

Thursday 2 November 2023

OIA IRO-507

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request regarding pre-purchase concerns about historic water events at 12 Rixon Grove.

Thank you for your official information request dated Monday 9 October 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 part.

Attached in our email to you are job details. Please note that some of the information has been withheld in accordance with [Section 7\(2\)\(a\)](#) of the Act as it is personal about private individuals. In 'Sheet 2', the withheld information was whited out and has been marked 'R' for Redacted.

Based on our Modelling Teams' assessment, the pipework in the vicinity of the property has at least 10 litres per second (L/s) spare capacity. Nearby sewer flooding has nothing to do with pipe capacity and future incidents could be caused by operational issues in the private network such as blockages, obstruction by tree roots etc.

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]

Head of Customer Experience

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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	Total	5
WCC	Wastewater	WCC2344124	System faults	WW-P1 Urgent Fault	26 Apr 2015	Completed	02 May 2015	12 rixon grmt victoriawgtn	P1	CityCare	Wellington Water	Sewage overflows on to rear of property there was work done on the street recently	Councils					1
		WCC2419077	Public pipe blockages	WW-P1 Blocked Sewer	15 Jan 2016	Completed	17 Jan 2016	Back of 12 rixon grmt victoriawgtn	P1	CityCare	Wellington Water	Caller is reporting that there is sewage coming from behind his property. Behind the property is the bowling club that belongs to WCC. Not sure if its coming from there or not but this is flowing down to his property.This happend previously on 26/04/2015 Job number 2344124.	Councils					1
		WCC2420287	System faults	WW-P2 Non-Urgent Fault	19 Jan 2016	Completed	16 Feb 2016	12 rixon grmt victoriawgtn	P2	CityCare	Wellington Water	Manhole lid needs resealing	Councils					1
	Water	WCC2760074	0	W-P3 Minor Leaks	27 Jan 2019	Cancelled	28 Jan 2019	11-12 rixon grmt victoriawgtn	P3	CityCare	City Care - Water	On the footpath. Caller advised that there is a large amount of water spraying out.	Councils					1
		WCC2760075	0	W-P2 Major Leaks	27 Jan 2019	Completed	27 Jan 2019	12 rixon grmt victoriawgtn	P2	CityCare	City Care - Water	Exposed pipe out the front of number 12 has burst and is spraying water. Caller unsure if this is private or public, but has tried knocking on the door to the property and no one answered.	Councils					1
Grand Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	5
WCC	Wastewater	WCC2344124	System faults	WW-P1 Urgent Fault	26 Apr 2015	Completed	02 May 2015	12 rixon grmt victoriawgtn	P1	CityCare	Wellington Water	Sewage overflows on to rear of property there was work done on the street recently	Councils					1

Enquiry Number	Logged Date	Service	Subject	Address	Description	Site
1536704	21/11/2006	zzWater Faults	W-Leak on Footpath	o/s 12 Rixon Gr Mt Victoria Wgtn	water leaking from footpath and flowing onto this property - pls investigate and advise caller	Rixon Gr
Log Number	Date	Status	Notes	Effective Date		
1	11/21/2006	Request Logged		21/11/2006 02:59:50		
2	11/21/2006	Acknowledged		21/11/2006 03:05:07		
3	11/21/2006	Enquiry Issued to Contractor		21/11/2006 03:07:02		
4	11/21/2006	Acknowledged	no number so unable to contact will have a crew investigate in next two days (R 21/11 15:30)	21/11/2006 03:32:02		
5	11/23/2006	In Progress		23/11/2006 07:32:07		
6	11/23/2006	In Progress	job completed. (R 23/11 09:56) Reassign Reason: this job was private at nu-9 which has been repaired. R 23/11 09:53)	23/11/2006 09:57:06		
7	11/23/2006	Acknowledged		23/11/2006 10:32:04		
8	11/23/2006	In Progress		23/11/2006 10:32:05		
9	11/25/2006	Completed		25/11/2006 10:12:57		
10	11/27/2006	Completed		27/11/2006 11:12:04		

1841414	4/06/2010	W-Water	W-P3 Minor Leaks	12 Rixon Gr, Mt Victoria	leaking hydrant	Rixon Gr
		Log Number	Date	Status	Notes	Effective Date
		1	6/4/2010	Request Logged	from info@	04/06/2010 08:11:04
		2	6/4/2010	Acknowledged		04/06/2010 08:14:08
		3	6/4/2010	Acknowledged		04/06/2010 08:15:23
		4	6/4/2010	Customer Contacted		04/06/2010 08:37:26
		5	6/4/2010	Enquiry Issued to Contractor		04/06/2010 03:09:15
		6	6/11/2010	Enquiry Issued to Contractor		11/06/2010 01:59:16
		7	6/11/2010	Contractor on Site		11/06/2010 02:19:19
		8	6/11/2010	Contractor on Site	11/06/2010 15:05 R R operated f/h to stop leak but unsuccessful. turned off main to stop pressure but no good. f/h needs replacing	11/06/2010 03:07:14
		9	6/11/2010	Completed		11/06/2010 03:09:15
		10	6/11/2010	Contractor on Site		11/06/2010 03:13:17
		11	6/14/2010	Enquiry Issued to Contractor		14/06/2010 08:43:13
		12	6/14/2010	Contractor on Site		14/06/2010 09:15:29
		13	6/14/2010	Completed		14/06/2010 09:26:35
		14	6/14/2010	Completed		14/06/2010 11:33:16

2344124	26/04/2015	Drainage - Wastewater	WW-P1 Urgent Fault	12 Rixon Gr Mt Victoria Wgtn	Sewage overflows on to rear of property there was work done on the street recently	Rixon Gr
		Log Number	Date	Status	Notes	Effective Date
		1	4/26/2015	Request Logged		26/04/2015 12:32:13
		2	4/26/2015	Acknowledged		26/04/2015 12:36:55
		3	4/26/2015	Acknowledged		26/04/2015 12:37:11
		4	4/26/2015	Customer Contacted		26/04/2015 01:05:15
		5	4/26/2015	Customer Contacted	26/04/2015 13:07 R R Called and assigned to Capacity after hours - drainage	26/04/2015 01:09:07
		6	4/26/2015	Enquiry Issued to Contractor		26/04/2015 01:29:11
		7	4/26/2015	Customer Contacted		26/04/2015 01:57:08
		8	4/26/2015	Contractor on Site		26/04/2015 02:25:11

9	4/26/2015	Contractor on Site	26/04/2015 16:19 R Parked off Rixon gr narrow St, car blocking St for , the truck ,inspection carried out seepage about 6mtrs from the head of the main even though its private rodded up passed the seepage about 8 mtrs seems to flowing faster now ,clean up surcharge shovel, diso pack up, gone up to the Victoria bowling club to , speak to some one in charge ,w.c.c looks after the property ,have rung the call center to pass on to citycare FM team 26/04/2015 16:20 EM System Checked council main - Wastewater	26/04/2015 04:21:09
10	5/2/2015	Completed	26/04/2015 16:19 R Parked off Rixon gr narrow St, car blocking St for , the truck ,inspection carried out seepage about 6mtrs from the head of the main even though its private rodded up passed the seepage about 8 mtrs seems to flowing faster now ,clean up surcharge shovel, diso pack up, gone up to the Victoria bowling club to , speak to some one in charge ,w.c.c looks after the property ,have rung the call center to pass on to citycare FM team 26/04/2015 16:20 EM System Checked council main - Wastewater	02/05/2015 04:16:47
11	5/25/2015	Completed		25/05/2015 03:45:37

2344143	26/04/2015	FM-Oprtns&Mntnce LOG in FRESH	Important	12 Rixon Gr Mt Victoria Wgtn	Refer to original job 2344124. City Care contractor has asked for the job to be relogged to FM as this is a council property. Have relogged as important.	Rixon Gr
Log Number	Date	Status	Notes	Effective Date		
1	4/26/2015	Request Logged			26/04/2015 04:19:00	
2	4/26/2015	Acknowledged			26/04/2015 04:24:56	
3	4/26/2015	Information Added	Details called through to City Care. R		26/04/2015 04:24:45	
4	4/26/2015	Acknowledged			26/04/2015 04:25:08	
5	4/26/2015	Enquiry Issued to Contractor			26/04/2015 11:01:07	

6	4/26/2015	Enquiry Issued to Contractor	26/04/2015 23:00 R R Original details in job were: Refer to original job 2344124. City Care contractor has asked for the job to be relogged to FM as this is a council property. Have relogged as important. Deleted and completely rewrote	26/04/2015 11:05:13
7	4/28/2015	Enquiry Issued to Contractor		28/04/2015 11:37:31
8	4/28/2015	Enquiry Issued to Contractor		28/04/2015 01:41:16
9	4/28/2015	In Progress		28/04/2015 01:53:08
10	4/28/2015	In Progress	26/04/2015 23:00 R R Original details in job were: Refer to original job 2344124. City Care contractor has asked for the job to be relogged to FM as this is a council property. Have relogged as important. Deleted and completely rewrote	28/04/2015 02:21:44
11	4/28/2015	In Progress	28/04/2015 14:39 R R The council drain line is running threw 12 rexon. Will need h2o to inspect the drain to see l'd it is blocked and or cracked. The owner of house says stuff was coming out of the pipe and discharging onto the service.	28/04/2015 02:41:38
12	4/28/2015	On Hold	Get h2o roa inspect the drains 28/04/2015 14:39 R R The council drain line is running threw 12 rexon. Will need h2o to inspect the drain to see l'd it is blocked and or cracked. The owner of house says stuff was coming out of the pipe and discharging onto the service. 28/04/2015 14:42 R R Organize with to get h2o. So we can inspect the drain.	28/04/2015 02:45:48
13	4/30/2015	In Progress		30/04/2015 12:17:12

14	4/30/2015	Completed	30/04/2015 12:57 R R Found the storm water drain to be sized at 500mm and newly installed. Found to be in good condition. The only solution is that water was coming down from the carpark at the top because there is no storm water sumps ext at the top. Council need to fill in the hole at the top as well and clean out all the leaves in the curb.	30/04/2015 01:01:40
15	4/30/2015	Completed	30/04/2015 12:57 R R Found the storm water drain to be sized at 500mm and newly installed. Found to be in good condition. The only solution is that water was coming down from the carpark at the top because there is no storm water sumps ext at the top. Council need to fill in the hole at the top as well and clean out all the leaves in the curb.	30/04/2015 01:17:27
16	5/5/2015	Completed		05/05/2015 09:46:14
17	5/19/2015	Completed		19/05/2015 07:13:10

2416537	7/01/2016	Drainage - Private Land	Seepage	12 Rixon Gr Mt Victoria Wgtn	Caller is reporting that there is sewage coming from behind his property. Behind the property is the boling club that belongs to WCC. This is flowing down to his property. This happend previous 26/04/2015 Job number 2344124.	Rixon Gr
Log Number	Date	Status	Notes	Effective Date		
1	1/7/2016	Request Logged	07/01/2016 Called to citycare TS	07/01/2016 03:51:29		
2	1/12/2016	Re-Logged		12/01/2016 10:54:31		
3	1/12/2016	Re-Logged	Have had to relog this again as it did not come thru to our CAM system	12/01/2016 10:55:15		
4	1/12/2016	Information Added	Called through to citycare 10.54am 12/01	12/01/2016 10:54:16		

5	1/19/2016	Information Added - relog	Bowling club plumbers have determined there is a split in a part of the sewage pipe thats sitting behind callers property. He thinks it was possible that the damage was done back in 2014 when some stormwater drain work was being done by the Council. The manhole that is on his property, the lid on it is loose and wobbly and the fumes will be coming through that. The plumbers from the bowling club are repairing the issues on their side. Contact details for the plumber at bowling club is : R R and his company is Scotties Potties, his contact number is R . Please also contact caller to let him know what to do from here. 19/01/16 1.55pm R	19/01/2016 01:50:37
6	1/19/2016	Acknowledged		19/01/2016 02:00:01
7	1/19/2016	Acknowledged		19/01/2016 02:00:28
8	1/19/2016	Customer Contacted		19/01/2016 02:25:07
9	1/19/2016	Enquiry Issued to Contractor		19/01/2016 02:29:36
10	1/19/2016	Contractor on Site		19/01/2016 02:36:38
11	1/19/2016	Contractor on Site	19/01/2016 15:19 R Arrived onsite with R Located the issue of the private lateral. Apparently the caller had a contractor to build the steps leading up the hill have driven warratah through the lateral and blocked the sewer lateral which coursed the blockage. 19/01/2016 15:21 R This will need to be passed to the seepage crew of WCC to investigate this issue.	19/01/2016 03:25:11

12	1/19/2016	Request Logged	<p>Subject amended - Old : WW-P1 Urgent Fault (WWUR) New : Seepage (ECSP). 19/01/2016 15:19 R Arrived onsite with R Located the issue of the private lateral. Apparently the caller had a contractor to build the steps leading up the hill have driven warratah through the lateral and blocked the sewer lateral which caused the blockage. 19/01/2016 15:21 R This will need to be passed to the seepage crew of WCC to investigate this issue.</p>	19/01/2016 03:25:11
13	2/2/2016	Information Added	<p>There are two breaks in this lateral. First is mid-way between the club room and the mains W.W connection. The second caused by a warratah. Called the owner of 12 Rixon, he has done work on council land without a building consent. Which includes adding a dog leg pipe to change the course of Vic bowling club private lateral. It was his builder that put the warratah through his own pipe. 12 Rixon will fix the break caused by his workman. The bowling club will fix the first break. A park ranger will check to see how much work has been done on council land. R</p>	02/02/2016 09:02:30
14	5/13/2016	Information Added	<p>Have had a officer call round on site at number 12 Rixon Gr to check status. Repairs to drainage system there completed. Job can be closed. R 13/05/16.</p>	13/05/2016 12:35:11
15	5/13/2016	Completed	<p>Have had a officer call round on site at number 12 Rixon Gr to check status. Repairs to drainage system there completed. Job can be closed. R 13/05/16.</p>	13/05/2016 12:39:52

2419077	15/01/2016	Drainage - Wastewater	WW-P1 Blocked Sewer	Back of 12 Rixon Gr Mt Victoria Wgtn	Caller is reporting that there is sewage coming from behind his property. Behind the property is the bowling club that belongs to WCC. Not sure if its coming from there or not but this is flowing down to his property. This happened previously on 26/04/2015 Job number 2344124.	Rixon Gr
		Log Number	Date	Status	Notes	Effective Date
		1	1/15/2016	Request Logged	15/1/15 1.37pm Called thru to R at CC and passed over! R	15/01/2016 01:37:03
		2	1/15/2016	Acknowledged		15/01/2016 04:23:35
		3	1/15/2016	Contractor on Site	job already attended by R 15/01/2016 16:31 R Customer contacted by R when confirm down	15/01/2016 05:00:11
		4	1/17/2016	Contractor on Site		17/01/2016 02:21:06
		5	1/17/2016	Contractor on Site	17/01/2016 14:24 R Arrived onsite and check w/w main by sound and dye testing main and main all clear called caller and told him w/w main clear and have told people at Bowling Club Mt Vic their w/w lateral block and leaking onto property and they will get drainlayer as soon as possible	17/01/2016 02:25:05
		6	1/17/2016	Contractor on Site	17/01/2016 14:25 EM System Checked council main -	17/01/2016 02:29:05
		7	1/17/2016	Completed	17/01/2016 14:35 R . This job is already done on Friday 15/01/2016 at 14-45pm, didn't get job on Taplet and I just found out today 17/01/2016	17/01/2016 02:37:07
		8	1/18/2016	Completed		18/01/2016 10:36:30

2760075	27/01/2019	W-Water	W-P2 Major Leaks	12 Rixon Gr Mt Victoria Wgtn	Exposed pipe out the front of number 12 has burst and is spraying water. Caller unsure if this is private or public, but has tried knocking on the door to the property and no one answered.	Rixon Gr
		Log Number	Date	Status	Notes	Effective Date
		1	1/27/2019	Request Logged		27/01/2019 11:46:17
		2	1/27/2019	Information Added - relog	Called through to CC at 1148hrs. R	27/01/2019 11:48:43
		3	1/27/2019	Acknowledged		27/01/2019 11:48:55

4	1/27/2019	Acknowledged		27/01/2019 11:49:06
5	1/27/2019	Acknowledged	27/01/2019 11:49 EM System Auto Assigned Event From EMTS	27/01/2019 11:53:06
6	1/27/2019	Customer Contacted		27/01/2019 11:57:07
7	1/27/2019	Enquiry Issued to Contractor		27/01/2019 12:53:10
8	1/27/2019	Contractor on Site		27/01/2019 01:29:12
9	1/27/2019	Contractor on Site	27/01/2019 13:55 Private leak owner has been notified that he needs to get a plumber in to fix. Leck is a meter after manifold in concrete path going into owners side	27/01/2019 01:57:17
10	1/27/2019	Completed		27/01/2019 02:01:12
11	2/14/2019	Completed		14/02/2019 11:17:42

Total jobs:	7			
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