

Thursday 6 July 2023

**OIA IRO-437**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request for report following stormwater check on 10 Rodrigo Road.**

Thank you for your official information request dated Thursday 8 June 2023. You requested a copy of the report completed and signed off by our team who conducted a stormwater check at the above address.

The Local Government Official Information and Meetings Act 1987 (the Act) requires that we advise you of our decision on your request no later than 20 working days after the day we received it. Unfortunately, we cannot meet the timeframe and must therefore extend the time to make our decision to Friday 14 July 2023.

Pursuant to [Section 14\(1\)\(b\)](#) of the Act, this extension is necessary because more time is required for me to review the correspondence sent through, and to package that up for response.

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]

**Governance Coordinator**

For the latest news and updates, follow us on our social channels:

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington\_water

[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Our water, our future.**

Monday 17 July 2023

**OIA IRO-437**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request for report following stormwater check on 10 Rodrigo Road.**

Thank you for your official information request dated Thursday 8 June 2023. You requested a copy of the report completed and signed off by our team who conducted a stormwater check at the above address.

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\(2\)\(a\)](#), some of the information 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]

**Team Lead, Communications and Engagement**

For the latest news and updates, follow us on our social channels:

 /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
12 Rodrigo Road, Kilbirnie, Wellington, 6022	WCCSR-649810	WCC_SWCP084871	Public Info Request 12 Rodrigo Road, Kilbirnie	<p>&lt;div&gt;About 2 years ago the Retaining wall was falling over and there was water running out of the retaining wall, council went around and had a look and council did not thing that our assets were around that area. Caller is requesting the notes from that visit please access&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;&lt;b&gt;PLEASE DYE TEST THE STORMWATER LATERAL AT 10 &amp; 14 RODRIGO ROAD TO CONFIRM IT IS DISCHARGING CORRECTLY INTO THE KERB AND CHANNEL AND NOT LEAKING ONTO #12&lt;/b&gt;&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;6/6 MW - [REDACTED] - water is running under their house at #12. This this is a broken SW from #14 or incorrectly channeled/kerb and channel line.&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>	Stormwater	3	PRECLAIM	4/14/2023 3:08:22 PM	6/7/2023 3:35:07 PM	4/14/2023 3:08:31 PM	Note from Council	<p>Address: 12 RODRIGO ROAD, Kilbirnie Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.319487881077876,174.79250789913252">https://www.google.com/maps/search/?api=1&amp;query=-41.319487881077876,174.79250789913252</a></p>
												<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council. 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 customer@wellingtonwater.co.nz</p> <p>Ng? mihi</p> <p>Customer Services Wellington City Council</p>
										4/14/2023 3:30:33 PM	Note from Council	<p>This appears to be a LGOIMA request. [REDACTED] Principal Advisor     Wellington City Council</p>
										4/14/2023 3:59:31 PM	Note from Council	<p>Hi [REDACTED]</p> <p>I don't see any request below – just an email.</p> <p>Please send again,</p> <p>[REDACTED]</p> <p>[REDACTED] (he/him)</p>



<p class="MsoNormal"><span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman";mso-bidi-theme-font:minor-bidi"><o:p> </o:p></span></p>

<p class="MsoNormal"><span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman";mso-bidi-theme-font:minor-bidi">Thanks for your time today.<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman";mso-bidi-theme-font:minor-bidi"><o:p> </o:p></span></p>

<p class="MsoNormal"><span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman";mso-bidi-theme-font:minor-bidi">As discussed, overland flow paths between private properties is a civil matter between the two respective homeowners.<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman";mso-bidi-theme-font:minor-bidi"><o:p> </o:p></span></p>

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											er.co.nz">Land.Development@wellingtonwater.co.nz</a><o:p></o:p></span></p>	
											<p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman";mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman";mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;Nga mihi&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>	
										5/17/2023 4:22:09 PM	re-assigned job	re-assigned job to Damas to dye test the stormwater lateral at 10 Rodrigo Road to confirm it's discharging correctly into the kerb and channel and not leaking onto #12<!-- RICH TEXT -->
										6/6/2023 10:24:17 AM	██████████ called (from #12)	<p>&lt;div&gt;██████████ called for an update as this water is running under their house which is cause for concern for her at #12. From the beginning this was logged they're trying to find out if the SW from #14 is correctly discharging in to a pipe connected to the kerb and channel. &lt;/div&gt;&lt;div&gt;Advised ██████████ job is waiting on drainage team to investigate and that I'll pass on her concerns (re. undermining house foundations) to the drainage TL. &lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>
										6/6/2023 10:31:34 AM	Emailed TL ██████████	Emailed TL ██████████ requesting crew attend due to the customer's concerns that this is undermining their house foundations.<!-- RICH TEXT -->
										6/7/2023 3:09:45 PM	No issue found	Arrived on site and home owner was not home. Dye tested stormwater lateral at 10 Rodrigo Road. The pipes were replaced about a year ago and they were running fine to the kerb and channel. The stormwater pipes at 14 Rodrigo Road don't run towards number 12 and runs to the stormwater main.
										6/7/2023 3:13:39 PM	Pausing job to discuss with TA	

										6/7/2023 3:35:06 PM	closing details see below	<p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-language:EN-US"&gt;Hi [REDACTED]&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-language:EN-US"&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-language:EN-US"&gt;Thanks for your patience.&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-language:EN-US"&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-language:EN-US"&gt;Our drainage team attended today to dye test the neighbouring stormwater lateral and confirmed that it was discharging correctly into the curb and channel at the front of the property.&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-language:EN-US"&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-language:EN-US"&gt;As flows that travel overland from property to property is a civil matter, you may wish to engage a suitably qualified drainlayer / stormwater engineer to provide advice on how to capture and manage stormwater runoff.&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-language:EN-US"&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-language:EN-US"&gt;Regards&lt;/span&gt;&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>
										6/7/2023 4:56:31 PM	Note from Council	<p>This ticket is not yet resolved an email has been sent to request the report and photographic evidence the dye is dispersing correctly. Please donot close this ticket SR-649810.</p>

Regards [REDACTED]

On Wed, 7 Jun 2023, 3:37 pm Wellington City Council Support, <customerservice@wellingtoncitycouncil.freshservice.com> wrote:

> Kia ora [REDACTED]

>

>

> Our staff have indicated that this ticket has been resolved.

>

> Take the survey

>

<[https://wellingtoncitycouncil.freshservice.com/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOiJ1MDA0OTMwOTg0LCJvcHRpb25fY291bnQiOiJ9.TYgn2vhDujXJ\\_Euji02MIP3SjIPmvNjv4\\_JX4YiifK4/fill\\_survey](https://wellingtoncitycouncil.freshservice.com/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOiJ1MDA0OTMwOTg0LCJvcHRpb25fY291bnQiOiJ9.TYgn2vhDujXJ_Euji02MIP3SjIPmvNjv4_JX4YiifK4/fill_survey)>

>

>

> If you believe that the ticket has not been resolved, please reply to this

> email to automatically reopen the ticket.

>

> If there is no response from you, we will assume that everything is okay

> and the ticket will automatically close in 48 hours.

>

> Initial customer request

>

> Item Name : Water and drainage

> Category : External Customer Services

> Service : Information request

> Which water type is this regarding? : Drinking water or tap water

> Is this related to a weather event? : No

> Description : About 2 years ago the Retaining wall was falling over and

> there was water running out of the retaining wall, council went around and

> had a look and council did not thing that our assets were around that area.

> Caller is requesting the notes from that visit please access

> Incident address : 12 RODRIGO ROAD, Kilbirnie

> Location : -

41.319487881077876,174.79250789913252

												> > > Ng? mihi, > > Customer Services, Wellington City Council > > The information contained in this email is privileged and confidential and > intended for the addressee only. > > If you are not the intended recipient, you are asked to respect that > confidentiality and not disclose, copy or make use of its contents. > If received in error you are asked to destroy this email and contact the > sender immediately. Your assistance is appreciated. > > > [#SR-649810]:274477:fs >
										6/9/2023 9:13:50 AM	further customer correspondence attached	
										6/12/2023 9:41:42 AM	Note from Council	Closed by WCC

