

Friday 19 May 2023

OIA IRO-403

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request for history of flooding on Hyde Street.

Thank you for your official information request dated Thursday 6 April 2023. You asked how many times, in the last forty years, flooding has occurred on Hyde Street.

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 provide part of the information you have requested, which is enclosed in our email to you.

Please see attached in our email to you Job Sheets on all stormwater jobs held. Please note that in accordance with [Section 7\(2\)\(a\)](#) of the Act, some of the information has been redacted as it is personal information about private individuals.

We are unable to provide you with the exact number of times flooding has occurred as this is not information we hold. The data we hold only dates to 2017. Therefore, we decline this part of your request in accordance with [Section 17\(e\)](#) of the Act.

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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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
84 Hyde Street, Wainuiomata, Lower Hutt, Wellington, 5014	HCC517694	No Asset Selected	Client Info Request 84 Hyde Street, WAINUIOMATA	Please investigate ways to alleviate the properties continual flooding problem. Uncertain if it relates to stormwater drains or lay of land.	Stormwater	3	CLOSE	5/6/2021 4:05:51 PM	5/10/2021 10:55:34 AM	5/6/2021 5:02:44 PM	Spoke to caller	Spoke to someone at this property ([REDACTED] wasn't home) who confirmed there is no flooding here now. He's guessing [REDACTED] main concern is a development of new properties near them on Fitzherbert Rd and that they may increase the flooding on this property.<!-- RICH TEXT -->
										5/6/2021 5:05:03 PM	Assigned to [REDACTED] and emailed him details	Assigned to [REDACTED] and emailed him details<!-- RICH TEXT -->
										5/10/2021 10:30:18 AM	Stormwater investigation	Spoke with customer and he has advised me it was a miscommunication, there is no flooding. He is worried about the new builds that are going up on Fitzherbert Road and if it will affect the water flow and cause any floods. All current council assets are running clear.
										5/10/2021 10:30:19 AM	Status Change to PAUSE	.
63 Hyde Street, Wainuiomata, Lower Hutt, Wellington, 5014	HCC522460	HCC_SW001828	Fault 63 Hyde Street, WAINUIOMATA	Caller reports that the stormwater manhole located on footpath is surcharging and water is pouring out	Stormwater	1	CLOSE	6/21/2021 8:53:28 AM	6/21/2021 10:51:05 AM	6/21/2021 9:33:09 AM	Left VM for caller	Left VM for [REDACTED]<!-- RICH TEXT -->
										6/21/2021 9:33:52 AM	Assigned to [REDACTED]	Assigned to [REDACTED]<!-- RICH TEXT -->
										6/21/2021 10:49:53 AM	Stormwater investigation	Arrived onsite and seen overflowing stormwater MH, checked downstream MH and main is pumping. Council main is running clear with no blockages however the system is over loaded due to the amount of rain fall.
	HCC522589	HCC_SW001828	Waterway Issue 61-63 Hyde Street, Wainuiomata	Water gushing from loose drain cover between 61 and 63 Hyde St, Wainuiomata on 21 Jun 2021. No water flowing today, 22 June.	Stormwater	2	CLOSE	6/22/2021 11:23:18 AM	6/23/2021 12:15:34 PM	6/22/2021 12:19:41 PM	Spoke to caller	Spoke to [REDACTED] who confirmed this is not overflowing now but the lid is dislodged. Advised him we'll attend.<!-- RICH TEXT -->
										6/22/2021 12:19:51 PM	Assigned to [REDACTED]	Assigned to [REDACTED]<!-- RICH TEXT -->
	HCC529472	HCC_SW001828	Blockage 63 Hyde Street, WAINUIOMATA	<div>Escalation issue as per Glenis</div><div> </div><p class="MsoPlainText"><o:p></o:p></p><div>Outside 63-65 Hyde St, Wainuiomata: sump cover wide open. This is the same issue that I reported several weeks ago, the cover was replaced then. This time the gap is big enough for a child to fall in. </div><!-- RICH TEXT -->	Stormwater	1	CLOSE	7/28/2021 9:53:20 AM	7/28/2021 10:57:33 AM	7/28/2021 10:09:01 AM	Assigned to crew to assess	Assigned to crew to assess<!-- RICH TEXT -->
28 Hyde Street, Wainuiomata, Lower Hutt, Wellington, 5014	HCC541724	No Asset Selected	Fault 28 Hyde Street, WAINUIOMATA	Trees from the drainage reserve behind the property, are growing over the fence line and is full of blackberry. Some trees look to have fallen down some look rotten.	Stormwater	2	CLOSE.CAN	10/19/2021 12:33:29 PM	10/19/2021 1:48:05 PM	10/19/2021 1:48:04 PM	Passed back to HCC for reserves team to investigate.	Spoke to [REDACTED]. Canceling. <!-- RICH TEXT -->

	HCC564051	No Asset Selected	Waterway Issue 28 Hyde Street, WAINUIOMATA	Trees from reserve behind the property are growing over the fence line and causing lot's of blackberries to fall onto callers property, could these please be trimmed.	Stormwater	2	CLOSE.C AN	3/30/2022 10:10:30 AM	3/31/2022 1:07:11 PM	3/31/2022 1:07:09 PM	Passed back to HCC	Not a WWL job<!-- RICH TEXT -->
26 Hyde Street, Wainuiomata, Lower Hutt, Wellington, 5014	HCC552376	No Asset Selected	Facility Issue 26 Hyde Street, Wainuiomata	Resident called to advise the reserve behind his section is getting worse. There a black berries that need to be trimmed/cut, the bank is slowly giving way. Resident advises it's now a safety issue and would like the issue dealt with.	Stormwater	3	CLOSE	2/15/2022 11:20:25 AM	5/30/2022 12:00:08 PM	2/15/2022 11:20:44 AM	Note from Council	Passed to HCC Contact Centre to reassign to WW
										2/23/2022 2:16:00 PM	Passed to Council	Passed to Council to forward to roads and gardens<!-- RICH TEXT -->
										2/24/2022 2:20:21 PM	HCC phoned for update	HCC phoned for update, advised HCC this was passed back to roading/gardens. HCC say parks & gardens have come back saying it's WWL. Advised HCC I'll confirm with TA and let them know.<!-- RICH TEXT -->
										2/24/2022 2:57:18 PM	Spoke to TA [REDACTED]	Spoke to TA [REDACTED] who said to pass to drainage team for investigation/maintenance.<!-- RICH TEXT -->
										2/24/2022 4:36:17 PM	P3 no impact to service/hazard	P3 no impact to service/hazard<!-- RICH TEXT -->
										2/24/2022 4:38:41 PM	Assigned to TL [REDACTED]	Assigned and emailed to TL [REDACTED]<!-- RICH TEXT -->
										2/24/2022 4:41:02 PM	Emailed FHIT to re-open this	<div>Emailed FHIT to re-open this</div><div>Emailed [REDACTED] to advise of the above and that I'll let him know when it's open so he can assign it. </div><!-- RICH TEXT -->
										5/30/2022 12:00:08 PM	closed job	City Care as been to site and done what they can _ (3/5/2022)<!-- RICH TEXT -->
24 Hyde Street, Wainuiomata, Lower Hutt, Wellington, 5014	HCC517355	No Asset Selected	Fault 24 Hyde Street, WAINUIOMATA	<div>Continuation of HCC1000335 which was complete on accident. [REDACTED]. The trees on the reserve are needing a trim behind callers property. Trees are hanging over about 3 metres and in some areas more. Please keep [REDACTED] in the loop. Respond to HCC email, [REDACTED].</div><div> </div><div>3/5 nb - to do after break </div><div> </div><div>Email from [REDACTED]: </div><p class="MsoNormal">We a FH approved arborist to assess the tree health and remaining life, provide a price to thin and a price to remove.</p><p class="MsoNormal">To thin or remove the tree and all trimmings will need to be removed from the site (free firewood but can not have any slash left within the drain or drainage reserve)</p><p class="MsoNormal">Hutt City have commented that	Stormwater	4	CLOSE	5/3/2021 3:05:51 PM	5/11/2021 8:27:57 AM	5/3/2021 3:28:26 PM	Email from [REDACTED] 22/3	<p class="MsoNormal">Hi Gavin and [REDACTED],</p><p class="MsoNormal"></p><p class="MsoNormal">I went out to inspect these trees. They are large Willows. The trees do provide a green screen.</p><p class="MsoNormal"></p><p class="MsoNormal">I wouldn't have an

they see no value in the trees but the trees do provide a green screen.</p>
 <p class="MsoNormal">They have no objection to the tree/ trees being removed (at property owner cost) but also consider conditions should apply (as below)</p>
 <ul style="margin-top:0cm" type="disc">
 <li class="MsoListParagraph" style="margin-left:0cm;mso-list:l0 level1 lfo1">That WW should consult with the neighbours, beside on Hyde Street and opposite (on the other side of the stream) in Moohan Street first to ensure they are notified of the planned works (prior) and have no strong objections<o:p></o:p>
 <li class="MsoListParagraph" style="margin-left:0cm;mso-list:l0 level1 lfo1">That the Wainuiomata Community Board are notified of the planned works<o:p></o:p>
 <li class="MsoListParagraph" style="margin-left:0cm;mso-list:l0 level1 lfo1">Work carried out should be carried out by an approved tree contractor at the residents cost.
 <o:p></o:p>
 <li class="MsoListParagraph" style="margin-left:0cm;mso-list:l0 level1 lfo1">No wood or debris should be left in the stream after the felling operation is complete (if agreed).<div>Hub have said they will occur the costa of trimming the trees, email from [REDACTED] 11/5/21 saying nothing more to do at my end.JC</div>
 <p class="MsoNormal"><o:p></o:p></p><div>There is further work to remove smaller trees growing in the waterway that should have been removed much earlier than now. </div><!-- RICH TEXT -->

objection to the owner removing them at their cost but do think some conditions should be set prior (as below) <o:p></o:p></p>
 <p class="MsoNormal"><o:p> </o:p></p>
 <ul style="margin-top:0cm" type="disc">
 <li class="MsoListParagraph" style="color:#1F497D;margin-left:0cm;mso-list:l0 level1 lfo1">That someone from WW should consult with the neighbours, beside on Hyde Street and opposite (on the other side of the stream) in Moohan Street first to ensure they are notified of the planned removals (prior) and have no strong objections<o:p></o:p>
 <li class="MsoListParagraph" style="color:#1F497D;margin-left:0cm;mso-list:l0 level1 lfo1">That the Wainuiomata Community Board members are notified of the planned removals (through elected members requests)<o:p></o:p>
 <li class="MsoListParagraph" style="color:#1F497D;margin-left:0cm;mso-list:l0 level1 lfo1">The trees are huge. Work carried out should be carried out by one of our approved tree contractors at the residents cost. No wood or debris should be left in the stream after the felling operation is complete (if agreed).<o:p></o:p>

 <p class="MsoNormal"><o:p> </o:p></p>
 <p class="MsoNormal">Happy to discuss further<o:p></o:p></p>
 <p class="MsoNormal"><o:p> </o:p></p><!-- RICH TEXT -->

										5/3/2021 3:53:58 PM	Assigned to █████	Assigned to █████ <!-- RICH TEXT -->
										7/28/2021 4:25:07 PM	closing details	<p><p class="MsoNormal"> █████ notes: Hi █████ yes the job has been completed to a satisfactory standard.</p></p> <p><p class="MsoNormal">The arborists has taken several major limbs off the big willow tree and cleared the back fence of 24. Job finished. Looks like only one days work.

Photo's attached <o:p></o:p></p><!-- RICH TEXT --></p>
	HCC1000335	No Asset Selected	Waterway Issue 24 Hyde Street, WAINUIOMATA	The trees on the reserve are needing a trim behind callers property. Trees are hanging over about 3 metres and in some areas more.	Stormwater	2	CLOSE	1/14/2021 1:11:55 PM	1/18/2021 2:48:28 PM	1/14/2021 1:12:19 PM	Note from Council	<p>updated notes 14/1 - this is getting urgent please let us know if not for you - █████ also rung █████ to tel him i have changed the subject and service etc and poss why it was just sitting etc. so hopefully ww will get back to him or ring me and or send to reserves if not drainage strip- no mapping system etc today to re check site etc. █████</p>
										1/14/2021 3:22:30 PM	Please assess from black creek side.	Please assess from black creek side. advised the customer we will assess.<!-- RICH TEXT -->
										1/18/2021 2:46:27 PM	24 Hyde street, Wainui	<p>Arrived onsite phoned customer contact details and spoke to the homeowner █████ He informed us and showed us the issue with the trees behind his property encroaching his boundary and into his property. We thought we'd be able to grab a chainsaw and cut a few branches down but upon visual inspection found it to be a bigger job then expected. Will need a contractor like treescape out to cut down and cart away vegetation. Homeowner also spoke of access to his property being unavailable due to past work being undertaken and a mess being left and damage to his driveway and backyard. We informed him he will have to sort it out with contractor when they arrive.</p>
										2/3/2021 4:54:16 PM	Emailed █████	Emailed █████. Customer irate that trees haven't been cut. <!-- RICH TEXT -->

council_name	water_type	request_id	request_type	comm_description	Day of created	status	Day of closed	address	Priority	allocation	responsible_user	details	Data_Source	_id_asset	asset_id	asset_description	
Grand Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	1
HCC	Stormwater	HCC372778	0	SW-P4 N4CC-Instructed Works	28 Feb 2017	Completed	15 Mar 2017	3 hyde st wainuiomata	P2	CityCare	City Care	3 Hyde St. Please check/repair SW MH and footpath. Footpath and MH lid have lifted.	CityCare	0		Hyde street	1
		HCC383770	0	Streams and Drains	14 Jul 2017	Completed	15 Jul 2017	12 hyde st, wainuiomata	P2	CityCare	City Care	Slip of bank into the stream in the drainage reserve behind her place at 12 Hyde St. Would be a small truckload worth of dirt, has gone into the stream. Best access is between 15 and 17 Moohan St, where the lawnmower guy comes in.	CityCare	0		Hyde street	1
		HCC517355		General Fault	03 May 2021	90 closed (close)	11 May 2021	24 hyde street, wainuiomata, lower hutt, wellington, 5014	P4	007-LOWH-SW-RETC	██████ WW	Fault 24 Hyde Street, WAINUIOMATA	Maximo				1
		HCC517694		Information Request - from Client	06 May 2021	90 closed (close)	10 May 2021	84 hyde street, wainuiomata, lower hutt, wellington, 5014	P3	007-LOWH-SW-RETC	██████████	Client Info Request 84 Hyde Street, WAINUIOMATA	Maximo				1
		HCC522460		General Fault	21 Jun 2021	90 closed (close)	21 Jun 2021	63 hyde street, wainuiomata, lower hutt, wellington, 5014	P1	007-LOWH-SW-RETC-COLL-ACCS	██████████	Fault 63 Hyde Street, WAINUIOMATA	Maximo	249363	HCC_SW001828	Hcc_sw001828 access chamber manhole	1
		HCC522589	System faults	Waterway Issue	22 Jun 2021	90 closed (close)	23 Jun 2021	63 hyde street, wainuiomata, lower hutt, wellington, 5014	P2	007-LOWH-SW-RETC-COLL-ACCS	██████████	Waterway Issue 61-63 Hyde Street, Wainuiomata	Maximo	249363	HCC_SW001828	Hcc_sw001828 access chamber manhole	1
		HCC529472	Stormwater blockages - main	Blockage - Significant	28 Jul 2021	90 closed (close)	28 Jul 2021	63 hyde street, wainuiomata, lower hutt, wellington, 5014	P1	007-LOWH-SW-RETC-COLL-ACCS	██████ WW	Blockage 63 Hyde Street, WAINUIOMATA	Maximo	249363	HCC_SW001828	Hcc_sw001828 access chamber manhole	1
		HCC541724		General Fault	19 Oct 2021	90 closed (close)	19 Oct 2021	28 hyde street, wainuiomata, lower hutt, wellington, 5014	P2	007-LOWH-SW-RETC	██████████	Fault 28 Hyde Street, WAINUIOMATA	Maximo				1
		HCC552376	System faults	Facility Issue	15 Feb 2022	90 closed (close)	30 May 2022	26 hyde street, wainuiomata, lower hutt, wellington, 5014	P3	007-LOWH-SW-RETC	██████████	Facility Issue 26 Hyde Street, Wainuiomata	Maximo				1
		HCC564051	System faults	Waterway Issue	30 Mar 2022	90 closed (close)	31 Mar 2022	28 hyde street, wainuiomata, lower hutt, wellington, 5014	P2	007-LOWH-SW-RETC	██████████	Waterway Issue 28 Hyde Street, WAINUIOMATA	Maximo				1
		HCC1000335	System faults	Waterway Issue	24 Nov 2020	90 closed (close)	18 Jan 2021	24 hyde street, wainuiomata, lower hutt, wellington, 5014	P2	007-LOWH-SW-RETC	██████████	Waterway Issue 24 Hyde Street, WAINUIOMATA	Maximo				1