

Monday 5 February 2024

**OIA IRO-543**

Name: [REDACTED]

Email: [REDACTED]@xtra.co.nz

Kia ora [REDACTED]

**Official information request regarding leak at 91 Nottingham Street, Karori.**

Thank you for your official information request dated Thursday 7 November 2023 and supplementary email dated Wednesday 20 December 2023.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 (the Act) and determined that we are able to provide part of the information you have requested, which is enclosed in our email to you.

Please find attached the four service requests related to this leak in our email to you as **'Service Request Data – OIA IRO-543 Job Sheet'**.

Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some information in the Service Request Data has been redacted as it is personal about private individuals.

**Additional Context**

As noted in the job sheet details of job reference WCCSR-867131, our crews spoke to the local residents who informed us that there was a water burst in the area a few months ago that was repaired, and we subsequently associated this job with the leak that was repaired in the road outside the neighbouring property in May 2023. The job was then closed by Wellington Water, which triggered the automatic notification that you received on 6 December 2023.

On 23 January 2024, the leak outside 91 Nottingham Street was repaired under job reference WCCSR-808518. The images associated with this job are attached in this [Drop Box folder](#), and the videos are available on YouTube via the following links.

- Video received on 2 November 2023: <https://youtu.be/f5Qwgh3gvig>
- Video received on 12 January 2023: <https://youtu.be/vAMOANx51no>

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

**Group Manager, Customer Operations Group**

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 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington\_water

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail	Additional Notes
91 Nottingham Street, Karori, Wellington, 6012	WCCSR-808518	No Asset Selected	Fault 91 Nottingham Street, Karori (ROVER)	<p>&lt;div&gt;Water leaking in a slow trickle from a crack in the road Close to kerb&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;&lt;b style="background-color: rgb(255, 255, 0);"&gt;Video received 02/11:&lt;/b&gt; &lt;a href="https://youtu.be/f5Qwgh3gwig" target="_blank"&gt;https://youtu.be/f5Qwgh3gwig&lt;/a&gt;&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt; &lt;a href="https://youtu.be/vAMOANx51no" target="_self"&gt; https://youtu.be/vAMOANx51no&lt;/a&gt; - video received 12/1&lt;br /&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>	Potable	3	APPR	9/28/2023 5:58:27 PM		9/28/2023 5:58:36 PM	Note from Council	<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council. Kia ora Lawerance Thank you for reporting this water and drainage issue to us.</p> <p>The repair of water and drainage issues are managed by Wellington Water. We have passed this details of this fault through to them.</p> <p>If you need more information including when this fault will be repaired please call Wellington Water on 04 912 4470 (Monday to Friday 7am – 5pm) or email customer@wellingtonwater.co.nz</p> <p>Ng? mihi</p> <p>Customer Services Wellington City Council</p>	Failed braze
										9/28/2023 5:58:36 PM	Note from Council	Address: 91 NOTTINGHAM STREET, Karori Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.276978764051634,174.74676815214931">https://www.google.com/maps/search/?api=1&amp;query=-41.276978764051634,174.74676815214931</a>	
										9/29/2023 12:51:42 PM	Assigned to crew to rover	Assigned to crew to rover <!-- RICH TEXT -->	
										11/2/2023 4:20:37 PM	Customer called in	Customer called in to advise this is now getting worse - It is now a steady flow - He advised there are also two new leaks that are a steady trickle these are located near the main leak - He will email photos though <!-- RICH TEXT -->	
										11/6/2023 11:55:05 AM	Photo and video attached	Photo and video attached - crew to attend when available<!-- RICH TEXT -->	
										12/2/2023 10:33:39 AM	Note from Council	Have relog another job SR# 867131	
										12/12/2023 9:27:23 AM	Multiple Duplicates - this job open duplicates cancelled	Multiple jobs have been entered for this. 1 was completed as no issue found and the other was a duplicate. I have cancelled the duplicate leaving this job open for completion.<!-- RICH TEXT -->	
										1/12/2024 9:31:20 AM	Customer called in	advised that leaking ojut of 5 places in the road, more than 10 lpm, he will send in photos to customer email <!-- RICH TEXT -->	

										1/12/2024 9:45:25 AM	12/12 - photos and video uploaded, pass team akiaki	12/12 - photos and video uploaded, pass team akiaki <!-- RICH TEXT -->	
										1/23/2024 11:30:42 AM	Water off Te Hiwi	<p>&lt;p class="MsoPlainText"&gt;Water will be shut off at 91 Nottingham Street, Karori, Wellington, 6012 . Reference WCCSR-808518 for 1 hour from 11.30am to 12.30pm.&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;Reason for shutdown:&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"&gt;&lt;!--[if !supportLists]--&gt;&lt;span style="font-family:Symbol;mso-fareast-font-family:Symbol;mso-bidi-font-family:Symbol;background:yellow;mso-highlight:yellow"&gt;&lt;span style="mso-list:Ignore"&gt;&lt;span style="font:7.0pt "Times New Roman""&gt;&lt;/span&gt;&lt;/span&gt;&lt;/span&gt;&lt;!--[endif]--&gt;&lt;span style="background:yellow;mso-highlight:yellow"&gt;Service Repair (Service Connection/Toby/meter)&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;span style="background:lime;mso-highlight:lime"&gt;This will affect the following:&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"&gt;&lt;!--[if !supportLists]--&gt;&lt;span style="font-family:Symbol;mso-fareast-font-family:Symbol;mso-bidi-font-family:Symbol;background:lime;mso-highlight:lime"&gt;&lt;span style="mso-list:Ignore"&gt;&lt;span style="font:7.0pt "Times New Roman""&gt;&lt;/span&gt;&lt;/span&gt;&lt;/span&gt;&lt;!--[endif]--&gt;&lt;span style="background:lime;mso-highlight:lime"&gt;46-97 Nottingham Street, both sides&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText" style="margin-left:54.0pt;text-indent:-36.0pt;mso-list:l0 level1 lfo1"&gt;&lt;!--[if !supportLists]--&gt;&lt;span</p>	

												<p style="font-family: Symbol; mso-fareast-font-family: Symbol; mso-bidi-font-family: Symbol; background: lime; mso-highlight: lime;">&lt;span style="mso-list: ignore"&gt;&lt;span style="font: 7.0pt &amp;quot;Times New Roman&amp;quot;"&gt;&lt;/span&gt;&lt;/span&gt;&lt;/span&gt;&lt;!--[endif]--&gt;&lt;span style="background: lime; mso-highlight: lime"&gt;5+7 Cross Street&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText" style="margin-left: 54.0pt; text-indent: -36.0pt; mso-list: l0 level1 lfo1"&gt;&lt;!--[if !supportLists]--&gt;&lt;span style="font-family: Symbol; mso-fareast-font-family: Symbol; mso-bidi-font-family: Symbol"&gt;&lt;span style="mso-list: ignore"&gt;&lt;span style="font: 7.0pt &amp;quot;Times New Roman&amp;quot;"&gt;&lt;/span&gt;&lt;/span&gt;&lt;/span&gt;&lt;!--[endif]--&gt;Affecting approximately 55 residential properties&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText" style="margin-left: 54.0pt; text-indent: -36.0pt; mso-list: l0 level1 lfo1"&gt;&lt;!--[if !supportLists]--&gt;&lt;span style="font-family: Symbol; mso-fareast-font-family: Symbol; mso-bidi-font-family: Symbol"&gt;&lt;span style="mso-list: ignore"&gt;&lt;span style="font: 7.0pt &amp;quot;Times New Roman&amp;quot;"&gt;&lt;/span&gt;&lt;/span&gt;&lt;/span&gt;&lt;!--[endif]--&gt;Affecting approximately 0 commercial properties&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;This has been logged on our website &lt;a href="https://www.wellingtonwater.co.nz/network-status/"&gt;https://www.wellingtonwater.co.nz/network-status/&lt;/a&gt;&lt;span style="mso-spacerun: yes"&gt; &lt;/span&gt;and text and email notifications sent to all registered users.&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>
										1/23/2024 1:24:24 PM	CAR R997484	CAR R997484<!-- RICH TEXT -->

	WCCSR-808518R	No Asset Selected	Reinstatement: Fault 91 Nottingham Street, Karori (ROVER)	<div>CAR R997484 </div><div>Reinstatement Type Required: <font size="2"><b>Asphalt (Road)</b></font></div><div>Area/Size: <font size="2"><b>1m2</b></font></div><div>Requirements: <font size="2"><b></b></font></div><!-- RICH TEXT -->	Potable	4	RCVD	1/23/2024 12:47:00 PM					
	WCCSR-867131	No Asset Selected	Fault 91 Nottingham Street, Karori	Further down the road the road has now risen about 40 or 50cm high. Leak has now increase from a trickle to steady flow	Potable	1	PRECLAIM	12/2/2023 10:33:22 AM	12/6/2023 10:18:17 AM	12/2/2023 10:33:32 AM	Note from Council	Address: 91 NOTTINGHAM STREET, Karori Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.276978764051634,174.74676815214931">https://www.google.com/maps/search/?api=1&amp;query=-41.276978764051634,174.74676815214931</a>	
												<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council.</p> <p>Kia ora [REDACTED] Thank you for reporting this water and drainage issue to us.</p> <p>The repair of water and drainage issues are managed by Wellington Water. We have passed this details of this fault through to them.</p> <p>If you need more information including when this fault will be repaired please call Wellington Water on 04 912 4470 (Monday to Friday 7am – 5pm) or email <a href="mailto:customer@wellingtonwater.co.nz">customer@wellingtonwater.co.nz</a></p> <p>Ng? mihi</p> <p>Customer Services Wellington City Council</p>	
										12/2/2023 10:36:34 AM	Note from Council	Called thru to WW Sth ([REDACTED]) passed over dets	
										12/4/2023 7:47:11 AM	Assigned [REDACTED]	Assigned [REDACTED] <!-- RICH TEXT -->	No leak or burst found at this address. All services are quiet and residents in area inform me that there was a burst months ago, but was fixed “forever ago” as evident by new patch in road Nothing further actioned
										12/7/2023 9:41:20 AM	Customer called	To advise that nothing had been done with this job - No one attended the job and the leak is still the	

												same - Customer called the council last night and a new job was raised for this <!-- RICH TEXT -->
										12/9/2023 11:40:48 AM	Note from Council	Closed by WCC
	WCCSR-869549	No Asset Selected	Fault 91 Nottingham Street, Karori (ROVER)	Relogging #SR-867131 original ticket marked as resolved but leak continues to pour out of road, nothing done	Potable	3	CLOSE. DUP	12/6/2023 6:06:48 PM	12/12/2023 9:25:33 AM	12/6/2023 6:07:01 PM	Note from Council	<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council.</p> <p>Kia ora [REDACTED]</p> <p>Thank you for reporting this water and drainage issue to us.</p> <p>The repair of water and drainage issues are managed by Wellington Water. We have passed this details of this fault through to them.</p> <p>If you need more information including when this fault will be repaired please call Wellington Water on 04 912 4470 (Monday to Friday 7am – 5pm) or email customer@wellingtonwater.co.nz</p> <p>Ng? mihi</p> <p>Customer Services Wellington City Council</p>
										12/6/2023 6:07:01 PM	Note from Council	Address: 91 NOTTINGHAM STREET, Karori Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.276978764051634,174.74676815214931">https://www.google.com/maps/search/?api=1&amp;query=-41.276978764051634,174.74676815214931</a>
										12/6/2023 6:34:39 PM	Note from Council	<p>This is not a new ticket. #867131 is not resolved so that priority remains. So this is an unresolved historical issue not a new leak or a new ticket. And it is worsening by the day as it spreads underneath the road surface and shows as leaks and raised patches of tarmac.</p> <p>Sent from my iPad</p> <p>&gt;</p>
										12/7/2023 9:39:00 AM	Assigned to rover	
										12/7/2023 9:43:32 AM	Customer called	Customer called to advise this leak is still going - Advised him I have assigned a rover to attend when avail <!-- RICH TEXT -->
										12/12/2023 9:24:58 AM	Duplicate of WCCSR-808518	WCCSR-808518 has been logged and assigned to the rover, so this job will be cancelled. <!-- RICH TEXT -->

										12/12/2023 9:29:36 AM	Note from Council	Re-assigned by WCC	
	WCCSR-879720	No Asset Selected	Fault 91 NOTTINGHAM STREET, Karori	Water leaking out of road. Please attend.	Potable	3	CLOSE. DUP	12/29/2023 4:33:21 PM	1/5/2024 11:32:23 AM	12/29/2023 4:33:30 PM	Note from Council	Address: 91 NOTTINGHAM STREET, Karori Open in Google Maps:  <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.276978764051634,174.74676815214931">https://www.google.com/maps/search/?api=1&amp;query=-41.276978764051634,174.74676815214931</a>	
										1/5/2024 11:32:22 AM	related to WCCSR-808518, closing job	related to WCCSR-808518, closing job<!-- RICH TEXT -->	
										1/5/2024 11:34:31 AM	Note from Council	Re-assigned by WCC	

















