

Thursday 22 June 2023

OIA IRO-426

Name: [REDACTED]
Email: [REDACTED]@yahoo.co.nz

Kia ora [REDACTED]

Official information request for job notes for a leak above property – reference 312936.

Thank you for your official information request dated Friday 19 May 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.

Please see attached in our email to you the job notes. Our crew has visited the site and determined that there is a fault in the drain. The next step is that the job will be passed to a Technical Advisor to determine the process for repairing the drain.

Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some 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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 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

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
39 Amesbury Drive, Churton Park, Wellington, 6037	WCCSR-287371	WCC_SWP022709	Fault 39 AMESBURY DRIVE, Churton Park	Water is flowing at a fast rate from the bank behind our house, waterlogging our section. Previously investigated in September 2021. When it rains this side of the section becomes very wet and waterlogged. A gardener who came to quote for work mentioned that they work for the house in Hetsby Place above us and it is known that they have a cracked pipe. Address: 39 Amesbury Drive, Churton Park, Wellington 6037, New Zealand Latitude: -41.1997149, Longitude: 174.8022734 Google Link: http://maps.google.co.nz/?q=-41.1997149,174.8022734&z=19 Phone: [REDACTED]	Stormwater	3	CLOSE	12/6/2021 5:56:21 PM	1/10/2022 3:34:59 PM	12/6/2021 5:56:35 PM	Note from Council	Address: 39 AMESBURY DRIVE, Churton Park Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.19966763517477,174.80227353132477
										12/13/2021 9:46:21 AM	Assigned to [REDACTED]	Assigned<!-- RICH TEXT -->
										1/10/2022 3:34:14 PM	Update	Please note job is private
										1/13/2022 4:38:37 PM	Note from Council	Closed by WCC
	WCCSR-593800	WCC_SWCP243669	Fault 39 AMESBURY DRIVE, Churton Park	Caller advised stormwater pipe leaking like a waterfall down the back of their property, worried that it will flood today. Please attend.	Stormwater	1	CLOSE	2/20/2023 10:28:21 AM	2/20/2023 12:55:14 PM	2/20/2023 10:28:32 AM	Note from Council	Address: 39 AMESBURY DRIVE, Churton Park Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.19966763517477,174.80227353132477
												<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>

										2/20/2023 10:30:32 AM	Note from Council	Called through to WWL.
										2/20/2023 10:47:02 AM	Contacted customer.	Acknowledged job and advised would get crew out there.<!-- RICH TEXT -->
										2/20/2023 10:47:14 AM	Assigned to ██████	Assigned to ██████.<!-- RICH TEXT -->
										2/23/2023 1:42:42 PM	Note from Council	Closed by WCC
	WCCSR-594848	WCC_PW066631	Fault 39 Amesbury Drive, Churton Park (ROVER)	Please refer to SR 593800. Caller says she was hanging the washing at 10 am and the leak from bank has started running again. She says this is an ongoing issue and it could be the house above them. She says this is 2 days in row where water has started to come out of the bank at the same time. Caller has taken videos. She says a gardener has mentioned the house above has a broken pipe. Please investigate as this issue is ongoing.	Potable	3	PRECLAIM	2/21/2023 10:33:21 AM	4/24/2023 11:41:41 AM	2/21/2023 10:33:31 AM	Note from Council	Address: 39 AMESBURY DRIVE, Churton Park Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.19966763517477,174.80227353132477
												<p>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.</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>
										2/22/2023 10:41:44 AM	Note from Council	10am the water is coming out of the bank again
										2/22/2023 3:50:11 PM	Assigned to 1man rover	Assigned to 1man rover<!-- RICH TEXT -->
										2/23/2023 8:38:32 AM	Note from Council	Caller rang to report fault is continuing; same issue today, and she went to the area to investigate and found the ground was soggy.

												Caller mentioned that their neighbour had a cracked pipe which would explain things; please attend and investigate.
										2/24/2023 10:54:32 AM	Note from Council	Customer called today to advise that at 10 o'clock this morning everyday a clear water falls into their property. Suspected water leak is coming from #8 Hetsby Place. Also confirmed by the same gardener who's also doing some work from this property that the leak is coming from the property. Checked drainage map and there is a main stormwater pipe at the back of the property. Please investigate further.
										2/27/2023 8:43:33 AM	Note from Council	Caller rang to report the fault is continuing; same issue today. Moderate flow of water at about 8:30 AM.
										2/27/2023 8:50:05 AM	Customer called in.	Customer called in. Advised them it has been assigned. <!-- RICH TEXT -->
										3/21/2023 10:06:36 AM	Note from Council	Customer called back to make a follow up on this job. Advised to call WW for update since the last note.
										4/24/2023 11:37:42 AM	Not a PW leak	Not a PW leak. Water stops and starts, around 10am in the morning each day. The owner said that they had a plumber who came and dye tested, and the dye ended up in the backyard with the water so there is a drainage leak somewhere, closing this job off and will need to get a new job raised with drainage
										4/27/2023 12:42:36 PM	Note from Council	Closed by WCC
	WCCSR-594848-1	WCC_WWP019305	Fault 39 Amesbury Drive, Churton Park	<div>Please refer to SR 593800. Caller says she was hanging the washing at 10 am and the leak from bank has started running again. She says this is an ongoing issue and it could be the house above them. She says this is 2 days in row where water has started to come out of the bank at the same time. Caller has taken videos. She says a gardener has mentioned the house above has a broken pipe. Please investigate as this issue is ongoing.</div><div></div><div>- Not a PW leak. Water stops and starts, around 10am in the morning each day. The owner said that they had a plumber who came and dye tested, and the dye ended up in the backyard with the water so there is a drainage leak somewhere, closing this job off and will need to get a new job raised with drainage </div><!-- RICH TEXT -->	Wastewater	3	INPRG. HD.PAU SE	4/24/2023 12:22:42 PM		4/24/2023 12:26:52 PM	- Not a PW leak	<div>Please refer to SR 593800. Caller says she was hanging the washing at 10 am and the leak from bank has started running again. She says this is an ongoing issue and it could be the house above them. She says this is 2 days in row where water has started to come out of the bank at the same time. Caller has taken videos. She says a gardener has mentioned the house above has a broken pipe. Please investigate as this issue is ongoing.</div><div></div><div>- Not a PW leak. Water stops and starts, around 10am in the morning each day. The owner said that they had a plumber who came and dye tested, and the dye ended up in the backyard with the water so there is a drainage leak somewhere, closing this job off and will need to get a new job raised with drainage </div><!-- RICH TEXT -->

										4/24/2023 12:31:11 PM	Created as per █████	Created as per █████ <!-- RICH TEXT -->
										4/24/2023 12:31:21 PM	Assigned to █████	Assigned to █████ <!-- RICH TEXT -->
										4/24/2023 3:52:00 PM	Assigned to █████	Assigned to █████. <!-- RICH TEXT -->
										4/24/2023 3:52:10 PM	Downgraded to p3.	Downgraded to p3. <!-- RICH TEXT -->
										4/24/2023 4:22:19 PM	CCTV inspection	
										4/26/2023 2:54:13 PM	CCTV	Filmed upstream stormwater and wastewater
										4/26/2023 2:54:44 PM	Team lead to review footage	
										4/27/2023 2:41:33 PM	CCTV	Filmed downstream from MH for stormwater and wastewater
										4/27/2023 2:42:34 PM	Team lead to review footage	
										5/1/2023 11:56:20 AM	CCTV Notes	01/05/23 CCTV various SW and SS drains.TV;3204:20 & 21.&; 3203:31.Drain has break in sewer drain.<!-- RICH TEXT -->
										5/19/2023 2:30:17 PM	Customer called in for update	advised that its been CCTV and that its now with TA she asked for email with job notes, advised to email into customer with request<!-- RICH TEXT - ->
										5/19/2023 4:22:02 PM	LGOIMA Request - Email received	<div>Email received 19/05 - Passed to Official Information as an LGOIMA request:</div><div></div><p class="MsoPlainText">I spoke with █████ this afternoon about the ongoing problems with our property having a large leakage from the houses above us.</p> <p class="MsoPlainText">Please could you email me the notes and progress you have related to this very long standing issue.</p> <p class="MsoPlainText">I have been contacting WCC and WW since February when this problem escalated from a damp bank to water running out and flooding our section.</p> <p class="MsoPlainText">Kind regards<o:p></o:p></p>

												<p class="MsoPlainText"><o:p></o:p></p><div> [REDACTED] </div><!-- RICH TEXT -->
	WCCSR-621044	No Asset Selected	Fault 39 Amesbury Drive, Churton Park	Related to SR-594848 leak from the bank, she believes that the source may be from 8 Hetsby Place. There is a steady flow of water coming from the bank now. She called the Contact Centre first, who transferred the call through to WN Water, who said that it needs to be relogged as an urgent, and they transferred her back to the Contact Centre to get thi relogged as an urgent.	Potable	3	CLOSE. DUP	3/21/2023 10:25:21 AM	3/23/2023 3:43:36 PM	3/21/2023 10:25:32 AM	Note from Council	Address: 39 AMESBURY DRIVE, Churton Park Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.19966763518284,174.80227353081065
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										3/23/2023 3:43:06 PM	Duplicate of WCCSR-594848	Duplicate of WCCSR-594848<!-- RICH TEXT -->
										3/23/2023 3:49:33 PM	Note from Council	Re-assigned by WCC