, waxing, pulse light and laser treatment, electrolysis, derma rolling, skin piercing, needling, manicures and pedicures, beauty therapists and acupuncturists.

There are also an additional 15 combined hairdresser/appearance industry operators.

To provide a breakdown of these by industry would require a manual collation of the data. Accordingly, your request for this is refused under section 17(f) of the LGOIMA.

***How much is the registration fee for an appearance industry business to become registered?***

Appearance Industry Registration is \$275 (which includes up to 1.5 hours of inspection, administration and travel time). Combined Hairdresser/Appearance Industry registration is \$370 (which includes up to 2 hours of inspection, administration and travel time).

Additional time for registration/inspection and investigation of justified complaints under the Appearance Industries Bylaw is charged at \$185 per hour.

***How long does registration last? (e.g. 1 year from date of application or a set date each year)***

Registration lasts one year from the date of issue of the registration certificate.

***Are renewal registrations charged a different fee from the initial fee (if so, what is the renewal fee charged)?***

No, the same fee is charged.

***Are these premises inspected, and if so, by whom and how often?***

All premises are currently inspected annually by an Environmental Health Officer. Hutt City Council is training Environmental Technical Officers to be able to undertake inspections.

***Is a separate inspection fee charged or is the cost covered by the registration fee paid by the business?***

The cost of inspection is included in the registration fee (refer to response to question 2). Additional time is charged for, if necessary.

***Have any of the premises registered under your appearance industry bylaw had any compliance issues between 1 July 2021 and 30 June 2023? (If yes, please briefly describe the issue without identifying the business involved e.g. complaint regarding cleaning, suspected infection transmission etc).***

During inspections our Environmental Health Officers have found the following compliance issues:

- handwashing
- sterile storage
- cleanliness of equipment and premises
- aseptic techniques
- expired ink used for tattooing
- re-using roll on wax applicators

***Have you received any complaints relating to these industries or practices (of tattooing, skin piercing, nail salons or beauty therapy) relating to operators not registered under your bylaw (ie: backyard traders) between 1 July 2021 and 30 June 2023? (If yes, please briefly describe the complaint)***

Yes, the following complaints have been received:

- Complaint of reported hepatitis referred from Te Whatu Ora – tattooist
- Complaint about a tattooist not being registered
- Complaint about operator hygiene, sanitation and cleanliness of the premises – nails, hairdressing and waxing.

We advise that this response to your information request, including your name, may be published on Hutt City Council's website.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Kind regards



Susan Sales

**Senior Advisor Official Information and Privacy**