

Thursday 1 June 2023

OIA IRO-425

Name: [REDACTED]

Email: [REDACTED]@xtra.co.nz

Kia ora [REDACTED]

Official information request for notes regarding a sewer blockage at 2/53 Pohutukawa Street.

Thank you for your official information request dated Friday 28 April 2023 for a copy of all notes relating to enquiry number 1001180 (2/53 Pohutukawa St - Council sewer blockage event) and sorry for the time it has taken for me to get to you on this one.

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 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,

[REDACTED]

Team Lead, Communications and Engagement

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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
53 Pohutukawa Street, #2, Woburn, Lower Hutt, Wellington, 5010	HCC1001180	HCC_WWP012452	Client Info Request 2/ 53 Pohutukawa Street, WOBURN	WW manhole in back yard blocks up when heavy rain. Drains checked and all cleared (RFS: 1000479 - closed) but [REDACTED] needing a long term fix / advice for remedy as this only occurs when heavy rain. Please reach out via email and/or mobile with any advice	Wastewater	4	CLOSE	2/22/2023 8:30:21 AM	3/2/2023 11:23:27 AM	2/22/2023 3:19:45 PM	assigned to t/l and email sent.	assigned to t/l and email sent.<!-- RICH TEXT -->
										3/2/2023 10:58:14 AM	Investigate issue onsite.	Arrived onsite & checked private WW MH at rear of 53/2 & clear. Checked terminal end council WW MH at 55/2 & while not blocked condition inside MH means customer needs to run water into main to avoid build up of WW. Went to d/s WW MH outside 35/37 Hinau St & removed tree roots from MH. These were not causing a blockage at present but would have in the future. Flushed main upstream 75m to terminal end MH & pulled back under pressure to clean. While doing this noticed a dip in the council WW main from 35/37 Hinau approx 50-60m back flowing towards customers property. Removed debris & WW scum from MH.
										4/28/2023 8:38:13 AM	Customer called in	asked for update, advised of job notes which customer was happy with, he asked to have the notes sent to him, advised send in a request to customer support email. <!-- RICH TEXT -->
											Arrived onsite & checked private WW MH at rear of 53/2 & clear. Checked terminal end council WW MH at 55/2 & while not blocked condition inside MH means customer needs to run water into main to avoid build up of WW. Went to d/s WW MH outside 35/37	