

Monday 14 August 2023

OIA IRO-471

Name: [REDACTED]

Email: [REDACTED]@wclc.org.nz

Kia ora [REDACTED]

Official information request for reports or documentation pertaining to Job 1005012.

Thank you for your official information request dated Monday 31 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 full.

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

You may find the following paraphrase useful in understanding the technical language used in the final entry of the Service Request; *arrived onsite and checked two downstream (d/s) manhole's at the rear of 148 Randwick Road, Moera. Both are clear and flowing. Maps say 67m to upstream (u/s) wastewater manhole, flushed u/s 75m and no issue in main. Called customer and let him know that he'd need to get a plumber if the issue persists.*

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 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
152 Randwick Road, Moera, Lower Hutt, Wellington, 5010	HCC1005012	HCC_WWP015205	Blockage 152 Randwick Road, Moera	<div>Rentcare advises 6monthly blockage - water confirmed under the home after plumber investigations. For more info contact ██████████ </div><div> ██████████ </div><div>Please contact customer when on job </div><!-- RICH TEXT -->	Wastewater	1	CLOSE	3/27/2023 1:30:30 PM	3/27/2023 9:12:59 PM	3/27/2023 1:50:22 PM	Phoned customer to acknowledge job. phoned crew and assigned	Phoned customer to acknowledge job. phoned crew and assigned<!-- RICH TEXT -->
										3/27/2023 1:50:43 PM	Note from Council	Waste can be seen and smelled on property
										3/27/2023 3:32:18 PM	Customer called in	advised he will like a call when crew on job, said i cannot promise anything, but will add note to file<!-- RICH TEXT -->
										3/27/2023 3:32:20 PM		
										3/27/2023 6:53:48 PM	WW Investigation & Flushing if blocked	Arrived onsite & checked 2 d/s MH's at the rear of 148 Randwick Road, Moera. Both clear & flowing. Maps say 67m to u/s WW MH, flushed u/s 75m & no issue in main. Called customer & let him know he will need to get a plumber if still having issues.