

Friday 26 May 2023

OIA IRO-410

Name: [REDACTED]

Email: [REDACTED]@justpaterson.co.nz

Kia ora [REDACTED]

Official information request on Past flooding records for 29 Avon Street, Island Bay.

Thank you for your official information request dated Friday 28 April 2023. You requested any records of past flooding events at 29 Avon Street, Island Bay – Including information on the frequency and severity of those events, and any measures taken by us to mitigate the risk of flooding in the area.

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.

Please see attached in our email to you four Job Sheets which detail matters at or near the above address regarding a leaking toby and stormwater jobs. Some text in Sheets Two, Three and Four is highlighted – indicating that the matters have been completed or closed. Furthermore, we have an email between yourself and one of our officers regarding flooding, and the frequency of it which is attached in our email also.

Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some information within the provided correspondence has been redacted as it is personal about private individuals.

We do not have any records of historical flooding reports and therefore, we are declining 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

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

 /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
29 Avon Street, Island Bay, Wellington, 6023	WCCSR-316327	No Asset Selected	Leaking Pipes 29 AVON STREET, Island Bay	Trickle - Leaking outside 29 Avon St boundry maybe from Toby on footpath.and running down bank/wall across our driveway.. problem is getting worse and worse.	Potable	3	CLOSE. CAN	1/27/2022 6:49:27 PM	2/1/2022 1:53:02 PM	1/27/2022 6:49:49 PM	Note from Council	<p>Address: 29 AVON STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.33346499677144,174.77605876942187</p>
										1/27/2022 6:50:43 PM	Note from Council	<p>Kia ora [REDACTED] Thanks for the report! We've gone ahead and passed this over to Wellington Water, and they'll take a look into this just as soon as they can. If there's anything else at all we can help with, please be sure to let us know.</p> <p>Ng? mihi, [REDACTED] Customer Service Rep Customer Contact Centre P 04 499 4444 [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140 I-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 29b Avon St Island bay</p> <p>Suburb: Island bay</p> <p>City:</p> <p>Phone:</p> <p>Mobile: [REDACTED]</p> <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with?</p>

												Water If other, give details: Have you contacted the Council about this previously? Yes Service request number: Job ref #128-940 Wellington water Location: Avon St Island bay Description: Leaking outside 29 Avon St boundry maybe from Toby on footpath.and running down bank/wall across our driveway.. problem is getting worse and worse. Other comments:
										2/1/2022 1:52:59 PM	duplicate of WCCSR-285990	duplicate of WCCSR-285990<!-- RICH TEXT -->
										2/1/2022 1:55:40 PM	Note from Council	Re-assigned by WCC
	WCCSR-319194	No Asset Selected	Leaking Pipes 29 AVON STREET, Island Bay	Trickle - Name: ██████████ Address: 2 Erica Pabst Way Suburb: Island Bay City: Wellington Phone: Mobile: ██████████ Email: ██████████@gmail.com What can we help you with? Drainage, sewerage or wastewater If other, give details: Have you contacted the Council about this previously? No Service request number: Location: 29a Avon Street Island Bay Description:	Stormwater	3	CLOSE. CAN	2/1/2022 9:46:22 PM	2/14/2022 9:22:20 AM	2/1/2022 9:46:41 PM	Note from Council	Address: 29 AVON STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.33346499677144,174.77605876942187

				For over 2 weeks there has been dozens of red cones around this property on the corner of Avon St and Melbourne Road in the vicinity of Erskine. Presumably this in preparation to deal with thousands of gallons of water that has continued to pour into the drive of 29a Avon St from underneath the pathway that runs parallel to the drive - for what seems like months. The owner tells me he has contacted the council countless times. Can something be done this week please?								
										2/14/2022 9:22:08 AM	duplicate of WCCSR-285990 cancelling	duplicate of WCCSR-285990 cancelling<!-- RICH TEXT -->
										2/14/2022 9:25:33 AM	Note from Council	Re-assigned by WCC
	WCCSR-319319	No Asset Selected	Leaking Pipes 29 AVON STREET, Island Bay	Steady flow - For over 2 weeks there has been dozens of red cones around this property on the corner of Avon St and Melbourne Road in the vicinity of Erskine. Presumably this in preparation to deal with thousands of gallons of water that has continued to pour into the drive of 29a Avon St from underneath the pathway that runs parallel to the drive - for what seems like months. The owner tells me he has contacted the council countless times. Can something be done this week please	Potable	2	CLOSE. CAN	2/1/2022 4:48:21 PM	2/4/2022 11:12:42 AM	2/1/2022 4:48:48 PM	Note from Council	Address: 29 AVON STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.33346499677144,174.77605876942187
										2/4/2022 11:12:38 AM	duplicate of WCCSR-285990	duplicate of WCCSR-285990<!-- RICH TEXT -->
										2/4/2022 11:14:39 AM	Note from Council	Re-assigned by WCC

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
29B Avon Street, Island Bay, Wellington, 6023	WCCSR-285990	WCC_PW012915	Leaking Pipes 29B Avon Street, Island Bay (TRAFFIC)	<div>14/02/2022 CAR R837529 </div><div>Steady flow - Leak from the footpath running steadily across caller's driveway. Water is coming up near a couple of tobys so possibly coming from there. Customer happy to be contacted and talk with WW about the leak if needed - Noel, 0274483380</div><div> </div><div>6/12/21 1345 KT - Plans ordered 1947068 </div><div>10/12 AS - Plans attached, Waiting on Chorus</div><div> </div><div>16/12 SD - Chorus plans attached</div><div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). </div><div> </div><!-- RICH TEXT -->	Potable	3	CLOSE	12/4/2021 1:27:21 PM	2/3/2022 10:23:00 AM	12/4/2021 1:27:44 PM	Note from Council	Address: 29b AVON STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.333293226237096,174.7760893193894
										12/6/2021 1:43:03 PM	tried calling customer no answer.	tried calling customer no answer left msg.<!-- RICH TEXT -->
										12/6/2021 1:45:58 PM	Plans ordered steady flow changed to P3 from P2	<div>6/12/21 1345 KT - Plans ordered 1947068 </div><div>Plans ordered steady flow changed to P3 from P2 </div><!-- RICH TEXT -->
										12/10/2021 3:32:58 PM	Plans attached, Waiting on Chorus	<div>10/12 AS - Plans attached, Waiting on Chorus</div><div> </div><!-- RICH TEXT -->
										12/16/2021 2:45:34 PM	Chorus plans attached	<div>16/12 SD - Chorus plans attached</div><div> </div><div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><!-- RICH TEXT -->
										12/23/2021 2:18:29 PM	Customer called	Cust called this morning wanting an update. Advised this is still in progress and to be assigned out, and to call council if this gets worse. He said this isn't getting better but hasn't started gushing out yet <!-- RICH TEXT -->
										1/6/2022 1:57:32 PM	Customer called	Customer called for update, advised that it has been assigned and is waiting for someone to tend to. <!-- RICH TEXT -->
										1/12/2022 3:46:34 PM	Escalation Priority	Arrived onsite found the leak is on the svce before the Toby, leak is seeping onto the callers property, permit to dig for power pole also, reqs 2man, internal traffic needed.
										1/12/2022 3:46:35 PM	Status Change to PAUSE	Escalation priority request please.
										1/14/2022 5:08:34 PM	Escalated as per [REDACTED]	2man<!-- RICH TEXT -->
										1/31/2022 2:16:58 PM	Close approach booked for 8am, Thur. 3/2	<p class="MsoNormal">From: hubrequest <hubrequest@wellingtonwater.co.nz>

Sent: Monday, 31 January 2022 1:34 pm

To: [REDACTED]
< [REDACTED]@wellingtonwater.co.nz>; hubrequest
<hubrequest@wellingtonwater.co.nz>;

Cc: [REDACTED]
< [REDACTED]@wellingtonwater.co.nz>;

Subject: RE: request close
approach<o:p></o:p></p>
<p class="MsoNormal"><o:p> </o:p></p>
<p class="MsoNormal"> [REDACTED],<o:p></o:p></p>
<p class="MsoNormal"><o:p> </o:p></p>
<p class="MsoNormal">75453<o:p></o:p></p>
<p class="MsoNormal">WO#128940<o:p></o:p></p>
<p class="MsoNormal">29 Avon St, Island Bay<o:p></o:p></p>
<ul style="margin-top:0cm" type="disc">
<li class="MsoListParagraph" style="margin-left:0cm;mso-list:l0
level1 lfo1"><span style="mso-fareast-font-family:"Times
New Roman"">Thursday 3rd
Feb, 8am<o:p></o:p>

<p class="MsoNormal"><o:p> </o:p></p>
<p class="MsoNormal">75454<o:p></o:p></p>
<p class="MsoNormal">WO#119913<o:p></o:p></p>
<p class="MsoNormal">87 Garden Rd,
Northland<o:p></o:p></p>
<ul style="margin-top:0cm" type="disc">
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<p class="MsoNormal">Let me know if you want times changed, I
just asked WE to
give me some time and this is what I got.<o:p></o:p></p>

												<p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">nikhita<o:p></o:p></p><!-- RICH TEXT --></p>
										1/31/2022 2:19:47 PM	█████ phoned for an ETA	<p><div>█████ phoned for an ETA as this leak is damaging his driveway and is getting worse. Advised him I'll ask the TL to call him.</div><div>Spoke to TL █████ who confirmed the repair is planned for Thur. 3/2, barring emergency work.</div><div>Called █████ back and left a VM advising of the above. </div><!-- RICH TEXT --></p>
										2/6/2022 10:39:33 AM	Note from Council	Closed by WCC
										2/14/2022 1:02:48 PM	CAR R837529	CAR R837529 <!-- RICH TEXT -->

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
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										1/31/2022 2:16:58 PM	Close approach booked for 8am, Thur. 3/2	<p class="MsoNormal">From:<span lang="EN-US" style="font-family:"Times New Roman"; mso-

ansi-language:
EN-US;mso-fareast-language:EN-NZ">
hubrequest
<hubrequest@wellingtonwater.co.nz> <br

Sent: Monday, 31 January 2022 1:34
pm

To:
< @wellingtonwater.co.nz>;
hubrequest
<hubrequest@wellingtonwater.co.nz><br

Cc:
< @wellingtonwater.co.nz>

Subject: RE: request close
approach<o:p></o:p></p>
<p class="MsoNormal"><o:p> </o:p></p>
<p class="MsoNormal">
<o:p></o:p></p>
<p class="MsoNormal"><o:p> </o:p></p>
<p
class="MsoNormal">75453<o:p></o:p>
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<li class="MsoListParagraph" style="margin-
left:0cm;mso-list:l0 level1 lfo1"><span
style="mso-fareast-font-family:"Times
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<p class="MsoNormal"><o:p> </o:p></p>
<p
class="MsoNormal">75454<o:p></o:p>
</p>

											<p><p class="MsoNormal">WO#119913</p></p></p> <p><p class="MsoNormal">87 Garden Rd, Northland</p></p></p> <ul style="list-style-type: none"> <li class="MsoListParagraph" style="margin-left:0cm;mso-list:l0 level1 lfo1"> Thursday 3<sup>rd</sup> Feb, 9am <p><p class="MsoNormal"></p></p></p> <p><p class="MsoNormal">Let me know if you want times changed, I just asked WE to give me some time and this is what I got.</p></p></p> <p><p class="MsoNormal"></p></p></p> <p><p class="MsoNormal"></p></p></p> <p><p class="MsoNormal">nikhita</p></p><!-- RICH TEXT --></p>
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									2/6/2022 10:39:33 AM	Note from Council	Closed by WCC
									2/14/2022 1:02:48 PM	CAR R837529	CAR R837529 <!-- RICH TEXT -->
	WCCSR-285990R	WCC_PW012915	Reinstatement: Leaking Pipes 29B Avon Street, Island Bay (TRAFFIC)	<div>14/02/2022 CAR R837529 </div><div>Reinstatement Type Required: Asphalt (Footpath)</div><div>Area/Size: 1m2</div><div>Requirements:	Potable	4	CLOSE	2/3/2022 10:27:03 AM	3/29/2022 3:48:15 PM		

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
29 Avon Street, Island Bay, Wellington, 6023	WCCSR-319194	No Asset Selected	Leaking Pipes 29 AVON STREET, Island Bay	Trickle - Name: [REDACTED] Address: 2 Erica Pabst Way Suburb: Island Bay City: Wellington Phone: Mobile: [REDACTED] Email: [REDACTED]@gmail.com What can we help you with? Drainage, sewerage or wastewater If other, give details: Have you contacted the Council about this previously? No Service request number: Location: 29a Avon Street Island Bay Description: For over 2 weeks there has been dozens of red cones around this property on the corner of Avon St and Melbourne Road in the vicinity of Erskine. Presumably this in preparation to deal with thousands of gallons of water that has continued to pour into the drive of 29a Avon St from underneath the pathway that runs parallel to the drive - for what seems like months. The owner tells me he has contacted the council countless times. Can something be done this week please?	Stormwater	3	CLOSE. CAN	2/1/2022 9:46:22 PM	2/14/2022 9:22:20 AM	2/1/2022 9:46:41 PM	Note from Council	Address: 29 AVON STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.33346499677144,174.77605876942187
										2/14/2022 9:22:08 AM	duplicate of WCCSR-285990 cancelling	duplicate of WCCSR-285990 cancelling<!-- RICH TEXT -->
										2/14/2022 9:25:33 AM	Note from Council	Re-assigned by WCC
17 Avon Street, Island Bay, Wellington, 6023	WCCSR-359750	WCC_SWP028608	Lid Issue 17 AVON STREET, Island Bay	<div>Called regarding a manhole cover that has been uplifted from the road. Advised it is still attached to the road but will need some maintenance. Contact [REDACTED] on [REDACTED], for more information. Please attend.</div><div> </div><div>Note AJ: </div><div>Non Urgent job for tonight needs to be attended in the daytime by Rover to investigate issue. </div><!-- RICH TEXT -->	Stormwater	3	CLOSE	4/6/2022 7:58:41 PM	4/7/2022 11:23:19 AM	4/6/2022 7:58:52 PM	Note from Council	Address: 17 AVON STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.333393812965404,174.77512923489783
										4/6/2022 8:59:12 PM	Note from [REDACTED]	<div> </div><div><div>Note AJ: </div><div>Non Urgent job for tonight needs to be attended in the daytime by Rover to investigate issue. </div></div><!-- RICH TEXT -->
										4/7/2022 10:07:25 AM	Assigned to [REDACTED]	Assigned to [REDACTED] <!-- RICH TEXT -->

										4/7/2022 11:13:50 AM	Popped manhole	Arrived on site located manhole put it back down job complete
										4/10/2022 11:36:34 AM	Note from Council	Closed by WCC
7 Avon Street, Island Bay, Wellington, 6023	WCCSR-109774	No Asset Selected	Leaking Pipes 7 AVON STREET, Island Bay	Trickle - For the last few days now there has been water flowing out of a drain through the footpath between number 7 Avon Street and the electricity building. Today however, the water has started pouring out and I can't see anywhere where it could be leaking from, but there is a lot of water flying down the drain. Address: 7 Avon Street, Island Bay, Wellington 6023, New Zealand	Stormwater	3	CLOSE	2/22/2021 5:29:14 PM	3/15/2021 3:29:53 PM	2/22/2021 5:30:37 PM	Note from Council	Address: 7 AVON STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.333370447291195,174.7741726682761
										2/23/2021 10:35:21 AM	Note from Council	WWL () this SW outlet is from the complex at 78 Clyde Street. Potential issue there.
										2/25/2021 8:42:17 AM	Note from Council	Good Morning team, Just had another member of the public call through and advise this leak has got a lot worse SR-109774. It is a steady flow and has been flooding the road as the drains were blocked so water couldn't drain away. She has cleared the drains herself so water can drain away. However this leak is a lot worse and needs to be escalated to a P2. Ngā mihi, Customer Service Rep Customer Contact Centre P 04 499 4444 F 04 801 3138 W Wellington.govt.nz PO Box 2199 Wellington 6140
										2/25/2021 1:29:23 PM	Advised the customer we will assess	
										3/15/2021 3:29:14 PM	No faults located	Arrived onsite and investigated issue. It being a fine day No seepage, or faults located anywhere. Have checked council drainage assets, which are running fine. All clear
										3/15/2021 4:02:23 PM	Note from Council	Re-assigned by WCC
	WCCSR-109800	No Asset Selected	Leaking Pipes 7 AVON STREET, Island Bay	Trickle - A substantial quantity of water is flowing into the gutter Address: 7 Avon Street, Island Bay, Wellington 6023, New Zealand	Stormwater	3	CLOSE. CAN	2/22/2021 6:34:14 PM	2/25/2021 1:50:26 PM	2/22/2021 6:35:22 PM	Note from Council	Address: 7 AVON STREET, Island Bay Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.333370447291195,174.7741726682761
										2/25/2021 1:31:54 PM	This is a duplication of WCCSR-109800	This is a duplication of WCCSR-109800, this will be cancelled and related <!-- RICH TEXT -->
										2/25/2021 1:54:18 PM	Note from Council	Re-assigned by WCC

										3/3/2021 7:57:44 AM	This is a duplication of WCCSR-109774	
										3/3/2021 7:58:08 AM		this is a duplication of WCCSR-109774<!-- RICH TEXT -->

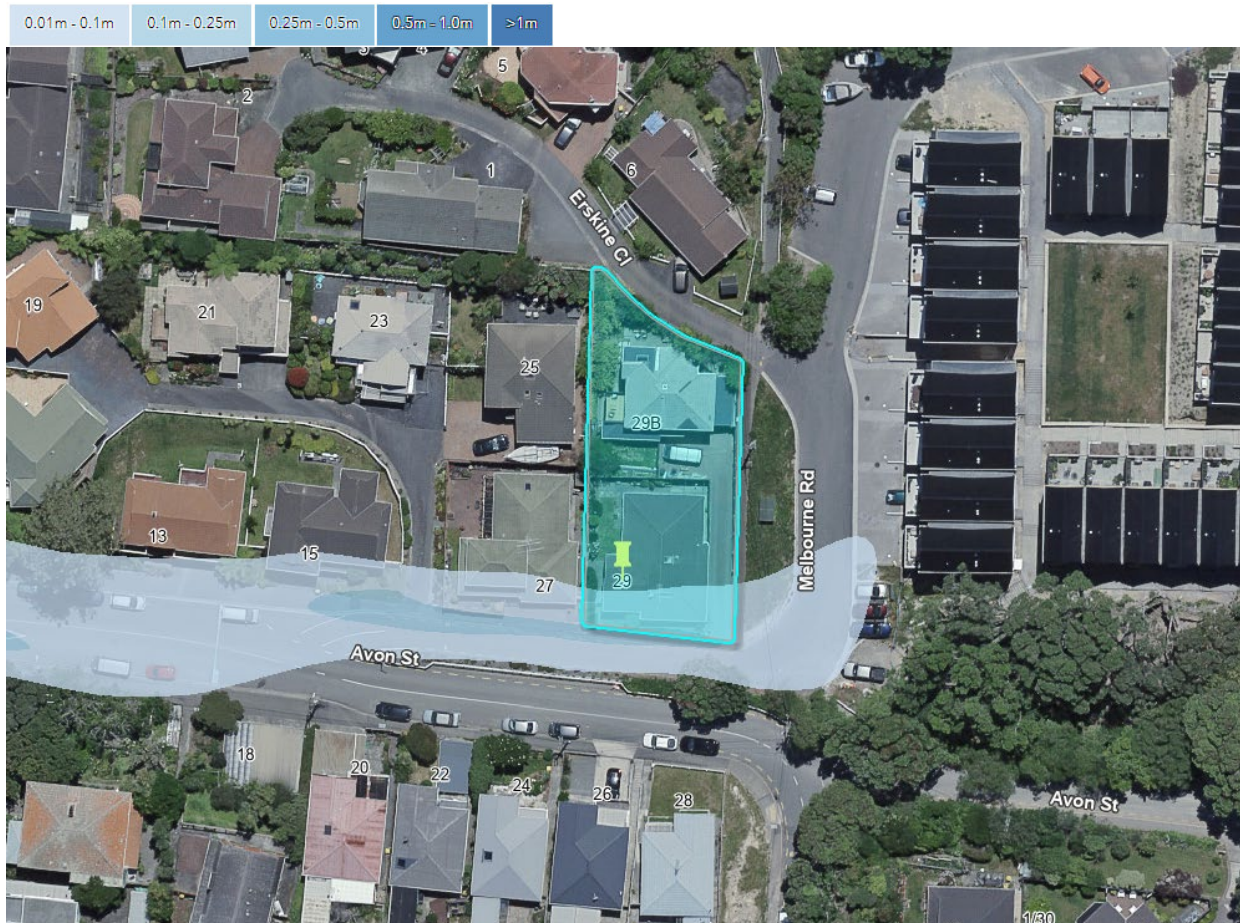
From: [REDACTED]
To: [REDACTED]
Subject: FW: Request for Information on Past Flooding Records for 29 Avon Street, Island Bay
Date: Monday, May 8, 2023 11:50:05 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

FYI

From: [REDACTED] On Behalf Of Modelling Team
Sent: Monday, 1 May 2023 9:45 am
To: [REDACTED]@justpaterson.co.nz
Subject: RE: Request for Information on Past Flooding Records for 29 Avon Street, Island Bay

Hi [REDACTED]

The flooding extent shown on the LIM report is produced using a computer model which takes into consideration best available information pertaining to drainage network, lay of the land, land roughness and soil characteristics. According to the modelling results it appears that the property may experience some shallow flow at the front of the house during severe storm event such as 100 year ARI storm. The flooding extent associated with 100 year ARI storm including climate change (2.1C temperature increase assumption) is shown below.



Also I forwarded your request to our operations team who can check if there's anything on our database relating to flood history at this address.

Please let us know if you need any additional information.

Regards

Hydraulic Modeller



Mob [REDACTED] Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils and Greater Wellington Regional Council.
We manage their drinking water, wastewater and stormwater services.

From: [REDACTED] <[\[REDACTED\]@justpaterson.co.nz](mailto:[REDACTED]@justpaterson.co.nz)>
Sent: Friday, 28 April 2023 3:05 pm
To: Info Mailbox <Info@wellingtonwater.co.nz>; Customer Support Team <customer@wellingtonwater.co.nz>
Cc: [REDACTED] <[\[REDACTED\]@justpaterson.co.nz](mailto:[REDACTED]@justpaterson.co.nz)>
Subject: Request for Information on Past Flooding Records for 29 Avon Street, Island Bay

Caution: This is an external email. Please take care when clicking links or opening attachments.

Hello,

I am writing to request information on any records of past flooding incidents for the property located at 29 Avon Street, Island Bay, Wellington.

The LIM report for the property has notes that suggest there are potential flooding issues and that the property has been identified as possibly at risk of flooding during severe storm events. Therefore, I would like to know if there have been any past flooding incidents in the vicinity of the property.

I would appreciate any information you can provide about the frequency and severity of past flooding incidents and any measures taken by Wellington Water to mitigate the risk of flooding in the area. If there are any costs associated with obtaining this information, please let me know, and I will be happy to pay.

Thanks for your assistance.

Kind regards

[REDACTED]
Property Specialist



Level 1, 12 Jessie St, Wellington

T: [REDACTED]
E: [REDACTED] <[\[REDACTED\]@justpaterson.co.nz](mailto:[REDACTED]@justpaterson.co.nz)>

justpaterson.co.nz

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