

**PO Box 76
Tairua 3508**

26 February 2018

To whom it may concern

We write to endorse and reinforce communications we understand that you have received from the Community Board, residents and in all likelihood visitors in respect to the regular appalling state of the toilets on the Pepe Reserve at Tairua

We understand that during the "busy season" (for which we would appreciate a definition) the toilets are cleaned twice daily but this is patently insufficient given the disgusting state in which they are frequently found.

The TCDC and Destination Coromandel will have details of vehicular movement through Tairua -a figure provided to us for December 2017 is 124,516; it is anticipated to have been higher in January 2018. For most of those vehicles Tairua is the first stopping place -the Gateway to the Eastern Seaboard (including the greatly promoted Hot Water Beach and Cathedral Cove at Hahei); many drivers and passengers stop to use the Pepe Reserve toilets; what a dreadful impression of our beloved Coromandel they leave for so many.

Aside from the those passing through, the toilets are the only ones in the Tairua Main Centre and for the much-used playground and Harbour swimming areas.

Ongoing complaints relate to the smell (stink is the word frequently used) of the toilets, especially the men's urinal, blockages from toilet paper and sanitary products (in the women's), and just a general lack of cleanliness.

Local hospitality businesses must provide hot water to a minimum temperature, two forms of hand driers and soap; it is only recently that a soap dispenser has been installed but there is no hand drier (paper towels would just create more mess) nor hot water.

Some years ago, these toilets were on the TCDC plan to be upgraded in recognition of their age and that it is a prime site but nothing has happened. That upgrade is still desperately needed to reflect the prime site at the beginning of the Eastern Seaboard but in the meantime URGENTLY needed is:

- more regular cleaning; during the busy season at least 4 times spread out over the day and recognising the busiest times
- a large sign in several languages explaining toilet etiquette with simple pictures showing e.g. what is not to be placed in the toilet bowl, and a TCDC Customer Service 0800 phone number asking people to report if they have concerns as to the state of the toilet
- local Tairua staff available to PROMPTLY address such issues

The present situation must not be allowed to continue; apart from that lack of hygiene it is such a poor reflection of what we tout as the wonderful Coromandel.

We look forward to an early and positive response and resolution.

Regards

Jean McCann
Chair