

Tuesday 22 August 2023



Kia ora

Official information request regarding leak over 34 Mana Street, Vogeltown, driveway; Job 617945

Thank you for your official information request dated Tuesday 25 July 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 grant your request in part.

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

Please note that there were no stormwater assets found in the immediate vicinity and the matter was passed to our water loss team who found a leaking toby outside 28 Mana Street. The toby will be repaired as it can obscure our ability to detect private leaks which may be contributing to the issue.

If the seepage persists after the toby is repaired it will be passed to one of our drainage technical advisors to review and conduct a further investigation. We are unable to determine at this stage when the toby will be repaired.

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 <u>www.ombudsman.parliament.nz</u> or freephone 0800 802 602.

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@wellington_water

Ngā mihi,

Acting Group Manager, Customer Operations Group

(V) @wgtnwaternz & @wgtnwateroutage

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f /wellingtonwater

www.wellingtonwater.co.nz

Our water, our future.

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington City Councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.



Service Request Data – OIA IRO-467 Job Sheet

	Council							Reported	Completion/Closed			
Address	Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Date	Date		Work Log Summary	Work Log Detail
34 Mana Street, Vogeltown, Wellington, 6021	WCCSR-95669	No Asset Selected	Leaking Pipes 34 MANA STREET, Vogeltown	<div>Trickle - Hi Re our call about 4.30 this afternoon. Here are 2 photos taken (after days of sunshine) at the bottom of the drive 34 / 38 Mana Street. There has been water there for years and I have contacted the council a few times about it before. 1. The top photo shows where water could be running from on Mana st. 2. The bottom shows water on the driveway today. There is usually water at the bottom of the driveway when I go to get the mail. /div><div><div>25/02/2021 AH - Waiting on Chorus plans. Other Plans Attached /div>class="MsoNormal">>01/03/21 GB - Plans attached /div> ></div></div></div>	Potable	3	CLOSE	1/29/2021 4:12:31 PM	3/7/2021 3:29:55	1/29/2021 4:13:30 PM	Note from Council	Address: 32 MANA STREET, Vogeltown Open in Google Maps: https://www.google.com/maps/search/?api=1& query=- 41.31412077990346,174.76694271854066
										1/29/2021 4:16:52 PM	Note from Council	Kia ora Thank you for contacting us about the ongoing water leak. We have passed this on to our water team to attend. We expect they will be out as soon as they can. If you need to follow up on this request please reply to this email and it will notify the team. ! Initial customer request! Description Ĥ Image: Additional strength in the streng
						s						I have forwarded your email to Wellington City Council so that they can provide you with a



			service request number. Wellington Water will
			subsequently
			organise for this to be investigated for you.
			A
			Kind regards,
			Â
			From:
			<pre>@wellingtonwater.co.nz></pre>
			Sent: Thursday, 28 January 2021 5:30 pm
			To: Customer Support Team
			<customer@wellingtonwater.co.nz></customer@wellingtonwater.co.nz>
			Сс:
			<@gmail.com>;
			@wellingtonwater.co.nz>
			Subject: Re; Water leak around 32 -34A Mana
			Street,
			Importance: High
			Â
			Please see the email below.
			Â
			From:



								@gmail.com>
								Sent: Thursday, 28 January 2021 5:08 PM To:
								To:
								@wellingtonwater.co.nz> Subject: Re: TOBY; 32; 34A Mana Street
								Â
								Hi
								Â
								Re our call about 4.30 this afternoon. Here are 2 photos taken (after days of sunshine) at the
								bottom of the drive 34 / 38 Mana Street.
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								There has been water there for years and I have contacted the council a few times about it
								before.
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								1. The top photo shows where water could be
								running from on Mana st.
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			2. The bottom shows water on the driveway today.
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			There is usually water at the bottom of the driveway when I go to get the mail.
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				Item Name :
				Water and drainage Category
				External Customer Services
				Service :
				Report a leak Which water type is this regarding?



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					Drinking water or tap water
					How much water is leaking?
					:
					Trickle
					Description
					:
					Hi Re our call about 4.30 this
					afternoon. Here are 2 photos taken (after days
					of sunshine) at the bottom of the drive 34 / 38 Mana Street. There has been water there for
					years and I have contacted the council a few
					times about it before. 1. The top photo shows
					where water could be running from on Mana st. 2. The bottom shows water on the driveway
					today. There is usually water at the bottom of
					the driveway when I go to get the mail.
					Incident address
					32 Mana Street
					Location
					Na
					N = ä D == : h :
					NgÄ? mihi,
					Customer Service Representative P 04 499
					4444W Wellington.govt.nzPOBox 2199 Wellington 6140
			2/19/2021	Forwarded to	Forwarded to - no photos attached </td
			9:13:52 AM 2/23/2021	no photos attached Service plans ordered	RICH TEXT> Service plans ordered - advised to pass to crew
			8:47:25 AM		as per No photos attached. RICH</td
					TEXT>



32A Mana Street, Vogeltown, Wellington, 6021	WCCSR-617945	No Asset Selected	Fault 32 a Mana Street, Vogeltown	<div>Water has been leaking from bank and across driveway for many months. Previous job logged as #SR-481246 Water flow is not just after it rains but all the time. Please investigate and advise</div> <div></div> <div><div><div></div><err></err></div></div> <td>Potable</td> <td>3</td> <td>IN H SI</td>	Potable	3	IN H SI
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		2/25/2021 9:33:19 AM	Waiting on Chorus Plans	25/02/2021 AH - Waiting on Chorus plans. Other Plans Attached RICH TEXT
		3/1/2021 9:43:55 AM	Plans attached	<pre>01/03/21 GB - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).<0:p><!--</pre--></pre>
		3/5/2021 2:16:59 PM	W3	RICH TEXT> Leak detection required around higher level property's. Seepage pooling at driveway #34 mana st. Tested seepage.
		3/7/2021 1:17:40 PM		emailed hub to pass to leak detection RICH<br TEXT>
		3/8/2021 6:32:18 PM	Note from Council	Re-assigned by WCC
		3/10/2021 9:00:59 AM	LEAK DETECTION REQUESTED	
INPRG. HD.PAU SE	3/17/2023 7:38:21 AM	3/17/2023 7:38:33 AM	Note from Council	Address: 34 MANA STREET, Vogeltown Open in Google Maps:
				https://www.google.com/maps/search/?api=1& query=- 41.31437976295137,174.76696911873935
				Customer called shortly after email sent to log request.
		3/17/2023 4:51:56 PM	Assigned to 1p folder for rover.	Assigned to 1p folder for rover. RICH TEXT
		3/20/2023 12:29:46 PM	Note from Council	Orange dots have been sprayed on the driveway between the boundary pegs for 34 Mana Street.
				Kia Ora
				Further to the phone conversation last Friday 17/03/23, I have taken photos of the boundary line at the bottom of my property. What is east of the line may be WCC land.
				If the leak cannot be located (I presume the council have already spoken to my neighbours) I wonder if a gutter could be put in to prevent the flow of water across the driveway? At the moment it is a hazard and is making the driveway slippery for pedestrians because of the leak.
				I have reported the leak to the WCC council over the years but nothing has been done to stop it. I



							would like the leak to be stopped or diverted by the end of April 2023 so my access is safe to my property.
							You can text me on a second second with any queries and I will get back to you asap.
							Nga mihi
							>
					4/13/2023	Customer request	<div>Customer asked if she could be contacted</div>
					12:13:16		directly when we turn up on site
					PM		please <div>name is</div>
							pr email if easier
							@gmail.com RICH TEXT</td
					4/13/2023	Update	please actually make contact before we show up
					12:14:50	opulate	as she would like to be present and she works at
					PM		a school with special needs and cannot answer
							calls. However is on school holiday this week and next. RICH TEXT
,	л X				5/31/2023	Customer called	Customer called to advise this is still leaking and
					8:50:42 AM	customer caned	
					6.30.42 AIVI		was not resolved when crew investigated this
							under WCCSR-481246 and WCCSR-481246-1.
							Affecting them as they reside at #34 and the leak
							has been there for the last 15 years at least. Still
							there when it's a dry day. Customer to send us
							photos of this, as it's leaking again today. Double
							checked address - customer confirmed leak is
							coming from side of 32A Mana Street. Updated
							address from #34 Mana St to #32A Mana St as
							per customer. RICH TEXT
					6/13/2023	email from customer	<pre><span <="" lang="EN-US" pre=""></pre>
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							"Times New <u>Roman";mso-</u> ansi-
							language:EN-US">
							<gmail.com>
							Sent: Monday, 12 June 2023 7:46 am <br< td=""></br<>
							/>
							To: Info Mailbox
							5.
							<Info@wellingtonwater.co.nz>



				Subject: Leak over	
				driveway <o:p></o:p>	
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fareast-font-family:" times="">Roman"">The leak is continuous even without rainfall and has been flowing pretty consistently for years.<o:p></o:p>
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			<span new<br="" style="mso-
fareast-font-family:" times="">Roman"">We have this leak logged for 32A Mana Street, Vogeltown under reference WCCSR-617945. We are awaiting for crew availability for this to be attended to. The leak is currently being treated as a medium priority.<0:p>
			<o:p> </o:p>
			If you have no water, experiencing water damage to the building, or if there's a safety hazard, then please contact your local council immediately. <o:p></o:p>
			<o:p> </o:p>
			Our crews are working as quickly as our resources allow, and we are prioritising the repair of leaks which have the highest impacts in the community and on the environment. Leaks that impact the safety of residents, damage the environment, or have potential health issues are at the top of our list. <0:p>
			<o:p> </o:p>
			With the sheer volume of leaks, we can't address jobs as quickly as we'd like to. Rest assured we are making good progress and aiming to attend to most leaks. <0:p><!--0:p--></span
			<o:p> </o:p>></span
			style="background:white"> You can visit our website to learn how we prioritise jobs, and view the job status map</span
			to see the status of your job request. The map



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							displays every active job
							request in our system. <o:p></o:p>
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					6/13/202		Possible private leak could hear noise on toby to
					10:44:50		# 34.pass to to investigate
					AM		
					6/13/202		
					10:46:38 AM		
					6/13/202	3 Assigned and emailed	Assigned and emailed RICH TEXT
					1:57:33 F		
	52 SZ				7/20/202		
					6:59:43 /		
					7/25/202		<div>They believe its not the toby that's the</div>
					4:31:43 F		issue. Advised would follow up with the TA to advise. <div><div>They will send</div></div>
							OIA request to the customer
							inbox. <div><div>They are</div></div>
							avaialble to call after 3:30pm their number
							is +64 21 147 0451. RICH TEXT
					7/25/202	3 Emailed TA to M follow up.	Emailed TA to follow up. RICH TEXT
					4:47:50 F	M follow up.	



	7/26/2023 OIA request received OIA request received at team 9:39:58 AM and forwarded to OIA team	nd forwarded to OIA
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