

Friday 18 August 2023

**OIA IRO-462**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request for information on Health and Safety Risk at 16 Curnow Way, Kaiwharawhara.**

Thank you for your official information request dated Friday 21 July.

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 service request data is attached in our email to you, along with a breakdown of leak detection survey's undertaken, and an image with the dish channel circled in yellow. The responsibility for the maintenance of this channel sits with Wellington City Council's (WCC) roading team. Any further information on this we advise contacting [Richard.Davidson@wcc.govt.nz](mailto:Richard.Davidson@wcc.govt.nz) and copying in WCC's official information team [Assurance@wcc.govt.nz](mailto:Assurance@wcc.govt.nz)

Pursuant to [Section 7\(2\)\(a\)](#) of the Act some information within the service request data has been withheld as it is personal 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
21 Winchester Street, Kaiwharawhara, Wellington, 6035	WCCSR-680142	No Asset Selected	Fault 21 Winchester Street, Kaiwharawhara	Rapid flow of water coming out from asphalt. Water seeping through runs down gutter. Customer described flow as similar to heavy rain. Located at corner where Fore St becomes Winchester St.	Potable	3	CLOSE	5/11/2023 4:22:21 PM	5/15/2023 8:43:42 AM	5/11/2023 4:22:33 PM	Note from Council	Address: 21 WINCHESTER STREET, Kaiwharawhara Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.25804384968086,174.78917905236742">https://www.google.com/maps/search/?api=1&amp;query=-41.25804384968086,174.78917905236742</a>
										5/11/2023 5:04:29 PM	p1 came through for it.	p1 came through for it.<!-- RICH TEXT -->
										5/11/2023 5:07:00 PM	Assigned to ██████	Assigned to ██████.<!-- RICH TEXT -->
										5/18/2023 9:40:44 AM	Note from Council	Closed by WCC
										5/22/2023 10:23:20 AM	Assigned ██████ as per ██████	Assigned ██████ as per ██████<!-- RICH TEXT -->
										5/25/2023 1:32:43 PM	Leak has been repaired now	Temp patch on road<!-- RICH TEXT -->
123A Winchester St, Kaiwharawhara, Wellington, 6035	WCCSR-424825	WCC_PWP07615 6	Leaking Pipes 123a Winchester Street, Kaiwharawhara	<div>Trickle - water has been emerging from the footpath for a long period of time in 3 places. Volume does not seem to vary with rainfall.</div><div></div><div>27/7 KS Plans ordered 2062912</div><div></div><div></div><div>1/8/22 KT - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div>Caution: There is Core Network in the area provided on the plan(s).</div><div>Nova Energy has a high pressure gas main and/or service in at 31 Winchester St Kaiwharawhara Wellington </div><div>Nova Gas = NOVA GAS IN AREA </div><!-- RICH TEXT -->	Potable	3	CLOSE	7/26/2022 7:30:24 PM	10/12/2022 9:57:22 AM	7/26/2022 7:30:39 PM	Note from Council	Address: 123a WINCHESTER STREET, Kaiwharawhara Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.25743579834178,174.78979259105353">https://www.google.com/maps/search/?api=1&amp;query=-41.25743579834178,174.78979259105353</a>
										7/27/2022 4:45:31 PM	27/7 KS Plans ordered 2062912	27/7 KS Plans ordered 2062912<!-- RICH TEXT -->
										8/1/2022 1:46:32 PM	Plans attached.	<div>1/8/22 KT - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div>Caution: There is Core Network in the area provided on the plan(s).</div><div>Nova Energy has a high pressure gas main and/or service in at 31 Winchester St Kaiwharawhara Wellington </div><div>Nova Gas = NOVA GAS IN AREA </div><!-- RICH TEXT -->
										10/15/2022 10:35:38 AM	Note from Council	Closed by WCC

31 Winchester Street, Kaiwharawhara, Wellington, 6035	WCC2920130	No Asset Selected	Poor Water Quality 31 Winchester St Kaiwharawhara Wgtn	Water from the taps has been dirty since service was restored this morning. Caller has been flushing the taps all day along with her flatmates but still running murky and brown. Her downstairs neighbours are having the same issue. Caller states she thinks water was switched off by WCC last night and back on this morning. Please investigate.	Potable	2	CLOSE.C AN	7/29/2020 5:44:55 PM	1/13/2021 4:06:46 PM	7/29/2020 5:46:16 PM	Note from Council	
										7/29/2020 5:53:42 PM	Spoke to customer.	As per [REDACTED] advised the customer that there was a planned shutdown last night and the crews have flushed the mains. Conveyed that she will need to let it settle for a while and the problem should resolve. Assigning to [REDACTED] for the time-being.<!-- RICH TEXT -->
										1/13/2021 4:06:46 PM	update	confirmed with customer that no actioned was required and water quality issue resolved.<!-- RICH TEXT -->
	WCCSR-98889	No Asset Selected	Leaking Pipes 31 WINCHESTER STREET, Kaiwharawhara	Steady flow - Caller advised steady flow of water coming from the vicinity of 31 Winchester unsure of where water is leaking from but a steady amount going down street	Stormwater	2	CLOSE.C AN	2/3/2021 5:58:23 PM	2/4/2021 9:52:38 AM	2/3/2021 5:59:19 PM	Note from Council	Address: 31 WINCHESTER STREET, Kaiwharawhara Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.25747784639837,174.78961754694316">https://www.google.com/maps/search/?api=1&amp;query=-41.25747784639837,174.78961754694316</a>
										2/4/2021 9:52:17 AM	Duplication of WCCSR-96672	Duplication of WCCSR-96672. Cancelling job. <!-- RICH TEXT -->
										2/4/2021 9:56:22 AM	Note from Council	Re-assigned by WCC
	WCCSR-105207	No Asset Selected	Leaking Pipes 31 WINCHESTER STREET, Kaiwharawhara	Trickle - Caller reports water running down gutter at this address. Caller is [REDACTED] and you can contact her on [REDACTED]	Potable	3	CLOSE.C AN	2/15/2021 12:56:17 PM	2/17/2021 8:43:51 AM	2/15/2021 12:57:27 PM	Note from Council	Address: 31 WINCHESTER STREET, Kaiwharawhara Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.25747784639837,174.78961754694316">https://www.google.com/maps/search/?api=1&amp;query=-41.25747784639837,174.78961754694316</a>
										2/17/2021 8:43:32 AM	This is a duplication of WCCSR-96672	This is a duplication of WCCSR-96672, this will be cancelled and related.<!-- RICH TEXT -->
										2/17/2021 8:50:23 AM	Note from Council	Re-assigned by WCC
29 Winchester Street, Kaiwharawhara, Wellington, 6035	WCCSR-96672	No Asset Selected	Leaking Pipes 29 WINCHESTER STREET, Kaiwharawhara	Steady flow - Steady water leak on the road outside this address.	Potable	3	CLOSE	1/31/2021 4:59:28 PM	3/1/2021 4:37:40 PM	1/31/2021 5:00:22 PM	Note from Council	Address: 29 WINCHESTER STREET, Kaiwharawhara Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.257572597978985,174.78949523214746">https://www.google.com/maps/search/?api=1&amp;query=-41.257572597978985,174.78949523214746</a>
										2/4/2021 9:53:31 AM	Rover to assess	Rover to assess. Changed to P3 due to no indication of impact to service.<!-- RICH TEXT -->
										2/5/2021 3:36:17 PM	.	Onsite 5.2.21 1430-1500 inspection only noise on private side of ball valve on bank probable source of moderate flow onto road pass to bob fisher
										3/1/2021 4:37:40 PM	update	as per [REDACTED] this private leak has been repaired.<!-- RICH TEXT -->
										3/4/2021 5:38:20 PM	Note from Council	Closed by WCC



21 Winchester Street, Kaiwharawhara, Wellington, 6035	WCCSR-680142	No Asset Selected	Fault 21 Winchester Street, Kaiwharawhara	Rapid flow of water coming out from asphalt. Water seeping through runs down gutter. Customer described flow as similar to heavy rain. Located at corner where Fore St becomes Winchester St.	Potable	3	CLOSE	5/11/2023 4:22:21 PM	5/15/2023 8:43:42 AM	5/11/2023 4:22:33 PM	Note from Council	Address: 21 WINCHESTER STREET, Kaiwharawhara Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.25804384968086,174.78917905236742">https://www.google.com/maps/search/?api=1&amp;query=-41.25804384968086,174.78917905236742</a>
										5/11/2023 5:04:29 PM	p1 came through for it.	p1 came through for it.<!-- RICH TEXT -->
										5/11/2023 5:07:00 PM	Assigned to ██████	Assigned to ██████.<!-- RICH TEXT -->
										5/18/2023 9:40:44 AM	Note from Council	Closed by WCC
										5/22/2023 10:23:20 AM	Assigned ██████ as per ██████	Assigned ██████ as per ██████ <!-- RICH TEXT -->
										5/25/2023 1:32:43 PM	Leak has been repaired now	Temp patch on road<!-- RICH TEXT -->
	WCCSR-680170	No Asset Selected	Fault 21 Winchester Street, Kaiwharawhara (ROVER)	<div>Water is coming up from the road by the gutter, appearing to flow steadily over the entire road. Please assess.</div><div> </div><div> </div><!-- RICH TEXT -->	Potable	3	CLOSE. DUP	5/11/2023 5:20:21 PM	5/12/2023 7:37:20 AM	5/11/2023 5:20:32 PM	Note from Council	Address: 21 WINCHESTER STREET, Kaiwharawhara Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.25794669851571,174.7891132162834">https://www.google.com/maps/search/?api=1&amp;query=-41.25794669851571,174.7891132162834</a>
										5/12/2023 7:37:17 AM	Duplicate of WCCSR-680142 cancel and relate	Duplicate of WCCSR-680142 cancel and relate<!-- RICH TEXT -->
										5/12/2023 7:41:36 AM	Note from Council	Re-assigned by WCC
										5/12/2023 8:52:00 AM	Assigned crew to rover	Assigned crew to rover <!-- RICH TEXT -->
	WCCSR-680174	No Asset Selected	Fault 21 WINCHESTER STREET, Kaiwharawhara	broken pipe, with water going over the road, pouring/spouting into the drain, water on Cameron Street. Motorbike has slipped in the water. Putting through as urgent as safety issue.	Potable	1	CLOSE. DUP	5/11/2023 5:02:28 PM	5/11/2023 5:04:06 PM	5/11/2023 5:02:40 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 ██████</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>

												Customer Services Wellington City Council
										5/11/2023 5:02:40 PM	Note from Council	Address: 21 WINCHESTER STREET, Kaiwharawhara Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.25794669851571,174.7891132162834">https://www.google.com/maps/search/?api=1&amp;query=-41.25794669851571,174.7891132162834</a>
										5/11/2023 5:03:59 PM	Cancelled. Duplicate of WCCSR-680142.	Cancelled. Duplicate of WCCSR-680142.<!-- RICH TEXT -->
										5/11/2023 5:05:38 PM	Note from Council	called through to [REDACTED]
										5/11/2023 5:07:49 PM	Note from Council	Re-assigned by WCC
	WCCSR-680390	WCC_PWP00854 3	Reduced Service 21 Winchester Street, Kaiwharawhara,	Low pressure or reduced flow - Caller has advised that he has a trickle of water supply to his property please access	Potable	2	CLOSE	5/12/2023 9:22:21 AM	5/12/2023 11:28:45 AM	5/12/2023 9:22:43 AM	Note from Council	Address: 21 WINCHESTER STREET, Kaiwharawhara Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.25794669851571,174.7891132162834">https://www.google.com/maps/search/?api=1&amp;query=-41.25794669851571,174.7891132162834</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>
										5/12/2023 9:24:34 AM	Note from Council	Called through to WW
										5/12/2023 9:27:35 AM	Note from Council	Likely also related to SR 680316 [REDACTED]   Wellington City Council
										5/12/2023 9:38:51 AM	the customer didn't pick up the phone and had no VM	the customer didn't pick up the phone and had no VM <!-- RICH TEXT -->
										5/12/2023 9:47:12 AM	Assigned to [REDACTED]	Assigned to [REDACTED] <!-- RICH TEXT -->

										5/15/2023 11:39:41 AM	Note from Council	Closed by WCC
	WCCSR-689265	No Asset Selected	Fault 21 Winchester Street, Kaiwharawhara	Water bubbling up out of the edge of the driveway on roadway	Stormwater	3	PRECLAIM	5/28/2023 1:00:21 PM	6/8/2023 3:40:56 PM	5/28/2023 1:00:36 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 Wendy 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>
										5/28/2023 1:00:36 PM	Note from Council	Address: 21 WINCHESTER STREET, Kaiwharawhara Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.25794669851571,174.7891132162834">https://www.google.com/maps/search/?api=1&amp;query=-41.25794669851571,174.7891132162834</a>
										5/29/2023 11:24:34 AM	Note from Council	Note (in the last 7 days) WWL attended the same-ish leak at this address that was of some significance. ██████████ Principal Advisor   Wellington City Council
										5/29/2023 1:01:46 PM	Assigned to crew to rover	Assigned to crew to rover<!-- RICH TEXT -->
										5/31/2023 1:42:34 PM	3 sample taken to laboratory	<p>Arrived on site and found water to the left of driveway of 21 Winchester street. Did a chloride sample but it did not change colour. Proceeded to test laterals at 23 as they looked as they could come that was and the laterals in the area were not on the maps.</p> <p>Flow tested the stormwater and found it mostly blocked as it was backing up and overflowing but some also discharged at the end of the pipe which wasn't close to the leak. Moved on to test the wastewater lateral by dye testing, the dye did not come through the leak. So took a 3 sample test to take to the laboratory.</p>



										5/31/2023 1:54:56 PM	Taken to the lab. 3 sample taken	
										6/8/2023 2:50:38 PM	assigned to ██████ t/a passed by ██████	assigned to ██████ t/a passed by ██████ <!-- RICH TEXT -->
										6/8/2023 3:39:22 PM	Sent homeowner an email	Advised the source of the leak is likely to be groundwater. Closed out job. <!-- RICH TEXT -->
										6/11/2023 4:40:31 PM	Note from Council	Closed by WCC

OIA IRO-462 - Wellington CBD West Leak Detection Survey Results

Date	DMA	Street	House No.	Priority rating	Identification Number	Lpm Estimate	Leak Visible	Leak Location	Description of Leak or Maintenance Item	Additional Comments	Maximo WO number (WWL)	CRM number (WWL)	Plans Attached
6.9.22	CBD West	Curnow way	4	3	CBDW6	0.5	No	In road	Hydrant leaking marked.		239472		
6.9.22	CBD West	Marsh way	10	3	CBDW7	1	No	In road	Hydrant leaking marked.		239473		





16 Curnow Way, Kaiwharav X



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16 Curnow Way, Kaiwharawhara, Wellington, 6035, NZL

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