

Friday 4 August 2023

**OIA IRO-458**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request for notes on 17A Wilton Road.**

Thank you for your official information request dated Monday 10 July 2023. Your requested job notes for works recently undertaken on 10A Wilton Road, Wadestown.

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 grant your request in part.

The information you have requested is enclosed in our email to you. Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some information has been redacted as it is personal information about private individuals.

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]  
**Acting Group Manager, Customer Operations Group**

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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
17A Wilton Road, Wadestown, Wellington, 6012	WCCSR-77475	WCC_SWP008611	Fault 17A WILTON ROAD, Wadestown	SW culvert behind 17A Wilton Road is blocked up, has branches in it and needs clearing. Was logged to Downers under SR65271 however was deemed a WW job on 25th Nov. There is also the vertical grid that has been taken out and is next to the culvert. Please assess	Stormwater	3	CLOSE	12/16/2020 2:19:03 PM	1/5/2021 10:37:43 AM	12/16/2020 2:20:31 PM	Note from Council	Address: 17A WILTON ROAD, Wadestown Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.26314249742469,174.76525948566774">https://www.google.com/maps/search/?api=1&amp;query=-41.26314249742469,174.76525948566774</a>
										12/18/2020 12:59:13 PM	will get team to assess this site	will get team to assess this site<!-- RICH TEXT -->
										1/5/2021 10:35:42 AM	Block stormwater grid	Arrived on site and carted out the stormwater grid..all clean & running fine again behind property.
	WCCSR-624376	No Asset Selected	RWL: Sized Toby @ 4 LPM : 17A Wilton Road, Wadestown, Wellington 6012	<p>&lt;div&gt;On the driveway for 17A Wilton Road there is a leak. It has been there since at least from Dec 2020, but it has recently gotten worse and there is an increased level of water leaking causing puddles in the gutter, that is stagnant. This didn't happen last week.&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;27/3 KS Plans ordered 2183965&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt; 29/3 LG- plans attached &lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt; &lt;b&gt;&lt;span style="font-size:9.0pt;color:red"&gt;Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).&lt;/span&gt;&lt;/b&gt;&lt;/div&gt;</p> <p>&lt;div&gt;&lt;b&gt;&lt;span style="font-size:9.0pt;font-family:"Calibri";sans-serif;mso-fareast-font-family: Calibri;mso-fareast-theme-font:minor-latin;color:red;mso-ansi-language:EN-NZ;mso-fareast-language:EN-NZ;mso-bidi-language:AR-SA"&gt;Caution: There is Core Network in the area provided on the plan(s). &lt;/span&gt;&lt;/b&gt;&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;13/06/2023 HJR - RWL: Leak detection services have re-identified a siezed toby on the 28/04/2023 @ 4 LPM located in the driveway and its visible &lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;&lt;br /&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>	Potable	3	INPRG. HD.PAUSE	3/25/2023 9:41:21 PM		3/25/2023 9:41:38 PM	Note from Council	Address: 17A Wilton Road, Wadestown, Wellington 6012 Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.26329770128963,174.76536771120482">https://www.google.com/maps/search/?api=1&amp;query=-41.26329770128963,174.76536771120482</a>
										3/27/2023 1:42:27 PM	27/3 KS Plans ordered 2183965	27/3 KS Plans ordered 2183965<!-- RICH TEXT -->
										3/29/2023 10:16:57 AM	plans attached	<div>29/3 LG- plans attached </div><div> </div><div> <b><span style="font-size: 9pt; color: red;">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</span></b></div><div><b><span style="font-size: 9pt; font-family: Calibri, sans-serif; color:

red;">Caution: There is Core Network in the area provided on the plan(s). </span></b><!-- RICH TEXT -->

4/25/2023 7:12:39 PM  
 Note from Council  
 Hi there,  
 Just follow up and provide an updated photo which shows the leak is getting worse. Quite a flow now.  
 Kind Regards  
 [redacted]  
 [image0.jpeg][image1.jpeg]

6/8/2023 9:59:24 AM  
 Private Leak + Seepage. Unrelated issues  
 Upon arrival to investigate this seepage that has been flowing for several years (according to reports from residents), I discovered that there was a leak coming out of the toby that feeds #17A Wilton Road also.  
 This seepage appears to have been tainted by the leak from the toby as taking a chlorine sample obviously returns a positive result, but as the seepage has appeared well before the leak at this address happened.  
 I also find it difficult to believe the seepage is the same water as the leak as when turning the toby off to stop the leak, the seepage as seen in reported photos still remains.  
 I have attempted to remedy the cause of the leak, but when turning off the service the leak stops and all noise on the service also stops. Checking the fittings after the toby doesn't show any leak to be directly there and it takes a total of 30+ seconds before the water from the private leak starts to flow again.  
 I request this job be passed to [redacted] to follow up on the Private leak for this address but do note that a sample of the seepage at this address is still needed but that can only be done after the private leak has been fixed as it will taint the results of the seepage.

6/8/2023 10:07:19 AM  
 Refer to logs and attachments

6/8/2023 10:10:56 AM  
 Assigned [redacted] and emailed  
 Assigned [redacted] and emailed <!-- RICH TEXT -->

										6/12/2023 7:41:53 AM	toby siezed	crew to replace toby and also repair as i don't believe it is private<!-- RICH TEXT -->
										6/13/2023 2:10:15 PM	13/06/2023 HJR - RWL: Leak detection services have re-identified a siezed toby on the 28/04/2023	13/06/2023 HJR - RWL: Leak detection services have re-identified a siezed toby on the 28/04/2023 @ 4 LPM located in the driveway and its visible <!-- RICH TEXT -->
										6/26/2023 8:50:21 AM	20/06/2023 HJR - I have Sent out the First letter again	20/06/2023 HJR - I have Sent out the First letter again <!-- RICH TEXT -->
										7/6/2023 10:43:32 AM	Note from Council	Closed by WCC
										7/10/2023 3:15:55 PM	Email received 10/07	<div>Email received 10/07:</div><div> </div><p class="MsoPlainText">Kia ora</p><p class="MsoPlainText">Would I please be able to get a copy of the notes for the work recently done on 17A Wilton Road, Wadestown?</p><p class="MsoPlainText">There are some outstanding issues that I would like to log as a seperate issue (as there is still a leak).</p><p class="MsoPlainText">Thank you</p><p class="MsoPlainText"><o:p></o:p></p><div>Katherine Millis </div><!-- RICH TEXT -->
										7/10/2023 3:17:13 PM	Reopened job - Reassigned to TA Brad	Reopened job - Reassigned to TA ██████ to further investigate due to customer confirming a leak still persists.<!-- RICH TEXT -->
										7/10/2023 3:18:08 PM	Email response to customer 10/07	<div>Email response to customer 10/07:</div><p class="MsoPlainText">Kia Ora Katherine,</p><p class="MsoPlainText">Thank you for your email.</p><p class="MsoPlainText">A repair was done for this job, but the crew on site noticed a separate leak in the same area still flowing. Due to this, further work is required for our crew to continue investigating this. If you are experiencing a different issue to the above, please let us know so we can pass this on to our team.</p>

											<p>&lt;p class="MsoPlainText"&gt;If you wish to still receive a copy of the notes for the job, we can pass on your email to our Official Information team to treat it as an LGOIMA request. Please let us know if you wish to proceed with this.&lt;/p&gt;</p> <p>&lt;p class="MsoPlainText"&gt;Kind regards,&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;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&lt;div&gt;Celine (She/Her) Customer Support Team &lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>	
										7/10/2023 3:24:03 PM	Email sent to TA [REDACTED]	Email sent to TA [REDACTED] to further investigate this due to new email from customer, and note on Work Verification from crew<!-- RICH TEXT -->
	WCCSR-737380	No Asset Selected	Fault 17A WILTON ROAD, Wadestown	There is a leak at the end of our driveway, at 17A Wilton Road, Wadestown, with significant amount of water coming out. Wellington Water has previously done something on this but the leak has not lessened.	Potable	3	RCVD	7/11/2023 10:28:23 AM		7/11/2023 10:28:33 AM	Note from Council	Address: 17A WILTON ROAD, Wadestown Open in Google Maps:  <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.26314249743258,174.76525948515317">https://www.google.com/maps/search/?api=1&amp;query=-41.26314249743258,174.76525948515317</a>