

Thursday 1 June 2023

OIA IRO-424	
Name:	
Email:	@gmail.com
Kia ora	

Official information request job notes for 24 Ashleigh Crescent, Miramar.

Thank you for your official information request dated Tuesday 16 May 2023. You requested noted from our contractor from their recent visit to 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 full.

Please see attached the information you requested in our email to you. Pursuant to <u>Section</u>  $\frac{7(2)(a)}{2}$  of the Act, some of this 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 or freephone 0800 802 602.

Ngā mihi,

Team Lead, Communications and Engagement

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	Council							Reported	Completion/Closed			
Address	Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Date	Date	Entry Date	Work Log Summary	Work Log Detail
24 Ashleigh Crescent, Miramar, Wellington, 6022	WCCSR-172812	WCC_WWP0241 65	Blockage 24 ASHLEIGH CRESCENT, Miramar	<div>Caller advised blocked sewer main affecting several properties. Please attend.</div> <div><div>Ace Drain Unblockers PO 242089 </div><div>Locate various manholes, remove roots and root cut sewer main </div><!-- RICH<br-->TEXT&gt;</div>	Wastewater	1	CLOSE	5/29/2021 10:11:21 AM	5/31/2021 8:31:15 AM	5/29/2021 10:12:19 AM	Note from Council	Address: 24 ASHLEIGH CRESCENT, Miramar Open in Google Maps: https://www.google.com/maps/search/?api=1& query=- 41.316319948463594,174.82216631426567
										5/29/2021 10:16:19 AM	Note from Council	Caller through to drainage team, they said they already on their way to site. Have added this ticket as a childs ticket to the job already logged.
										5/31/2021 8:35:14 AM	Job logged on different request	Job has been completed on a different job number 66604 for The same issue
						2				6/3/2021 9:38:36 AM	Note from Council	Closed by WCC
	WCCSR-611291	No Asset Selected	PRIVATE LEAK 24 Ashleigh Crescent, Miramar	<div>Water leak heard but in physically seen to be leaking. Please assess. Apparently, it is located up stairs on the Windey path which leads to 3 houses outside the property. Contact cust directly if there are any issues with location. Please assess. div&gt;<div><div>&lt;7/3/23 KT - Plans ordered 2173304 div&gt;<div><div><div><div><div><div>&lt;9/3 LG-plans attached  div&gt;<div><div><div><div><div><span style="color:red">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). plan(s). plans = "MsoNormal" &gt;<span style='mso-fareast-font-family:"Times New Roman"; color:#4444444'> &lt;1 RICH TEXT&gt;</span></span></div></div></div></div></div></div></div></div></div></div></div></div></div></div>	Potable	4		3/7/2023 2:33:25 PM		3/7/2023 2:33:38 PM	Note from Council	Ticket response email sent to requester due to WWL managing complaints after initial report to council.  Kia ora  Thank you for reporting this water and drainage issue to us.  The repair of water and drainage issues are managed by Wellington Water. We have passed this details of this fault through to them.  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  Ng? mihi  Customer Services Wellington City Council
										3/7/2023 2:33:38 PM	Note from Council	Address: 24 ASHLEIGH CRESCENT, Miramar Open in Google Maps: https://www.google.com/maps/search/?api=1& query=- 41.31631994847174,174.82216631375064
										3/7/2023 3:24:36 PM	Plans ordered	7/3/23 KT - Plans ordered 2173304 RICH TEXT
										3/9/2023 3:16:59 PM	plans attached	<pre><div>9/3 LG- plans attached </div><div> </div><div> <b><span style="color: red;">Caution: There is High Capacity and/or Fibre Network in the area</span></b></div></pre>

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						provided on the plan(s). <span style="color: rgb(68,&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;4/27/2023&lt;br&gt;3:02:55 PM&lt;/td&gt;&lt;td&gt;email from customer 21/4&lt;/td&gt;&lt;td&gt;68, 68);"> </span> RICH TEXT <span style='mso- fareast-font-family:"Times New Roman"'>Hi,</span>
						Ive had a water issue registered with you for a month now and the water toby continues to leak at an alarming rate. The shared path is starting to slump
						significantly and I'm concerned there will be a large cavity being formed around the leaking toby.
						<o:p></o:p>
						<pre><span style='mso- fareast-font-family:"Times New Roman"'>Please action asap.<o:p></o:p></span></pre>
						<pre><span style='mso- fareast-font-family:"Times New Roman"'> </span></pre> <pre><o:p></o:p></pre>
						<pre><span style='mso- fareast-font-family:"Times New Roman"'>24 Ashleigh Crescent, Miramar, Wellington 6022, New Zealand<o:p></o:p></span></pre>
						<pre><span style='mso- fareast-font-family:"Times New Roman"'></span></pre>
				4/27/2023 3:04:18 PM	email to customer 27/4	<pre>Kia Ora,<span style="mso-fareast-language:EN- US"><o:p></o:p></span></pre>
						<o:p></o:p>
						Thank you for your email. <o:p></o:p>
						<pre><o:p></o:p></pre>
						<pre><span new<br="" style="mso-&lt;br&gt;fareast-font-family:" times="">Roman""&gt;We</span></pre>

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						have this leak logged for 24 Ashleigh Crescent,
						Miramar under reference WCCSR-611291.
						We are awaiting for crew availability for
						this to be attended to. The
						leak is currently being treated as a medium
						priority. <o:p></o:p>
						prompt our part p
						<o:p> </o:p>
						1
						on class="MeaNormal">To hold us reassess the
						<pre>To help us reassess the</pre>
						priority for this leak, please
						kindly send us photos and/or videos of the leak.
						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>
						115t. (0.p. () 0.p. () p.
						<o:p> </o:p>
						\(\frac{1}{2}\) \(\frac{1}2\) \(\frac{1}2\) \(\frac{1}2\) \(\frac{1}2\) \(\frac{1}2\) \(\frac{1}2\) \(\frac{1}
						With the sheer volume
						of leaks, we can't address jobs as
						quickly as we'd like to. Rest assured <span< td=""></span<>
						style="color:#050505"> we are making
						good progress and aiming to attend to most
						leaks. <o:p></o:p>
						to close III dee Name - III.
						<pre><span< pre=""></span<></pre>
						style="color:#050505"> <o:p> </o:p>
						>
						<pre><p <="" class="MsoNormal" td=""></p></pre>
						style="background:white"> <span< td=""></span<>
						style="color:#050505">You can
						visit our website to learn how we prioritise jobs,
						and view the job status map
						to see the status of your job request. The map
						displays every active job
•						

880	Wellington
	Water

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					request in our system. <o:p></o:p>
					<p <="" class="MsoNormal" td=""></p>
					style="background:white"> <span< td=""></span<>
					style="color:#050505"> <o:p></o:p>
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					<p <="" class="MsoNormal" td=""></p>
					style="background:white"> <span< td=""></span<>
					style="color:#050505">You can
					find this new map on our website: <span< td=""></span<>
					style="color:black;border:none windowtext
					1.0pt;
					mso-border-alt:none windowtext
					0cm;padding:0cm"> <a< td=""></a<>
					href="https://www.wellingtonwater.co.nz/job-
					status-
					map/">https://www.wellingtonwater.co.nz/job-
					status-map/ <span< td=""></span<>
					style="color:black">. <span< td=""></span<>
					style="color:#050505"> <o:p></o:p>
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					mso-fareast-language:EN-
					US"> <o:p> </o:p>
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					fareast-theme-font:
					minor-fareast;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-no-proof:yes">Ng? mihi
					<pre><o:p></o:p><!-- RICH TEXT--></pre>
			5/3/2023	email from customer 27/4	<pre><pre><pre><pre><pre><pre><pre><pre></pre></pre></pre></pre></pre></pre></pre></pre>
			10:34:41		fareast-font-family:"Times New
			AM		Roman"">Thanks.
					It's a subterranean leak from the Toby and not
					showing over our shared easement
					private footpath. We can just hear it gushing
					continuously and their
					appears to be some slumping of the above
 	<del></del>				

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				path. <o:p></o:p>
				<pre><span new<br="" style="mso-&lt;br&gt;fareast-font-family:" times="">Roman""&gt;Just making sure it's recorded that the Toby and leak is up the private shared path and not on the roadfront.<o:p></o:p></span></pre>
				<pre><span style='mso- fareast-font-family:"Times New Roman"'>Thanks,</span></pre>
			5/3/202: 10:35:49 AM	<pre> <pre> <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'>Kia Ora <o:p></o:p></span> <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'><o:p></o:p></span> <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'>Thank you for your email. <o:p></o:p></span> <span mso-fareast-language:en-="" new="" roman";mso-bidi-theme-font:minor-bidi;="" style="mso-ascii- font-family:Calibri;mso-ascii-theme-font: minor-latin;mso-hansi-font-family:Calibri;mso- hansi-theme-font:minor-latin;&lt;/p&gt;&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;mso-bidi-font-family:" times="" us"=""><o:p> </o:p></span></pre></pre>

110	Wellington Water
	Water

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					<pre><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'>I have noted your email and recorded that the leak is up the private footpath and not on the road. <o:p></o:p></span></pre>
					<pre><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'><o:p></o:p></span><!-- RICH TEXT--></pre>
			5/4/2023 12:44:28 PM	Email from customer 2/5	<pre><span style='mso- fareast-font-family:"Times New Roman"'>The leak has gotten worse and now exciting the bank onto the road about 40m from the Toby. There must be subterranean issues now. I would have arranged to fix it myself if I had known how long you would take<o:p></o:p></span><!-- RICH TEXT--></pre>
			5/4/2023 12:45:36 PM 5/4/2023	Tried to call customer, no answer  email to customer 4/5	Tried to call customer, no answer RICH TEXT <span mso-fareast-language:en-us"="" new="" roman";mso-bidi-theme-font:minor-bidi;="" style="mso-ascii-&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;12:47:36&lt;br&gt;PM&lt;/td&gt;&lt;td&gt;email to customer 4/3&lt;/td&gt;&lt;td&gt;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="">Kia Ora <o:p></o:p></span>
					<pre><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'><o:p></o:p></span></pre>

110	Wellington Water
	Water

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				<pre><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'>Thank you for your email. <o:p></o:p></span></pre>
				<pre><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'><o:p></o:p></span></pre>
				<pre><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'>You have advised the leak is coming out through a bank, Is there any hazard with the bank?<o:p></o:p></span></pre>
				<pre><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'>Have you noticed it becoming unstable which may possibly lead to a slip?<o:p></o:p></span></pre>
				<pre>or if there's a safety hazard, then please contact your local council immediately so we can dispatch our crew. <o:p></o:p><!-- RICH TEXT--></pre>
			/2023 Email from customer 9:28 PM	<pre><div>Email from customer 07/05:</div>Hi, no bank stability issue to the best of my knowledge. <o:p></o:p></pre>

				1	_		1		1		
											<pre>Wellington</pre>
											water were on site on Friday on an
											unrelated issue and believe the hissing
											water pipe is split and that it might be the
											owner's issue to fix. So, I'll go
											ahead and get Tasman plumbing to fix it. If they
											advise it was a council
											responsibility, then I'll send you the invoice and
											any explanation. <o:p></o:p>
											<p< td=""></p<>
											class="MsoNormal"> <o:p></o:p> <div>Than</div>
											ks,
											RICH TEXT
					+				5/9/2023	Fwd email to Private Leaks	Fwd email to Private Leaks to follow up further
									2:48:59 PM	I wa ciliali to i livate Leaks	on potential private leak RICH TEXT
										Duiteta Lagle Jacker (1997)	
									5/16/2023	Private Leak - leak after Gate	Upon arrival, found the water running across the
									9:52:48 AM	Valve	footpath coming from the steps as described in
											the job.
											Investigating where this leak was coming from, I
											have noticed that it is coming from the private
											service that runs up next to the steps and is fed
											from our Gate Valve located in the berm next to
											the street.
											Turning this Gate Valve off does stop the noise
											and the leak from occurring further and because
											it is after this Gate Valve, I have determined this
											leak to be a private matter needed to be fixed by
											#24 as this service feeds them.
											Please pass this job to to follow up on this
									5/16/2023	Refer to logs and attachments	
									9:54:47 AM	_	
						1			5/16/2023	P4 Private Leak	P4 Private Leak - Passed to TA as as per
									11:13:17		P4 Private Leak - Passed to TA as per Emailed to advise, with Private Leaks CC'd
									AM		in RICH TEXT
WCCCD CACECA	No Assat	Fault 24 ASHLEIGH	In addition to two footnath looks at about 20 and 20	Dotable	12	CLOSE	4/10/2022	4/11/2022 1-20-00		Note from Council	
WCCSR-646564	No Asset		In addition to two footpath leaks at about 26 and 20	Potable	3	CLOSE.	4/10/2023	4/11/2023 1:29:00	4/10/2023	Note from Council	Address:
	Selected		Ashleigh Cres, I have reported a leak at our waterfront			DUP	3:38:23 PM	PIVI	3:38:33 PM		24 ASHLEIGH CRESCENT, Miramar
			up the path for 22 24 and 24a Ashleigh Cres. It's								Open in Google Maps:
			running hard out.								
											https://www.google.com/maps/search/?api=1&
											query=-
											41.31631994847174,174.82216631375064
									4/11/2023	Note from Council	Thanks, it should say water toby not waterfront
									8:00:31 AM		, , , , , , , , , , , , , , , , , , , ,
									2.20.027.00		On Mon, 10 Apr 2023, 6:01 am Wellington City
					i		i				
											Council Support <
											Council Support, < customerservice@wellingtoncitycouncil.freshser

State one,  White and control of polar properties and action in the term control. A sale pro- in instrument control. A sale pro- in instrument of the desire response and will active response and active response	,			
who have necessary your request and a stacker has been retained, a support request above or retained, a support request and a stacker has been retained, a support request and a stacker are will servi you a request your request, are will servi you a request.  - "Tiples searer - "In good searer on the control to quadr heads is a door, 26 - "Tiples searer - "In good searer on the control to quadr heads is a door, 26 - "Tiples searer - "In good searer on the control to quadr heads is a door, 26 - "Tiples searer - "In good searer on the control to quadr heads is a door, 26 - "Tiples searer - "In good searer of the control to quadr heads is a door, 26 - "Tiples searer - "In good searer of the control to quadr heads is a door, 26 - "Tiples searer - "In good searer of the control to quadr heads is a door, 26 - "Tiples searer - "In good searer of the control to quadr heads is a door, 26 - "Tiples searer - "In good searer of the control to quadr heads is a door, 26 - "Tiples searer - "In good searer of the control to quadr heads is a door, 26 - "Tiples searer on the control to quadr heads is a door, 26 - "Tiples searer on the control to quadr heads is a door, 26 - "Tiples searer on the control to quadr heads in the control to quadrate the contr				vice.com> wrote:
A Vicinity consideration of the celebration of the				> Kia ora.
has been constant. A support representative or the projecting year requisits and will read you a response soon  - "Licked Summary" - "Licked Summary" - "The water - In addition to your footgraft looks at about 76- and 22 Abolangin Cas, "name for 22 and 23 Abolangin Cas, "name for 23 Abolangin Cas, "name for 24 Abolangin Cas, "name for 25 Abolangin f				>
has been constant. A support representative or the projecting year requisits and will read you a response soon  - "Licked Summary" - "Licked Summary" - "The water - In addition to your footgraft looks at about 76- and 22 Abolangin Cas, "name for 22 and 23 Abolangin Cas, "name for 23 Abolangin Cas, "name for 24 Abolangin Cas, "name for 25 Abolangin f				>
> tentracentative will be reviewing your request, and our and our arts one art some a continue of the continue				
and oill sent voca a response  > Aount  > Indied Summany*  > Tiget value*  > In addition is two frompath loaks at about 70 and 40 Areling Grow, have  > Indied Summany*    Indied Summany*    Indied Summany*   Indied Summany*   Indied Summany*   Indied Summany*   Indied Summany*   Indied Summany*   Indied Summany*   Indied Summany*   Indied Summany*   Indied Summany*   Indi				
> Tiger water >				
> Titake summers* > Titake summers* > I spec water > In addition to two foregraph locks at about 76 and 20 Abrillogin Cres, I have summers* > recorded a basked to over observable to the path of Cres. It's unmining hard out. > Address 22 Admission Cressent, Milliams*, Veilington 6022 > I simmers 41.37 372.44.0788.11, In regitude - Indiana Address 24 Admission Cressent, Milliams*, Wellington 6022 > I modern Address 24 Admission Cressent, Milliams*, Wellington 6022 > Indiana Address 24 Admission Cressent, Milliams*, Wellington 6022 > Phone				
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									4/11/2023 1:28:56 PM	Duplicate of WCCSR-611291	
WCCSR-681251	No Asset Selected	Fault 24 ASHLEIGH CRESCENT, Miramar	<pre><div>Toby leak from property pouring down hill onto footpath</div><div><div><div><!-- RICH TEXT--></div></div></div></pre>	Potable	3	CLOSE. DUP	5/13/2023 7:19:21 PM	5/15/2023 2:19:21 PM	5/13/2023 7:19:35 PM	Note from Council	Ticket response email sent to requester due to WWL managing complaints after initial report to council.  Kia ora  Thank you for reporting this water and drainage issue to us.  The repair of water and drainage issues are managed by Wellington Water. We have passed this details of this fault through to them.
											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  Ng? mihi  Customer Services Wellington City Council
									5/13/2023 7:19:35 PM	Note from Council	Address: 24 ASHLEIGH CRESCENT, Miramar Open in Google Maps: https://www.google.com/maps/search/?api=1& query=- 41.31631994847174,174.82216631375064
									2:19:13 PM	Cancelled. Duplicate of WCCSR-611291.	Cancelled. Duplicate of WCCSR-611291. RICH TEXT
									5/15/2023 2:22:36 PM	Note from Council	Re-assigned by WCC