

Thursday 12 January 2023

OIA IRO-334

Name: [REDACTED]

Email: [REDACTED] [@orcon.net.nz](mailto:[REDACTED]@orcon.net.nz)

Kia ora [REDACTED]

Official information request regarding unsolved water issue at 12 Tullamore Way.

I write regarding your official information request dated Thursday 24 November 2022 for all calls and correspondence logged for an unsolved water issue at 12 Tullamore Way.

The Local Government Official Information and Meetings Act 1987 requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit and we are therefore writing to notify you of an extension of the time to make our decision, to Friday 21 January 2023.

Pursuant to [Section 14\(1\)\(a\)](#) of the Act this extension is necessary because your request necessitates a search through a large quantity of information and meeting the original time limit would unreasonably interfere with our operations.

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  @wgtnwaternz & @wgtnwateroutage  @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

Friday 20 January 2023

OIA IRO-334

Name: [REDACTED]

Email: [REDACTED] [@orcon.net.nz](mailto:[REDACTED]@orcon.net.nz)

Kia ora [REDACTED]

Official information request regarding water issues at 12 Tullamore Way.

Thank you for your official information request dated Thursday 24 November 2022.

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 the Drop Box Folder here: <https://www.dropbox.com/scl/fo/90xc2vrrqzel0s6kztu28/h?dl=0&rlkey=34ihtbz90znlh30v0hwoa20uy>

Pursuant to Section 17(e) and 17(f) of the Act, we are unable to grant your request for all call logs.

Internal calls made between staff are not recorded.

Any calls made between Wellington Water and a third party via our Customer Hub would be difficult to locate as a phone number is required to trace them.

If you wish us to continue with your request, you will need to provide us with a phone number you used to contact us. Please email official.information@wellingtonwater.co.nz

Furthermore, you will see in some of the email correspondence that pages are missing. This is because the information has been repeated and can be found amongst the provided information.

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_name	water_type	request_id	request_type	comm_description	Day of created	status	Day of closed	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	7
12 tullamore way, johnsonville	WCC	Water	WCC2372633	0	W-P3 Minor Leaks	30 Jul 2015	Completed	31 Jul 2015	P3	CityCare	Wellington Water	Steady trickle of water coming up from the asphalt and into the gutter.	CityCare	3151721	WCC_PW007275	Wfht-12 tullamore way johnsonville	1
12 tullamore way, johnsonville, wellington, 6037	WCC	Stormwater	WCCSR-473344	System faults	Leaking Pipes	17 Oct 2022	49 cancel: raised in error/cancelled (cancel.cancel)	21 Oct 2022	P2	007-WGTN-SW-RETC		Leaking Pipes 12 TULLAMORE WAY, Johnsonville	Maximo				1
12 tullamore wayjohnsonville wgtn	WCC	Stormwater	WCC2732917	System faults	SW-P2 Non-Urgent Fault	30 Oct 2018	In progress	20 Mar 2019	P3	WWL		have issues with water seepage coming through to our property down one side of the house beside the pedestrian public walkway that connects Tatum Way with Tullamore Way. Have raised the issue before because of water over the path creating a hazard which it still is. Have had a drainage expert come out to find a remedy for the water coming through to our property. Would like to request a camera check the drainage pipes that run underneath the public walkway to eliminate a cracked pipe which is what it looks like. Also to test the water to again determine what it is. I would also like a copy of this report thanks. I have raised this with the council before but the water seepage has increased. We can see one point where the water is flowing out from the path on the neighbours side. it is impacting on our property from either a leak in the council pipe or a spring on the neighbours property so would like more investigation undertaken thanks	Councils				1
		Water	WCC2377629	0	W-P3 Minor Leaks	17 Aug 2015	Completed	07 Sep 2015	P3	CityCare	Wellington Water	At the top of the road outside 12 Tullmore Way steady leak. Caller had reported this in July 2372633	CityCare	3308891	WCC_PW128637	W-valve-12 tullamore way johnsonville	1
			WCC2516399	0	W-P3 Minor Leaks	22 Nov 2016	Cancelled	22 Nov 2016	P3	CityCare	City Care - Water	Outside 12 Tullamore Way. Fire hydrant leaking.	Councils				1
Bank o/s 12 tullamore way, johnsonville wgtn.	WCC	Water	WCC2171233	0	W-P3 Minor Leaks	03 Aug 2013	Completed	06 Aug 2013	P3	CityCare	Capacity	Dripping down a bank at this location looks like it may be coming from the Access Path from Erris St to Tullamore Way. Please contact to advise.	Councils				1
Tullamore way (private) 12 tullamore way johnsonville wgtn	WCC	Stormwater	WCC2842654		Instructed Works	09 Oct 2019	Completed	21 Jan 2020	P3	FH	FH	Broken SW pipe near SW06425 L/Hole. Will attach CCTV photo and report in workforce to assist with location of fault.	MagicBus				1

Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Resolution Date	Entry Date	Summary	Detail
12 Tullamore Way, Johnsonville, Wellington, 6037	WCCSR-30692	Leaking Pipes 12 TULLAMORE WAY, Johnsonville	Trickle - Water seeping onto footpath and getting worse ongoing issue see above notes	Stormwater	2	CLOSE	9/19/2020 8:34:34 PM	10/7/2020 12:00:00 AM	9/23/2020 8:25:20 AM	Note from Council	Address: 12 TULLAMORE WAY, Johnsonville Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.21866878507527,174.7967117975995
											Address: TULLAMORE WAY, Johnsonville Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.21952269704784,174.7963365608809
											<p>Kia ora [REDACTED]!-- 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: 12 Tullamore Way</p> <p>Suburb: Johnsonville</p> <p>City: Wellington</p> <p>Phone:</p> <p>Mobile: [REDACTED]</p> <p>Email: [REDACTED]@orcon.net.nz</p> <p>What can we help you with? Water</p>

										<div>If other, give details:</div> <div></div> <div>Have you contacted the Council about this previously? Yes</div> <div>Service request number: 2732917</div> <div>Location: Johnsonville</div> <div>Description: concerns water issue on public pedestrian footpath between Tullamore Way and Tatum Way. Appreciate we have had a lot of rainfall recently and there will be seepage but given the water on the path and the general state of it it is looking exactly like the issue under previous SR2732917 which to me indicates there is another leak</div> <div>Other comments: Because we at 12 Tullamore Way are situated under the pedestrian path at the point the water is appearing on the path it is creating a bog down that side of the house and coming into our garage. We went through this whole issue previously. Leaks were fixed but water has remained on the path. Over the last week it has changed beyond seepage. Because the path belongs to the WCC we are neighbours so I would appreciate if the WCC can investigate for leaks coming from the top. And also to provide a more permanent remedy to address normal seepage by better drainage with your other neighbour nbr 10 Tullamore Way</div> <div>Item Name :</div> <div>Water and drainage</div>
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											<div>Category :</div> <div>External Customer Services</div> <div>Service :</div> <div>Report a leak</div> <div>Which water type is this regarding? :</div> <div>Stormwater or rainwater</div> <div>How much water is leaking? :</div> <div>Description :</div> <div>Water seeping onto footpath and getting worse, ongoing issue see above notes</div> <div>Incident address :</div> <div>TULLAMORE WAY, Johnsonville</div> <div>Location :</div> <div>https://www.google.com/maps/search/?api=1&query=-41.21952269704784,174.7963365608809</div> <div>Kia ora [REDACTED] Thank you for letting us know about the water leak between Tullamore Way and Tatum Way. I have passed this through to our Water Team as they are best to address this issue. The reference number is #SR-30692. Ng? mihi, [REDACTED] Customer Contact Centre Wellington City Council</div>
									10/6/2020 10:12:17 AM	Note from Council	Assigned to PORI D5.007 (Added: 24/09/2020 02:05 PM)
									10/7/2020 9:36:35 AM	Wellington water Ute not on list	LZQ71

									10/23/2020 1:27:18 AM	Note from Council	Closed by WCC
	WCCSR-35779	Public Info Request 12 TULLAMORE WAY, Johnsonville	<p>Related to 30692. Customers email is below and is in response to our team advising that this leak (30692) has been logged. It was first sent on the 30th of september, and they contacted us again today to follow up.</p> <p>"The leak is still there but appreciate the recent storms would have kept them busy.</p> <p>I would like to put forward a case for compensation of the area that has been affected by all of these leaks. The house was purchased in 2013 and can produce photos showing the state of the area at that time from the building inspection for the house sale.</p> <p>At the time of purchase there were no leaks and the area was pristine. Now there is significant bank erosion, a bog and records should show that I had previously flagged leaks around 2014? but an inspection by council told me it was seepage.</p> <p>Please let me know what the process is for seeking compensation thanks.</p> <p>Cheers [REDACTED]</p> <p>The last update on 30692 is that they checked for a stormwater leak and did a</p>	Potable Water	3	CLOSE	10/16/2020 3:14:33 PM	8/18/2021 12:00:00 AM	10/16/2020 3:15:19 PM	Note from Council	Address: 12 TULLAMORE WAY, Johnsonville Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.21866878507527,174.7967117975995

			<p>dye test, from the dye test nothing from the connected stormwater network confirmed the leak so they suspect it may be a water leak.</p> <p>Could not find a related open job for a leak, please advise if a separate request needs to be raised and contact the customer regarding compensation. I could find 5 enquiries from the last 7 years with a similar description</p> <p>Apologies for the delay in forwarding this on, there was a glitch in our system and this enquiry was not picked up until today. I will email the customer now to advise of and apologise for the delay.</p>								
									10/16/2020 5:24:18 PM	Note from Council	<p>Yes - this was closed off last year as the issues were attended to, unless this is new issue.</p> <p>Cheers</p> <p>█</p> <p>██████</p>
									10/16/2020 5:26:17 PM	Note from Council	<p>Hi █</p> <p>I was sure this had been resolved. I’ll start the investigation process again Monday.</p> <p>Cheers</p> <p>█</p> <p>██████ â€” Service Improvement Officer Customer Experience Team Hours Mon â€” Fri 0800 - 1700</p> <p>[Wellington Water] Ph 04 912 4470 Mob █ Private Bag 39804, Wellington Mail Centre 5045</p>

											Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt www.wellingtonwater.co.nz
									10/16/2020 5:27:17 PM	Note from Council	I have all the files for this so will touch base on Monday :) [REDACTED] [REDACTED] _____
									11/26/2020 11:44:23 AM	ESCALATION VIA ZJ - WCC	
									12/14/2020 10:59:06 AM	UPDATE	Talked to [REDACTED] [REDACTED] who will take ownership of this problem Assigning to Technical advisor upon his advice to obtain seepage sample and leak detection Will update [REDACTED] and customer
									12/14/2020 3:20:12 PM	Site assesment	<p>Liaised with [REDACTED] regarding site visitTook water sample Traced water issue up the end of Tatum Way outside 6 and 8 found slight seepage under asphalt - arranged for leak detection to call in further leak detection will be required tomorrow.Dropped sample to lab for analysis.Email to leak detection for extent of area.Left message on [REDACTED] phone as no answer - so I could let her know what stage the investigation was at. Text below from email Hi [REDACTED]</p> <p>As discussed earlier today.</p> <p>Can you please carry out a leak survey in the area marked tomorrow as this is an ongoing issue</p> <p>[REDACTED] has more details as he called into the area whilst I was there and checked a few water assets while there</p> <p>There is water visible at the end of the Tatum way and both [REDACTED] and I suspect there is a slight leak possible upstream on the rider main somewhere in Tatum Way.</p> <p>There is also water present on the steps and out of the bank next to 12 Tullamore Way.</p> <p>Both areas where water is surfacing in marked with a yellow cross.</p>



											Hopefully all this makes sense Regards [REDACTED]
									1/5/2021 7:52:08 AM	Update	Leak on toby confirmed at 10 Tullamore This was replaced with meter on 24th Dec Meter wasn't spinning - indicating no private leak Seepage witness out of asphalt pavement at end of uphill Tatum Way PW line In new year have arranged to pothole on joins on this line to locate potential leak
									1/12/2021 7:57:43 AM	.	have arranged contractor to hydro vac connections to be done this week
									1/26/2021 8:49:58 AM	.	SAP have hydro Vac around connection and found no source of water from the potable water network seems water is pooling at the bottom of the right of way then flowing down to the steps have passed photos to [REDACTED]
									2/23/2021 12:38:23 PM	update	Have followed up with [REDACTED] [REDACTED] (WCC roading) regarding the ongoing seepage issue and findings from previous investigations They'll arrange to clear back the footpath vegetation and then look to install some local drainage to intercept the ponding groundwater/seepage and divert it into back into the system
									2/23/2021 12:42:32 PM	Note from Council	[REDACTED] (WWL) Please confirm (to close this out) that the private water leak adjacent at #10 Tullamore Way was repaired and remains competent. Regards
									2/23/2021 12:50:48 PM	update	advised customer ([REDACTED]) of latest situatio
									8/18/2021 1:40:13 PM	complete	completed under WCCSR-7892
									8/18/2021 1:58:09 PM	Note from Council	<p>I still have water in my garage and the area beside the house is still boggy and there is still water across the pedestrian path that sits above the boggy area on our side.</p> <p>So no I don't believe the issue has been solved - there is water visibly evident from high (pedestrian path) to low (our land).</p> <p>If there was no water on the pedestrian path but our side was still boggy then I would happily admit the issue was ours but while there is still water coming across the path and directly underneath we have boggy land then the issue as far as I am concerned is not resolved.</p> <p>Kind regards [REDACTED]</p>
	WCCSR-318671	12 Tullamore Way, Johnsonville	Name: [REDACTED] Address: 12 Tullamore Way Johnsonville Suburb: Johnsonville City: Wellington Phone: [REDACTED] Mobile: [REDACTED] Email: [REDACTED] [REDACTED]@orcon.net.nz What can we help you with? Water If other, give details: Have you contacted the Council about this	Stormwater	4	PRECLAIM	1/31/2022 10:11:22 PM	7/25/2022 12:00:00 AM	1/31/2022 10:11:38 PM	Note from Council	Address: 12 TULLAMORE WAY, Johnsonville Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.218668782834406,174.79671179860426

		<p>previously? Yes Service request number: SR30692 Location: Johnsonville Description: received notification that the SR job had been completed and signed off - I replied that it hadn't been completed and never heard back. There is still water pooling on the pedestrian path from Tullamore Way to Tatum Way. At the moment we (at 12 Tullamore Way) don't have a visible water issue because it has been so dry but there is water on the path and there is water pooling in the gutter up on Tatum Way so to me there is a water leak up on Tatum Way that is going under the radar but as soon as the weather turns my garage will be full of water again. The path is dangerous - slippery and muddy - because of the surface water. Its coming from somewhere and going to us because we sit lower than the path Other comments: a remedial remedy has been applied by the council where a 'stockbank' has been applied to our side of the path to stop the pooling water run down to our place but this just acknowledges that there is an issue with water pooling. This might be why SR30692 has been closed off but it only address the surface water. The problem is the water</p>								
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			seeping through under the path as it runs down from Tatum Way.Hide 19/5/22 nb - Waiting on WCCSR-318671 - 1 7 Tullamore Way, Johnsonville to be completed 18.02 JE Plans 1979150								
									2/18/2022 10:06:46 AM	Plans 1979150	Plans 197915
									3/1/2022 11:19:20 AM	Assigned to TL for assignment	Assigned o L for assignmen
									3/14/2022 2:30:23 PM	FH Ute LHG661	
									3/14/2022 2:38:38 PM	Status Change to PAUSE	Reassign job to leak detection team, water lateral leaking up the top of Tatum way could be causing the seepage on the side of the customers property down the walkway.
									3/14/2022 2:42:42 PM	Emailed LDS	Emailed
									3/31/2022 11:29:46 AM	LDS email	RE: Leak Detection Request: WCCSR-318671 - 12 TULLAMORE WAY, Johnsonville Surveyed relevant properties in Tullamore way, had sound at 7 Tullamore way. Squeezed 7 Tullamore, sound remained, no charge. Mic'd nearby area and placed a box where leak is thought to be. 7 Tullamore way also has a small council Toby leak. Went up to Tatum way, and listened on relevant properties, no sound.
									4/20/2022 8:58:10 AM	Customer Update	Customer called for an update on when job will be complete. They would like to replace a drain and need the toby fix to be complete before they start. Updated the customer on progress so far and advised to call again for progress if needed.
									5/19/2022 12:59:37 PM	Waiting on WCCSR-318671 - 1 7 Tullamore Way, Johnsonville	Waiting onWCCSR-318671 - 1 7 Tullamore Way, Johnsonville to be completedInternal job
									6/5/2022 4:27:38 PM	Note from Council	Hi - I have had no update re this, there is water still up on Tatum Way and I still have water in my garage, water under the house and boggy down the side of the house. I need a resolution, please....! There is also water bleeding out down the middle of Tullamore Way. I know Wellington Water is aware of both situations as I have physically

											<p>seen Wellington Water look at the Tullamore Way issue and from this email below re Tatum Way.</p> <p>I appreciate these are difficult times but water down the side of 12 Tullamore Way has been going on now for years.</p> <p>Would appreciate an update and some action on this with urgency thanks.</p> <p>Cheers [REDACTED]</p> <p>----- Original Message ----- Subject: [#SR-318671] - Contact Us Form Date: 2022-01-31 22:26</p>
									6/7/2022 1:48:37 PM	Note from Council	<p>Kia ora team Are you able to follow this one up. Please update the customer. They have complained to Assurance as attached. Happy to discuss. Cheers, [REDACTED]</p>
									6/7/2022 1:50:37 PM	Note from Council	<p>Kia ora [REDACTED] Thanks for your email. I can confirm receipt of your complaint. I have added this to your open case. I have asked Wellington Water to update. I will follow up with them. Kind regards, [REDACTED] [REDACTED] T/L Risk and Assurance --! 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: 12 Tullamore Way Johnsonville</p> <p>Suburb: Johnsonville</p> <p>City: Wellington</p> <p>Phone: [REDACTED]</p> <p>Mobile: [REDACTED]</p>

										<div>Email: [REDACTED]@orcon.net.nz</div> <div>What can we help you with? Water</div> <div>If other, give details:</div> <div>Have you contacted the Council about this previously? Yes</div> <div>Service request number: SR30692</div> <div>Location: Johnsonville</div> <div>Description: received notification that the SR job had been completed and signed off - I replied that it hadn't been completed and never heard back. There is still water pooling on the pedestrian path from Tullamore Way to Tatum Way. At the moment we (at 12 Tullamore Way) don't have a visible water issue because it has been so dry but there is water on the path and there is water pooling in the gutter up on Tatum Way so to me there is a water leak up on Tatum Way that is going under the radar but as soon as the weather turns my garage will be full of water again. The path is dangerous - slippery and muddy - because of the surface water. Its coming from somewhere and going to us because we sit lower than the path</div> <div>Other comments: a remedial remedy has been applied by the council where a 'stockbank' has been applied to our side of the path to stop the pooling water run down to our place but this just acknowledges that there is an issue with water pooling. This might be why SR30692 has been closed off but it only address the surface water. The problem is the water seeping through under the path as it runs down from Tatum Way.</div>
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											<div><div>Item Name</div><div>:</div><div>Water and drainage</div></div> <div><div>Category</div><div>:</div><div>External Customer Services</div></div> <div><div>Service</div><div>:</div><div>Information request</div></div> <div><div>Which water type is this regarding?</div><div>:</div><div>Stormwater or rainwater</div></div> <div><div>Description</div><div>:</div><div><div>Name: ██████████ Address: 12 Tullamore Way Johnsonville Suburb: Johnsonville City: Wellington Phone: ██████████</div><div>Mobile: ██████████ Email: ██████████@orcon.net.nz What can we help you with? Water If other, give details: Have you contacted the Council about this previously? Yes Service request number: SR30692 Location: Johnsonville Description: received notification that the SR job had been completed and signed off - I replied that it hadn't been completed and never heard back. There is still water pooling on the pedestrian path from Tullamore Way to Tatum Way. At the moment we (at 12 Tullamore Way) don't have a visible water issue because it has been so dry but there is water on the path and there is water pooling in the gutter up on Tatum Way so to me there is a water leak up on Tatum Way that is going under the radar but as soon as the weather turns my garage will be full of water again. The path is dangerous - slippery and muddy - because of the surface water. Its coming from somewhere and going to us because we sit lower than the path Other comments: a remedial remedy has been applied by the council where a 'stockbank' has been applied to our side of the path to stop the pooling water run down to our place but this just acknowledges that there is an issue with water pooling. This might be why SR30692 has been closed off but it only address the surface water. The problem is the water seeping through under the path as it runs down from Tatum Way.Hide</div></div></div> <div><div>Incident address</div><div>:</div><div>..</div></div>
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											Location : .
									6/7/2022 2:03:38 PM	Note from Council	Many thanks - and to clarify when I said earlier that I didn't have a visible water issue at that time NVE did an under the house inspection and all the ground is sodden and has been for some time it appears. From their investigation it is all tracing back to that ground seepage coming over (and under) the pedestrian path. Cheers [REDACTED]
									6/23/2022 1:07:41 PM	Attempted to contact customer. Left VM	Attempted to contact customer to update Left VM of current status of job Confirmed that job is still open Emailed T/L [REDACTED] for eta on traffic management
									7/5/2022 2:03:55 PM	23/06-AI- WCCSR- 318671 - 1 completed.	23/06-AI- WCCSR-318671 - 1 completed
									7/5/2022 2:05:59 PM	Emailed T/L [REDACTED] for update.	Emailed T/L [REDACTED] for update
									7/25/2022 11:51:57 AM	Previous attended the job	Please note we have attended this job previously on 7.07.22 WO#203585 please see that job for more information. Today 25.7.22 have cctv both WW and SW assets between Tatum way and pass problem area and found no issue with main assets in the area
									7/26/2022 4:00:37 PM	Note from Council	I would like to keep this ticket open for a bit thanks. There has been so much rain will be unable to determine if the water issue on my side has been resolved until we have a run of fine weather. Appreciate that 'a' leak was fixed and thank you for that. Thanks again. Cheers [REDACTED]
									7/28/2022 12:40:35 PM	Note from Council	Closed 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
8 Tatum Way, Wellington, 6037, Wellington	WO-204009	WCC_PWP06 8965	Instructed Works 8 Tatum way, Johnsonville	<div>Investigate a leak </div><div> </div><div>05/07 AS - Plans ordered 2050936 </div><div> </div><div>5/07 AS - Plans attached</div><div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) </div><!-- RICH TEXT -->	Potable	3	CLOSE	7/5/2022 3:03:28 PM	7/6/2022 2:10:58 PM	7/5/2022 3:20:25 PM	Created	Created at request for TL DJ<!-- RICH TEXT -->
										7/5/2022 3:20:34 PM	Plans ordered	Plans ordered 2050936 <!-- RICH TEXT -->
										7/5/2022 3:33:55 PM	Plans attached	<div>Plans attached</div><div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s)</div><!-- RICH TEXT -->
8 Tatum Way, Johnsonville, Wellington, 6037	WCCSR-462002	No Asset Selected	Leaking Pipes 8 Tatum Way, Johnsonville	Steady flow - There is water that is sitting in the gutter of the cul de sac on Tatum Way, leaking from the ground and running down the pedestrian and into 12 Tullmore Way property and into her garage. This has been reported before and it has been fixed and now the leak is back and going into her garage. Please contact ██████ for more information. Please access	Stormwater	3	CLOSE	9/27/2022 8:26:24 AM	10/3/2022 10:20:21 AM	9/27/2022 8:26:40 AM	Note from Council	Address: TATUM WAY, Johnsonville Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.21895497255909,174.79739008229106
										9/27/2022 11:34:39 AM	Note from Council	Plenty of history on this issue with WWL inc ██████ and ██████ etc. ██████ Principal Advisor Wellington City Council M ██████ E ██████ ██████@wcc.govt.nz
										9/30/2022 3:51:54 PM	downgraded to a P3	downgraded to a P3<!-- RICH TEXT -->
										9/30/2022 3:55:22 PM	Called the customer	Called the customer, not a safety issue it is algood right now, it is near 12 tullmore way and 8 tatum way<!-- RICH TEXT -->
										9/30/2022 3:55:30 PM	assigned to ██████ and emailed him	assigned to ██████ and emailed him<!-- RICH TEXT -->
										10/3/2022 10:47:31 AM	drainage team phoned to pass job to the water team. new job created WCCSR-462002-1	drainage team phoned to pass job to the water team. new job created WCCSR-462002-1<!-- RICH TEXT -->
										10/6/2022 10:38:31 AM	Note from Council	Closed by WCC
	WCCSR-462002-1	No Asset Selected	Leaking Pipes - 8 Tatum Way, Johnsonville	<div>passed from the drainage team for the water team to investigate leak Drainage have checked there assets and believe its a PW issue</div><div> </div><div>3/10/22 KT - Plans ordered 2098407 </div><div> </div><div>4/10-AI-Plans attached</div><div>Caution: There is a High Capacity and/or Fibre Network in the area provided on the plan(s) </div><div> </div><div><b	Potable	3	PRECLAIM	10/3/2022 10:39:24 AM	12/12/2022 11:45:16 AM	10/3/2022 10:45:57 AM	Plans ordered	3/10/22 KT - Plans ordered 2098407 <!-- RICH TEXT -->

				style="background-color: rgb(255, 255, 0);">Case managed - <div><div></div></div> </div><!-- RICH TEXT -->								
										10/3/2022 10:46:29 AM	job created	<div>passed from the drainage team for the water team to investigate leak Drainage have checked there assets and believe its a PW issue</div><!-- RICH TEXT -->
										10/4/2022 4:48:07 PM	Plans attached	<div>Plans attached</div><div>Caution: There is a High Capacity and/or Fibre Network in the area provided on the plan(s)</div><!-- RICH TEXT -->
										10/19/2022 9:39:42 AM		
										10/19/2022 9:40:35 AM	Photos attached	
										11/24/2022 1:20:40 PM	council phoned advise its been assigned but no eta as yet but will need to be investigated mre	council phoned advise its been assigned but no eta as yet but will need to be investigated mre<!-- RICH TEXT -->
										11/24/2022 4:33:18 PM	MF Cust called asked to add report explaining everything that has happened and that ahs been done	MF Cust called asked to add report explaining everything that has happened and that ahs been done<!-- RICH TEXT -->
										11/29/2022 7:53:24 AM	RWL Team Notes	RWL team have checked the site above and we where not able to locate any leaks at that time<!-- RICH TEXT -->
										11/30/2022 9:49:19 AM	Spoke to TL	Spoke to TL who said to send this job to LDS to survey the street
										11/30/2022 9:50:21 AM	Send to LDS to survey the street	
										11/30/2022 10:28:12 AM	Assigned to LDS	Assigned to LDS <!-- RICH TEXT -->
										12/12/2022 8:54:41 AM	Notes from <div><div></div></div> - LDS	<p><p class="MsoNormal">It was pointed out by our team member that a leak detection took place at this address on Monday when attending and assessing a suspected water leak at 12 Tullamore Way. As part of this investigation we listened on assets on the road ways above Tullimore Way which is 8 Tatum Way.<o:p></o:p></p></p> <p><p class="MsoNormal"> </p></p> <p><p class="MsoNormal">As with the Tullamore address no leak was detected at 8 Tatum Way ,It was pointed out by our team member that a leak detection took place at this address</p>

												<p>on Monday when attending and assessing a suspected water leak at 12 Tullamore Way. As part of this investigation we listened on assets on the road ways above Tullimore Way which is 8 Tatum Way.</p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">As with the Tullamore address no leak was detected at 8 Tatum Way , <o:p></o:p></p><!-- RICH TEXT --></p>
										12/12/2022 8:57:09 AM	Assigned to 1man and emailed █	Assigned to 1man and emailed DJ <!-- RICH TEXT -->
										12/12/2022 11:44:40 AM	Notes from █	<p><p class="MsoNormal" style="margin-bottom:12.0pt">Close it off no Pw leaks <o:p></o:p></p></p> <p><p class="MsoNormal">Cheers<o:p></o:p></p><!-- RICH TEXT --></p>
										12/12/2022 11:44:57 AM	Cancelling job as per █	Cancelling job as per DJ<!-- RICH TEXT -->

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: 12 Tullamore Way
Date: Monday, 14 December 2020 11:06:02 am
Attachments: [image001.jpg](#)
Importance: High

Hello [REDACTED]

[REDACTED] has asked you to look at the job in the system for 12 Tullamore Way – Work order 14194, SR-35779. This is a Mayoral escalation so will need to take precedence and regularly updated.

Can you please take a sample of the seepage coming down the steps between 8 Tatum Way and 12 Tullamore Way. Talk to [REDACTED] about next steps.

Thanks

[REDACTED]

[REDACTED] – Service Improvement Officer
Customer Experience Team
Hours Mon – Fri 0800 - 1700



Ph 04 912 4470 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: 12 Tullamore Way. Jville. WCCSR35779
Date: Friday, 18 December 2020 9:54:00 am
Attachments: [image001.jpg](#)

Hi [REDACTED]

Had a call from [REDACTED] [REDACTED] on this one and filled me in on history. It's a political one having been to the mayor twice recently and been going on for 2 years.

Sounds like a leak from water side at #10 Tullamore. Apparently the drainage side has been done to death in the past and is all good.

[REDACTED] arranged leak detection/seepage sampling this week and waiting on results.

Will fill you in more (and [REDACTED] on Monday.

Cheers

[REDACTED] Customer Planning Engineer
Customer & Operations Group



Tel 04 912 4400 Cel [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Subject: 12 Tullamore way
Date: Thursday, 22 November 2018 8:55:00 am
Attachments: [image001.jpg](#)

Hi [REDACTED]

Can you have a look at this seepage site please.

The caller from # 12 Tullamore Way is complaining about the water flow down the steps and onto her property.

I have been to site and suspect there might be a small leak on the water service # 8 Tatum Way (street above)

Thanks

[REDACTED] [REDACTED] **Contract Officer**



Tel +64 4 9124400 DDI Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

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We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]
To: [REDACTED]
Subject: 146511 - 12 Tullamore Way, Johnsonville
Date: Thursday, 31 March 2022 1:01:00 pm
Attachments: [image001.png](#)
[image002.jpg](#)

Hey [REDACTED]

Drainage have been out to this job found no issues found with there assets they got LDS they have come back with
Surveyed relevant properties in Tullamore way, had sound at 7 Tullamore way.
Squeezed 7 Tullamore, sound remained, no charge. Mic'd nearby area and placed a box where leak is thought to be. 7 Tullamore way also has a small council Toby leak.
Went up to Tatum way, and listened on relevant properties, no sound
Are you wanting to do anything with this have created job for 7 Tullamore way WO - 169024

Dispatch Operator



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045

Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



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From: services@citycare.co.nz
To: cscescalations@wcc.govt.nz; Info Mailbox; [REDACTED]
[REDACTED]@citycare.co.nz
Subject: EM>>Status>>Water On Notification - Wellington>>Pri:P3,Job:2513853,CustRef:2377629,12 Tullamore Way Johnsonville Wgtn
Date: Monday, 24 August 2015 10:37:08 am

WCC - Water On Notification

Confirm Enquiry No.: 2377629

Water On At : 24/08/2015 10:33:30 a.m.

Address : 12 Tullamore Way Johnsonville Wgtn

Job Description : TMP 01...GAS PLANS ATTACHED 18/8/15..At the top of the road outside 12 Tullmore Way steady leak. Caller had reported this in July 2372633

The following link allows you to view the job in City Care Event Manager if required:

<http://eventmanager.citycare.co.nz/CEM/Members/EventJobView.aspx?id=2513853&groupid=34>

Behave Safe. It's not OK to be hurt at work

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by MailMarshal
#####

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If you are not the named addressee you should not disseminate, distribute or copy this e-mail.
Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

From: [REDACTED]
To: [REDACTED]
Subject: FW: RE: 2732917 - 12 Tullamore Way - Thank You
Date: Wednesday, 26 February 2020 3:54:44 pm

Hello - can you please provide me with some more details about this? For our next On Tap article.

-----Original Message-----

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Friday, 21 February 2020 10:35 AM
To: [REDACTED]@wellingtonwater.co.nz>
Subject: FW: RE: 2732917 - 12 Tullamore Way - Thank You

Good story for the The Dispatch.

-----Original Message-----

From: [REDACTED]
Sent: Friday, 21 February 2020 10:11 AM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
<[REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Subject: FW: RE: 2732917 - 12 Tullamore Way - Thank You

All

Below is a thank you from [REDACTED] at 12 Tullamore Way who is very pleased that a very long standing seepage issue of over 4 years has been finally resolved.

Given our follow through and commitment to [REDACTED] we have turned a complainant into an advocate. We responded to her "customer moment of truth". No mean feat.

Well done to all those involved (and there was quite a number).

Thank you.
[REDACTED]

-----Original Message-----

From: [REDACTED]@mikkisummers.co.nz>
Sent: Friday, 21 February 2020 9:38 AM
To: [REDACTED]@wellingtonwater.co.nz>
Subject: RE: RE: 2732917 - 12 Tullamore Way - Thank You

Thanks [REDACTED] - yes please do pass on the standard of customer service at all stages/levels was fantastic and I really do appreciate that people cared :)

On 2020-02-21 09:23, [REDACTED] wrote:

> Hi [REDACTED]
> I'm very happy to hear that your long term issue has now been
> resolved. Thank you for the positive feedback and I will pass it on
> to the team who helped to work to fix the leaks affecting your
> property.
>

> Kind regards

> [REDACTED]

>

> -----Original Message-----

> From: [REDACTED]@mikkisummers.co.nz>

> Sent: Thursday, 20 February 2020 8:43 PM

> To: [REDACTED]@wellingtonwater.co.nz>

> Subject: RE: RE: 2732917 - 12 Tullamore Way - Thank You

>

> Hi [REDACTED] - for the first time for about 4 years now there is no water in
> the garage and no dripping bank and bog down the side of the house and
> the footpath is free of any surface water.

>

> Thank you for overseeing this through for us, really do appreciate it.

> I know you must be having a crazy time at the moment with all the

> Wellington water issues and very pleased we got in before that

> happened!!

>

> Thanks so much again.

>

> Cheers [REDACTED]

>

> On 2019-12-09 10:02, [REDACTED] wrote:

>> Hi [REDACTED]

>> The owner has not yet fixed the issue. We are about to issue the

>> second notice to fix which will give the owner 14 days to fix. If

>> the owner is non-compliant, we will issue a final notice advising

>> them that Wellington Water will fix the leak and then seek

>> reimbursement for costs.

>>

>> Thanks

>> [REDACTED]

>>

>> -----Original Message-----

>> From: [REDACTED]@mikkisummers.co.nz>

>> Sent: Friday, 6 December 2019 4:11 PM

>> To: [REDACTED]@wellingtonwater.co.nz>

>> Subject: Fwd: RE: 2732917 - 12 Tullamore Way

>>

>> Hi [REDACTED] - any update on the situation with the leak?

>>

>> Cheers,

>>

>> ----- Original Message -----

>> Subject: RE: 2732917 - 12 Tullamore Way

>> Date: 2019-10-31 17:18

>> From: [REDACTED]@wellingtonwater.co.nz>

>> To: [REDACTED]@mikkisummers.co.nz>

>>

>> Kia Ora [REDACTED]

>> We have fixed the stormwater pipe under the stairs and also performed

>> a leak test which you correctly outlined as having traces of fluoride

>> in the water.

>>

>> The team are now arranging for leak detection services to determine

>> where the source of the leak is coming from early next week.

>>

>> Nga mihi nui

>> [REDACTED]

>>

>> -----Original Message-----

>> From: [REDACTED]@mikkisummers.co.nz>
>> Sent: Tuesday, 29 October 2019 10:45 AM
>> To: [REDACTED]@wellingtonwater.co.nz>
>> Subject: Re: 2732917 - 12 Tullamore Way
>>
>> Hi [REDACTED] - I understand Wellington Water was relooking into the leak
>> last week and understand there were traces of fluoride in the water
>> tested?
>>
>> Wondered if you have any updates?
>>
>> Many thanks.
>>
>> Cheers [REDACTED]
>>
>> On 2019-09-25 09:22, Ian Dennis wrote:
>>> Kia Ora [REDACTED]
>>>
>>> Firstly, my apologies to you on the lack of communication by
>>> Wellington Water on the leaks affecting your property.
>>>
>>> In terms of status for the work to resolve your issue, Wellington
>>> Water has:
>>>
>>> · Performed extensive leak detection in the area which located the
>>> earlier leaks which have since been repaired
>>>
>>> · Further multiple site assessments by a Customer Technical Advisor
>>> to better determine source of the leakage
>>>
>>> We are still continuing are investigation into the source of the
>>> leak, and will be dye testing and running a CCTV camera through the
>>> storm water pipe under the stairs today.
>>>
>>> If you have any further concerns or issues regarding this issue,
>>> please do not hesitate to contact me on [REDACTED]
>>>
>>> Nga mihi
>>>
>>> [REDACTED]
>>>
>>> [REDACTED]
>>>
>>> MANAGER CUSTOMER EXPERIENCE
>>>
>>> TEL 04 912 4400 MOB [REDACTED]
>>>
>>> Private Bag 39804, Wellington Mail Centre 5045 Level 4, IBM House,
>>> 25 Victoria Street, Petone, Lower Hutt
>>>
>>> WWW.WELLINGTONWATER.CO.NZ [1]
>>>
>>> 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.
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- > the sender immediately. Your assistance is appreciated.

From: [REDACTED]
To: [Customer Support Team](#)
Cc: [REDACTED]
Subject: Fwd: 2732917 - 12 Tullamore Way - Thank You
Date: Thursday, 20 February 2020 9:17:13 pm

Can we pls log this compliment?

[REDACTED] - well done to you and your team.

Sent from my iPhone

Begin forwarded message:

From: [REDACTED] mikkisummers.co.nz>
Date: 20 February 2020 at 8:42:57 PM NZDT
To: [REDACTED] @wellingtonwater.co.nz>
Subject: RE: RE: 2732917 - 12 Tullamore Way - Thank You

Hi [REDACTED] - for the first time for about 4 years now there is no water in the garage and no dripping bank and bog down the side of the house and the footpath is free of any surface water.

Thank you for overseeing this through for us, really do appreciate it. I know you must be having a crazy time at the moment with all the Wellington water issues and very pleased we got in before that happened!!

Thanks so much again.

Cheers [REDACTED]

On 2019-12-09 10:02, [REDACTED] wrote:

Hi [REDACTED]

The owner has not yet fixed the issue. We are about to issue the

second notice to fix which will give the owner 14 days to fix. If the

owner is non-compliant, we will issue a final notice advising them

that Wellington Water will fix the leak and then seek reimbursement

for costs.

Thanks

[REDACTED]

-----Original Message-----

From: [REDACTED] [REDACTED] <[\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)>

Sent: Friday, 6 December 2019 4:11 PM

To: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

Subject: Fwd: RE: 2732917 - 12 Tullamore Way

Hi [REDACTED] - any update on the situation with the leak?

Cheers,

----- Original Message -----

Subject: RE: 2732917 - 12 Tullamore Way

Date: 2019-10-31 17:18

From: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

To: [REDACTED] <[\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)>

Kia Ora [REDACTED]

We have fixed the stormwater pipe under the stairs and also performed

a leak test which you correctly outlined as having traces of fluoride

in the water.

The team are now arranging for leak detection services to determine

where the source of the leak is coming from early next week.

Nga mihi nui

[REDACTED]

-----Original Message-----

From: [REDACTED] <[\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)>

Sent: Tuesday, 29 October 2019 10:45 AM

To: [REDACTED] <[\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)>

Subject: Re: 2732917 - 12 Tullamore Way

Hi [REDACTED] - I understand Wellington Water was relooking into the leak

last week and understand there were traces of fluoride in the water

tested?

Wondered if you have any updates?

Many thanks.

Cheers [REDACTED]

On 2019-09-25 09:22, [REDACTED] wrote:

Kia Ora [REDACTED]

Firstly, my apologies to you on the lack of communication by

Wellington Water on the leaks affecting your property.

In terms of status for the work to resolve your issue, Wellington

Water has:

- Performed extensive leak detection in the area which located the

earlier leaks which have since been repaired

- Further multiple site assessments by a Customer Technical Advisor

to better determine source of the leakage

We are still continuing are investigation into the source of the leak,

and will be dye testing and running a CCTV camera through the storm

water pipe under the stairs today.

If you have any further concerns or issues regarding this issue,

please do not hesitate to contact me on [REDACTED]

Nga mihi

[REDACTED]

[REDACTED]

MANAGER CUSTOMER EXPERIENCE

TEL 04 912 4400 MOB [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, IBM House, 25

Victoria Street, Petone, Lower Hutt

WWW.WELLINGTONWATER.CO.NZ [1]

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Links:

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From: [Official Information](#)
To: [BUS: Assurance](#); [Resolution Team](#); [Official Information](#)
Cc: [REDACTED]
Subject: RE: 12 Tullamore Way - water issue
Date: Thursday, 24 November 2022 1:32:00 pm

Kia ora [REDACTED]

Thanks for your email and note that we will be happy to accept the transfer for point two.

For point one, I will work with [REDACTED] and [REDACTED] on that

Please send through a formal transfer and inform the requester.

Thanks all,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Regulatory Services

Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

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-----Original Message-----

From: BUS: Assurance <Assurance@wcc.govt.nz>
Sent: Thursday, 24 November 2022 1:25 pm
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; Official Information <official.information@wellingtonwater.co.nz>
Cc: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>
Subject: FW: 12 Tullamore Way - water issue

Kia ora Teams

We have just received the below request - this is related to water issues at 12 Tullamore Way.

There are two things that need addressing here:

1. The ongoing issues at 12 Tullamore Way - Resolution team can you look into this and update the customer around this?
2. The request for all calls correspondence and information around this issue. - Official information team, is this something you can confirm we can transfer to Wellington Water to respond to?

Let me know if there are any issues around this.

Many thanks

[REDACTED] [REDACTED]

Official Information Coordinator | Complaints & Information Assurance | Wellington City Council P
[REDACTED] | E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz ||

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-----Original Message-----

From: [REDACTED]@orcon.net.nz [REDACTED]@mikkisummers.co.nz>

Sent: Thursday, 24 November 2022 1:18 pm

To: BUS: Assurance <Assurance@wcc.govt.nz>

Subject: 12 Tullamore Way - water issue

Hi - can I please have all the calls and correspondence/information that have been logged for an ongoing unresolved water issue at 12 Tullamore Way. I believe they started back in 2014.

I wish to take professional advice as am tired of trying to get this fixed and stressed about how it is affecting the integrity of the house foundations.

Many thanks.

[REDACTED]

From: [REDACTED]
To: [Resolution Team](#); [BUS: Assurance](#); [Official Information](#)
Subject: RE: 12 Tullamore Way - water issue
Date: Monday, 28 November 2022 9:22:34 am
Attachments: [image001.png](#)

Sure – but Parks have nothing to do with this.

Cheers

[REDACTED]

From: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Sent: Monday, 28 November 2022 9:21 am
To: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>; [BUS: Assurance](#) <Assurance@wcc.govt.nz>;
[Resolution Team](#) <ResolutionTeam@wellingtonwater.co.nz>; [Official Information](#)
<official.information@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

Hi [REDACTED]

Could you please provide whatever background you have on this case and a contact email address for the parks team?

Kind Regards,

[REDACTED] – Customer Resolution Officer
Customer Experience Team



Tel 04 912 4400

**Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz**

-----Original Message-----

From: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>
Sent: Thursday, 24 November 2022 3:03 pm
To: [BUS: Assurance](#) <Assurance@wcc.govt.nz>; [Resolution Team](#)
<ResolutionTeam@wellingtonwater.co.nz>; [Official Information](#)
<official.information@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

Hi all, this goes back years and years.

It is a shame that the issue could not be resolved as this is going to be quite some work.

Regards

■

-----Original Message-----

From: BUS: Assurance <Assurance@wcc.govt.nz>

Sent: Thursday, 24 November 2022 1:25 pm

To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; Official Information <official.information@wellingtonwater.co.nz>

Cc: ■ <■@wcc.govt.nz>

Subject: FW: 12 Tullamore Way - water issue

Kia ora Teams

We have just received the below request - this is related to water issues at 12 Tullamore Way.

There are two things that need addressing here:

1. The ongoing issues at 12 Tullamore Way - Resolution team can you look into this and update the customer around this?
2. The request for all calls correspondence and information around this issue. - Official information team, is this something you can confirm we can transfer to Wellington Water to respond to?

Let me know if there are any issues around this.

Many thanks

■

Official Information Coordinator | Complaints & Information Assurance | Wellington City Council P ■ | E ■ <■@wcc.govt.nz> | W Wellington.govt.nz | |

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-----Original Message-----

From: ■ <■@orcon.net.nz> <■@mikkisummers.co.nz>

Sent: Thursday, 24 November 2022 1:18 pm

To: BUS: Assurance <Assurance@wcc.govt.nz>

Subject: 12 Tullamore Way - water issue

Hi - can I please have all the calls and correspondence/information that have been logged for an ongoing unresolved water issue at 12 Tullamore Way. I believe they started back in 2014.

I wish to take professional advice as am tired of trying to get this fixed and stressed about how it is affecting the integrity of the house foundations.

Many thanks.

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: RE: 12 Tullamore Way, Johnsonville
Date: Monday, 28 November 2022 9:36:49 am
Attachments: [image002.jpg](#)
[image003.png](#)

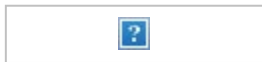
Morning [REDACTED]

Yes we undertook a leak detection ground survey in Broadmeadows and Broadmeadows HL back in August this year with nothing against the address mentioned.

Cheers

Ngā Mihi,

[REDACTED] **Team Leader Water Loss Management**
Customer & Operations Group



Tel 04 912 4400 Cel [REDACTED]

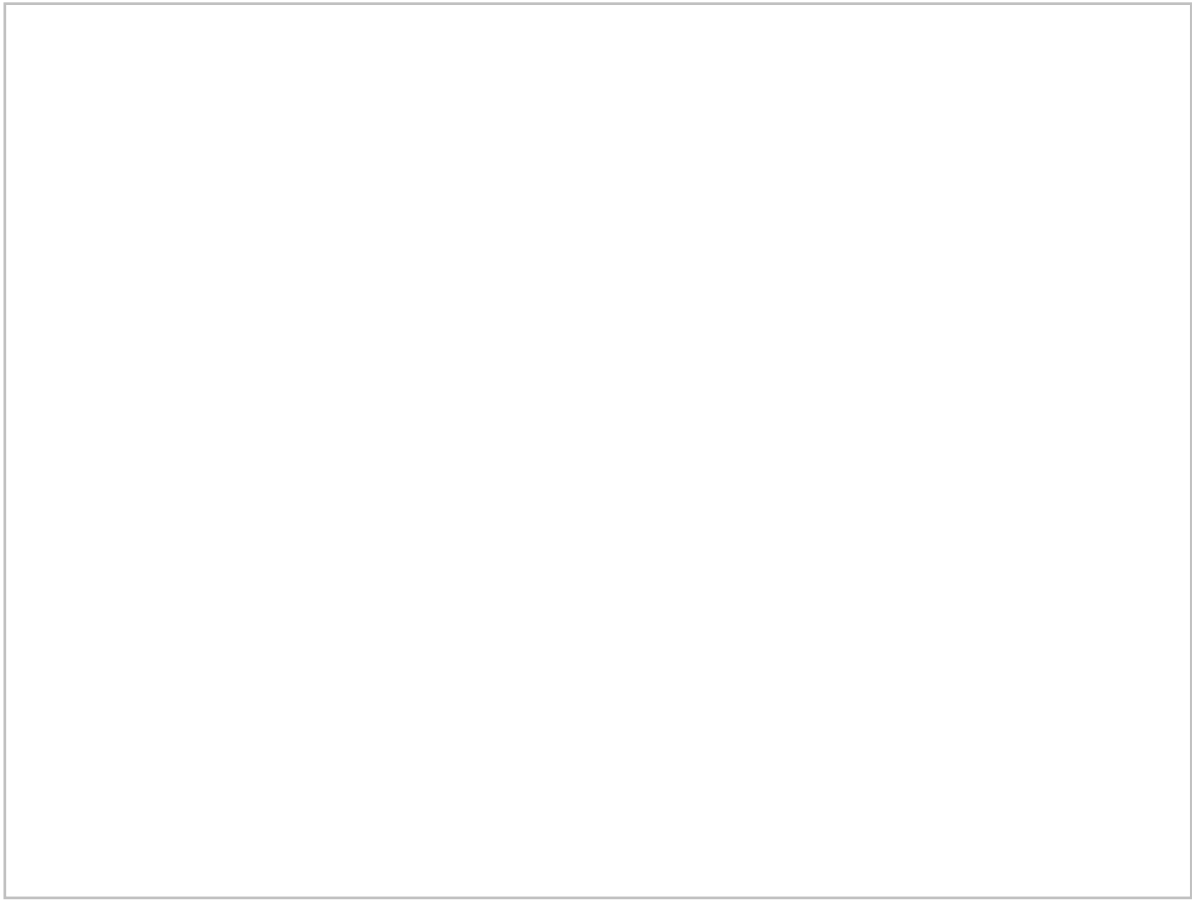
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Monday, 28 November 2022 9:23 am
To: [REDACTED]@wellingtonwater.co.nz>
Subject: 12 Tullamore Way, Johnsonville

Morning [REDACTED]

I was wondering if there has been any leak detection work that the water loss team has completed recently in and around 12 Tullamore Way, Johnsonville?



Thanks,



From: [Info at WCC Web Form](#)
To: [REDACTED]@mikkisummers.co.nz"
Subject: RE: Fwd: RE: Drainage at 12 Tullamore Way - Service Request number 2732917
Date: Wednesday, 12 December 2018 10:47:05 am

Kia ora [REDACTED]

Thank you for emailing us again regarding this leak. We have forwarded your enquiry to the Water Team and asked that they contact you again to discuss.

Ngā mihi | Kind regards,



Customer Service Rep | Customer Contact Centre |

P 04 499 4444 | W Wellington.govt.nz

PO Box 2199 Wellington 6140

----- Original Message -----

> From: [REDACTED]@mikkisummers.co.nz)

> Sent: 12/12/2018 8:33 AM

> Subject: Fwd: RE: Drainage at 12 Tullamore Way - Service Request number 2732917

>

> Hi - confirming I have been contacted directly to discuss this water

> issue and understand they are waiting on the repair to the broken pipe

> at nbr 8 Tatum Way?

>

> In the meantime the pedestrian path linking Tatum Way with Tullamore Way

> is a mess with more water than ever pooling on more of the path not to

> mention what is draining into our property at nbr 12 Tullamore Way - can

> someone not do something??

>

> Cheers [REDACTED]

>

> ----- Original Message -----

> Subject: RE: Drainage at 12 Tullamore Way - Service Request number

> 2732917

> Date: 2018-11-14 14:36

> From: Info at WCC Web Form <Info.atWCCWebForm@wcc.govt.nz>

> To: "[REDACTED]@mikkisummers.co.nz" [REDACTED]@mikkisummers.co.nz>

>

> Kia ora [REDACTED]

>

> The service request is still active with the Water and Drainage Team. We

> have resent it and asked that they contact you directly to discuss.

>

>

> Ng? mihi | Kind regards,

>

>

> [REDACTED]

>

> Customer Service Rep | Customer Contact Centre |

> P 04 499 4444 F 04 801 3138 W Wellington.govt.nz

> PO Box 2199 Wellington 6140

>

> [X]

>

>

> ----- Original Message -----

> > From: [REDACTED]@mikkisummers.co.nz)

> > Sent: 14/11/2018 2:21 PM

> > Subject: Drainage at 12 Tullamore Way - Service Request number 2732917

> >

> > Hi - just checking how this is progressing thanks?

> >

> > Kind regards,

> >

> > ----- Original Message -----

> > Subject: Drainage at 12 Tullamore Way

> > Date: 2018-10-30 21:43

> > From: Info at WCC Web Form <Info.atWCCWebForm@wcc.govt.nz>

> > To: [REDACTED]@orcon.net.nz" [REDACTED]@orcon.net.nz>

> >

> > Kia ora [REDACTED]

> >

> > Thank you for reporting a leak near the pedestrian walkway connecting

> > Tatum Way with Tullamore Way.

> >

> > We have raised a service request with the Drainage Team as they are

> > best

> > suited to respond. Your service request number is 2732917. Please quote

> > this number if you need to follow up your request at a later date.

> >

> > We value your input and if you require further assistance please

> > contact

> > us.

> >

> > Ng? mihi,

> >

> > [REDACTED]

> > Customer Service Rep | Customer Contact Centre |

> > P 04 499 4444 F 04 801 3138 W Wellington.govt.nz

> > PO Box 2199 Wellington 6140

> >

> >

> > ----- Original Message -----

> > > From: no-reply@wcc.govt.nz

> > > Sent: 30/10/2018 8:28 PM

> > > Subject: Contact the Council / Fix It Form

> > >

> > > The following has been sent from the Contact the Council / Fix It Form

> > > on the Wellington City Council website:

> > >

> > > Name:

> > > Address: 12 Tullamore Way

> > > Suburb: Johnsonville

> > > City: Wellington

> > > Phone:

> > > Mobile:

> > > Email: @orcon.net.nz

> > > What can we help you with? Drainage, sewerage or wastewater

> > > If other, give details: Drainage issue

> > > Have you contacted the Council about this previously? Yes

> > > Service request number:

> > > Location: 12 Tullamore Way, Johnsonville

> > > Description:

> > > have issues with water seepage coming through to our property down one

> > > side of the house beside the pedestrian public walkway that connects

> > > Tatum Way with Tullamore Way. Have raised the issue before

> > > because of water over the path creating a hazard which it still is.

> > > Have had a drainage expert come out to find a remedy for the water

> > > coming through to our property. Would like to request a camera check

> > > the

> > > drainage pipes that run underneath the public walkway to eliminate a

> > > cracked pipe which is what it looks like. Also to test the water to

> > > again determine what it is. I would also like a copy of this report

> > > thanks.

> > > Other comments:

> > > I have raised this with the council before but the water seepage has

> > > increased. We can see one point where the water is flowing out from the

> > > path on the neighbours side. it is impacting on our property from

> > > either a leak in the council pipe or a spring on the neighbours

> > > property so would like more investigation undertaken thanks

> > >

> > > We will get back to you as soon as we can.

> > >

> > > For urgent request:

> >

> > > Council Contact Centre

> >

> > > Phone: (04) 499 4444

> > >

From: [REDACTED]
To: [REDACTED]
Subject: RE: 2732917 - 12 Tullamore Way - Thank You
Date: Wednesday, 26 February 2020 3:41:00 pm

Great work!

-----Original Message-----

From: [REDACTED]@wellingtonwater.co.nz>

Sent: Friday, 21 February 2020 10:26 AM

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

[REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>; [REDACTED]

[REDACTED]@wellingtonwater.co.nz>

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

Subject: FW: RE: 2732917 - 12 Tullamore Way - Thank You

FYI

-----Original Message-----

From: Ian Dennis

Sent: Friday, 21 February 2020 10:11 AM

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

[REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>; [REDACTED]

[REDACTED]@wellingtonwater.co.nz>

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

[REDACTED]@wellingtonwater.co.nz>

Subject: FW: RE: 2732917 - 12 Tullamore Way - Thank You

All

Below is a thank you from [REDACTED] at 12 Tullamore Way who is very pleased that a very long standing seepage issue of over 4 years has been finally resolved.

Given our follow through and commitment to [REDACTED] we have turned a complainant into an advocate. We responded to her "customer moment of truth". No mean feat.

Well done to all those involved (and there was quite a number).

Thank you.

[REDACTED]

-----Original Message-----

From: [REDACTED]@mikkisummers.co.nz>

Sent: Friday, 21 February 2020 9:38 AM

To: [REDACTED]@wellingtonwater.co.nz>

Subject: RE: RE: 2732917 - 12 Tullamore Way - Thank You

Thanks [REDACTED] - yes please do pass on the standard of customer service at all stages/levels was fantastic and I really do appreciate that people cared :)

On 2020-02-21 09:23, [REDACTED] wrote:

> Hi [REDACTED]
> I'm very happy to hear that your long term issue has now been
> resolved. Thank you for the positive feedback and I will pass it on
> to the team who helped to work to fix the leaks affecting your
> property.
>
> Kind regards

> [REDACTED]
>
> -----Original Message-----
> From: [REDACTED]@mikkisummers.co.nz>
> Sent: Thursday, 20 February 2020 8:43 PM
> To: [REDACTED]@wellingtonwater.co.nz>
> Subject: RE: RE: 2732917 - 12 Tullamore Way - Thank You
>
> Hi [REDACTED] - for the first time for about 4 years now there is no water in
> the garage and no dripping bank and bog down the side of the house and
> the footpath is free of any surface water.
>
> Thank you for overseeing this through for us, really do appreciate it.
> I know you must be having a crazy time at the moment with all the
> Wellington water issues and very pleased we got in before that
> happened!!
>
> Thanks so much again.
>
> Cheers [REDACTED]
>
> On 2019-12-09 10:02, [REDACTED] wrote:
>> Hi [REDACTED]
>> The owner has not yet fixed the issue. We are about to issue the
>> second notice to fix which will give the owner 14 days to fix. If
>> the owner is non-compliant, we will issue a final notice advising
>> them that Wellington Water will fix the leak and then seek
>> reimbursement for costs.
>>
>> Thanks
>> [REDACTED]
>>
>> -----Original Message-----
>> From: [REDACTED]@mikkisummers.co.nz>
>> Sent: Friday, 6 December 2019 4:11 PM
>> To: [REDACTED]@wellingtonwater.co.nz>
>> Subject: Fwd: RE: 2732917 - 12 Tullamore Way
>>
>> Hi [REDACTED] - any update on the situation with the leak?
>>
>> Cheers,
>>
>> ----- Original Message -----
>> Subject: RE: 2732917 - 12 Tullamore Way
>> Date: 2019-10-31 17:18
>> From: [REDACTED]@wellingtonwater.co.nz>
>> To: [REDACTED]@mikkisummers.co.nz>
>>
>> Kia Ora [REDACTED]
>> We have fixed the stormwater pipe under the stairs and also performed
>> a leak test which you correctly outlined as having traces of fluoride
>> in the water.
>>
>> The team are now arranging for leak detection services to determine
>> where the source of the leak is coming from early next week.
>>
>> Nga mihi nui
>> [REDACTED]
>>
>> -----Original Message-----
>> From: [REDACTED]@mikkisummers.co.nz>

>> Sent: Tuesday, 29 October 2019 10:45 AM
>> To: [REDACTED]@wellingtonwater.co.nz>
>> Subject: Re: 2732917 - 12 Tullamore Way
>>
>> Hi [REDACTED] - I understand Wellington Water was relooking into the leak
>> last week and understand there were traces of fluoride in the water
>> tested?
>>
>> Wondered if you have any updates?
>>
>> Many thanks.
>>
>> Cheers [REDACTED]
>>
>> On 2019-09-25 09:22, [REDACTED] wrote:
>>> Kia Ora [REDACTED]
>>>
>>> Firstly, my apologies to you on the lack of communication by
>>> Wellington Water on the leaks affecting your property.
>>>
>>> In terms of status for the work to resolve your issue, Wellington
>>> Water has:
>>>
>>> · Performed extensive leak detection in the area which located the
>>> earlier leaks which have since been repaired
>>>
>>> · Further multiple site assessments by a Customer Technical Advisor
>>> to better determine source of the leakage
>>>
>>> We are still continuing are investigation into the source of the
>>> leak, and will be dye testing and running a CCTV camera through the
>>> storm water pipe under the stairs today.
>>>
>>> If you have any further concerns or issues regarding this issue,
>>> please do not hesitate to contact me on [REDACTED]
>>>
>>> Nga mihi
>>>
>>> [REDACTED]
>>>
>>> [REDACTED]
>>>
>>> MANAGER CUSTOMER EXPERIENCE
>>>
>>> TEL 04 912 4400 MOB [REDACTED]
>>>
>>> Private Bag 39804, Wellington Mail Centre 5045 Level 4, IBM House,
>>> 25 Victoria Street, Petone, Lower Hutt
>>>
>>> WWW.WELLINGTONWATER.CO.NZ [1]
>>>
>>> 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.
>>>
>>> -----
>>> - Disclaimer to the maximum extent permitted by law, Wellington
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>>>
>>>
>>> Links:
>>> -----
>>> [1] <http://www.wellingtonwater.co.nz/>
>>
>>
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 - > the sender immediately. Your assistance is appreciated.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way
Date: Thursday, 26 September 2019 7 56:52 am

Hi [REDACTED]

I have requested our contractor to remove the vegetation and to give the steps a clean for now.

Once this is done I will assess the access way.

I'll let you know if there are any further issues.

Cheers


[REDACTED]

Area Roding Engineer | | Wellington City Council

Eke waka me ngā honganga - Transport & Infrastructure

We Work Together to Keep our City up and Moving - Ka mahi ngātahi kia ora ai tō tātou tāone

P 04 803 8600 | M [REDACTED] | F

E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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<http://wellington.govt.nz/~media/images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED]
Sent: Tuesday, 24 September 2019 11:35 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way

Good morning [REDACTED] / [REDACTED]

Hopefully by now the two of you are in radio contact.

Last night it rained and as such I wanted to see if there was an issue on the steps and at 12 Tullamore Way (the complainant).

From the pictures I could observe that the lower reaches of the steps had a persistent 'bog' established, the source of which I cannot know. #12 Tullamore Way itself did not appear to be experiencing water seepage through the shared retaining wall (with the steps) and their driveway etc was dry.

At the top of the steps is evidence of a PVC stormwater pipe that runs down and under the steps – the paver appears broken over this pipe.

At the junction of Tatum Way (above Tullamore Way) there is a blocked kerb and channel which is reducing the ability for the Storm Water to enter the Road Sump (also pictured) at the junction between the steps and Tatum Way. It would appear that while the sump is not on our GIS layers, it is very much connected to our SW main – so if there is an issue with the main as it tracks under the steps it too will be capturing the road run-off including the down pipe [REDACTED] mentioned by Tatum Way #5.

The real issue here is that there is a nexus between:

- Tatum Way (private) that has a blocked Kerb & Channel
- Tatum Way (private) sump which may or may not be functioning
- The pooling and accumulation of debris within the steps (Roding)
- Unknown condition of the Public Storm Water network that combines these elements and runs down the side of 12 Tullamore St (WWL).



I trust your investigations will be fruitful.

Cheers

[REDACTED]

Principal Advisor Infrastructure Resilience | Wellington City Council

P +6448038001 | M [REDACTED]

E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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<http://wellington.govt.nz/~media/images/email-signatures/wcc-banner-new.jpg>

From: [REDACTED] [mailto:[REDACTED]@wellingtonwater.co.nz]
Sent: Monday, 23 September 2019 2:20 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way

Hi [REDACTED]
Noted and will action accordingly.



Thanks
[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 23 September 2019 2:17 PM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>; [REDACTED]@wellingtonwater.co.nz>
Subject: RE: RFS#2732917 - 12 Tullamore Way

My recommendation at this juncture is to delay meeting with the Complainant until:

- WWL has met with Roding to discuss options (stairs – open channel drains etc)
- WWL has completed their CCTV investigations, reviewed them etc
- Advised the Mayors office via [REDACTED] that all investigations are complete and socialised with the complainant – then if necessary the Mayor, WWL and myself will attend.

Cheers

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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<http://wellington.govt.nz/~media/images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED] [mailto:[REDACTED]@wellingtonwater.co.nz]
Sent: Monday, 23 September 2019 1:51 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way

Hi [REDACTED]
The complainant has not been updated on the outcome of the investigation as described earlier.

The last update the complainant received from WWL was approx.. 4 weeks ago when [REDACTED] spoke to [REDACTED] about the outcome of the leak detection and that further investigation was required to determine cause of the seepage.

[REDACTED] has only just been in touch this morning with the Roding contact you supplied.

Thanks
[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 23 September 2019 12:45 PM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>; [REDACTED]@wellingtonwater.co.nz>
Subject: RE: RFS#2732917 - 12 Tullamore Way

Thanks [REDACTED]

Can you please just add the following:

- When has this been communicated to the complainant
- Who has advised the complainant
- Who has been in touch with the Roding Contact I provided [REDACTED] in respect of the steps.

Many thanks

Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | [REDACTED] [REDACTED]

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<http://wellington.govt.nz/~media/images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED] [mailto:[REDACTED]@wellingtonwater.co.nz]
Sent: Monday, 23 September 2019 12:38 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RFS#2732917 - 12 Tullamore Way

Kia Ora [REDACTED]

I can confirm that [REDACTED], Manager Customer Planning will attend with Mayor [REDACTED] if required.

In terms of status for the job, Wellington Water has:

- Performed extensive leak detection in the area which located the earlier leaks which have since been repaired
- Further multiple site assessments by a Customer Technical Advisor to better determine source of the leakage.

It was determined that there are a number of smaller contributing factors aggregating into a larger issue. They are:

- The condition of the road is causing runoff/ground water to pool and runoff down the stairs (image attached)
- The condition of the stairs and lack of drainage is further exacerbating this
- 5 Tatum Way has a down pipe that runs directly into a rock garden/driveway that then runs to the road also adding the amount of water (photo attached).
- Due to Tatum and Tullamore way being private roads there is little WCC Roading can do on the actual roads.

Nga Mihi
[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Friday, 20 September 2019 8:49 AM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Good morning [REDACTED] / [REDACTED]

This is a repeated escalation and is a job that Wellington Water has significant history on (I have a file on all WWL interactions).

The complainant charts a history of staff changes in Wellington Water and lack of continuity - I have this history too.

In August WWL assigned this to [REDACTED] to manage with [REDACTED] and I confirmed that any assistance for the pathway would be via [REDACTED] (Roading manage the pathway if that is found to be an issue).

Action – within 3 working days, please provide update on job status and who from Wellington Water would front this with Mayor [REDACTED] should that be required. It is important that this information is provided to [REDACTED] (CCd) and [REDACTED]

Kind regards

Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | [REDACTED] [REDACTED]

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<http://wellington.govt.nz/~media/images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED] <mayor@wcc.govt.nz>
Date: 20 September 2019 at 03:57:37 GMT+9
To: [REDACTED]@mikkisummers.co.nz>; [REDACTED]@wcc.govt.nz>; [REDACTED]

██████████@wcc.govt.nz>

Subject: Re: ██████████ - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Thanks ██████████

I'm happy to meet you on site to look at this and understand the problem. I will attend with a representative from either WCC or Wellington Water and will arrange a time via ██████████

Ngā mihi

██████████

J002110-mayors-email-signature



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On 19/09/2019, at 8:42 PM, ██████████ <██████████@mikkisummers.co.nz> wrote:

Dear ██████████ - am desperate to find resolution to an issue of water seeping through to our property from WCC land.

Since this email below can advise two leaks were discovered, one of them belonged to my neighbour above us and one on the street - WCC.

When talking to my contact person at the WCC it was explained to me that there were processes in place to encourage neighbours to be responsible for taking action to fix leaks and if they don't then they would start to enforce the processes. My neighbour subsequently fixed his leak spending \$800.00 on repairs. The leak in the street was fixed shortly after.

I was kept well informed over this time by ██████████ and it was really appreciated. Also by a lovely man who handled the initial enquiry and he called around one day to check up on things.

Then my neighbour advised the leak in the street hadn't been fixed after all as there was still water pouring out and to be honest I hadn't noticed any significant change on our property. WCC investigated and it was discovered that leak had been fixed but they discovered two more leaks further up so a total of four leaks were sending water down to our property (two of which were now fixed). Again ██████████ kept me informed but then he had moved to another department and while he has tried to help me it was really out of his hands.

And that's where it is at. There has been no action on these two other leaks - and to be honest have no idea what else is leaking up there. I have asked for a camera to go down the stormwater pipe that runs underneath the pedestrian path where the water is collecting but I don't believe this has been done. I have had a service centre call me as I understand there has been a change of water service providers and Adrian tried to get things moving but no-one has called back.

We have a bog on our side that is due to excess water coming from my neighbour - WCC/pedestrian path. it is affecting the stability of the bank and I have a permanent pool of water in the garage. I have pictures of what the area looked like when the property was purchased about 5 years ago. It looks nothing like it does today. I want it back to what it was and a dry garage.

If there are processes in place to ensure neighbours fix their leaks what do I have to do to ask the WCC to fix their leaks that are affecting our property? Is it going to take legal action to ask the WCC to do what they legally expect other neighbours to do? Is this not double standards?

If someone can please get back to me with an update on where's it at and when there will be resolution that would be really appreciated.

Many thanks.

Cheers ██████████

----- Original Message -----

Subject: RE: ██████████ - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action

Date: 2019-01-18 08:25

From: ██████████@mikkisummers.co.nz>

To: ██████████@wcc.govt.nz>

Thank you ██████████ for the prompt response this email received. Yes, I have been bought up to date with where the issue is at and satisfied that things are moving towards a resolution.

Thanks for passing on my feedback to your customer service team - whoever does the recruitment and training has it spot on :)

Cheers ██████████

On 2019-01-17 10:46, Olivia Leckner wrote:

Kia ora [REDACTED]

Thank you for emailing the Mayor. I escalated this with our City Engineering team on his behalf, and I understand a Wellington Water representative has subsequently been in contact with you to address your requests.

I'll pass on your positive feedback about our Customer Service team to their manager - it's always appreciated when residents take the time to send us these comments.

Please let me know if I can be of any more assistance.

Ngā mihi nui

[REDACTED]
Correspondence and Social Media Coordinator | Mayoral Office |
Wellington City Council

E [REDACTED] [@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz) | W Wellington.govt.nz |

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-----Original Message-----

From: [REDACTED] [\[mailto:\[REDACTED\]@mikkisummers.co.nz\]](mailto:[REDACTED]@mikkisummers.co.nz)

Sent: Wednesday, 16 January 2019 8:41 a.m.

To: [REDACTED]

Subject: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action

Importance: High

Good morning [REDACTED] - you (as in WCC) are our neighbour at 12 Tullamore Way in Johnsonville by way of a public pedestrian path that runs along our boundary. Between us we have a water issue and I am struggling to get some resolution hence contacting you directly.

There is water coming from your side to our side and we have a bog down the side of the house and this has now impacted into our garage. There is water on the path which at times is significant, muddy, slippery and must be a Health and Safety issue for the public.

Your people have tested the water before and it came back as ground water seepage however I never saw the report and the volume of seepage to our side has increased. Underneath the pedestrian path there are storm water drains and common sense says the water is coming from a cracked pipe.

I contacted a drainage expert and his assessment was the same - there must be a leak somewhere or at least that is the first thing to eliminate. I raised it again with WCC and a leak has been identified at the top of the path. Whether this is what's impacting on water further down the path is unclear and yet to be established.

Firstly:

- your front line staff - without exception are extremely professional and well trained
- the gentleman who dealt with the job number 2732917, again was very professional and helpful and did all he could to help, he really was very lovely

Our current issue is:

- job number 2732917 was closed off as it had to be moved over to another team and from there we have heard n.o.t.h.i.n.g. as in n.o.t.h.i.n.g. !!!! despite repeated calling and leaving messages - hence being able to access your contact team :)

What we would like;

- an update on the leak at the top of the path
- camera put down the pipe underneath the pedestrian path to check for cracks
- a copy of that report

Don't feel it is too much to ask and in my book fairly straight forward.

You have a wonderful team for the most part and all we are asking for is WCC to finish off the job with some communication, collaboration and

basic customer service.

If it is still ground water seepage that is responsible for the water then we urgently need to deal with the drainage issue on our side (another reason why we need some response on this) and feel WCC needs to deal with the seepage over the path as its an accident waiting to happen.

Your help in progressing this would be greatly appreciated.

Many thanks [REDACTED]

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From: [REDACTED]
To: [REDACTED]
Subject: RE: Water issue - WCCSR-462002-1 - 12 Tullamore Way
Date: Wednesday, 19 October 2022 11:33:00 am

FYI

[REDACTED] Technical SharePoint Administrator

Mob: [REDACTED]
Email: [REDACTED]@wellingtonwater.co.nz
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

-----Original Message-----

From: Customer Support Team <customer@wellingtonwater.co.nz>
Sent: Wednesday, 19 October 2022 10:01 am
To: [REDACTED]@wellingtonwater.co.nz
Subject: FW: Water issue - WCCSR-462002-1 - 12 Tullamore Way

-----Original Message-----

From: [REDACTED]@orcon.net.nz <[REDACTED]@mikkisummers.co.nz>
Sent: Monday, 17 October 2022 7:37 pm
To: Customer Support Team <customer@wellingtonwater.co.nz>
Subject: Water issue - WCCSR-462002-1 - 12 Tullamore Way

Hi - with regards to the above job I have pictures to add to the information I have given;

1st attachment - my garage with water seeping through. On the other side of the back wall of the garage the soil is sodden and I am worried the foundations are becoming compromised

2nd attachment - parallel to right side of the property is the pedestrian path from Tullamore Way to Tatum Way. At this point in the path it always has water across it. it is directly in line with my garage and the other side of garage wall

3rd attachment - looking down the pedestrian path from near the top of Tatum Way showing the patch where the water lies across it - in next email

4th attachment - is at the top of Tatum Way where there has been some remedial work done on a leak. There is water in the gutter and I have a video showing the water is flowing rather than stagnant to the drainage at the side of the cul-de-sac but the file was too big to attach - in next email

The issues for me are;

- my insurance company advise they don't have on record any known springs in the immediate area of 12 Tullamore Way

- water in the gutter at the top of Tatum Way coming from nowhere and that is flowing in one direction indicates (to me at least) there is still a leak somewhere up there

- there is audible dripping of water on the other side of the garage and the land down the side of the garage is wet and boggy

- I feel the presence of surface water is probably like the tip of an iceberg

- there was an earthquake a few weeks ago and before that the garage was bone dry even with all the rain. I felt that some progress had been made. However since that earthquake the garage has not dried out

- water appearing in Tatum Way and on the pedestrian, path are both on WCC land. My argument has always been WCC has an obligation to stop water from causing a problem on my side as any neighbouring property would be required to do.

- I am working with a drainage company NVC who advise me water on my side is as a result of a leak from up top from Tatum Way

What I am looking for;

to organise a site visit between WCC (Wellington Water), myself and NVC.

If someone can please get back to me thanks.

Cheers

From: [REDACTED]
To: [REDACTED]
Subject: RE: WO#146511, 12 Tullamore Way, Johnsonville
Date: Tuesday, 5 July 2022 2:05:37 pm

Hey [REDACTED]

Just following up on this one. Now that the job 169024 at 7 Tullamore Way has been completed, when do we expect more progress on this job?

Thanks

Sent from my iPhone

From: [Wellington City Council Support](#)
To: [wcc Customer](#)
Subject: WCC Information request, 12 TULLAMORE WAY, Johnsonville - [#SR-35779]
Date: Friday, 16 October 2020 3:13:24 pm

Kia ora Wellington Water,

You have been assigned a new priority 4 ticket.

Request details

Item Name : Water and drainage

Category : External Customer Services

Service : Information request

Which water type is this regarding? : Drinking water or tap water

Description : Related to 30692. Customers email is below and is in response to our team advising that this leak (30692) has been logged. It was first sent on the 30th of september, and they contacted us again today to follow up.

"The leak is still there but appreciate the recent storms would have kept them busy.

I would like to put forward a case for compensation of the area that has

been affected by all of these leaks. The house was purchased in 2013

and can produce photos showing the state of the area at that time from

the building inspection for the house sale.

At the time of purchase there were no leaks and the area was pristine.

Now there is significant bank erosion, a bog and records should show

that I had previously flagged leaks around 2014? but an inspection by

council told me it was seepage.

Please let me know what the process is for seeking compensation thanks.

Cheers [REDACTED]

The last update on 30692 is that they checked for a stormwater leak and did a dye test, from the dye test nothing from the connected stormwater network confirmed the leak so they suspect it may be a water leak.

Could not find a related open job for a leak, please advise if a separate request needs to be raised and contact the customer regarding compensation. I could find 5 enquiries from the last 7 years with a similar description

Apologies for the delay in forwarding this on, there was a glitch in our system and this enquiry was not picked up until today. I will email the customer now to advise of and apologise for the delay.

Incident : 12 TULLAMORE WAY, Johnsonville
address
Location : -41.218668785074584,174.79671179759654
Skip : Yes
notifications?

Customer details

[REDACTED]

+ [REDACTED]
[REDACTED]@mikkisummers.co.nz

Ngā mihi,

Customer Services, Wellington City Council

From: [Wellington City Council Support](#)
To: [wcc Customer](#)
Subject: WCC Report a leak, 12 TULLAMORE WAY, Johnsonville - [#SR-473344]
Date: Monday, 17 October 2022 12:42:22 pm

Kia ora Wellington Water,

You have been assigned a new priority 2 ticket.

Request details

Item Name : Water and drainage
Category : External Customer Services
Service : Report a leak
Which water type is this regarding? : Stormwater or rainwater
How much water is leaking? : Steady flow
Description :
Re-log of closed job SR-462002 as the issue is persisting and customer would like an update. SR-462002 indicates there is an internal job WCCSR-462002-1 for this, though the original job SR-462002 is closed.
Customer advised the issue outlined in SR-462002 is persisting, and is getting worse. This is an ongoing issue and customer advised this is saturating and causing damage to the property foundations of the given address.
Customer would like to be on site when this is attended, and would like to arrange for a private expert to be there at the same time.
Please communicate with customer regarding this.
Customer is going to email customer@wellingtonwater.co.nz with photos using reference WCCSR-462002-1
Incident address : 12 TULLAMORE WAY, Johnsonville
Location : -41.218668782834406,174.79671179860426
Skip notifications? : Yes

Customer details

[REDACTED]

[REDACTED]
[REDACTED]

@orcon.net.nz

Ngā mihi,

Customer Services, Wellington City Council

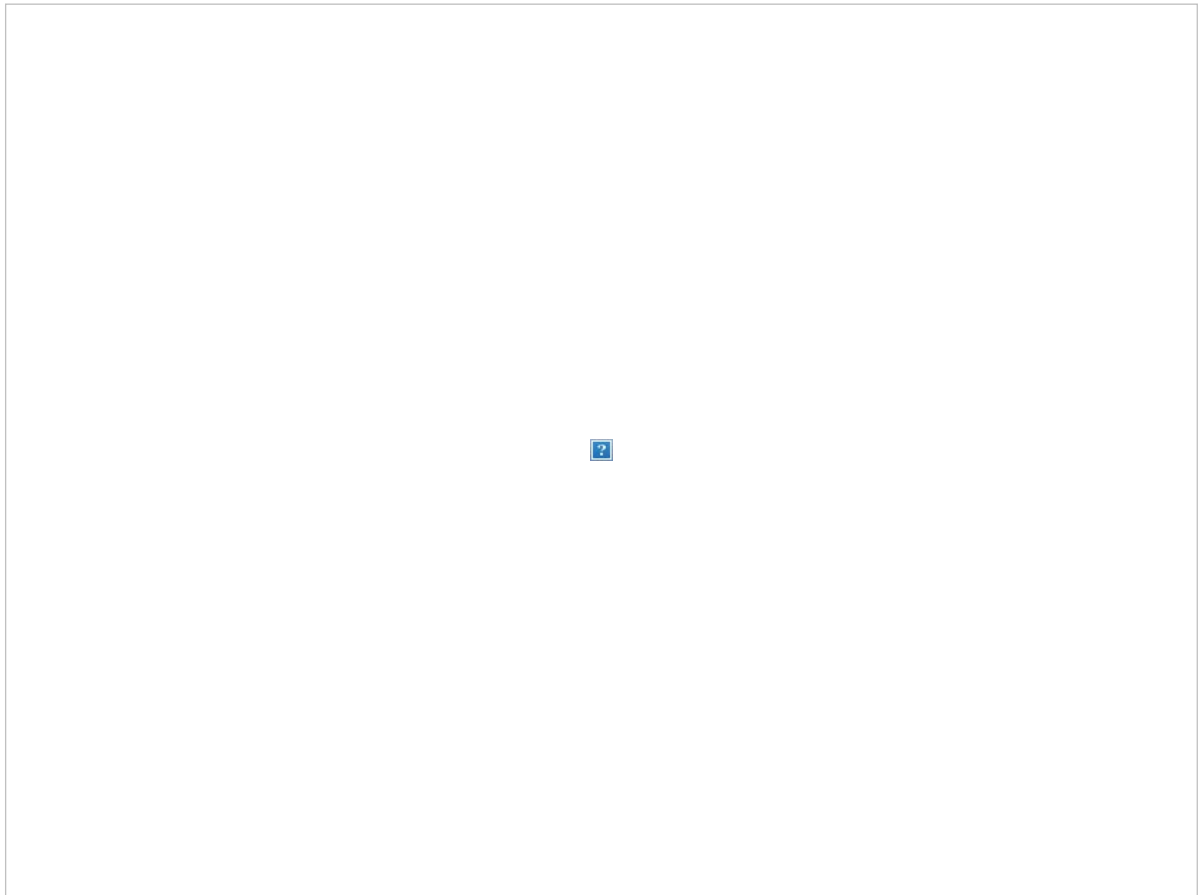
From: [Admin DS Christchurch](#)
To: [hubrequest](#)
Cc: [REDACTED]
Subject: FW: Leak Detection Request: WCCSR-318671 - 12 TULLAMORE WAY, Johnsonville
Date: Friday, 18 March 2022 1:36:54 pm
Attachments: [image001.png](#)
[image002.jpg](#)
[nzmatch_1f6feae9-b8fd-48c5-a55a-ea1c09c5c9fd.jpg](#)
[image003.png](#)
[nzmatch_45d757e9-1fb1-41de-b0f2-2143eff888ef.jpg](#)
[8007289.jpg](#)
[80072891647221672253.jpg](#)
[8007285.jpg](#)
[80072891647221589017.jpg](#)

RE: Leak Detection Request: WCCSR-318671 - 12 TULLAMORE WAY, Johnsonville

Surveyed relevant properties in Tullamore way, had sound at 7 Tullamore way.

Squeezed 7 Tullamore, sound remained, no charge. Mic'd nearby area and placed a box where leak is thought to be. 7 Tullamore way also has a small council Toby leak.

Went up to Tatum way, and listened on relevant properties, no sound.



Kind Regards



Administration Christchurch

Detection Services South Island Ltd

5/6 Raycroft St
Waltham Christchurch 8023
New Zealand
t: 0800 100 899
m: +[REDACTED]
e: adminChCh@etectionservices.co.nz



The security of your data is one of our greatest concerns. That is why we put extra effort into ensuring your data is always safe and up to date. Contact us if you want to access or change your personal information or if you want us to remove it completely from our database.

From: [REDACTED]@etectionservices.co.nz>

Sent: Monday, 14 March 2022 2:44 pm

To: Admin DS Christchurch <adminChCh@etectionservices.co.nz>

Subject: Fwd: Leak Detection Request: WCCSR-318671 - 12 TULLAMORE WAY, Johnsonville

[REDACTED]
Unit Manager Wellington

Detection Services Ltd
LVL3/20 Pretoria St
Lower Hutt Wellington 5010
New Zealand
t: 0800 100 899
d: + [REDACTED]
m: + [REDACTED]
e: [REDACTED]@detectionservices.co.nz



The security of your data is one of our greatest concerns. That is why we put extra effort into ensuring your data is always safe and up to date. Contact us if you want to access or change your personal information or if you want us to remove it completely from our database.

From: hubrequest <hubrequest@wellingtonwater.co.nz>
Sent: Monday, March 14, 2022 2:42:23 PM
To: [REDACTED]@detectionservices.co.nz
Subject: Leak Detection Request: WCCSR-318671 - 12 TULLAMORE WAY, Johnsonville

Hi [REDACTED]

Could we please get leak detection done for the following:

WO#:

ADDRESS:

COUNCIL NOTES: to me there is a water leak up on Tatum Way that is going under the radar but as soon as the weather turns my garage will be full of water again. The path is dangerous - slippery and muddy - because of the surface water. It's coming from somewhere and going to us because we sit lower than the path Other comments: a remedial remedy has been applied by the council where a 'stockbank' has been applied to our side of the path to stop the pooling water run down to our place but this just acknowledges that there is an issue with water pooling. This might be why SR30692 has been closed off but it only address the surface water. The problem is the water seeping through under the path as it runs down from Tatum Way.Hide

CREW NOTES: Checked council assets dye tested sewer and stormwater, no issue found. Potentially seepage caused from water lateral leaking from up the top of Tatum way worth getting the leak detection team out to investigate issue.

Have attached images,

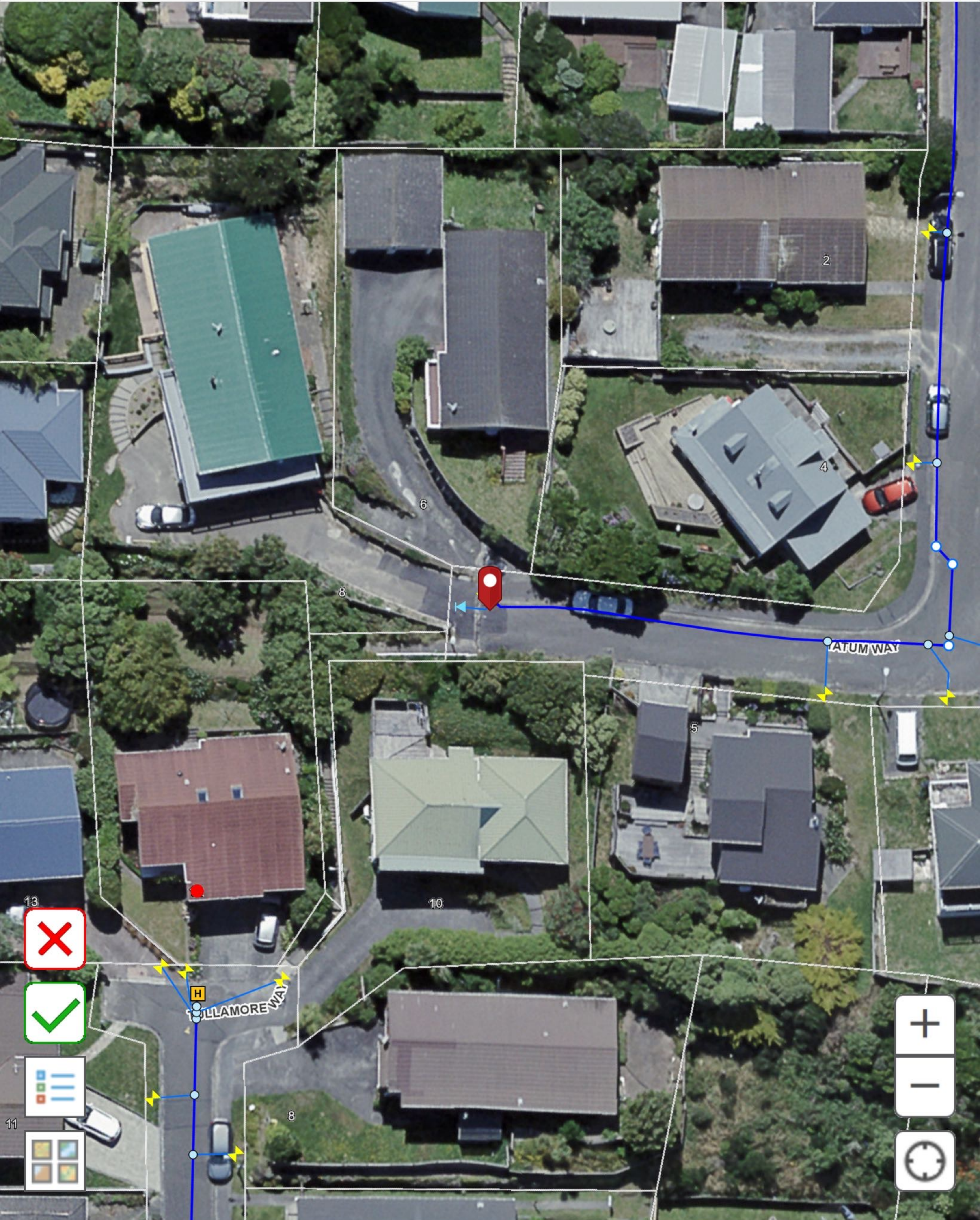
Thanks!

[REDACTED] Dispatch Operator



Tel 04 912 4400
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz









From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Friday, 27 September 2019 8:55:30 am
Attachments: [Tatum Way walkway \(2\).jpg](#)
[Tatum Way walkway \(4\).jpg](#)
[Tatum Way walkway \(6\).jpg](#)

FYI – ill come have a chat.

From: [REDACTED]
Sent: Friday, 27 September 2019 8:07 AM
To: [REDACTED]@mikkisummers.co.nz
Cc: [REDACTED]
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Good morning [REDACTED]

Just to update one aspect, if I may.

Our Roading crews were out yesterday and cleared the whole of the access way between Tullamore Way and Tatum Way (attached photos).

Importantly, this included clearing the Kerb and Channel (it was completely blocked) at the lower reaches of Tatum Way to reduce the potential for rainwater to flow down the steps aside your property. A clear kerb and channel will direct the rain water flow into the road sump located at the end of Tatum Way.

My team at Wellington Water have also completed the camera of the Stormwater Lines and undertook a die-test to see if any water from the Stormwater network came through the retaining wall by your property – the results were negative.

While on site we did locate a water toby mid-way up Tatum Way that has a leak and we have placed priority on this repair – while I don't believe it will have an influence, it is worth getting it repaired without delay.

I will likely be out to the site today for my own personal review.

Kind regards

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | ☐ ☐

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<http://wellington.govt.nz/~media/Images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED]
Sent: Wednesday, 25 September 2019 4:11 PM
To: [REDACTED]@mikkisummers.co.nz
Cc: [REDACTED]
Subject: Fwd: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Hi [REDACTED]

[REDACTED] from WCC has had a good look and advised the following:

- 1)WCC - WCC Roading team will clear the steps of accumulated debris, moss etc and make good for inspection to see if there is a water channel issue.
- 2) Wellington Water - to camera the Storm Water line that runs under the steps to assure us of its integrity.

Wellington Water is supposed to contact you today to talk this through with you.

Ngā mihi

[REDACTED]

J002110-mayors-email-signature



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Begin forwarded message:

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]@mikkisummers.co.nz]

Sent: Wednesday, 25 September 2019 8:22 AM

To: [REDACTED]

Subject: Re: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Hi [REDACTED] - keen to get this sorted but haven't had any contact to sort a time. Double checking what the process is in case I have missed something?

Many thanks.

Cheers [REDACTED]

On 2019-09-20 06:57, [REDACTED] [REDACTED] wrote:

Thanks [REDACTED]

I'm happy to meet you on site to look at this and understand the problem. I will attend with a representative from either WCC or Wellington Water and will arrange a time via Waveney.

Ngā mihi

[REDACTED]

[J002110-mayors-email-signature]

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On 19/09/2019, at 8:42 PM, marie

<[REDACTED]@mikkisummers.co.nz<mailto:[REDACTED]@mikkisummers.co.nz>>>
wrote:

Dear [REDACTED] - am desperate to find resolution to an issue of water seeping through to our property from WCC land.

Since this email below can advise two leaks were discovered, one of them belonged to my neighbour above us and one on the street - WCC.

When talking to my contact person at the WCC it was explained to me that there were processes in place to encourage neighbours to be

responsible for taking action to fix leaks and if they don't then they would start to enforce the processes. My neighbour subsequently fixed his leak spending \$800.00 on repairs. The leak in the street was fixed shortly after.

I was kept well informed over this time by [REDACTED] [REDACTED] and it was really appreciated. Also by a lovely man who handled the initial enquiry and he called around one day to check up on things.

Then my neighbour advised the leak in the street hadn't been fixed after all as there was still water pouring out and to be honest I hadn't noticed any significant change on our property. WCC investigated and it was discovered that leak had been fixed but they discovered two more leaks further up so a total of four leaks were sending water down to our property (two of which were now fixed). Again [REDACTED] [REDACTED] kept me informed but then he had moved to another department and while he has tried to help me it was really out of his hands.

And that's where it is at. There has been no action on these two other leaks - and to be honest have no idea what else is leaking up there. I have asked for a camera to go down the stormwater pipe that runs underneath the pedestrian path where the water is collecting but I don't believe this has been done. I have had a service centre call me as I understand there has been a change of water service providers and [REDACTED] tried to get things moving but no-one has called back.

We have a bog on our side that is due to excess water coming from my neighbour - WCC/pedestrian path. it is affecting the stability of the bank and I have a permanent pool of water in the garage. I have pictures of what the area looked like when the property was purchased about 5 years ago. It looks nothing like it does today. I want it back to what it was and a dry garage.

If there are processes in place to ensure neighbours fix their leaks what do I have to do to ask the WCC to fix their leaks that are affecting our property? Is it going to take legal action to ask the

WCC to do what they legally expect other neighbours to do? Is this not double standards?

If someone can please get back to me with an update on where's it at and when there will be resolution that would be really appreciated.

Many thanks.

Cheers [REDACTED]

----- Original Message -----

Subject: RE: [REDACTED] [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action

Date: 2019-01-18 08:25

From: [REDACTED]

[REDACTED]@mikkisummers.co.nz<mailto:[REDACTED]@mikkisummers.co.nz>>

To: [REDACTED] [REDACTED]

<[REDACTED]@wcc.govt.nz<mailto:[REDACTED]@wcc.govt.nz>>

Thank you [REDACTED] for the prompt response this email received. Yes, I have been bought up to date with where the issue is at and satisfied that things are moving towards a resolution.

Thanks for passing on my feedback to your customer service team - whoever does the recruitment and training has it spot on :)

Cheers [REDACTED]

On 2019-01-17 10:46, [REDACTED] wrote:

Kia ora [REDACTED]

Thank you for emailing the Mayor. I escalated this with our City Engineering team on his behalf, and I understand a Wellington Water

representative has subsequently been in contact with you to address your requests.

I'll pass on your positive feedback about our Customer Service team to

their manager - it's always appreciated when residents take the time to send us these comments.

Please let me know if I can be of any more assistance.

Ngā mihi nui

Correspondence and Social Media Coordinator | Mayoral Office |
Wellington City Council

E

[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz) <[mailto:\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

| W

Wellington.govt.nz <<http://Wellington.govt.nz>> ||

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-----Original Message-----

From: marie [[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)]

Sent: Wednesday, 16 January 2019 8:41 a.m.

To: [REDACTED] [REDACTED]

Subject: [REDACTED] / [REDACTED] - Water issue with your neighbour - original
job number 2732917 - 12 Tullamore Way - issue of lack of action

Importance: High

Good morning [REDACTED] - you (as in WCC) are our neighbour at 12
Tullamore

Way in Johnsonville by way of a public pedestrian path that runs
along

our boundary. Between us we have a water issue and I am
struggling to

get some resolution hence contacting you directly.

There is water coming from your side to our side and we have a bog
down

the side of the house and this has now impacted into our garage.

There

is water on the path which at times is significant, muddy, slippery
and

must be a Health and Safety issue for the public.

Your people have tested the water before and it came back as
ground

water seepage however I never saw the report and the volume of
seepage

to our side has increased. Underneath the pedestrian path there are
storm water drains and common sense says the water is coming
from a

cracked pipe.

I contacted a drainage expert and his assessment was the same - there

must be a leak somewhere or at least that is the first thing to eliminate. I raised it again with WCC and a leak has been identified at

the top of the path. Whether this is what's impacting on water further

down the path is unclear and yet to be established.

Firstly:

- your front line staff - without exception are extremely professional and well trained

- the gentleman who dealt with the job number 2732917, again was very

professional and helpful and did all he could to help, he really was very lovely

Our current issue is:

- job number 2732917 was closed off as it had to be moved over to another team and from there we have heard n.o.t.h.i.n.g. as in n.o.t.h.i.n.g !!!! despite repeated calling and leaving messages - hence being able to access your contact team :)

What we would like;

- an update on the leak at the top of the path

- camera put down the pipe underneath the pedestrian path to check for

cracks

- a copy of that report

Don't feel it is too much to ask and in my book fairly straight forward.

You have a wonderful team for the most part and all we are asking for

is WCC to finish off the job with some communication, collaboration and

basic customer service.

If it is still ground water seepage that is responsible for the water then we urgently need to deal with the drainage issue on our side (another reason why we need some response on this) and feel WCC needs

to

deal with the seepage over the path as its an accident waiting to happen.

Your help in progressing this would be greatly appreciated.

Many thanks









From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Friday, 20 September 2019 10:31:43 am
Attachments: [image001.jpg](#)
[IMG_2379.JPG](#)
[IMG_2383.JPG](#)

Hi [REDACTED]

WCC has requested a WWL employee attend onsite with the Mayor to discuss the below issue.

My suggestion is that you should attend as Manager Customer Planning. If you are in agreement I will notify WCC.

Thanks

[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Friday, 20 September 2019 10:20 AM
To: [REDACTED]@wellingtonwater.co.nz>
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Hi [REDACTED]

I've just talked [REDACTED] about this and he gave me a rundown of what we have done up here.

We have performed extensive leak detection in the area which found those early leaks which have since been repaired.

[REDACTED] has been up here multiple times as well to investigate that seepage.

The issue here is that there is a number of small issues that are all adding up:

- The condition of the road is not great which causes runoff/ground water to pool and runoff down the stairs (Image attached)
- The condition of the stairs and lack of drainage (Roding asset)
- 5 Tatum Way has a down pipe that runs directly into a rock garden/driveway that then runs to the road adding the amount of water (photo attached).
- Due to Tatum and Tullamore way being private roads there is little roading can do on the actual roads.

What we can organise is dye testing of the main to see if anything comes out.

Cheers,

[REDACTED] Graduate Engineer
Customer Operations Group



Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Friday, 20 September 2019 9:14 AM
To: [REDACTED]@wellingtonwater.co.nz>
Subject: FW: [REDACTED] / [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12
Tullamore Way - issue of lack of action - still not resolved
Importance: High

Can you advise on where the below is at and if there are any further actions required?

From: [REDACTED]@wcc.govt.nz>
Sent: Friday, 20 September 2019 8:49 AM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>
Subject: FW: [REDACTED] / [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12
Tullamore Way - issue of lack of action - still not resolved

Good morning [REDACTED] / [REDACTED]

This is a repeated escalation and is a job that Wellington Water has significant history on (I have a file on all WWL interactions).

The complainant charts a history of staff changes in Wellington Water and lack of continuity - I have this history too.

In August WWL assigned this to [REDACTED] [REDACTED] to manage with [REDACTED] and I confirmed that any assistance for the pathway would be via [REDACTED] [REDACTED] (Roading manage the pathway if that is found to be an issue).

Action – within 3 working days, please provide update on job status and who from Wellington Water would front this with Mayor [REDACTED] should that be required. It is important that this information is provided to [REDACTED] (CCd) and [REDACTED]

Kind regards

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M + [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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From: [REDACTED] <mayor@wcc.govt.nz>
Date: 20 September 2019 at 03:57:37 GMT+9
To: [REDACTED] <@mikkisummers.co.nz>, [REDACTED]
[REDACTED] <@wcc.govt.nz>, [REDACTED]
[REDACTED] <@wcc.govt.nz>
Subject: Re: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Thanks [REDACTED]

I'm happy to meet you on site to look at this and understand the problem. I will attend with a representative from either WCC or **Wellington Water** and will arrange a time via [REDACTED]

Ngā mihi

[REDACTED]

J002110-mayors-email-signature



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On 19/09/2019, at 8:42 PM, [REDACTED] <@mikkisummers.co.nz> wrote:

Dear [REDACTED] - am desperate to find resolution to an issue of water seeping through to our property from WCC land.

Since this email below can advise two leaks were discovered, one of them belonged to my neighbour above us and one on the street - WCC.

When talking to my contact person at the WCC it was explained to me that there were processes in place to encourage neighbours to be responsible for taking action to fix leaks and if they don't then they would start to enforce the processes. My neighbour subsequently fixed his leak spending \$800.00 on repairs. The leak in the street was fixed shortly after.

I was kept well informed over this time by [REDACTED] [REDACTED] and it was really appreciated. Also by a lovely man who handled the initial enquiry and he called around one day to check up on things.

Then my neighbour advised the leak in the street hadn't been fixed after all as there was still water pouring out and to be honest I hadn't noticed any significant change on our property. WCC investigated and it was discovered that leak had been fixed but they discovered two more leaks further up so a total of four leaks were sending water down to our property (two of which were now fixed). Again [REDACTED] [REDACTED] kept me

informed but then he had moved to another department and while he has tried to help me it was really out of his hands.

And that's where it is at. There has been no action on these two other leaks - and to be honest have no idea what else is leaking up there. I have asked for a camera to go down the stormwater pipe that runs underneath the pedestrian path where the water is collecting but I don't believe this has been done. I have had a service centre call me as I understand there has been a change of water service providers and [REDACTED] tried to get things moving but no-one has called back.

We have a bog on our side that is due to excess water coming from my neighbour - WCC/pedestrian path. it is affecting the stability of the bank and I have a permanent pool of water in the garage. I have pictures of what the area looked like when the property was purchased about 5 years ago. It looks nothing like it does today. I want it back to what it was and a dry garage.

If there are processes in place to ensure neighbours fix their leaks what do I have to do to ask the WCC to fix their leaks that are affecting our property? Is it going to take legal action to ask the WCC to do what they legally expect other neighbours to do? Is this not double standards?

If someone can please get back to me with an update on where's it at and when there will be resolution that would be really appreciated.

Many thanks.

Cheers [REDACTED]

----- Original Message -----

Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action

Date: 2019-01-18 08:25

From: marie <[REDACTED]@mikkisummers.co.nz>

To: [REDACTED]@wcc.govt.nz>

Thank you [REDACTED] for the prompt response this email received. Yes, I have been bought up to date with where the issue is at and satisfied that things are moving towards a resolution.

Thanks for passing on my feedback to your customer service team - whoever does the recruitment and training has it spot on :)

Cheers [REDACTED]

On 2019-01-17 10:46, [REDACTED] wrote:

Kia ora [REDACTED]

Thank you for emailing the Mayor. I escalated this with our City

Engineering team on his behalf, and I understand a Wellington Water

representative has subsequently been in contact with you to address

your requests.

I'll pass on your positive feedback about our Customer Service team to their manager - it's always appreciated when residents take the time to send us these comments.

Please let me know if I can be of any more assistance.

Ngā mihi nui

Correspondence and Social Media Coordinator | Mayoral Office |

Wellington City Council

E [REDACTED] [@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz) | W Wellington.govt.nz |

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the sender immediately. Your assistance is appreciated.

-----Original Message-----

From: [REDACTED] [[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)]

Sent: Wednesday, 16 January 2019 8:41 a.m.

To: [REDACTED] [REDACTED]

Subject: [REDACTED] [REDACTED] - Water issue with your neighbour - original

job number 2732917 - 12 Tullamore Way - issue of lack of action

Importance: High

Good morning [REDACTED] - you (as in WCC) are our neighbour at 12 Tullamore

Way in Johnsonville by way of a public pedestrian path that runs along

our boundary. Between us we have a water issue and I am struggling to

get some resolution hence contacting you directly.

There is water coming from your side to our side and we have a bog down

the side of the house and this has now impacted into our garage. There

is water on the path which at times is significant, muddy, slippery and

must be a Health and Safety issue for the public.

Your people have tested the water before and it came back as ground

water seepage however I never saw the report and the

volume of seepage

to our side has increased. Underneath the pedestrian path there are

storm water drains and common sense says the water is coming from a

cracked pipe.

I contacted a drainage expert and his assessment was the same - there

must be a leak somewhere or at least that is the first thing to eliminate. I raised it again with WCC and a leak has been identified at

the top of the path. Whether this is what's impacting on water further

down the path is unclear and yet to be established.

Firstly:

- your front line staff - without exception are extremely professional

and well trained

- the gentleman who dealt with the job number 2732917, again was very

professional and helpful and did all he could to help, he really was

very lovely

Our current issue is:

- job number 2732917 was closed off as it had to be moved over to

another team and from there we have heard n.o.t.h.i.n.g. as in

n.o.t.h.i.n.g !!!! despite repeated calling and leaving messages -

hence being able to access your contact team :)

What we would like;

- an update on the leak at the top of the path

- camera put down the pipe underneath the pedestrian path to check for

cracks

- a copy of that report

Don't feel it is too much to ask and in my book fairly straight forward.

You have a wonderful team for the most part and all we are asking for

is WCC to finish off the job with some communication, collaboration and

basic customer service.

If it is still ground water seepage that is responsible for the water

then we urgently need to deal with the drainage issue on our side

(another reason why we need some response on this) and
feel WCC needs to
deal with the seepage over the path as its an accident waiting
to
happen.
Your help in progressing this would be greatly appreciated.
Many thanks [REDACTED]





From: [REDACTED]
To: [REDACTED]
Subject: FW: RFS#2732917 - 12 Tullamore Way
Date: Thursday, 26 September 2019 9:16 00 am
Attachments: [Tatum Way Steps 1.jpg](#)
[image001.jpg](#)

Hi [REDACTED]

Do we have fluoride in Brooklyn?

Attached has been deemed groundwater however would be good to double check with hose tap sample comparison if possible

Cheers

[REDACTED]
Manager Customer Planning



DOI [REDACTED] Mob [REDACTED] Office 04 912 4400
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]@wcc.govt.nz
Sent: Thursday, 26 September 2019 7:56 AM
To: [REDACTED]@wellingtonwater.co.nz
Cc: [REDACTED]@wellingtonwater.co.nz; [REDACTED]@wellingtonwater.co.nz; [REDACTED]
[REDACTED]@wellingtonwater.co.nz; [REDACTED]@wcc.govt.nz; [REDACTED]@wcc.govt.nz; [REDACTED]
[REDACTED]@wcc.govt.nz; [REDACTED]@wcc.govt.nz; [REDACTED]@wcc.govt.nz
Subject: RE: RFS#2732917 - 12 Tullamore Way

Hi [REDACTED]

I have requested our contractor to remove the vegetation and to give the steps a clean for now.

Once this is done I will assess the access way.

I'll let you know if there are any further issues.

Cheers

[REDACTED]
Area Roding Engineer | | Wellington City Council
Eke waka me ngā honganga - Transport & Infrastructure
We Work Together to Keep our City up and Moving - Ka mahi ngātahi kia ora ai tō tātou tāone
P 04 803 8600 | M [REDACTED] | F
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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From: [REDACTED]
Sent: Tuesday, 24 September 2019 11:35 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way

Good morning [REDACTED]

Hopefully by now the two of you are in radio contact.

Last night it rained and as such I wanted to see if there was an issue on the steps and at 12 Tullamore Way (the complainant).

From the pictures I could observe that the lower reaches of the steps had a persistent 'bog' established, the source of which I cannot know. #12 Tullamore

Way itself did not appear to be experiencing water seepage through the shared retaining wall (with the steps) and their driveway etc was dry.

At the top of the steps is evidence of a PVC stormwater pipe that runs down and under the steps – the paver appears broken over this pipe.

At the junction of Tatum Way (above Tullamore Way) there is a blocked kerb and channel which is reducing the ability for the Storm Water to enter the Road Sump (also pictured) at the junction between the steps and Tatum Way. It would appear that while the sump is not on our GIS layers, it is very much connected to our SW main – so if there is an issue with the main as it tracks under the steps it too will be capturing the road run-off including the down pipe [REDACTED] mentioned by Tatum Way #5.

The real issue here is that there is a nexus between:

- Tatum Way (private) that has a blocked Kerb & Channel
- Tatum Way (private) sump which may or may not be functioning
- The pooling and accumulation of debris within the steps (Roading)
- Unknown condition of the Public Storm Water network that combines these elements and runs down the side of 12 Tullamore St (WWL).

I trust your investigations will be fruitful.

Cheers

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | [] []

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From: [REDACTED] [mailto:[REDACTED]@wellingtonwater.co.nz]
Sent: Monday, 23 September 2019 2:20 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way

Hi [REDACTED]
Noted and will action accordingly.

Thanks

[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 23 September 2019 2:17 PM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>; [REDACTED]@wellingtonwater.co.nz>
Subject: RE: RFS#2732917 - 12 Tullamore Way

My recommendation at this juncture is to delay meeting with the Complainant until:

- WWL has met with Roading to discuss options (stairs – open channel drains etc)
- WWL has completed their CCTV investigations, reviewed them etc
- Advised the Mayors office via Waveney that all investigations are complete and socialised with the complainant – then if necessary the Mayor, WWL and myself will attend.

Cheers

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | [] []

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From: [REDACTED] [mailto:[REDACTED]@wellingtonwater.co.nz]
Sent: Monday, 23 September 2019 1:51 PM
To: [REDACTED]
Cc: [REDACTED]

Subject: RE: RFS#2732917 - 12 Tullamore Way

Hi [REDACTED]

The complainant has not been updated on the outcome of the investigation as described earlier.

The last update the complainant received from WWL was approx.. 4 weeks ago when [REDACTED] spoke to [REDACTED] about the outcome of the leak detection and that further investigation was required to determine cause of the seepage.

[REDACTED] has only just been in touch this morning with the Roding contact you supplied.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@wcc.govt.nz>
Sent: Monday, 23 September 2019 12:45 PM
To: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>; [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED] <[REDACTED]@wcc.govt.nz>; [REDACTED] <[REDACTED]@wcc.govt.nz>; [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Subject: RE: RFS#2732917 - 12 Tullamore Way

Thanks [REDACTED]

Can you please just add the following:

- When has this been communicated to the complainant
- Who has advised the complainant
- Who has been in touch with the Roding Contact I provided [REDACTED] in respect of the steps.

Many thanks

[REDACTED]

Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | [REDACTED] [REDACTED]

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From: [REDACTED] [mailto:[REDACTED]@wellingtonwater.co.nz]
Sent: Monday, 23 September 2019 12:38 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RFS#2732917 - 12 Tullamore Way

Kia Ora [REDACTED]

I can confirm that [REDACTED], Manager Customer Planning will attend with Mayor [REDACTED] if required.

In terms of status for the job, Wellington Water has:

- Performed extensive leak detection in the area which located the earlier leaks which have since been repaired
- Further multiple site assessments by a Customer Technical Advisor to better determine source of the leakage.

It was determined that there are a number of smaller contributing factors aggregating into a larger issue. They are:

- The condition of the road is causing runoff/ground water to pool and runoff down the stairs (image attached)
- The condition of the stairs and lack of drainage is further exacerbating this
- 5 Tatum Way has a down pipe that runs directly into a rock garden/driveway that then runs to the road also adding the amount of water (photo attached).
- Due to Tatum and Tullamore way being private roads there is little WCC Roding can do on the actual roads.

Nga Mihi

[REDACTED]

From: [REDACTED] <[REDACTED]@wcc.govt.nz>
Sent: Friday, 20 September 2019 8:49 AM
To: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>; [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED] <[REDACTED]@wcc.govt.nz>; [REDACTED] <[REDACTED]@wcc.govt.nz>
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Good morning [REDACTED] / [REDACTED]

This is a repeated escalation and is a job that Wellington Water has significant history on (I have a file on all WWL interactions).

The complainant charts a history of staff changes in Wellington Water and lack of continuity - I have this history too.

In August WWL assigned this to [REDACTED] to manage with Royce and I confirmed that any assistance for the pathway would be via [REDACTED] (Roading manage the pathway if that is found to be an issue).

Action – within 3 working days, please provide update on job status and who from Wellington Water would front this with Mayor [REDACTED] should that be required. It is important that this information is provided to [REDACTED] (CCd) and [REDACTED]

Kind regards

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | [REDACTED]

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<http://wellington.govt.nz/~media/images/email-signatures/wcc-banner-new.jpg>

From: [REDACTED] <mayor@wcc.govt.nz>
Date: 20 September 2019 at 03:57:37 GMT+9
To: marie <[REDACTED]@mikkisummers.co.nz>, [REDACTED] <[REDACTED]@wcc.govt.nz>, [REDACTED] <[REDACTED]@wcc.govt.nz>
Subject: Re: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Thanks [REDACTED]

I'm happy to meet you on site to look at this and understand the problem. I will attend with a representative from either WCC or Wellington Water and will arrange a time via [REDACTED].

Ngā mihi

[REDACTED]
J002110-mayors-email-signature

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On 19/09/2019, at 8:42 PM, [REDACTED] <[REDACTED]@mikkisummers.co.nz> wrote:

Dear [REDACTED] - am desperate to find resolution to an issue of water seeping through to our property from WCC land.

Since this email below can advise two leaks were discovered, one of them belonged to my neighbour above us and one on the street - WCC.

When talking to my contact person at the WCC it was explained to me that there were processes in place to encourage neighbours to be responsible for taking action to fix leaks and if they don't then they would start to enforce the processes. My neighbour subsequently fixed his leak spending \$800.00 on repairs. The leak in the street was fixed shortly after.

I was kept well informed over this time by [REDACTED] and it was really appreciated. Also by a lovely man who handled the initial enquiry and he called around one day to check up on things.

Then my neighbour advised the leak in the street hadn't been fixed after all as there was still water pouring out and to be honest I hadn't noticed any significant change on our property. WCC investigated and it was discovered that leak had been fixed but they discovered two more leaks further up so a total of four leaks were sending water down to our property (two of which were now fixed). Again [REDACTED] kept me informed but then he had moved to another department and while he has tried to help me it was really out of his hands.

And that's where it is at. There has been no action on these two other leaks - and to be honest have no idea what else is leaking up there. I have asked for a camera to go down the stormwater pipe that runs underneath the pedestrian path where the water is collecting but I don't believe this has been done. I have had a service centre call me as I understand there has been a change of water service providers and [REDACTED] tried to get things moving but no-one has called back.

We have a bog on our side that is due to excess water coming from my neighbour - WCC/pedestrian path. it is affecting the stability of the bank and I have a permanent pool of water in the garage. I have pictures of what the area looked like when the property was purchased about 5 years ago. It looks nothing like it does today. I want it back to what it was and a dry garage.

If there are processes in place to ensure neighbours fix their leaks what do I have to do to ask the WCC to fix their leaks that are affecting our property? Is it going to take legal action to ask the WCC to do what they legally expect other neighbours to do? Is this not double standards?

If someone can please get back to me with an update on where's it at and when there will be resolution that would be really appreciated.

Many thanks.

Cheers [REDACTED]

----- Original Message -----

Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action

Date: 2019-01-18 08:25

From: [REDACTED] <[\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)>

To: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

Thank you [REDACTED] for the prompt response this email received. Yes, I have been bought up to date with where the issue is at and satisfied that things are moving towards a resolution.

Thanks for passing on my feedback to your customer service team - whoever does the recruitment and training has it spot on :)

Cheers [REDACTED]

On 2019-01-17 10:46, [REDACTED] wrote:

Kia ora [REDACTED]

Thank you for emailing the Mayor. I escalated this with our City Engineering team on his behalf, and I understand a Wellington Water representative has subsequently been in contact with you to address your requests.

I'll pass on your positive feedback about our Customer Service team to their manager - it's always appreciated when residents take the time to send us these comments.

Please let me know if I can be of any more assistance.

Ngā mihi nui

[REDACTED]
Correspondence and Social Media Coordinator | Mayoral Office |
Wellington City Council

E [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)> | W Wellington.govt.nz |

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-----Original Message-----

From: [REDACTED] [mailto:[\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)]

Sent: Wednesday, 16 January 2019 8:41 a.m.

To: [REDACTED] [REDACTED]

Subject: [REDACTED] [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action

Importance: High

Good morning [REDACTED] - you (as in WCC) are our neighbour at 12 Tullamore Way in Johnsonville by way of a public pedestrian path that runs along our boundary. Between us we have a water issue and I am struggling to get some resolution hence contacting you directly.

There is water coming from your side to our side and we have a bog down the side of the house and this has now impacted into our garage. There is water on the path which at times is significant, muddy, slippery and must be a Health and Safety issue for the public.

Your people have tested the water before and it came back as ground water seepage however I never saw the report and the volume of seepage to our side has increased. Underneath the pedestrian path there are storm water drains and common sense says the water is coming from a cracked pipe.

I contacted a drainage expert and his assessment was the same - there must be a leak somewhere or at least that is the first thing to

eliminate. I raised it again with WCC and a leak has been identified at the top of the path. Whether this is what's impacting on water further down the path is unclear and yet to be established.

Firstly:

- your front line staff - without exception are extremely professional and well trained
- the gentleman who dealt with the job number 2732917, again was very professional and helpful and did all he could to help, he really was very lovely

Our current issue is:

- job number 2732917 was closed off as it had to be moved over to another team and from there we have heard n.o.t.h i n.g. as in n.o.t.h.i.n.g !!!! despite repeated calling and leaving messages - hence being able to access your contact team :)

What we would like;

- an update on the leak at the top of the path
- camera put down the pipe underneath the pedestrian path to check for cracks
- a copy of that report

Don't feel it is too much to ask and in my book fairly straight forward.

You have a wonderful team for the most part and all we are asking for is WCC to finish off the job with some communication, collaboration and basic customer service.

If it is still ground water seepage that is responsible for the water then we urgently need to deal with the drainage issue on our side (another reason why we need some response on this) and feel WCC needs to deal with the seepage over the path as its an accident waiting to happen.

Your help in progressing this would be greatly appreciated.

Many thanks [REDACTED]

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From: [Customer Support Team](#)
To: [REDACTED]
Subject: FW: Water issue - WCCSR-462002-1 - 12 Tullamore Way
Date: Wednesday, 19 October 2022 11:38:46 am
Attachments: [20221015_104421.jpg](#)
[20221015_104557.jpg](#)

-----Original Message-----

From: [REDACTED]@orcon.net.nz <[REDACTED]@mikkisummers.co.nz>
Sent: Monday, 17 October 2022 7:37 pm
To: Customer Support Team <customer@wellingtonwater.co.nz>
Subject: Water issue - WCCSR-462002-1 - 12 Tullamore Way

Hi - with regards to the above job I have pictures to add to the information I have given;

1st attachment - my garage with water seeping through. On the other side of the back wall of the garage the soil is sodden and I am worried the foundations are becoming compromised

2nd attachment - parallel to right side of the property is the pedestrian path from Tullamore Way to Tatum Way. At this point in the path it always has water across it. it is directly in line with my garage and the other side of garage wall

3rd attachment - looking down the pedestrian path from near the top of Tatum Way showing the patch where the water lies across it - in next email

4th attachment - is at the top of Tatum Way where there has been some remedial work done on a leak. There is water in the gutter and I have a video showing the water is flowing rather than stagnant to the drainage at the side of the cul-de-sac but the file was too big to attach - in next email

The issues for me are;

- my insurance company advise they don't have on record any known springs in the immediate area of 12 Tullamore Way

- water in the gutter at the top of Tatum Way coming from nowhere and that is flowing in one direction indicates (to me at least) there is still a leak somewhere up there

- there is audible dripping of water on the other side of the garage and the land down the side of the garage is wet and boggy

- I feel the presence of surface water is probably like the tip of an iceberg

- there was an earthquake a few weeks ago and before that the garage was bone dry even with all the rain. I felt that some progress had been made. However since that earthquake the garage has not dried out

- water appearing in Tatum Way and on the pedestrian, path are both on WCC land. My argument has always been WCC has an obligation to stop water from causing a problem on my side as any neighbouring property would be required to do.

- I am working with a drainage company NVC who advise me water on my side is as a result of a leak from up top from Tatum Way

What I am looking for;

to organise a site visit between WCC (Wellington Water), myself and NVC.

If someone can please get back to me thanks.

Cheers

[REDACTED]

[REDACTED]





From: [REDACTED]
To: [REDACTED]
Subject: 12 Tullamore way - catch up
Attachments: [Fw WCCSR-35779 12 Tullamore Way Johnsonville.msg](#)
[12 Tullamore Way, Jville. WCCSR35779.msg](#)

Pencilling in a reminder to catch up with you. Spoke with [REDACTED] and he mentioned the today at #10 had a leak too at the toby that needs fixing and seepage sampling was arranged.

Cheers

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: 12 Tullamore Way. Jville. WCCSR35779
Date: Friday, 18 December 2020 9:54:00 am
Attachments: [image001.jpg](#)

Hi [REDACTED]

Had a call from [REDACTED] [REDACTED] on this one and filled me in on history. It's a political one having been to the mayor twice recently and been going on for 2 years.

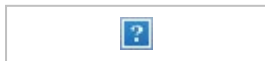
Sounds like a leak from water side at #10 Tullamore. Apparently the drainage side has been done to death in the past and is all good.

[REDACTED] arranged leak detection/seepage sampling this week and waiting on results.

Will fill you in more (and [REDACTED] on Monday.

Cheers

[REDACTED] Customer Planning Engineer
Customer & Operations Group



Tel 04 912 4400 Cel [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]
Date: Friday, 18 December 2020 9:30:56 am
Attachments: [image001.png](#)
[image002.png](#)

From: [REDACTED] <[REDACTED]@detectionservices.co.nz>
Sent: Tuesday, 15 December 2020 10:15 AM
To: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Subject: Fw: WDCSR-35779 12 Tullamore Way Johnsonville

H [REDACTED]
We surveyed the area and some more and found no potable water leaks. The water at the bottom of the stairs did not test up with a chlorine test. Suggest a seepage test.
Many thanks
[REDACTED]

From: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Sent: Sunday, 13 December 2020 2:12 PM
To: [REDACTED] <[REDACTED]@detectionservices.co.nz>
Cc: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>, [REDACTED] <[REDACTED]@gmail.com>, [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Subject: WDCSR-35779 12 Tullamore Way Johnsonville

H [REDACTED]
As discussed earlier today.
Can you please carry out a leak survey in the area marked tomorrow as this is an ongoing issue
[REDACTED] has more details as he called into the area whilst I was there and checked a few water assets while there
There is water visible at the end of the Tatum way and both [REDACTED] and I suspect there is a slight leak possible upstream on the rider main somewhere in Tatum Way.
There is also water present on the steps and out of the bank next to 12 Tullamore Way.
Both areas where water is surfacing is marked with a yellow cross.

Hopefully all this makes sense

cid:image001.png@01D6D02B.35D46620



Regards [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: 12 Tullamore Way. Jville. WCCSR35779
Date: Friday, 18 December 2020 9:54:00 am
Attachments: [image001.jpg](#)

Hi [REDACTED]

Had a call from [REDACTED] [REDACTED] on this one and filled me in on history. It's a political one having been to the mayor twice recently and been going on for 2 years.

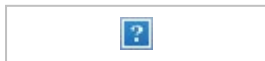
Sounds like a leak from water side at #10 Tullamore. Apparently the drainage side has been done to death in the past and is all good.

[REDACTED] arranged leak detection/seepage sampling this week and waiting on results.

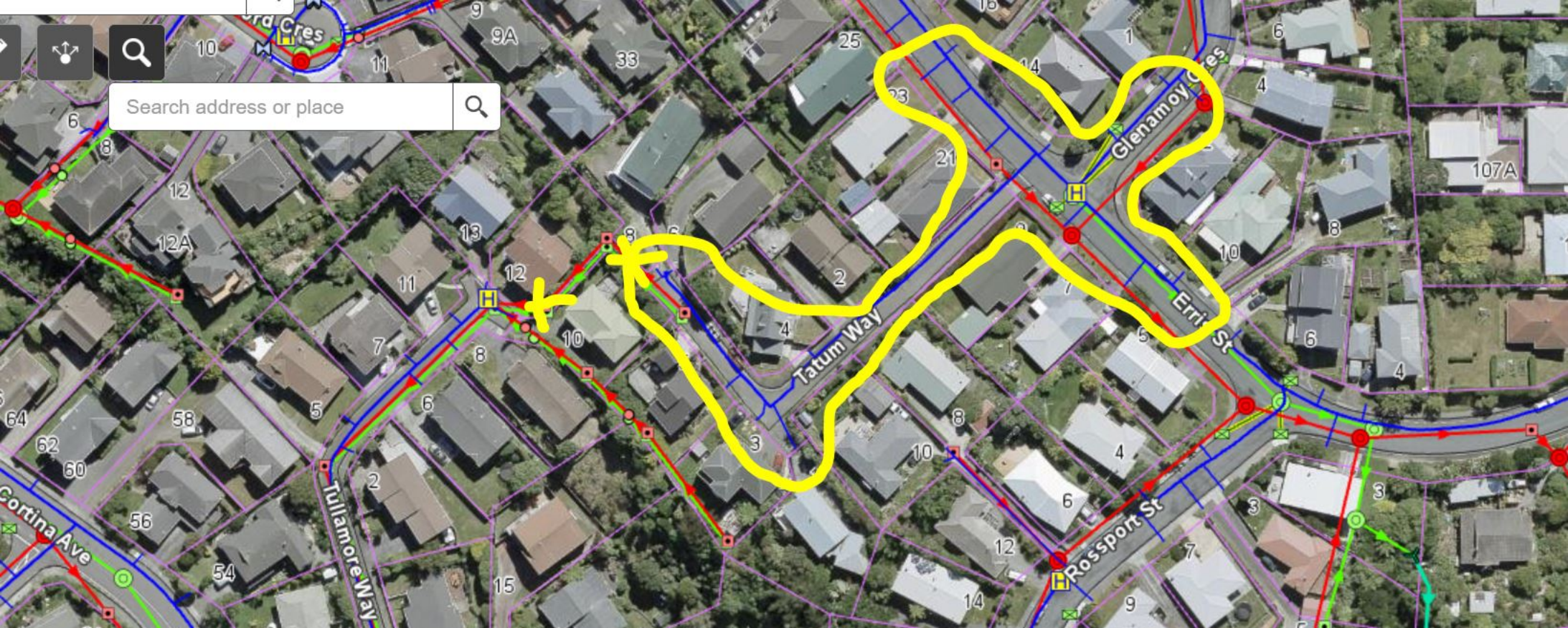
Will fill you in more (and [REDACTED] on Monday.

Cheers

[REDACTED] Customer Planning Engineer
Customer & Operations Group



Tel 04 912 4400 Cel [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz



From: [Info at WCC](#)
To: [REDACTED]
Subject: [#SR-500005]Parks - 12 Tullamore Way, Johnsonville
Date: Monday, 28 November 2022 9:26:57 am

Kia ora [REDACTED]

Thank you for getting in touch. As you've emailed us, it could be up to 24 hours before one of our team opens your message.

If you're reporting an urgent issue where there is possible harm to people or damage to property, please phone us on 499 4444. We're available 24/7.

Examples of when it's best to call us include;

- Reporting broken glass on footpath
- Reporting a waste water leak or a burst mains water pipe
- Asking for noise control
- Letting us know your rubbish wasn't collected

If you do call us, let us know the reference number in the subject line of this email so that we can help you right away.

Ticket Summary

Hi,

I was hoping to speak to someone about sub soil drainage along the stairs beside 12 Tullamore Way, Johnsonville.

Kind Regards,

[REDACTED] – Customer Resolution Officer
ence Team



Tel 04 912 4400

**Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz**

Ngā mihi,

Customer Services, Wellington City Council

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From: [REDACTED]
To: [REDACTED]
Subject: 12 Tullamore Way
Date: Monday, 7 October 2019 10:14:42 am
Attachments: [image001.jpg](#)

Hi [REDACTED]

The situation here is:

- The water is coming down the bank at the rear of 12 Tullamore Way. There is water that will come down this bank when it rains naturally but customer said there has been water coming out of this bank even when it has been dry.
- There is a leak near 8 Tatum way, which is higher than 12 Tullamore way. This leak needs to be repaired to eliminate it as a possibility of being the water.
- There is some medium issues with the stormwater line under the stairway based on the CCTV report, the actual CCTV was not available on Friday (will check again today), however the dye testing that was done did not show up anywhere.

Cheers,

[REDACTED] **Graduate Engineer**
Customer Operations Group



Tel 04 912 4400 Mob [REDACTED]
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]
To: [REDACTED]
Subject: 12 Tullamore Way
Date: Friday, 18 December 2020 9:28:22 am
Attachments: [image001.gif](#)
[image002.gif](#)
[image003.jpg](#)

Hi [REDACTED]

Can you give me a call sometime on this matter.

Cheers

[REDACTED]
Principal Advisor | | Wellington City Council
M [REDACTED] E [REDACTED]@wcc.govt.nz ☐ ☐

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From: [Resolution Team](#)
To: [REDACTED]@orcon.net.nz
Cc: [Resolution Team](#)
Subject: 12 Tullamore Way, Johnsonville - water leak (WCCSR-462002-1)
Date: Monday, 28 November 2022 11:12:51 am
Attachments: [image001.png](#)

Kia ora [REDACTED]

I am the Customer Resolution Officer at Wellington Water and I have been assigned to your case.

I am in the process of collating background information on the issues and how we have responded to your service requests.

I understand that you are concerned about the ongoing nature of this water leak and how it is affecting your property.

In the first instance, I have requested assistance from our leak detection team to establish if there are any new water leaks in Tatum Way that have not been identified.

Between these two actions, we will be able to establish next steps.

Kind Regards,

[REDACTED] – Customer Resolution Officer
Customer Experience Team



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Subject: 12 Tullamore Way, Johnsonville
Date: Monday, 28 November 2022 9:22:00 am
Attachments: [image001.png](#)

Morning [REDACTED]

I was wondering if there has been any leak detection work that the water loss team has completed recently in and around 12 Tullamore Way, Johnsonville?



Thanks,

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: 12 Tullamore Way. Jville. WCCSR35779
Date: Friday, 18 December 2020 9:54:42 am
Attachments: [image001.jpg](#)

Hi [REDACTED]

Had a call from [REDACTED] [REDACTED] on this one and filled me in on history. It's a political one having been to the mayor twice recently and been going on for 2 years.

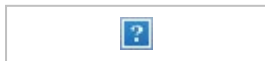
Sounds like a leak from water side at #10 Tullamore. Apparently the drainage side has been done to death in the past and is all good.

[REDACTED] arranged leak detection/seepage sampling this week and waiting on results.

Will fill you in more (and [REDACTED] on Monday.

Cheers

[REDACTED] Customer Planning Engineer
Customer & Operations Group



Tel 04 912 4400 Cel [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: 12 Tullamore Way
Date: Wednesday, 23 December 2020 11:08 55 am
Attachments: [image001.gif](#)
[image002.gif](#)
[image003.jpg](#)

Hi [REDACTED]

This is how WWL left this last time – see highlighted section below which was never closed out.

12 Tullamore Way

26/09 CCTV and dye testing has been done and the initial report completed. Toby leak logged as a high priority job. Unable to locate leak passed over to ADR to do more investigation.

The CCTV footage and reports will be logged into our database. Alex to review the extent of the cracks and roots.

4/10 Leak marked on road outside 8 Tatum Way by Leak Detection Services. Assigned to Customer Delivery TL Water North to fix. Work scheduled for fix Wed 9/10. CCTV still outstanding and will follow up with subcontractor 7/10.

8/10 Confirmed with [REDACTED] that there is a leak near 8 Tatum way, which is higher than 12 Tullamore way. This leak needs to be repaired to eliminate it as a possibility of being the water. CCTV still outstanding will escalate to close off by 10/10

11/10 Silver Lining has been assigned to repair broken SW pipe which showed up in CCTV footage. Work to be completed 15/10.

15/11 Contractor checked all corresponding sewer and stormwater lines and found the seepage on the property and public work way is potable water. Found private leak today at 10 Tullamore Way which is the same flow rate as water seeping on the stairs. Letter to be sent to owner requesting they repair the leak. Customer has been informed. Photo attached outlining affect to 12 Tullamore from water seeping through the bank down from the stairs.

6/12 – Has still not fix the leak, drafting up second letter to send to the owner by 11/12. Exiting letter due Monday. Complainant advised.

[REDACTED]
Principal Advisor | | Wellington City Council
M [REDACTED] E [REDACTED]@wcc.govt.nz ☐ ☐

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From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Wednesday, 25 September 2019 9:02:47 am

Please can one of you make contact with the complainant today - please without fail.

This is coming down to a lack of communication that is tripping you up.

Cheers

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M +[REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |

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-----Original Message-----

From: [REDACTED]
Sent: Wednesday, 25 September 2019 9:01 AM
To: [REDACTED]; [REDACTED]
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Good morning gents,

Yesterday I went to 12 Tullamore St after the night's heavy downpour.

I did observe water sitting on the lower third of the Council's steps adjacent to 12 Tullamore St. I also observed that there were peripheral issues with how the private road (Tatum Way) above Tullamore St (also private) poorly manages its kerb/channel and sump management.

Either way yesterday I secured agreement for the following

- 1) WCC - Roading to clear the steps of accumulated debris, moss etc and make good for inspection to see if there is a water channel issue.
- 2) Wellington Water - to camera the Storm Water line that runs under the steps to assure us of its integrity.

At the time of observation I could not see water seepage past the steps into the land parcel of 12 Tullamore Way (but I did not enter the private property for a detailed inspection)

For the 'avoidance of doubt' both of the two earlier private water leaks (on Tatum Way) found by Wellington Water have been repaired as a result of 'notices to fix' being issued to the home owners.

I will ask Wellington Water to update [REDACTED] on the steps being taken. Perhaps one could respond to [REDACTED] indicating that she will be hearing from Wellington Water today.

Many thanks

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]

E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | |

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-----Original Message-----

From: [REDACTED]
Sent: Wednesday, 25 September 2019 8:46 AM
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Mōrena gentlemen

I trust this is all in hand?

Should I respond to [REDACTED]

Best
[REDACTED]

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]@mikkisummers.co.nz]
Sent: Wednesday, 25 September 2019 8:22 AM
To: [REDACTED]
Subject: Re: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Hi [REDACTED] - keen to get this sorted but haven't had any contact to sort a time. Double checking what the process is in case I have missed something?

Many thanks.

Cheers [REDACTED]

On 2019-09-20 06:57, [REDACTED] wrote:

> Thanks [REDACTED]

>

> I'm happy to meet you on site to look at this and understand the
> problem. I will attend with a representative from either WCC or
> Wellington Water and will arrange a time via [REDACTED]

>

> Ngā mihi

>

> [REDACTED]

>

> [J002110-mayors-email-signature]

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> the sender immediately. Your assistance is appreciated.

>

> On 19/09/2019, at 8:42 PM, [REDACTED]

> <[REDACTED]@mikkisummers.co.nz<[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)>> wrote:

>

> Dear [REDACTED] - am desperate to find resolution to an issue of water
> seeping through to our property from WCC land.

>

> Since this email below can advise two leaks were discovered, one of
> them belonged to my neighbour above us and one on the street - WCC.

>

> When talking to my contact person at the WCC it was explained to me
> that there were processes in place to encourage neighbours to be
> responsible for taking action to fix leaks and if they don't then they
> would start to enforce the processes. My neighbour subsequently fixed
> his leak spending \$800.00 on repairs. The leak in the street was
> fixed shortly after.

>

> I was kept well informed over this time by [REDACTED] [REDACTED] and it was
> really appreciated. Also by a lovely man who handled the initial
> enquiry and he called around one day to check up on things.

>

> Then my neighbour advised the leak in the street hadn't been fixed
> after all as there was still water pouring out and to be honest I
> hadn't noticed any significant change on our property. WCC
> investigated and it was discovered that leak had been fixed but they
> discovered two more leaks further up so a total of four leaks were
> sending water down to our property (two of which were now fixed).
> Again [REDACTED] [REDACTED] kept me informed but then he had moved to another
> department and while he has tried to help me it was really out of his
> hands.

>

> And that's where it is at. There has been no action on these two other
> leaks - and to be honest have no idea what else is leaking up there.
> I have asked for a camera to go down the stormwater pipe that runs
> underneath the pedestrian path where the water is collecting but I
> don't believe this has been done. I have had a service centre call me
> as I understand there has been a change of water service providers and
> [REDACTED] tried to get things moving but no-one has called back.

>

> We have a bog on our side that is due to excess water coming from my
> neighbour - WCC/pedestrian path. it is affecting the stability of the
> bank and I have a permanent pool of water in the garage. I have
> pictures of what the area looked like when the property was purchased
> about 5 years ago. It looks nothing like it does today. I want it back
> to what it was and a dry garage.

>

> If there are processes in place to ensure neighbours fix their leaks
> what do I have to do to ask the WCC to fix their leaks that are
> affecting our property? Is it going to take legal action to ask the
> WCC to do what they legally expect other neighbours to do? Is this
> not double standards?

>

> If someone can please get back to me with an update on where's it at
> and when there will be resolution that would be really appreciated.

>

> Many thanks.

>

> Cheers [REDACTED]

>

> ----- Original Message -----

> Subject: RE: [REDACTED] - Water issue with your neighbour -
> original job number 2732917 - 12 Tullamore Way - issue of lack of
> action

> Date: 2019-01-18 08:25
> From: [REDACTED] <[REDACTED]@mikkisummers.co.nz> <[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)>>
> To: [REDACTED]
> <[REDACTED]@wcc.govt.nz> <[mailto:\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>>
>
> Thank you [REDACTED] for the prompt response this email received. Yes, I
> have been bought up to date with where the issue is at and satisfied
> that things are moving towards a resolution.
>
> Thanks for passing on my feedback to your customer service team -
> whoever does the recruitment and training has it spot on :)
>
> Cheers [REDACTED]
>
>
> On 2019-01-17 10:46, [REDACTED] wrote:
> Kia ora [REDACTED]
> Thank you for emailing the Mayor. I escalated this with our City
> Engineering team on his behalf, and I understand a Wellington Water
> representative has subsequently been in contact with you to address
> your requests.
> I'll pass on your positive feedback about our Customer Service team to
> their manager - it's always appreciated when residents take the time
> to send us these comments.
> Please let me know if I can be of any more assistance.
> Ngā mihi nui
> [REDACTED]
> Correspondence and Social Media Coordinator | Mayoral Office |
> Wellington City Council
> E [REDACTED]@wcc.govt.nz <[mailto:\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)> | W
> Wellington.govt.nz <<http://Wellington.govt.nz>> ||
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> confidentiality and not disclose, copy or make use of its contents.
> If received in error you are asked to destroy this email and contact
> the sender immediately. Your assistance is appreciated.
> -----Original Message-----
> From: [REDACTED] <[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)>
> Sent: Wednesday, 16 January 2019 8:41 a.m.
> To: [REDACTED]
> Subject: [REDACTED] - Water issue with your neighbour - original
> job number 2732917 - 12 Tullamore Way - issue of lack of action
> Importance: High
> Good morning [REDACTED] - you (as in WCC) are our neighbour at 12 Tullamore
> Way in Johnsonville by way of a public pedestrian path that runs along
> our boundary. Between us we have a water issue and I am struggling to
> get some resolution hence contacting you directly.
> There is water coming from your side to our side and we have a bog down
> the side of the house and this has now impacted into our garage. There
> is water on the path which at times is significant, muddy, slippery and
> must be a Health and Safety issue for the public.
> Your people have tested the water before and it came back as ground
> water seepage however I never saw the report and the volume of seepage
> to our side has increased. Underneath the pedestrian path there are
> storm water drains and common sense says the water is coming from a
> cracked pipe.
> I contacted a drainage expert and his assessment was the same - there
> must be a leak somewhere or at least that is the first thing to
> eliminate. I raised it again with WCC and a leak has been identified
> at

> the top of the path. Whether this is what's impacting on water further
> down the path is unclear and yet to be established.
> Firstly:
> - your front line staff - without exception are extremely professional
> and well trained
> - the gentleman who dealt with the job number 2732917, again was very
> professional and helpful and did all he could to help, he really was
> very lovely
> Our current issue is:
> - job number 2732917 was closed off as it had to be moved over to
> another team and from there we have heard n.o.t h.i.n.g. as in
> n.o.t.h.i n.g !!!! despite repeated calling and leaving messages -
> hence being able to access your contact team :)
> What we would like;
> - an update on the leak at the top of the path
> - camera put down the pipe underneath the pedestrian path to check for
> cracks
> - a copy of that report
> Don't feel it is too much to ask and in my book fairly straight
> forward.
> You have a wonderful team for the most part and all we are asking for
> is WCC to finish off the job with some communication, collaboration and
> basic customer service.
> If it is still ground water seepage that is responsible for the water
> then we urgently need to deal with the drainage issue on our side
> (another reason why we need some response on this) and feel WCC needs
> to
> deal with the seepage over the path as its an accident waiting to
> happen.
> Your help in progressing this would be greatly appreciated.
> Many thanks [REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Friday, 27 September 2019 12:17:00 pm

Hi [REDACTED]

Do you have any info about where the water was coming into [REDACTED] property?

Cheers,

[REDACTED] Graduate Engineer
Customer Operations Group

Tel 04 912 4400 Mob [REDACTED]
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.

-----Original Message-----

From: [REDACTED]@wcc.govt.nz>
Sent: Friday, 27 September 2019 12:09 PM
To: [REDACTED]@wellingtonwater.co.nz>
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Do you understand where the water is 'hitting their place' as I couldn't see any water on their side of the path ?

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council P +6448038001 | M [REDACTED] E [REDACTED]
[REDACTED]@wcc.govt.nz | W Wellington.govt.nz | |

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-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]@mikkisummers.co.nz]
Sent: Friday, 27 September 2019 8:58 AM
To: [REDACTED]
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Many thanks [REDACTED] - and good to know that the storm water pipe is not leaking.

And thanks for clearing the path, it looks a lot better. However the line of water coming out half way down the path is still evident as your first picture shows. This seems consistent with where the water is hitting our place.

Appreciate the update and that you are eliminating the obvious.

If you can please keep in touch that would be really great.

Many thanks [REDACTED]

On 2019-09-27 08:06, [REDACTED] wrote:

> Good morning [REDACTED]

>

> Just to update one aspect, if I may.

>

> Our Roding crews were out yesterday and cleared the whole of the
> access way between Tullamore Way and Tatum Way (attached photos).

>

> Importantly, this included clearing the Kerb and Channel (it was
> completely blocked) at the lower reaches of Tatum Way to reduce the
> potential for rainwater to flow down the steps aside your property. A
> clear kerb and channel will direct the rain water flow into the road
> sump located at the end of Tatum Way.

>

> My team at Wellington Water have also completed the camera of the
> Stormwater Lines and undertook a die-test to see if any water from the
> Stormwater network came through the retaining wall by your property –
> the results were negative.

>

> While on site we did locate a water toby mid-way up Tatum Way that has
> a leak and we have placed priority on this repair – while I don't
> believe it will have an influence, it is worth getting it repaired
> without delay.

>

> I will likely be out to the site today for my own personal review.

>

> Kind regards

>

> [REDACTED]

> Principal Advisor Infrastructure Resilience | Wellington City Council
> P +6448038001 | M [REDACTED] E [REDACTED]@wcc.govt.nz | W
> Wellington.govt.nz [2] | [3] | [4]

>

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>

> [5]

>

> FROM: [REDACTED]

> SENT: Wednesday, 25 September 2019 4:11 PM

> TO: [REDACTED]@mikkisummers.co.nz

> CC: [REDACTED]

> SUBJECT: Fwd: [REDACTED] - Water issue with your neighbour -
> original job number 2732917 - 12 Tullamore Way - issue of lack of
> action - still not resolved

>

> Hi [REDACTED]

>

> [REDACTED] from WCC has had a good look and advised the following:

>

>> 1)WCC - WCC Roding team will clear the steps of accumulated debris,
>> moss etc and make good for inspection to see if there is a water
>> channel issue.

>> 2) Wellington Water - to camera the Storm Water line that runs under
>> the steps to assure us of its integrity.

>

> Wellington Water is supposed to contact you today to talk this through
> with you.

>

> Ngā mihi

>

> [REDACTED]

>

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>

> Begin forwarded message:

>

>>

>

>> -----Original Message-----

>> From: [REDACTED] [mailto:[REDACTED]@mikkisummers.co.nz]

>> Sent: Wednesday, 25 September 2019 8:22 AM

>> To: [REDACTED] r

>> Subject: Re: [REDACTED] - Water issue with your neighbour -

>> original job number 2732917 - 12 Tullamore Way - issue of lack of
>> action - still not resolved

>>

>> Hi [REDACTED] - keen to get this sorted but haven't had any contact to
>> sort a time. Double checking what the process is in case I have
>> missed something?

>>

>> Many thanks.

>>

>> Cheers [REDACTED]

>>

>> On 2019-09-20 06:57, [REDACTED] [REDACTED] wrote:

>>

>> Thanks [REDACTED]

>>

>>>

>>

>>> I'm happy to meet you on site to look at this and understand the

>>

>>> problem. I will attend with a representative from either WCC or

>>

>>> Wellington Water and will arrange a time via [REDACTED]

>>

>>>

>>

>>> Ngā mihi

>>

>>>

>>

>>> [REDACTED]

>>

>>>

>>

>>> [J002110-mayors-email-signature]

>>

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>>
>>>
>>
>>> On 19/09/2019, at 8:42 PM, [REDACTED]
>>
>>> <[REDACTED]@mikkisummers.co.nz<[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)>> wrote:
>>
>>>
>>
>>> Dear [REDACTED] - am desperate to find resolution to an issue of water
>>
>>> seeping through to our property from WCC land.
>>
>>>
>>
>>> Since this email below can advise two leaks were discovered, one of
>>
>>> them belonged to my neighbour above us and one on the street - WCC.
>>
>>>
>>
>>> When talking to my contact person at the WCC it was explained to me
>>
>>> that there were processes in place to encourage neighbours to be
>>
>>> responsible for taking action to fix leaks and if they don't then
>>> they
>>
>>> would start to enforce the processes. My neighbour subsequently
>>> fixed
>>
>>> his leak spending \$800.00 on repairs. The leak in the street was
>>
>>> fixed shortly after.
>>
>>>
>>
>>> I was kept well informed over this time by [REDACTED] and it was
>>
>>> really appreciated. Also by a lovely man who handled the initial
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>>> enquiry and he called around one day to check up on things.
>>
>>>
>>
>>> Then my neighbour advised the leak in the street hadn't been fixed
>>
>>> after all as there was still water pouring out and to be honest I
>>

>>> hadn't noticed any significant change on our property. WCC
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>>> investigated and it was discovered that leak had been fixed but they
>>
>>> discovered two more leaks further up so a total of four leaks were
>>
>>> sending water down to our property (two of which were now fixed).
>>
>>> Again [REDACTED] kept me informed but then he had moved to another
>>
>>> department and while he has tried to help me it was really out of
>>> his
>>
>>> hands.
>>
>>>
>>
>>> And that's where it is at. There has been no action on these two
>>> other
>>
>>> leaks - and to be honest have no idea what else is leaking up there.
>>
>>> I have asked for a camera to go down the stormwater pipe that runs
>>
>>> underneath the pedestrian path where the water is collecting but I
>>
>>> don't believe this has been done. I have had a service centre call
>>> me
>>
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>>> and
>>
>>> [REDACTED] tried to get things moving but no-one has called back.
>>
>>>
>>
>>> We have a bog on our side that is due to excess water coming from my
>>
>>> neighbour - WCC/pedestrian path. it is affecting the stability of
>>> the
>>
>>> bank and I have a permanent pool of water in the garage. I have
>>
>>> pictures of what the area looked like when the property was
>>> purchased
>>
>>> about 5 years ago. It looks nothing like it does today. I want it
>>> back
>>
>>> to what it was and a dry garage.
>>
>>>
>>
>>> If there are processes in place to ensure neighbours fix their leaks
>>
>>> what do I have to do to ask the WCC to fix their leaks that are
>>
>>> affecting our property? Is it going to take legal action to ask the
>>
>>> WCC to do what they legally expect other neighbours to do? Is this
>>

>>> not double standards?
>>
>>>
>>
>>> If someone can please get back to me with an update on where's it at
>>
>>> and when there will be resolution that would be really appreciated.
>>
>>>
>>
>>> Many thanks.
>>
>>>
>>
>>> Cheers [REDACTED]
>>
>>>
>>
>>> ----- Original Message -----
>>
>>> Subject: RE: [REDACTED] - Water issue with your neighbour -
>>
>>> original job number 2732917 - 12 Tullamore Way - issue of lack of
>>
>>> action
>>
>>> Date: 2019-01-18 08:25
>>
>>> From: [REDACTED]
>>> <[REDACTED]@mikkisummers.co.nz<[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)>>
>>
>>> To: [REDACTED]
>>
>>> <[REDACTED]@wcc.govt.nz<[mailto:\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>>
>>
>>>
>>
>>> Thank you [REDACTED] for the prompt response this email received. Yes, I
>>
>>> have been brought up to date with where the issue is at and satisfied
>>
>>> that things are moving towards a resolution.
>>
>>>
>>
>>> Thanks for passing on my feedback to your customer service team -
>>
>>> whoever does the recruitment and training has it spot on :)
>>
>>>
>>
>>> Cheers [REDACTED]
>>
>>>
>>
>>>
>>
>>> On 2019-01-17 10:46, [REDACTED] wrote:
>>
>>> Kia ora [REDACTED]
>>

>>> Thank you for emailing the Mayor. I escalated this with our City
>>
>>> Engineering team on his behalf, and I understand a Wellington Water
>>
>>> representative has subsequently been in contact with you to address
>>
>>> your requests.
>>
>>> I'll pass on your positive feedback about our Customer Service team
>>> to
>>
>>> their manager - it's always appreciated when residents take the time
>>
>>> to send us these comments.
>>
>>> Please let me know if I can be of any more assistance.
>>
>>> Ngā mihi nui
>>
>>> [REDACTED]
>>
>>> Correspondence and Social Media Coordinator | Mayoral Office |
>>
>>> Wellington City Council
>>
>>> E [REDACTED]@wcc.govt.nz<[mailto:\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)> | W
>>
>>> Wellington.govt.nz [1]<<http://Wellington.govt.nz> [1]> ||
>>
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>>
>>> From: [REDACTED] [[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)]
>>
>>> Sent: Wednesday, 16 January 2019 8:41 a.m.
>>
>>> To: [REDACTED] [REDACTED]
>>
>>> Subject: [REDACTED] - Water issue with your neighbour - original
>>
>>> job number 2732917 - 12 Tullamore Way - issue of lack of action
>>
>>> Importance: High
>>
>>> Good morning [REDACTED] - you (as in WCC) are our neighbour at 12
>>> Tullamore
>>
>>> Way in Johnsonville by way of a public pedestrian path that runs
>>> along

>>
>>> our boundary. Between us we have a water issue and I am struggling
>>> to
>>
>>> get some resolution hence contacting you directly.
>>
>>> There is water coming from your side to our side and we have a bog
>>> down
>>
>>> the side of the house and this has now impacted into our garage.
>>> There
>>
>>> is water on the path which at times is significant, muddy, slippery
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>>> must be a Health and Safety issue for the public.
>>
>>> Your people have tested the water before and it came back as ground
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>>> water seepage however I never saw the report and the volume of
>>> seepage
>>
>>> to our side has increased. Underneath the pedestrian path there are
>>
>>> storm water drains and common sense says the water is coming from a
>>
>>> cracked pipe.
>>
>>> I contacted a drainage expert and his assessment was the same -
>>> there
>>
>>> must be a leak somewhere or at least that is the first thing to
>>
>>> eliminate. I raised it again with WCC and a leak has been identified
>>
>>> at
>>
>>> the top of the path. Whether this is what's impacting on water
>>> further
>>
>>> down the path is unclear and yet to be established.
>>
>>> Firstly:
>>
>>> - your front line staff - without exception are extremely
>>> professional
>>
>>> and well trained
>>
>>> - the gentleman who dealt with the job number 2732917, again was
>>> very
>>
>>> professional and helpful and did all he could to help, he really was
>>
>>> very lovely
>>
>>> Our current issue is:
>>
>>> - job number 2732917 was closed off as it had to be moved over to
>>
>>> another team and from there we have heard n.o.t h.i.n.g. as in

>>
>>> n.o.t.h.i n.g !!!! despite repeated calling and leaving messages -
>>
>>> hence being able to access your contact team :)
>>
>>> What we would like;
>>
>>> - an update on the leak at the top of the path
>>
>>> - camera put down the pipe underneath the pedestrian path to check
>>> for
>>
>>> cracks
>>
>>> - a copy of that report
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>>> Don't feel it is too much to ask and in my book fairly straight
>>
>>> forward.
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>>> You have a wonderful team for the most part and all we are asking
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>>> is WCC to finish off the job with some communication, collaboration
>>> and
>>
>>> basic customer service.
>>
>>> If it is still ground water seepage that is responsible for the
>>> water
>>
>>> then we urgently need to deal with the drainage issue on our side
>>
>>> (another reason why we need some response on this) and feel WCC
>>> needs
>>
>>> to
>>
>>> deal with the seepage over the path as its an accident waiting to
>>
>>> happen.
>>
>>> Your help in progressing this would be greatly appreciated.
>>
>>> Many thanks [REDACTED]
>
>
> Links:
> -----
> [1] <http://Wellington.govt.nz>
> [2] <http://wellington.govt.nz/>
> [3] <https://www.facebook.com/wellingtoncitycouncil>
> [4] <http://twitter.com/wgtnc>
> [5] <http://wellington.govt.nz/wcc-email-campaign>

From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Wednesday, 25 September 2019 9:03:45 am
Importance: High

When are we doing the dye testing and running the CCTV camera?

-----Original Message-----

From: [REDACTED]@wcc.govt.nz>
Sent: Wednesday, 25 September 2019 9:02 AM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Please can one of you make contact with the complainant today - please without fail.

This is coming down to a lack of communication that is tripping you up.

Cheers

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council P +6448038001 | M + [REDACTED] E [REDACTED]
[REDACTED]@wcc.govt.nz | W Wellington.govt.nz |

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-----Original Message-----

From: [REDACTED]
Sent: Wednesday, 25 September 2019 9:01 AM
To: [REDACTED]
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Good morning gents,

Yesterday I went to 12 Tullamore St after the night's heavy downpour.

I did observe water sitting on the lower third of the Council's steps adjacent to 12 Tullamore St. I also observed that there were peripheral issues with how the private road (Tatum Way) above Tullamore St (also private) poorly manages its kerb/channel and sump management.

Either way yesterday I secured agreement for the following

- 1) WCC - Roading to clear the steps of accumulated debris, moss etc and make good for inspection to see if there is a water channel issue.
- 2) Wellington Water - to camera the Storm Water line that runs under the steps to assure us of its integrity.

At the time of observation I could not see water seepage past the steps into the land parcel of 12 Tullamore Way (but I did not enter the private property for a detailed inspection)

For the 'avoidance of doubt' both of the two earlier private water leaks (on Tatum Way) found by Wellington

Water have been repaired as a result of 'notices to fix' being issued to the home owners.

I will ask Wellington Water to update [REDACTED] on the steps being taken. Perhaps one could respond to [REDACTED] indicating that she will be hearing from Wellington Water today.

Many thanks

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council P +6448038001 | M + [REDACTED] E [REDACTED]
[REDACTED]@wcc.govt.nz | W Wellington.govt.nz |

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-----Original Message-----

From: [REDACTED]
Sent: Wednesday, 25 September 2019 8:46 AM
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Mōrena gentlemen

I trust this is all in hand?
Should I respond to [REDACTED]???

Best
[REDACTED]

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]@mikkisummers.co.nz]
Sent: Wednesday, 25 September 2019 8:22 AM
To: [REDACTED]
Subject: Re: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Hi [REDACTED] - keen to get this sorted but haven't had any contact to sort a time. Double checking what the process is in case I have missed something?

Many thanks.

Cheers [REDACTED]

On 2019-09-20 06:57, [REDACTED] wrote:

> Thanks [REDACTED]
>
> I'm happy to meet you on site to look at this and understand the
> problem. I will attend with a representative from either WCC or
> Wellington Water and will arrange a time via [REDACTED]
>
> Ngā mihi
>
> [REDACTED]
>
> [J002110-mayors-email-signature]

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> and intended for the addressee only.
> If you are not the intended recipient, you are asked to respect that
> confidentiality and not disclose, copy or make use of its contents.
> If received in error you are asked to destroy this email and contact
> the sender immediately. Your assistance is appreciated.
>
> On 19/09/2019, at 8:42 PM, [REDACTED]
> <[REDACTED]@mikkisummers.co.nz<[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)>> wrote:
>
> Dear [REDACTED] - am desperate to find resolution to an issue of water
> seeping through to our property from WCC land.
>
> Since this email below can advise two leaks were discovered, one of
> them belonged to my neighbour above us and one on the street - WCC.
>
> When talking to my contact person at the WCC it was explained to me
> that there were processes in place to encourage neighbours to be
> responsible for taking action to fix leaks and if they don't then they
> would start to enforce the processes. My neighbour subsequently fixed
> his leak spending \$800.00 on repairs. The leak in the street was
> fixed shortly after.
>
> I was kept well informed over this time by [REDACTED] and it was
> really appreciated. Also by a lovely man who handled the initial
> enquiry and he called around one day to check up on things.
>
> Then my neighbour advised the leak in the street hadn't been fixed
> after all as there was still water pouring out and to be honest I
> hadn't noticed any significant change on our property. WCC
> investigated and it was discovered that leak had been fixed but they
> discovered two more leaks further up so a total of four leaks were
> sending water down to our property (two of which were now fixed).
> Again [REDACTED] kept me informed but then he had moved to another
> department and while he has tried to help me it was really out of his
> hands.
>
> And that's where it is at. There has been no action on these two other
> leaks - and to be honest have no idea what else is leaking up there.
> I have asked for a camera to go down the stormwater pipe that runs
> underneath the pedestrian path where the water is collecting but I
> don't believe this has been done. I have had a service centre call me
> as I understand there has been a change of water service providers and
> [REDACTED] tried to get things moving but no-one has called back.
>
> We have a bog on our side that is due to excess water coming from my
> neighbour - WCC/pedestrian path. it is affecting the stability of the
> bank and I have a permanent pool of water in the garage. I have
> pictures of what the area looked like when the property was purchased
> about 5 years ago. It looks nothing like it does today. I want it back
> to what it was and a dry garage.
>
> If there are processes in place to ensure neighbours fix their leaks
> what do I have to do to ask the WCC to fix their leaks that are
> affecting our property? Is it going to take legal action to ask the
> WCC to do what they legally expect other neighbours to do? Is this
> not double standards?
>
> If someone can please get back to me with an update on where's it at
> and when there will be resolution that would be really appreciated.
>

> Many thanks.
>
> Cheers [REDACTED]
>
> ----- Original Message -----
> Subject: RE: [REDACTED] - Water issue with your neighbour -
> original job number 2732917 - 12 Tullamore Way - issue of lack of
> action
> Date: 2019-01-18 08:25
> From: [REDACTED]
> [REDACTED]@mikkisummers.co.nz<[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)>>
> To: [REDACTED]
> <[REDACTED]@wcc.govt.nz<[mailto:\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>>
>
> Thank you [REDACTED] for the prompt response this email received. Yes, I
> have been bought up to date with where the issue is at and satisfied
> that things are moving towards a resolution.
>
> Thanks for passing on my feedback to your customer service team -
> whoever does the recruitment and training has it spot on :)
>
> Cheers [REDACTED]
>
>
> On 2019-01-17 10:46, [REDACTED] wrote:
> Kia ora [REDACTED]
> Thank you for emailing the Mayor. I escalated this with our City
> Engineering team on his behalf, and I understand a Wellington Water
> representative has subsequently been in contact with you to address
> your requests.
> I'll pass on your positive feedback about our Customer Service team to
> their manager - it's always appreciated when residents take the time
> to send us these comments.
> Please let me know if I can be of any more assistance.
> Ngā mihi nui
> [REDACTED]
> Correspondence and Social Media Coordinator | Mayoral Office |
> Wellington City Council E
> [REDACTED]@wcc.govt.nz<[mailto:\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)> | W
> Wellington.govt.nz<<http://Wellington.govt.nz>> || The information
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> If received in error you are asked to destroy this email and contact
> the sender immediately. Your assistance is appreciated.
> -----Original Message-----
> From: [REDACTED] [[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)]
> Sent: Wednesday, 16 January 2019 8:41 a.m.
> To: [REDACTED]
> Subject: [REDACTED] - Water issue with your neighbour - original
> job number 2732917 - 12 Tullamore Way - issue of lack of action
> Importance: High
> Good morning [REDACTED] - you (as in WCC) are our neighbour at 12
> Tullamore Way in Johnsonville by way of a public pedestrian path that
> runs along our boundary. Between us we have a water issue and I am
> struggling to get some resolution hence contacting you directly.
> There is water coming from your side to our side and we have a bog
> down the side of the house and this has now impacted into our garage.
> There is water on the path which at times is significant, muddy,
> slippery and must be a Health and Safety issue for the public.

> Your people have tested the water before and it came back as ground
> water seepage however I never saw the report and the volume of seepage
> to our side has increased. Underneath the pedestrian path there are
> storm water drains and common sense says the water is coming from a
> cracked pipe.
> I contacted a drainage expert and his assessment was the same - there
> must be a leak somewhere or at least that is the first thing to
> eliminate. I raised it again with WCC and a leak has been identified
> at the top of the path. Whether this is what's impacting on water
> further down the path is unclear and yet to be established.
> Firstly:
> - your front line staff - without exception are extremely
> professional and well trained
> - the gentleman who dealt with the job number 2732917, again was very
> professional and helpful and did all he could to help, he really was
> very lovely Our current issue is:
> - job number 2732917 was closed off as it had to be moved over to
> another team and from there we have heard n.o.t h.i.n.g. as in
> n.o.t.h.i.n.g !!!! despite repeated calling and leaving messages -
> hence being able to access your contact team :) What we would like;
> - an update on the leak at the top of the path
> - camera put down the pipe underneath the pedestrian path to check for
> cracks
> - a copy of that report
> Don't feel it is too much to ask and in my book fairly straight
> forward.
> You have a wonderful team for the most part and all we are asking for
> is WCC to finish off the job with some communication, collaboration
> and basic customer service.
> If it is still ground water seepage that is responsible for the water
> then we urgently need to deal with the drainage issue on our side
> (another reason why we need some response on this) and feel WCC needs
> to deal with the seepage over the path as its an accident waiting to
> happen.
> Your help in progressing this would be greatly appreciated.
> Many thanks [REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Friday, 20 September 2019 9:14:21 am
Importance: High

Can you advise on where the below is at and if there are any further actions required?

From: [REDACTED]@wcc.govt.nz>
Sent: Friday, 20 September 2019 8:49 AM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>
Subject: FW [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Good morning [REDACTED] / [REDACTED]

This is a repeated escalation and is a job that Wellington Water has significant history on (I have a file on all WWL interactions).

The complainant charts a history of staff changes in Wellington Water and lack of continuity - I have this history too.

In August WWL assigned this to [REDACTED] to manage with [REDACTED] and I confirmed that any assistance for the pathway would be via [REDACTED] (Roading manage the pathway if that is found to be an issue).

Action – within 3 working days, please provide update on job status and who from Wellington Water would front this with Mayor [REDACTED], should that be required. It is important that this information is provided to [REDACTED] (CCd) and [REDACTED]

Kind regards

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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<http://wellington.govt.nz/~media/Images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED] <mayor@wcc.govt.nz>
Date: 20 September 2019 at 03:57:37 GMT+9
To: [REDACTED] <@mikkisummers.co.nz>, [REDACTED]
[REDACTED] <@wcc.govt.nz>, [REDACTED]
<[REDACTED]@wcc.govt.nz>
Subject: Re: [REDACTED] - Water issue with your neighbour - original job

number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Thanks [REDACTED]

I'm happy to meet you on site to look at this and understand the problem. I will attend with a representative from either WCC or **Wellington Water** and will arrange a time via [REDACTED]

Ngā mihi

[REDACTED]

J002110-mayors-email-signature



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On 19/09/2019, at 8:42 PM, [REDACTED] <[\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)> wrote:

Dear [REDACTED] - am desperate to find resolution to an issue of water seeping through to our property from WCC land.

Since this email below can advise two leaks were discovered, one of them belonged to my neighbour above us and one on the street - WCC.

When talking to my contact person at the WCC it was explained to me that there were processes in place to encourage neighbours to be responsible for taking action to fix leaks and if they don't then they would start to enforce the processes. My neighbour subsequently fixed his leak spending \$800.00 on repairs. The leak in the street was fixed shortly after.

I was kept well informed over this time by [REDACTED] [REDACTED] and it was really appreciated. Also by a lovely man who handled the initial enquiry and he called around one day to check up on things.

Then my neighbour advised the leak in the street hadn't been fixed after all as there was still water pouring out and to be honest I hadn't noticed any significant change on our property. WCC investigated and it was discovered that leak had been fixed but they discovered two more leaks further up so a total of four leaks were sending water down to our property (two of which were now fixed). Again [REDACTED] kept me informed but then he had moved to another department and while he has tried to help me it was really out of his hands.

And that's where it is at. There has been no action on these two other leaks - and to be honest have no idea what else is leaking up there. I have asked for a camera to go down the stormwater pipe that runs

underneath the pedestrian path where the water is collecting but I don't believe this has been done. I have had a service centre call me as I understand there has been a change of water service providers and [REDACTED] tried to get things moving but no-one has called back.

We have a bog on our side that is due to excess water coming from my neighbour - WCC/pedestrian path. it is affecting the stability of the bank and I have a permanent pool of water in the garage. I have pictures of what the area looked like when the property was purchased about 5 years ago. It looks nothing like it does today. I want it back to what it was and a dry garage.

If there are processes in place to ensure neighbours fix their leaks what do I have to do to ask the WCC to fix their leaks that are affecting our property? Is it going to take legal action to ask the WCC to do what they legally expect other neighbours to do? Is this not double standards?

If someone can please get back to me with an update on where's it at and when there will be resolution that would be really appreciated.

Many thanks.

Cheers [REDACTED]

----- Original Message -----

Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action

Date: 2019-01-18 08:25

From: [REDACTED] <[\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)>

To: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

Thank you [REDACTED] for the prompt response this email received. Yes, I have been bought up to date with where the issue is at and satisfied that things are moving towards a resolution.

Thanks for passing on my feedback to your customer service team - whoever does the recruitment and training has it spot on :)

Cheers [REDACTED]

On 2019-01-17 10:46, [REDACTED] wrote:

Kia ora [REDACTED]

Thank you for emailing the Mayor. I escalated this with our City

Engineering team on his behalf, and I understand a Wellington Water

representative has subsequently been in contact with you to address

your requests.

I'll pass on your positive feedback about our Customer Service team to

their manager - it's always appreciated when residents take the time

to send us these comments.

Please let me know if I can be of any more assistance.

Ngā mihi nui

Correspondence and Social Media Coordinator | Mayoral
Office |

Wellington City Council

E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |

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-----Original Message-----

From: [REDACTED] [[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)]

Sent: Wednesday, 16 January 2019 8:41 a.m.

To: [REDACTED]

Subject: [REDACTED] - Water issue with your neighbour -
original

job number 2732917 - 12 Tullamore Way - issue of lack of
action

Importance: High

Good morning [REDACTED] - you (as in WCC) are our neighbour at
12 Tullamore

Way in Johnsonville by way of a public pedestrian path that
runs along

our boundary. Between us we have a water issue and I am
struggling to

get some resolution hence contacting you directly.

There is water coming from your side to our side and we
have a bog down

the side of the house and this has now impacted into our
garage. There

is water on the path which at times is significant, muddy,
slippery and

must be a Health and Safety issue for the public.

Your people have tested the water before and it came back
as ground

water seepage however I never saw the report and the
volume of seepage

to our side has increased. Underneath the pedestrian path
there are

storm water drains and common sense says the water is
coming from a

cracked pipe.

I contacted a drainage expert and his assessment was the same - there

must be a leak somewhere or at least that is the first thing to eliminate. I raised it again with WCC and a leak has been identified at

the top of the path. Whether this is what's impacting on water further

down the path is unclear and yet to be established.

Firstly:

- your front line staff - without exception are extremely professional

and well trained

- the gentleman who dealt with the job number 2732917, again was very

professional and helpful and did all he could to help, he really was

very lovely

Our current issue is:

- job number 2732917 was closed off as it had to be moved over to

another team and from there we have heard n.o.t.h.i.n.g. as in

n.o.t.h.i.n.g !!!! despite repeated calling and leaving messages -

hence being able to access your contact team :)

What we would like;

- an update on the leak at the top of the path

- camera put down the pipe underneath the pedestrian path to check for

cracks

- a copy of that report

Don't feel it is too much to ask and in my book fairly straight forward.

You have a wonderful team for the most part and all we are asking for

is WCC to finish off the job with some communication, collaboration and

basic customer service.

If it is still ground water seepage that is responsible for the water


then we urgently need to deal with the drainage issue on our side

(another reason why we need some response on this) and feel WCC needs to

deal with the seepage over the path as its an accident waiting to

happen.

Your help in progressing this would be greatly appreciated.

Many thanks 

From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Friday, 20 September 2019 9:14:00 am
Importance: High

Can you advise on where the below is at and if there are any further actions required?

From: [REDACTED]@wcc.govt.nz>
Sent: Friday, 20 September 2019 8:49 AM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Good morning [REDACTED] / [REDACTED]

This is a repeated escalation and is a job that Wellington Water has significant history on (I have a file on all WWL interactions).

The complainant charts a history of staff changes in Wellington Water and lack of continuity - I have this history too.

In August WWL assigned this to [REDACTED] to manage with [REDACTED] and I confirmed that any assistance for the pathway would be via [REDACTED] (Roading manage the pathway if that is found to be an issue).

Action – within 3 working days, please provide update on job status and who from Wellington Water would front this with Mayor [REDACTED] should that be required. It is important that this information is provided to [REDACTED] (CCd) and [REDACTED]

Kind regards

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | ☐ ☐

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<http://wellington.govt.nz/~media/Images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED] <mayor@wcc.govt.nz>
Date: 20 September 2019 at 03:57:37 GMT+9
To: [REDACTED]@mikkisummers.co.nz>, [REDACTED]
[REDACTED]@wcc.govt.nz>, [REDACTED]
[REDACTED]@wcc.govt.nz>
Subject: Re: [REDACTED] - Water issue with your neighbour - original job

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action
Date: Thursday, 17 January 2019 8:23:30 am

Morning [REDACTED]

As discussed yesterday

WCC is now tracking this one through to closure.

Kind regards

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | |

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-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]@mikkisummers.co.nz]
Sent: Wednesday, 16 January 2019 8:41 a.m.
To: [REDACTED]
Subject: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action
Importance: High

Good morning [REDACTED] - you (as in WCC) are our neighbour at 12 Tullamore Way in Johnsonville by way of a public pedestrian path that runs along our boundary. Between us we have a water issue and I am struggling to get some resolution hence contacting you directly.

There is water coming from your side to our side and we have a bog down the side of the house and this has now impacted into our garage. There is water on the path which at times is significant, muddy, slippery and must be a Health and Safety issue for the public.

Your people have tested the water before and it came back as ground water seepage however I never saw the report and the volume of seepage to our side has increased. Underneath the pedestrian path there are storm water drains and common sense says the water is coming from a cracked pipe.

I contacted a drainage expert and his assessment was the same - there

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Wednesday, 25 September 2019 11:00:11 am

Thanks for the heads up [REDACTED] will follow up...

Nga mihi

[REDACTED]

Sent from my iPhone

> On 25/09/2019, at 10:10 AM, [REDACTED]@wcc.govt.nz wrote:

>

> Hi [REDACTED] - please let [REDACTED] know that someone from Wellington Water will be in touch today.

>

> [REDACTED] could you please make sure this happens from WWL side? - [REDACTED] has asked [REDACTED] to do this but I think it needs oversight.

>

> Many thanks

>

> [REDACTED]

>

> -----Original Message-----

> From: [REDACTED]

> Sent: Wednesday, 25 September 2019 9:00 AM

> To: [REDACTED]

> Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

>

> Good morning gents,

>

> Yesterday I went to 12 Tullamore St after the night's heavy downpour.

>

> I did observe water sitting on the lower third of the Council's steps adjacent to 12 Tullamore St. I also observed that there were peripheral issues with how the private road (Tatum Way) above Tullamore St (also private) poorly manages its kerb/channel and sump management.

>

> Either way yesterday I secured agreement for the following

> 1) WCC - Roading to clear the steps of accumulated debris, moss etc and make good for inspection to see if there is a water channel issue.

> 2) Wellington Water - to camera the Storm Water line that runs under the steps to assure us of its integrity.

>

> At the time of observation I could not see water seepage past the steps into the land parcel of 12 Tullamore Way (but I did not enter the private property for a detailed inspection)

>

> For the 'avoidance of doubt' both of the two earlier private water leaks (on Tatum Way) found by Wellington Water have been repaired as a result of 'notices to fix' being issued to the home owners.

>

> I will ask Wellington Water to update [REDACTED] on the steps being taken. Perhaps one could respond to [REDACTED] indicating that she will be hearing from Wellington Water today.

>

> Many thanks

>

> [REDACTED]

> Principal Advisor Infrastructure Resilience | Wellington City Council

> P +6448038001 | M [REDACTED]

> E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |

>

From: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Wednesday, 2 October 2019 1:51:42 pm

Hi [REDACTED]

Where is this one at - do you know (have you visited) to understand what the basis of the complaint is ?

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M + [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |

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-----Original Message-----

From: [REDACTED]
Sent: Friday, 27 September 2019 12:10 PM
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Do you understand where the water is 'hitting their place' as I couldn't see any water on their side of the path ?

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M + [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |

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-----Original Message-----

From: [REDACTED] [[mailto:\[REDACTED\]@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)]
Sent: Friday, 27 September 2019 8:58 AM
To: [REDACTED]
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Many thanks [REDACTED] - and good to know that the storm water pipe is not leaking.

And thanks for clearing the path, it looks a lot better. However the line of water coming out half way down the path is still evident as your fist picture shows. This seems consistent with where the water is hitting our place.

Appreciate the update and that you are eliminating the obvious.

If you can please keep in touch that would be really great.

Many thanks [REDACTED]

On 2019-09-27 08:06, [REDACTED] wrote:

> Good morning [REDACTED]
>
> Just to update one aspect, if I may.
>
> Our Roading crews were out yesterday and cleared the whole of the
> access way between Tullamore Way and Tatum Way (attached photos).
>
> Importantly, this included clearing the Kerb and Channel (it was
> completely blocked) at the lower reaches of Tatum Way to reduce the
> potential for rainwater to flow down the steps aside your property. A
> clear kerb and channel will direct the rain water flow into the road
> sump located at the end of Tatum Way.
>
> My team at Wellington Water have also completed the camera of the
> Stormwater Lines and undertook a die-test to see if any water from the
> Stormwater network came through the retaining wall by your property
> – the results were negative.
>
> While on site we did locate a water toby mid-way up Tatum Way that has
> a leak and we have placed priority on this repair – while I don't
> believe it will have an influence, it is worth getting it repaired
> without delay.
>
> I will likely be out to the site today for my own personal review.
>
> Kind regards
>
> [REDACTED]
> Principal Advisor Infrastructure Resilience | Wellington City Council
> P +6448038001 | M [REDACTED]
> E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz [2] | [3] [4]
>
> The information contained in this email is privileged and
> confidential and intended for the addressee only.
> If you are not the intended recipient, you are asked to respect that
> confidentiality and not disclose, copy or make use of its contents.
> If received in error you are asked to destroy this email and contact
> the sender immediately. Your assistance is appreciated.
>
> [5]
>
> FROM: [REDACTED]
> SENT: Wednesday, 25 September 2019 4:11 PM
> TO: [REDACTED]@mikkisummers.co.nz
> CC: [REDACTED]
> SUBJECT: Fwd: [REDACTED] - Water issue with your neighbour -
> original job number 2732917 - 12 Tullamore Way - issue of lack of
> action - still not resolved
>
> Hi [REDACTED]
>
> [REDACTED] from WCC has had a good look and advised the following:

From: [REDACTED]
To: [REDACTED] [Customer Support Team](#)
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Wednesday, 25 September 2019 11:39:00 am

Hi [REDACTED]

I have contacted [REDACTED] this morning and apologised for the lack of communication from WWL and updated her on activities that we have completed over the last month. I also advised her that we are still unable to determine the source of the seepage so will be running a CCTV camera and dye testing the SW lateral that is located under the stairs this afternoon.

Nga mihi
[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Wednesday, 25 September 2019 11:01 AM
To: [REDACTED]@wellingtonwater.co.nz>; Customer Support Team
<customer@wellingtonwater.co.nz>
Subject: Fwd: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Hi [REDACTED]

Are you able to give me an update on where this one is at?

Nga mihi
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]@wcc.govt.nz>
Date: 25 September 2019 at 10:09:58 AM NZST
To: [REDACTED]@wcc.govt.nz>
Cc: [REDACTED]@wellingtonwater.co.nz"; [REDACTED]@wellingtonwater.co.nz>
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Hi [REDACTED] - please let [REDACTED] know that someone from Wellington Water will be in touch today.

[REDACTED] could you please make sure this happens from WWL side? - [REDACTED] has asked [REDACTED] to do this but I think it needs oversight.

Many thanks
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, 25 September 2019 9:00 AM
To: [REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way
Date: Monday, 23 September 2019 1:50:58 pm

Hi [REDACTED]

The complainant has not been updated on the outcome of the investigation as described earlier.

The last update the complainant received from WWL was approx.. 4 weeks ago when [REDACTED] spoke to [REDACTED] about the outcome of the leak detection and that further investigation was required to determine cause of the seepage.

[REDACTED] has only just been in touch this morning with the Roding contact you supplied.

Thanks

[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 23 September 2019 12:45 PM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>;
[REDACTED]@wellingtonwater.co.nz>
Subject: RE: RFS#2732917 - 12 Tullamore Way

Thanks [REDACTED]

Can you please just add the following:



- When has this been communicated to the complainant
- Who has advised the complainant
- Who has been in touch with the Roding Contact I provided [REDACTED] in respect of the steps.

Many thanks

[REDACTED]

Principal Advisor Infrastructure Resilience | Wellington City Council

P +6448038001 | M [REDACTED]

E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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<http://wellington.govt.nz/~media/Images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED] [mailto:[REDACTED]@wellingtonwater.co.nz]
Sent: Monday, 23 September 2019 12:38 PM
To: [REDACTED]
Cc: [REDACTED]

Subject: RFS#2732917 - 12 Tullamore Way

Kia Ora [REDACTED]

I can confirm that [REDACTED], Manager Customer Planning will attend with Mayor [REDACTED] if required.

In terms of status for the job, Wellington Water has:

- Performed extensive leak detection in the area which located the earlier leaks which have since been repaired
- Further multiple site assessments by a Customer Technical Advisor to better determine source of the leakage.

It was determined that there are a number of smaller contributing factors aggregating into a larger issue. They are:

- The condition of the road is causing runoff/ground water to pool and runoff down the stairs (image attached)
- The condition of the stairs and lack of drainage is further exacerbating this
- 5 Tatum Way has a down pipe that runs directly into a rock garden/driveway that then runs to the road also adding the amount of water (photo attached).
- Due to Tatum and Tullamore way being private roads there is little WCC Roding can do on the actual roads.

Nga Mihi
[REDACTED]

From: [REDACTED]@wcc.govt.nz>

Sent: Friday, 20 September 2019 8:49 AM

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

[REDACTED]@wellingtonwater.co.nz>

Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>

Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Good morning [REDACTED] / [REDACTED]

This is a repeated escalation and is a job that Wellington Water has significant history on (I have a file on all WWL interactions).

The complainant charts a history of staff changes in Wellington Water and lack of continuity - I have this history too.

In August WWL assigned this to [REDACTED] [REDACTED] to manage with [REDACTED] and I confirmed that any assistance for the pathway would be via [REDACTED] (Roding manage the pathway if that is found to be an issue).

Action – within 3 working days, please provide update on job status and who from Wellington Water would front this with Mayor [REDACTED] should that be required. It is important that this information is provided to [REDACTED] (CCd) and [REDACTED]

Kind regards

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way
Date: Monday, 23 September 2019 2:16:53 pm

My recommendation at this juncture is to delay meeting with the Complainant until:

- WWL has met with Roding to discuss options (stairs – open channel drains etc)
- WWL has completed their CCTV investigations, reviewed them etc
- Advised the Mayors office via [REDACTED] that all investigations are complete and socialised with the complainant – then if necessary the Mayor, WWL and myself will attend.

Cheers

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | [REDACTED] [REDACTED]

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From: [REDACTED] [mailto:\[REDACTED\]@wellingtonwater.co.nz](mailto:[REDACTED]@wellingtonwater.co.nz)
Sent: Monday, 23 September 2019 1:51 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way

Hi [REDACTED]

The complainant has not been updated on the outcome of the investigation as described earlier.

The last update the complainant received from WWL was approx.. 4 weeks ago when [REDACTED] spoke to [REDACTED] about the outcome of the leak detection and that further investigation was required to determine cause of the seepage.

[REDACTED] has only just been in touch this morning with the Roding contact you supplied.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@wcc.govt.nz>
Sent: Monday, 23 September 2019 12:45 PM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>;
[REDACTED]@wellingtonwater.co.nz>
Subject: RE: RFS#2732917 - 12 Tullamore Way

From: [REDACTED] on
To: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way
Date: Tuesday, 24 September 2019 11:21:56 am
Attachments: [image001.jpg](#)

Have arranged for CCTV

[REDACTED] Graduate Engineer
Customer Operations Group



Tel 04 912 4400 Mob [REDACTED]
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]@wellingtonwater.co.nz>
Sent: Tuesday, 24 September 2019 9:19 AM
To: [REDACTED]@wellingtonwater.co.nz>
Subject: FW: RFS#2732917 - 12 Tullamore Way
Importance: High

Hi [REDACTED]
Can you also arrange for CCTV of the SW?
Thanks
[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 23 September 2019 2:17 PM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>;
[REDACTED]@wellingtonwater.co.nz>
Subject: RE: RFS#2732917 - 12 Tullamore Way

My recommendation at this juncture is to delay meeting with the Complainant until:

- WWL has met with Roding to discuss options (stairs – open channel drains etc)
- WWL has completed their CCTV investigations, reviewed them etc
- Advised the Mayors office via [REDACTED] that all investigations are complete and socialised with the complainant – then if necessary the Mayor, WWL and myself will attend.

Cheers

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M + [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | [] []

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way
Date: Thursday, 26 September 2019 7 56:52 am

Hi [REDACTED]

I have requested our contractor to remove the vegetation and to give the steps a clean for now.

Once this is done I will assess the access way.

I'll let you know if there are any further issues.

Cheers

[REDACTED]

Area Roding Engineer | | Wellington City Council

Eke waka me ngā honganga - Transport & Infrastructure

We Work Together to Keep our City up and Moving - Ka mahi ngātahi kia ora ai tō tātou tāone

P 04 803 8600 | M [REDACTED] | F

E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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From: [REDACTED]
Sent: Tuesday, 24 September 2019 11:35 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way

Good morning [REDACTED] / [REDACTED]

Hopefully by now the two of you are in radio contact.

Last night it rained and as such I wanted to see if there was an issue on the steps and at 12 Tullamore Way (the complainant).

From the pictures I could observe that the lower reaches of the steps had a persistent 'bog' established, the source of which I cannot know. #12 Tullamore Way itself did not appear to be experiencing water seepage through the shared retaining wall (with the steps) and their driveway etc was dry.

At the top of the steps is evidence of a PVC stormwater pipe that runs down and under the steps – the paver appears broken over this pipe.

At the junction of Tatum Way (above Tullamore Way) there is a blocked kerb and channel which is reducing the ability for the Storm Water to enter the Road Sump (also pictured) at the junction between the steps and Tatum Way. It would appear that while the sump is not on our GIS layers, it is very much connected to our SW main – so if there is an issue with the main as it tracks under the steps it too will be capturing the road run-off including the down pipe Charles mentioned by Tatum Way #5.

The real issue here is that there is a nexus between:

- Tatum Way (private) that has a blocked Kerb & Channel
- Tatum Way (private) sump which may or may not be functioning
- The pooling and accumulation of debris within the steps (Roding)
- Unknown condition of the Public Storm Water network that combines these elements and runs down the side of 12 Tullamore St (WWL).


I trust your investigations will be fruitful.

Cheers

[REDACTED]

Principal Advisor Infrastructure Resilience | Wellington City Council

P +6448038001 | M [REDACTED]

E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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From: [REDACTED]
To: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way
Date: Monday, 23 September 2019 1:22:34 pm

[REDACTED] (the Chief Resilience Officer) and I were just called into the Mayor's office over this.

The Mayor intends to front this with WWL and intends for there to be a solution (even if with Roding who manage the steps).

Was the SW pipe under the steps ever CCTVd to make sure it isn't leaking?

Cheers

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M + [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | [REDACTED] [REDACTED]

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From: [REDACTED] [mailto:[REDACTED]@wellingtonwater.co.nz]
Sent: Monday, 23 September 2019 12:38 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RFS#2732917 - 12 Tullamore Way

Kia Ora [REDACTED]

I can confirm that [REDACTED], Manager Customer Planning will attend with Mayor [REDACTED] if required.

In terms of status for the job, Wellington Water has:

- Performed extensive leak detection in the area which located the earlier leaks which have since been repaired
- Further multiple site assessments by a Customer Technical Advisor to better determine source of the leakage.

It was determined that there are a number of smaller contributing factors aggregating into a larger issue. They are:

- The condition of the road is causing runoff/ground water to pool and runoff down the stairs (image attached)
- The condition of the stairs and lack of drainage is further exacerbating this
- 5 Tatum Way has a down pipe that runs directly into a rock garden/driveway that then runs to the road also adding the amount of water (photo attached).
- Due to Tatum and Tullamore way being private roads there is little WCC Roding can do on the actual roads.

Nga Mihi



From: [REDACTED]@wcc.govt.nz>
Sent: Friday, 20 September 2019 8:49 AM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12
Tullamore Way - issue of lack of action - still not resolved

Good morning [REDACTED] / [REDACTED]

This is a repeated escalation and is a job that Wellington Water has significant history on (I have a file on all WWL interactions).

The complainant charts a history of staff changes in Wellington Water and lack of continuity - I have this history too.

In August WWL assigned this to [REDACTED] to manage with [REDACTED] and I confirmed that any assistance for the pathway would be via [REDACTED] (Roading manage the pathway if that is found to be an issue).

Action – within 3 working days, please provide update on job status and who from Wellington Water would front this with Mayor [REDACTED] should that be required. It is important that this information is provided to [REDACTED] (CCd) and [REDACTED]

Kind regards



Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | [REDACTED] [REDACTED]

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From: [REDACTED] <mayor@wcc.govt.nz>
Date: 20 September 2019 at 03:57:37 GMT+9
To: [REDACTED]@mikkisummers.co.nz>, [REDACTED]
[REDACTED]@wcc.govt.nz>, [REDACTED]
<[REDACTED]@wcc.govt.nz>
Subject: Re: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Thanks [REDACTED].

From: [REDACTED]
To: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way
Date: Monday, 23 September 2019 1:42:00 pm

No the SW pipe has not been CCTV'd. We arranged for dye testing of the SW pipe on the 20/09 and are just awaiting response from Service Crew in terms of outcome of test.

We are following up now on the status of the dye test.

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 23 September 2019 1:22 PM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>
Subject: RE: RFS#2732917 - 12 Tullamore Way

[REDACTED] (the Chief Resilience Officer) and I were just called into the Mayor's office over this.

The Mayor intends to front this with WWL and intends for there to be a solution (even if with Roding who manage the steps).

Was the SW pipe under the steps ever CCTV'd to make sure it isn't leaking?

Cheers

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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<http://wellington.govt.nz/~media/Images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED] [mailto:[REDACTED]@wellingtonwater.co.nz]
Sent: Monday, 23 September 2019 12:38 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RFS#2732917 - 12 Tullamore Way

Kia Ora [REDACTED]

I can confirm that [REDACTED] [REDACTED] Manager Customer Planning will attend with Mayor [REDACTED] if required.

In terms of status for the job, Wellington Water has:

- Performed extensive leak detection in the area which located the earlier leaks which have since been repaired
- Further multiple site assessments by a Customer Technical Advisor to better determine source of the leakage.

From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Friday, 27 September 2019 12:17:00 pm

Hi [REDACTED]

Do you have any info about where the water was coming into [REDACTED] property?

Cheers,

[REDACTED] Graduate Engineer
Customer Operations Group

Tel 04 912 4400 Mob [REDACTED]
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.

-----Original Message-----

From: [REDACTED]@wcc.govt.nz>
Sent: Friday, 27 September 2019 12:09 PM
To: [REDACTED]@wellingtonwater.co.nz>
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Do you understand where the water is 'hitting their place' as I couldn't see any water on their side of the path ?

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council P +6448038001 | M [REDACTED] E [REDACTED]
[REDACTED]@wcc.govt.nz | W Wellington.govt.nz |

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-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]@mikkisummers.co.nz]
Sent: Friday, 27 September 2019 8:58 AM
To: [REDACTED]
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Many thanks [REDACTED] - and good to know that the storm water pipe is not leaking.

And thanks for clearing the path, it looks a lot better. However the line of water coming out half way down the path is still evident as your first picture shows. This seems consistent with where the water is hitting our place.

Appreciate the update and that you are eliminating the obvious.

If you can please keep in touch that would be really great.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action
Date: Thursday, 17 January 2019 8:23:30 am

Morning [REDACTED]

As discussed yesterday

WCC is now tracking this one through to closure.

Kind regards

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |

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-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]@mikkisummers.co.nz]
Sent: Wednesday, 16 January 2019 8:41 a.m.
To: [REDACTED]
Subject: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action
Importance: High

Good morning [REDACTED] - you (as in WCC) are our neighbour at 12 Tullamore Way in Johnsonville by way of a public pedestrian path that runs along our boundary. Between us we have a water issue and I am struggling to get some resolution hence contacting you directly.

There is water coming from your side to our side and we have a bog down the side of the house and this has now impacted into our garage. There is water on the path which at times is significant, muddy, slippery and must be a Health and Safety issue for the public.

Your people have tested the water before and it came back as ground water seepage however I never saw the report and the volume of seepage to our side has increased. Underneath the pedestrian path there are storm water drains and common sense says the water is coming from a cracked pipe.

I contacted a drainage expert and his assessment was the same - there

From: [REDACTED]
To: [REDACTED] [@mikkisummers.co.nz](mailto:[REDACTED]@mikkisummers.co.nz)
Subject: 2732917 - 12 Tullamore Way
Date: Wednesday, 25 September 2019 9:22:00 am
Attachments: [image001.jpg](#)

Kia Ora [REDACTED]

Firstly, my apologies to you on the lack of communication by Wellington Water on the leaks affecting your property.

In terms of status for the work to resolve your issue, Wellington Water has:

- Performed extensive leak detection in the area which located the earlier leaks which have since been repaired
- Further multiple site assessments by a Customer Technical Advisor to better determine source of the leakage

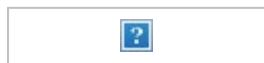
We are still continuing our investigation into the source of the leak, and will be dye testing and running a CCTV camera through the storm water pipe under the stairs today.

If you have any further concerns or issues regarding this issue, please do not hesitate to contact me on [REDACTED].

Nga mihi

[REDACTED]

[REDACTED]
Manager Customer Experience



Tel 04 912 4400 **Mob** [REDACTED]

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

www.wellingtonwater.co.nz

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We manage their drinking water, wastewater and stormwater services.

From: [Chorus NPG Team](#)
To: [Dispatch Service Plans](#)
Subject: Chorus Enquiry 03422576 - 12 Tullamore Way - Sequence 10101851
Date: Friday, 18 February 2022 10:10:46 am



Hi [REDACTED],

We've completed your request about our underground network. You can now access our network plans online by viewing the links below.

If you have any questions or require assistance in any way please contact us on [0800 822 003](tel:0800822003) and quote case number **03422576**.

REQUEST DETAILS

Chorus Reference:	03422576
B4UDig Reference:	10101851
Location:	12 Tullamore Way, Wellington
Date Plans Issued:	18 February 2022
Number of Plans Issued:	1
Additional Information:	Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).

NETWORK PLANS

Please click the link(s) below to access 1 electronic plans

- [166744-CC35](#)



Note:

These links will expire in 45 days, so please download these to your own device for your records.

THINGS YOU SHOULD KNOW

- Our network changes often so you can check with us at any time to ensure your plans are current. Regardless the plan links you have been provided will expire after 45 days. The plans are indicative only and remember:
 - **Cables should be expected to be found at ANY depth.**
- In most instances Chorus plans do NOT show house service feeds on private property.
- Chorus plans are **NOTIONAL** only, and they should **NOT** be relied upon to obtain distances, reference points and cover may well have changed or the services, particularly cables moved without the knowledge or authority of Chorus since the plan was drawn.
- This information is provided solely for use by the original requester and for the purpose of this request only. It cannot be shown, loaned, given, reproduced or sold to any other party for any other work, other than for the purpose that this request was made, without written permission from Chorus.
- Onsite cable location and ground mark-outs are available, please contact us to book this service and to confirm any approximate charges associated.
- Cable Locates are \$144.56+GST for the first hour, \$36.14+GST every 15 minutes after – the only exception is shared network on Private Property
- To report damage to our network, cut cables, damaged cabinets, or pillars, please call [0800 4 NETWORK](tel:08004NETWORK) (0800 463 896 Option 2). If cable damage has been caused by irresponsibility, carelessness or negligence we will bill the organisation or individual responsible.

HELP AND SUPPORT

- [Contact Us](#)
- [Before you dig](#)
- [Digging for Homeowners](#)
- [How to ensure safer digging](#)
- [NZUAG Road Workers Guide](#)

Cheers,

Chorus Network Protection Team

Network Protection

0800 822 003

Chorus New Zealand Ltd

npg@chorus.co.nz

This communication, including any attachments, is confidential. If you are not the intended recipient, you should not read it - please contact me immediately, destroy it, and do not copy or use any part of this communication or disclose anything about it. Thank you. Please note that this communication does not designate an information system for the purposes of the Electronic Transactions Act 2002.



From: [BUS: Assurance](#)
To: [Resolution Team](#); [Official Information](#)
Cc: [REDACTED]
Subject: FW: 12 Tullamore Way - water issue
Date: Thursday, 24 November 2022 1:25:12 pm

Kia ora Teams

We have just received the below request - this is related to water issues at 12 Tullamore Way.

There are two things that need addressing here:

1. The ongoing issues at 12 Tullamore Way - Resolution team can you look into this and update the customer around this?
2. The request for all calls correspondence and information around this issue. - Official information team, is this something you can confirm we can transfer to Wellington Water to respond to?

Let me know if there are any issues around this.

Many thanks

[REDACTED]

Official Information Coordinator | Complaints & Information Assurance | Wellington City Council
P [REDACTED] | E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz ||

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-----Original Message-----

From: [REDACTED]@orcon.net.nz <[REDACTED]@mikkisummers.co.nz>
Sent: Thursday, 24 November 2022 1:18 pm
To: BUS: Assurance <Assurance@wcc.govt.nz>
Subject: 12 Tullamore Way - water issue

Hi - can I please have all the calls and correspondence/information that have been logged for an ongoing unresolved water issue at 12 Tullamore Way. I believe they started back in 2014.

I wish to take professional advice as am tired of trying to get this fixed and stressed about how it is affecting the integrity of the house foundations.

Many thanks.

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: RE: 2732917 - 12 Tullamore Way
Date: Thursday, 14 November 2019 10:36:00 am

Hi [REDACTED]
Where are we up to with 12 Tullamore?

-----Original Message-----

From: [REDACTED]@mikkisummers.co.nz>
Sent: Wednesday, 13 November 2019 9:35 PM
To: [REDACTED]@wellingtonwater.co.nz>
Subject: Fwd: RE: 2732917 - 12 Tullamore Way

Hi [REDACTED] - just checking what the latest is? The water spilling down the path is now out onto the street again and my garage floor is a wet mess.

If you can please advise that would be great.

Many thanks, Cheers [REDACTED]

----- Original Message -----

Subject: RE: 2732917 - 12 Tullamore Way
Date: 2019-10-31 17:18
From: [REDACTED]@wellingtonwater.co.nz>
To: [REDACTED]@mikkisummers.co.nz>

Kia Ora [REDACTED]
We have fixed the stormwater pipe under the stairs and also performed a leak test which you correctly outlined as having traces of fluoride in the water.

The team are now arranging for leak detection services to determine where the source of the leak is coming from early next week.

Nga mihi nui
[REDACTED]

-----Original Message-----

From: [REDACTED]@mikkisummers.co.nz>
Sent: Tuesday, 29 October 2019 10:45 AM
To: [REDACTED]@wellingtonwater.co.nz>
Subject: Re: 2732917 - 12 Tullamore Way

Hi Ian - I understand Wellington Water was relooking into the leak last week and understand there were traces of fluoride in the water tested?

Wondered if you have any updates?

Many thanks.

Cheers [REDACTED]

On 2019-09-25 09:22, [REDACTED] wrote:

> Kia Ora [REDACTED]
>
> Firstly, my apologies to you on the lack of communication by
> Wellington Water on the leaks affecting your property.
>

From: [REDACTED]
To: [REDACTED]
Subject: FW: RFS#2732917 - 12 Tullamore Way
Date: Friday, 4 October 2019 2:26:00 pm

Can you follow up on this one too please? If you can't find out from [REDACTED] then [REDACTED] should know.

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 23 September 2019 2:17 PM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>;
[REDACTED] <Sam.Lister@wellingtonwater.co.nz>
Subject: RE: RFS#2732917 - 12 Tullamore Way

My recommendation at this juncture is to delay meeting with the Complainant until:

- WWL has met with Roding to discuss options (stairs – open channel drains etc)
- WWL has completed their CCTV investigations, reviewed them etc
- Advised the Mayors office via [REDACTED] that all investigations are complete and socialised with the complainant – then if necessary the Mayor, WWL and myself will attend.

Cheers

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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<http://wellington.govt.nz/~media/Images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED] [mailto:[REDACTED]@wellingtonwater.co.nz]
Sent: Monday, 23 September 2019 1:51 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way

Hi [REDACTED]

The complainant has not been updated on the outcome of the investigation as described earlier.

The last update the complainant received from WWL was approx.. 4 weeks ago when [REDACTED] spoke to [REDACTED] about the outcome of the leak detection and that further investigation was required to determine cause of the seepage.

[REDACTED] has only just been in touch this morning with the Roding contact you supplied.

Thanks

From: [REDACTED]
To: [REDACTED]
Subject: FW: RFS#2732917 - 12 Tullamore Way
Date: Tuesday, 24 September 2019 9:19:24 am
Importance: High

Hi [REDACTED]
Can you also arrange for CCTV of the SW?
Thanks
[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 23 September 2019 2:17 PM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>;
[REDACTED]@wellingtonwater.co.nz>
Subject: RE: RFS#2732917 - 12 Tullamore Way

My recommendation at this juncture is to delay meeting with the Complainant until:

- WWL has met with Roding to discuss options (stairs – open channel drains etc)
- WWL has completed their CCTV investigations, reviewed them etc
- Advised the Mayors office via [REDACTED] that all investigations are complete and socialised with the complainant – then if necessary the Mayor, WWL and myself will attend.

Cheers

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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<http://wellington.govt.nz/~media/Images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED] [mailto:[REDACTED]@wellingtonwater.co.nz]
Sent: Monday, 23 September 2019 1:51 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way

Hi [REDACTED]
The complainant has not been updated on the outcome of the investigation as described earlier.

The last update the complainant received from WWL was approx.. 4 weeks ago when [REDACTED] spoke to [REDACTED] about the outcome of the leak detection and that further investigation was required to determine cause of the seepage.

From: [REDACTED]
To: info@wcc.govt.nz
Subject: Parks - 12 Tullamore Way, Johnsonville
Date: Monday, 28 November 2022 9:25:00 am
Attachments: [image001.png](#)

Hi,

I was hoping to speak to someone about sub soil drainage along the stairs beside 12 Tullamore Way, Johnsonville.

Kind Regards,

[REDACTED] – Customer Resolution Officer
Customer Experience Team



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [Info at WCC](#)
To: [REDACTED]
Subject: Re: [#SR-500005] Parks - 12 Tullamore Way, Johnsonville
Date: Wednesday, 30 November 2022 8:47:08 am

Kia ora [REDACTED]

It's [REDACTED] here - call me on [REDACTED] anytime :)

!-- Initial customer request --!

Hi,

I was hoping to speak to someone about sub soil drainage along the stairs beside 12 Tullamore Way, Johnsonville.

Kind Regards,

[REDACTED] – Customer Resolution Officer

Customer Experience Team

Description



Tel 04 912 4400

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

	www.wellingtonwater.co.nz
--	--

Item Name : Road and footpath maintenance v2
Category : External Customer Services
Is this an urgent health and safety risk? : No, follow normal response times
Service : Query for a council officer
Query for.. : Roading Engineers (council works)
Incident address : .
Location : .
Skip notifications? : Yes

On Tue, 29 Nov 2:36 AM , Info at WCC <info.atWCC@wcc.govt.nz> wrote:
Kia ora [REDACTED]

Thanks for contacting us.

We have passed your enquiry to the Transport Area Roading Engineer. SR
500005.


Ngā mihi,

[REDACTED]
Customer Service Rep | Customer Contact Centre |
P 04 499 4444 F 04 801 3138 W Wellington.govt.nz

PO Box 2199 Wellington 6140

!-- Initial customer request --!

	Hi,
--	-----

Description	<p>I was hoping to speak to someone about sub soil drainage along the stairs beside 12 Tullamore Way, Johnsonville.</p> <p>Kind Regards,</p> <p>[REDACTED] – Customer Resolution Officer</p> <p>Customer Experience Team</p> <div data-bbox="459 1068 871 1160">  </div> <p>Tel 04 912 4400</p> <p>Private Bag 39804, Wellington Mail Centre 5045 Level 4, 25 Victoria Street, Petone, Lower Hutt</p> <p>www.wellingtonwater.co.nz</p>
-------------	---

Item Name : Road and footpath maintenance
v2

Category : External Customer Services
Is this an urgent health and safety risk? : No, follow normal response times
Service : Query for a council officer
Query for.. : Roading Engineers (council works)
Incident address : .
Location : .
Skip notifications? : Yes

On Mon, 28 Nov 10:58 AM , [REDACTED]
<[REDACTED]@wellingtonwater.co.nz> wrote:
Hi,

I need to make a correction. I meant roading, not parks.

Thanks,
[REDACTED]

From: Info at WCC <info.atWCC@wcc.govt.nz>
Sent: Monday, 28 November 2022 9:27 am
To: [REDACTED]
[REDACTED]y@wellingtonwater.co.nz>
Subject: [#SR-500005]Parks - 12 Tullamore Way, Johnsonville

Kia ora [REDACTED]

Thank you for getting in touch. As you've emailed us, it could be up to 24 hours before one of our team opens your message.

If you're reporting an urgent issue where there is possible harm to people or damage to property, please phone us on 499 4444. We're available 24/7.

Examples of when it's best to call us include;

- Reporting broken glass on footpath
- Reporting a waste water leak or a burst mains water pipe
- Asking for noise control
- Letting us know your rubbish wasn't collected

If you do call us, let us know the reference number in the subject line of this email so that we can help you right away.

Ticket Summary

Hi,

I was hoping to speak to someone about sub soil drainage

along the stairs beside 12 Tullamore Way, Johnsonville.

Kind Regards,

[REDACTED] – Customer Resolution

Officer

Customer Experience Team



Tel 04 912 4400

**Private Bag 39804, Wellington Mail Centre
5045**

**Level 4, 25 Victoria Street, Petone, Lower
Hutt**

www.wellingtonwater.co.nz

Ngā mihi,

Customer Services, Wellington City Council

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From: [REDACTED]
To: [Info at WCC](#)
Subject: RE: [#SR-500005]Parks - 12 Tullamore Way, Johnsonville
Date: Monday, 28 November 2022 10:54:00 am
Attachments: [~WRD0002.jpg](#)

Hi,

I need to make a correction. I meant roading, not parks.

Thanks,

[REDACTED]

From: Info at WCC <info.atWCC@wcc.govt.nz>
Sent: Monday, 28 November 2022 9:27 am
To: [REDACTED]@wellingtonwater.co.nz>
Subject: [#SR-500005]Parks - 12 Tullamore Way, Johnsonville

Kia ora [REDACTED]

Thank you for getting in touch. As you've emailed us, it could be up to 24 hours before one of our team opens your message.

If you're reporting an urgent issue where there is possible harm to people or damage to property, please phone us on 499 4444. We're available 24/7.

Examples of when it's best to call us include;

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- Reporting a waste water leak or a burst mains water pipe
- Asking for noise control
- Letting us know your rubbish wasn't collected

If you do call us, let us know the reference number in the subject line of this email so that we can help you right away.

Ticket Summary

Hi,

I was hoping to speak to someone about sub soil drainage along the stairs beside 12 Tullamore Way, Johnsonville.

Kind Regards,

[REDACTED] – Customer Resolution Officer
Customer Experience Team

From: [Resolution Team](#)
To: [REDACTED] [BUS: Assurance](#); [Resolution Team](#); [Official Information](#)
Subject: RE: 12 Tullamore Way - water issue
Date: Monday, 28 November 2022 9:21:00 am
Attachments: [image001.png](#)

Hi [REDACTED]

Could you please provide whatever background you have on this case and a contact email address for the parks team?

Kind Regards,

[REDACTED] – Customer Resolution Officer
Customer Experience Team



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

-----Original Message-----

From: [REDACTED]@wcc.govt.nz>
Sent: Thursday, 24 November 2022 3:03 pm
To: BUS: Assurance <Assurance@wcc.govt.nz>; Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

Hi all, this goes back years and years.

It is a shame that the issue could not be resolved as this is going to be quite some work.

Regards

[REDACTED]

-----Original Message-----

From: BUS: Assurance <Assurance@wcc.govt.nz>
Sent: Thursday, 24 November 2022 1:25 pm
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; Official Information <official.information@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>
Subject: FW: 12 Tullamore Way - water issue

Kia ora Teams

We have just received the below request - this is related to water issues at 12 Tullamore Way.

There are two things that need addressing here:

1. The ongoing issues at 12 Tullamore Way - Resolution team can you look into this and update the customer around this?
2. The request for all calls correspondence and information around this issue. - Official information team, is this something you can confirm we can transfer to Wellington Water to respond to?

Let me know if there are any issues around this.

Many thanks

[REDACTED]

Official Information Coordinator | Complaints & Information Assurance | Wellington City Council P [REDACTED] | E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | |

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-----Original Message-----

From: [REDACTED]@orcon.net.nz <[REDACTED]@mikkisummers.co.nz>

Sent: Thursday, 24 November 2022 1:18 pm

To: BUS: Assurance <Assurance@wcc.govt.nz>

Subject: 12 Tullamore Way - water issue

Hi - can I please have all the calls and correspondence/information that have been logged for an ongoing unresolved water issue at 12 Tullamore Way. I believe they started back in 2014.

I wish to take professional advice as am tired of trying to get this fixed and stressed about how it is affecting the integrity of the house foundations.

Many thanks.

[REDACTED] [REDACTED]

[REDACTED]

From: Official Information
Sent: Thursday, 1 December 2022 12:53 pm
To: [REDACTED]
Cc: Official Information
Subject: RE: 12 Tullamore Way - water issue

Awesome thanks [REDACTED] 😊

If you could provide an update on the open job, when available, it would be much appreciated. [REDACTED]

-----Original Message-----

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Thursday, 1 December 2022 12:02 pm
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

Hi [REDACTED]

Find attached the worksheets for 12 Tullamore Way and 8 Tatum way.

Please note there is an open job in the system that has not shown up on the work sheet.

Cheers,
[REDACTED]

-----Original Message-----

From: Official Information <official.information@wellingtonwater.co.nz>
Sent: Thursday, 1 December 2022 11:30 am
To: [REDACTED]ay@wellingtonwater.co.nz>
Cc: Official Information <official.information@wellingtonwater.co.nz>
Subject: FW: 12 Tullamore Way - water issue

Hey [REDACTED]

Can we please have copies of all service request for 12 Tullamore Way, including any historical request?

The requester believes the issue has been going on since 2014.

We appreciate your help as always and look forward to hearing from you.

Many Thanks
[REDACTED]

-----Original Message-----

From: BUS: Assurance <Assurance@wcc.govt.nz>
Sent: Thursday, 24 November 2022 3:24 pm
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

Kia ora [REDACTED]

I write concerning an official information request received from [REDACTED] [REDACTED] 24 November 2022 requesting all calls and correspondence/information that has been logged for an ongoing unresolved water issue at 12 Tullamore Way.

As discussed this request is being transferred in full to your agency for response.

Please treat this email as a formal transfer of the request under section 12 of the Local Government Official Information and Meetings Act. You should be aware that a response must be provided to the requester as soon as reasonably practicable, and no later than 20 working days after the day this transfer is received by your agency, unless an extension of time is required and duly notified to the requester.

Right of review

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, www.ombudsman.parliament.nz.

Please find attached the original request and our correspondence with the requestor advising of the transfer.

If you have any questions, please feel free to contact me.

[REDACTED] [REDACTED]

Official Information Coordinator | Complaints & Information Assurance | Wellington City Council P [REDACTED] | E [REDACTED]
[REDACTED]@wcc.govt.nz | W Wellington.govt.nz | |

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-----Original Message-----

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Thursday, 24 November 2022 1:32 pm

To: BUS: Assurance <Assurance@wcc.govt.nz>; Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; Official Information <official.information@wellingtonwater.co.nz>

Cc: [REDACTED]@wcc.govt.nz

Subject: RE: 12 Tullamore Way - water issue

Kia ora [REDACTED]

Thanks for your email and note that we will be happy to accept the transfer for point two.

For point one, I will work with [REDACTED] and [REDACTED] on that 😊

Please send through a formal transfer and inform the requester.

Thanks all,

[REDACTED]

[REDACTED] (he/him)

Mob [REDACTED]

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

<https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.wellingtonwater.co.nz%2F&data=05%7C01%7CAssurance%40wcc.govt.nz%7C6475e3738bd84747f4f808dacdb34f04%7Cf187ad074f704d719a80dfb0191578ae%7C0%7C0%7C638048467271375568%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=ofVKZgHZCDaNoYoGaktVXzsg4Tu1OMkq3%2BrYL8Q7GUg%3D&reserved=0>

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

-----Original Message-----

From: BUS: Assurance <Assurance@wcc.govt.nz>

Sent: Thursday, 24 November 2022 1:25 pm

To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; Official Information <official.information@wellingtonwater.co.nz>

Cc: [REDACTED]@wcc.govt.nz>

Subject: FW: 12 Tullamore Way - water issue

Kia ora Teams

We have just received the below request - this is related to water issues at 12 Tullamore Way.

There are two things that need addressing here:

1. The ongoing issues at 12 Tullamore Way - Resolution team can you look into this and update the customer around this?
2. The request for all calls correspondence and information around this issue. - Official information team, is this something you can confirm we can transfer to Wellington Water to respond to?

Let me know if there are any issues around this.

Many thanks

[REDACTED]

Official Information Coordinator | Complaints & Information Assurance | Wellington City Council P [REDACTED] | E [REDACTED]
[REDACTED]@wcc.govt.nz | W Wellington.govt.nz | |

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-----Original Message-----

From: [REDACTED]@orcon.net.nz <[REDACTED]@mikkisummers.co.nz>
Sent: Thursday, 24 November 2022 1:18 pm
To: BUS: Assurance <Assurance@wcc.govt.nz>
Subject: 12 Tullamore Way - water issue

Hi - can I please have all the calls and correspondence/information that have been logged for an ongoing unresolved water issue at 12 Tullamore Way. I believe they started back in 2014.

I wish to take professional advice as am tired of trying to get this fixed and stressed about how it is affecting the integrity of the house foundations.

Many thanks.

[REDACTED]

From: [Resolution Team](#)
To: [REDACTED]; [Resolution Team](#)
Subject: RE: 12 Tullamore Way - water issue
Date: Monday, 28 November 2022 11:44:00 am
Attachments: [image001.png](#)
[image002.png](#)

Hi [REDACTED]

Thanks for clarifying they are private roads, I was unaware of that. However I have checked the walkway from Tatum Way to Tullamore Way and it is council property where sub soil drainage was supposed to be installed.

I have made in roads to establish if this was completed.

Thanks,

[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 28 November 2022 11:28 am
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

All good and Roding are not part of this either – they did help me out in the past as a favour though.

Tullamore Way and Tatum Way are entirely Private Access Ways

Cheers

[REDACTED]

From: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Sent: Monday, 28 November 2022 10:52 am
To: [REDACTED]@wcc.govt.nz>; Resolution Team
<ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

Hi [REDACTED]

I meant Roding, as per the notes.

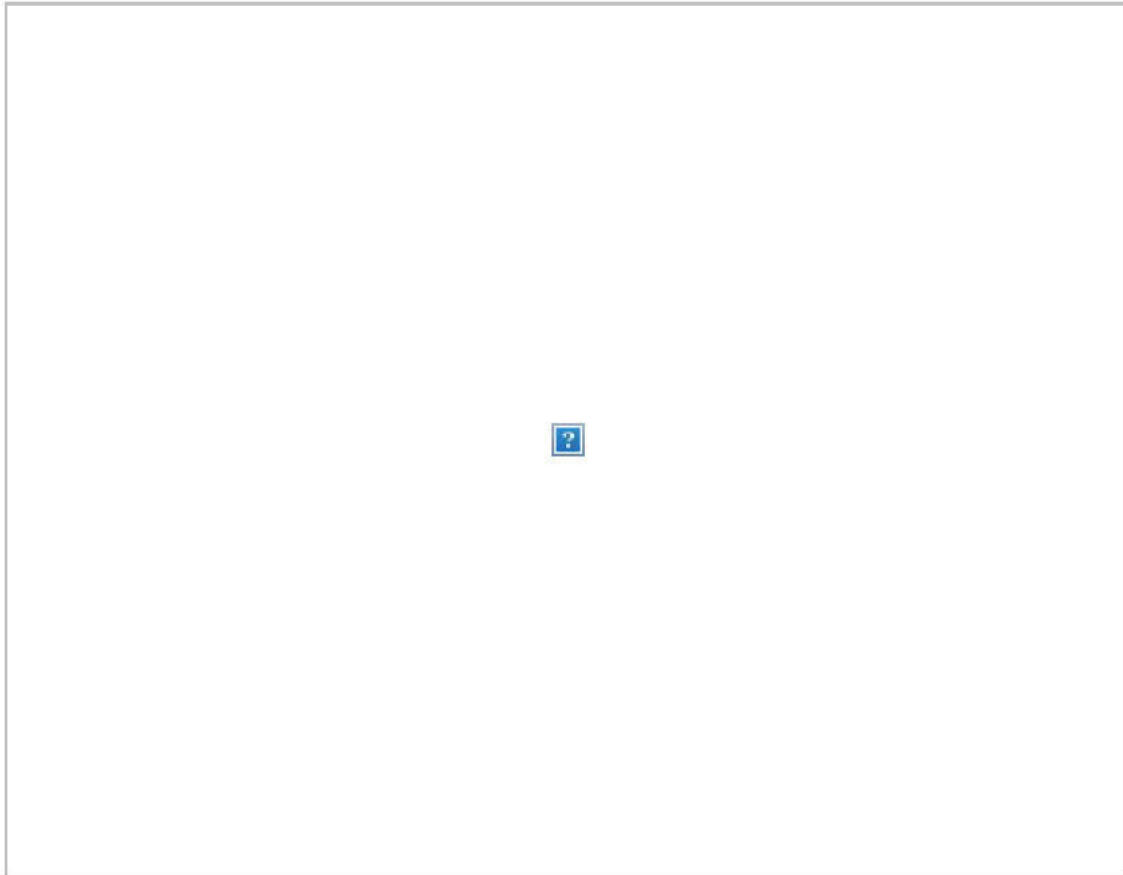
Thanks,

[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 28 November 2022 9:31 am
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

That is the issue WWL notes are not correct and I have reached out to [REDACTED] and [REDACTED] in the past (you can even see my notes on the current open job)

WCC Parks have not property to have a relationship here (see below). Even in job 462002 the job is closed and the notes suggest it is a Potable Water Leak (which it is) but then nothing is done.



I will fire through some past e-mails and you will start to see.

Once you have a handle on it, lets go from there, But it has twice been Potable Water leaks and the largest was from the supply to #10.

Regards

[REDACTED]

From: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>

Sent: Monday, 28 November 2022 9:23 am

To: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>; Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; BUS: Assurance <Assurance@wcc.govt.nz>; Official Information <official.information@wellingtonwater.co.nz>

Subject: RE: 12 Tullamore Way - water issue

Hi [REDACTED]

According to my notes, they do. But I will follow it up myself. I understand we are all busy.

Thanks,

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

Sent: Monday, 28 November 2022 9:22 am

To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; BUS: Assurance <Assurance@wcc.govt.nz>; Official Information <official.information@wellingtonwater.co.nz>

Subject: RE: 12 Tullamore Way - water issue

Sure – but Parks have nothing to do with this.

Cheers

[REDACTED]

From: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>

Sent: Monday, 28 November 2022 9:21 am

To: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>; BUS: Assurance <Assurance@wcc.govt.nz>; Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; Official Information <official.information@wellingtonwater.co.nz>

Subject: RE: 12 Tullamore Way - water issue

Hi [REDACTED]

Could you please provide whatever background you have on this case and a contact email address for the parks team?

Kind Regards,

[REDACTED] – Customer Resolution Officer
Customer Experience Team



Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

-----Original Message-----

From: [REDACTED] <[\[REDACTED\]@wcc.govt.nz](mailto:[REDACTED]@wcc.govt.nz)>

Sent: Thursday, 24 November 2022 3:03 pm

To: BUS: Assurance <Assurance@wcc.govt.nz>; Resolution Team

From: [Resolution Team](#)
To: [REDACTED] [Resolution Team](#)
Subject: RE: 12 Tullamore Way - water issue
Date: Monday, 28 November 2022 12:04:00 pm
Attachments: [image001.png](#)
[image002.png](#)

Hi [REDACTED]

Interesting about the private sump and might be worth investigating that for completeness. I have kicked off a new potable water investigation with leak detection. Just waiting to hear back since it seems like it was last done in August, but things can change since then of course.

The notes says:

"Have followed up with [REDACTED] (WCC roading) regarding the ongoing seepage issue and findings from previous investigations. They'll arrange to clear back the footpath vegetation and then look to install some local drainage to intercept the ponding groundwater/seepage and divert it into back into the system."

Thanks for sending the background through – I appreciate it. I can see this has been going around a lot the last few years so I'll come at this with fresh eyes and hopefully get it resolved.

Thanks,

[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 28 November 2022 11:47 am
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

Interesting as I was not aware of additional drainage agreed to be added as there are SW assets under the steps that have been CCTVd etc,

There is also a private sump up on Tatum Way that is not great.

Do you have a note about the Transport Team assessing the need for drainage (given the issues have been leaks in the past) ? If you do I can connect to the right team in WCC.

Cheers

[REDACTED]

From: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Sent: Monday, 28 November 2022 11:44 am
To: [REDACTED]@wcc.govt.nz>; Resolution Team
<ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

Hi [REDACTED]

Thanks for clarifying they are private roads, I was unaware of that. However I have checked the walkway from Tatum Way to Tullamore Way and it is council property where sub soil drainage was supposed to be installed.

I have made in roads to establish if this was completed.

Thanks,

■

From: ■ [@wcc.govt.nz](mailto:■@wcc.govt.nz)
Sent: Monday, 28 November 2022 11:28 am
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

All good and Roding are not part of this either – they did help me out in the past as a favour though.

Tullamore Way and Tatum Way are entirely Private Access Ways

Cheers

■

From: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Sent: Monday, 28 November 2022 10:52 am
To: ■ [@wcc.govt.nz](mailto:■@wcc.govt.nz); Resolution Team
<ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

Hi ■

I meant Roding, as per the notes.

Thanks,

■

From: ■ [@wcc.govt.nz](mailto:■@wcc.govt.nz)
Sent: Monday, 28 November 2022 9:31 am
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

That is the issue WWL notes are not correct and I have reached out to ■ and ■ in the past (you can even see my notes on the current open job)

WCC Parks have not property to have a relationship here (see below). Even in job 462002 the job is closed and the notes suggest it is a Potable Water Leak (which it is) but then nothing is done.

From: [Resolution Team](#)
To: [REDACTED]; [Resolution Team](#)
Subject: RE: 12 Tullamore Way - water issue
Date: Monday, 28 November 2022 12:55:04 pm
Attachments: [image001.png](#)
[image002.png](#)

Thanks [REDACTED] Gives me a good background on the issues this area has had.

Cheers,
[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 28 November 2022 12:18 pm
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

This is my 'last lot' for you, other than what is in the system.

[REDACTED]

From: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Sent: Monday, 28 November 2022 12:04 pm
To: [REDACTED]@wcc.govt.nz>; Resolution Team
<ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

Hi [REDACTED]

Interesting about the private sump and might be worth investigating that for completeness. I have kicked off a new potable water investigation with leak detection. Just waiting to hear back since it seems like it was last done in August, but things can change since then of course.

The notes says:

"Have followed up with [REDACTED] (WCC roading) regarding the ongoing seepage issue and findings from previous investigations. They'll arrange to clear back the footpath vegetation and then look to install some local drainage to intercept the ponding groundwater/seepage and divert it into back into the system."

Thanks for sending the background through – I appreciate it. I can see this has been going around a lot the last few years so I'll come at this with fresh eyes and hopefully get it resolved.

Thanks,
[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Monday, 28 November 2022 11:47 am
To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

From: [REDACTED]
To: [REDACTED]
Subject: RE: 12 Tullamore Way, Johnsonville
Date: Thursday, 1 December 2022 3:38:00 pm
Attachments: [image002.png](#)
[image003.jpg](#)

Hi [REDACTED]

Thank you for your time today.

Could you please check the state of the sub-soil drainage on the stairs to the right of 12 Tullamore way?

If you see any further issues or seepage, please let me know. Our investigation is ongoing.

Kind Regards,

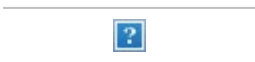
[REDACTED] – Customer Resolution Officer
Customer Experience Team



Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Thursday, 1 December 2022 3:36 pm
To: [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wcc.govt.nz>
Subject: I'm being the Coordinator

[REDACTED]
Senior Information & Escalation Coordinator
Customer Experience



Ph 04 912 4470 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington City Councils, South Wairarapa District Council and Greater Wellington Regional Council.
We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]
To: [REDACTED]
Subject: RE: RE: 2732917 - 12 Tullamore Way - Thank You
Date: Thursday, 27 February 2020 2:17:00 pm

In retrospect [REDACTED] I'm not sure I can add much here as the bulk of the good work occurred after I handed it over to [REDACTED]!

-----Original Message-----

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Wednesday, 26 February 2020 3:55 PM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Subject: FW: RE: 2732917 - 12 Tullamore Way - Thank You

Hello - can you please provide me with some more details about this? For our next On Tap article.

-----Original Message-----

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Friday, 21 February 2020 10:35 AM
To: [REDACTED]@wellingtonwater.co.nz>
Subject: FW: RE: 2732917 - 12 Tullamore Way - Thank You

Good story for the The Dispatch.

-----Original Message-----

From: [REDACTED]
Sent: Friday, 21 February 2020 10:11 AM
To: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]
[REDACTED]@wellingtonwater.co.nz>
Subject: FW: RE: 2732917 - 12 Tullamore Way - Thank You

All

Below is a thank you from [REDACTED] at 12 Tullamore Way who is very pleased that a very long standing seepage issue of over 4 years has been finally resolved.

Given our follow through and commitment to [REDACTED] we have turned a complainant into an advocate. We responded to her "customer moment of truth". No mean feat.

Well done to all those involved (and there was quite a number).

Thank you.
[REDACTED]

-----Original Message-----

From: [REDACTED]@mikkisummers.co.nz>
Sent: Friday, 21 February 2020 9:38 AM
To: Ian [REDACTED]@wellingtonwater.co.nz>
Subject: RE: RE: 2732917 - 12 Tullamore Way - Thank You

Thanks [REDACTED] - yes please do pass on the standard of customer service at all stages/levels was fantastic and I really

Subject: 12 Tullamore way - catch up

Start: Thu 19/01/2023 4:00 pm

End: Thu 19/01/2023 4:00 pm

Recurrence: (none)

Organizer:

Pencilling in a reminder to catch up with you. Spoke with [REDACTED] and he mentioned the today at #10 had a leak too at the toby that needs fixing and seepage sampling was arranged.

Cheers

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: 12 Tullamore Way. Jville. WCCSR35779
Date: Friday, 18 December 2020 9:54:00 am
Attachments: [image001.jpg](#)

Hi [REDACTED]

Had a call from [REDACTED] on this one and filled me in on history. It's a political one having been to the mayor twice recently and been going on for 2 years.

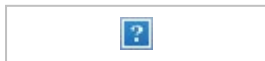
Sounds like a leak from water side at #10 Tullamore. Apparently the drainage side has been done to death in the past and is all good.

[REDACTED] arranged leak detection/seepage sampling this week and waiting on results.

Will fill you in more (and [REDACTED] on Monday.

Cheers

[REDACTED] Customer Planning Engineer
Customer & Operations Group



Tel 04 912 4400 Cel [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

From: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]
Date: Friday, 18 December 2020 9:30:56 am
Attachments: [image001.png](#)
[image002.png](#)

From: [REDACTED] <[REDACTED]@detection-services.co.nz>
Sent: Tuesday, 15 December 2020 10:15 AM
To: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Subject: Fw: WDCSR-35779 12 Tullamore Way Johnsonville

H [REDACTED]
We surveyed the area and some more and found no potable water leaks. The water at the bottom of the stairs did not test up with a chlorine test. Suggest a seepage test.
Many thanks
[REDACTED]

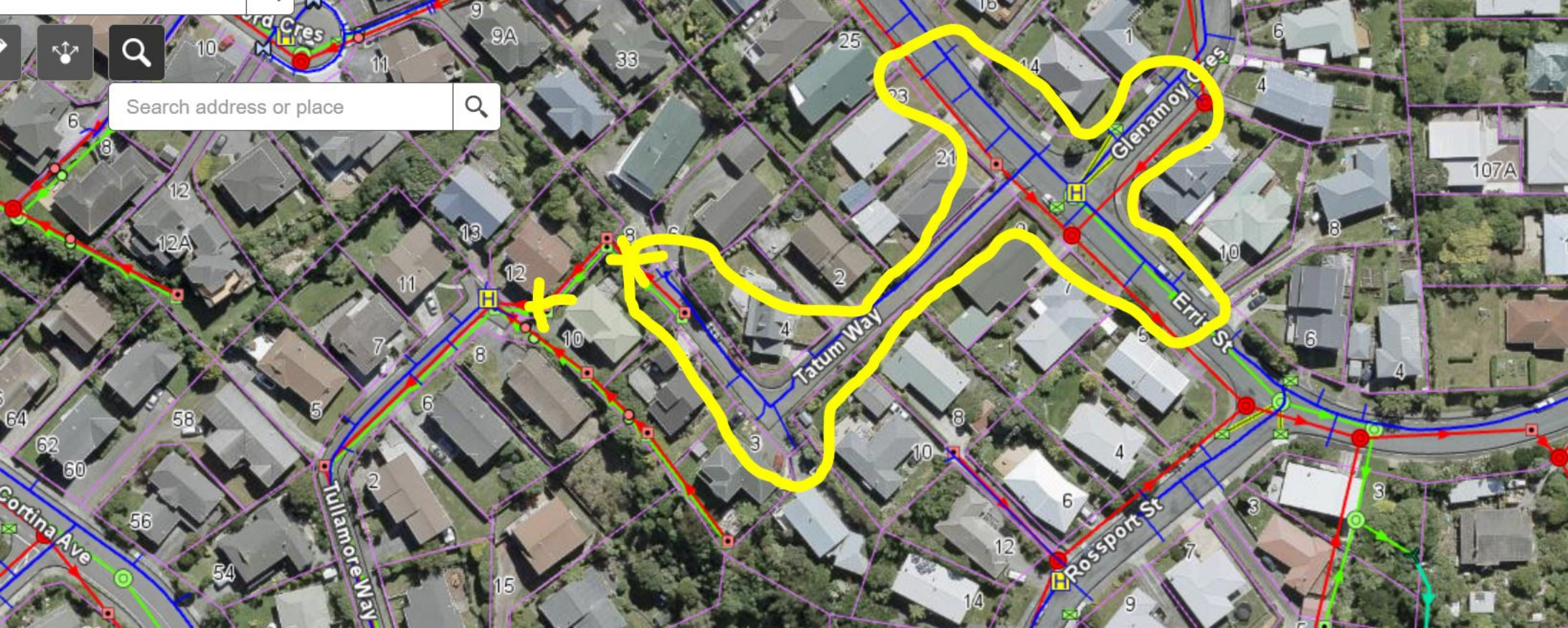
From: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Sent: Sunday, 13 December 2020 2:12 PM
To: [REDACTED] <[REDACTED]@detection-services.co.nz>
Cc: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>, [REDACTED] <[REDACTED]@gmail.com>, [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Subject: WDCSR-35779 12 Tullamore Way Johnsonville

H [REDACTED]
As discussed earlier today.
Can you please carry out a leak survey in the area marked tomorrow as this is an ongoing issue
[REDACTED] has more details as he called into the area whilst I was there and checked a few water assets while there
There is water visible at the end of the Tatum way and both Bob and I suspect there is a slight leak possible upstream on the rider main somewhere in Tatum Way.
There is also water present on the steps and out of the bank next to 12 Tullamore Way.
Both areas where water is surfacing is marked with a yellow cross.

Hopefully all this makes sense

cid:image001.png@01D6D02B.35D46620

Regards [REDACTED]



From: [REDACTED]
To: [Customer Support Team](#)
Subject: 12 Tullamore way workforce snips
Date: Wednesday, 19 October 2022 10:29:00 am
Attachments: [workforce snips - 12 tullamore way, johnsonville.docx](#)

Stormwater

12 TULLAMORE WAY, Johnsonville

Medium Priority

 Unassigned | [Assign](#) ▼

Created: 23 September 2020 8:25 AM by Wellington Water FME Admin

ID: WCCSR-30692

Notes

Water Type: Stormwater

Request Type: Leaking Pipes

Priority: P3

Details: Trickle - Water seeping onto footpath and getting worse ongoing issue see above notes

Address: 12 TULLAMORE WAY, Johnsonville

Council: WCC

Council Request ID: SR-30692

Contact Name: 

Contact Mobile: 

Contact Home:

Contact Email: @orcon.net.nz

Logged By: 

Water

[Edit](#)[...](#)

12 TULLAMORE WAY, Johnsonville

Low Priority

 Unassigned | [Assign](#) ▼

Created: 16 October 2020 3:14 PM by Wellington Water FME Admin

ID: WCCSR-35779

Notes

Water Type: Water

Request Type: Information Request Public

Priority: P4

Details: Related to 30692. Customers email is below and is in response to our team advising that this leak (30692) has been logged. It was first sent on the 30th of september, and they contacted us again today to follow up.

"The leak is still there but appreciate the recent storms would have kept them busy.

I would like to put forward a case for compensation of the area that has been affected by all of these leaks. The house was purchased in 2013 and can produce photos showing the state of the area at that time from the building inspection for the house sale.

At the time of purchase there were no leaks and the area was pristine. Now there is significant bank erosion, a bog and records should show that I had previously flagged leaks around 2014? but an inspection by council told me it was seepage.

Please let me know what the process is for seeking compensation thanks.

Cheers



Cheers [REDACTED]

The last update on 30692 is that they checked for a stormwater leak and did a dye test, from the dye test nothing from the connected stormwater network confirmed the leak so they suspect it may be a water leak.

Could not find a related open job for a leak, please advise if a separate request needs to be raised and contact the customer regarding compensation. I could find 5 enquiries from the last 7 years with a similar description

Apologies for the delay in forwarding this on, there was a glitch in our system and this enquiry was not picked up until today. I will email the customer now to advise of and apologise for the delay.

Address: 12 TULLAMORE WAY, Johnsonville

Council: WCC

Council Request ID: SR-35779

Contact Name: [REDACTED]

Contact Mobile: [REDACTED]

Contact Home:

Contact Email: [REDACTED]@orcon.net.nz

Logged By: [REDACTED]

Logged Date Time: 2020-10-16T15:14:33+13:00

..

Stormwater

[Edit](#)[...](#)

12 Tullamore Way, Wellington

Medium Priority

Dispatcher: [REDACTED]

 Completed

Created: 9 October 2019 10:53 AM by Data Integration

Completed: 21 January 2020 10:17 AM

ID: wcc2842654

ESCALATION - Refer calls etc to GB

09/12/19 16:23 CFB- Private leak 2nd letter due 9.12.19 to 8 Tatum Way

09/10/2019 12:08 GB - Assigned to Silver Lining. They will give an ETR once they have assessed the job.

09/10/2019 Have discussed with TL [REDACTED] Call placed to Silver Lining Contracting requesting urgent assistance. Awaiting their response.

Notes

Water Type: Stormwater

Request Type: Instructed Works

Details: Broken SW pipe near SW06425 L/Hole. Will attach CCTV photo and report in workforce to assist with location of fault.

Address: Tullamore Way (private)

12 Tullamore Way

Johnsonville

Wgtn

Council: WCC

Council Request ID: 2842654

Contact Name: [REDACTED]

Contact Name: [REDACTED]

Contact Mobile: [REDACTED]

Logged By: [REDACTED]

Logged Date Time: 9 October 2019 10:52:11AM

Notes:26.11.19 RH.

Private leak letter has been dropped off at 8 Tatum way..

20.1.2020.

Private leak repaired

Attachments

Add an attachment using drag and drop or by **selecting a file.**



Crack on Corner.PNG

2 MB Image



Broken Pipe.PNG

2 MB Image



3095_04.doc

134 kB Word Doc

Customer Compliments

12 Tullamore Way, Wellington

[Edit](#)[...](#)

Dispatcher: [REDACTED]

 Completed

Created: 31 March 2020 1:45 PM by [REDACTED]

ID: 2732917CCOM

09/04/20 1010 JM CX - No further action required.

Email received from the customer at this address -

From: [REDACTED]@mikkisummers.co.nz

Date: 20 February 2020 at 8:42:57 PM NZDT

To: [REDACTED]@wellingtonwater.co.nz

Subject: RE: RE: 2732917 - 12 Tullamore Way - Thank You

Hi [REDACTED] - for the first time for about 4 years now there is no water in the garage and no dripping bank and bog down the side of the house and the footpath is free of any surface water.

Thank you for overseeing this through for us, really do appreciate it. I know you must be having a crazy time at the moment with all the Wellington water issues and very pleased we got in before that happened!!

Thanks so much again.

Cheers [REDACTED]

Attachments

Add an attachment using drag and drop or by [selecting a file](#).

From: [b4udig PowercoGas](#)
To: [Dispatch Service Plans](#)
Subject: 596791_12_Tullamore_Way_Wellington_Wellington
Date: Friday, 18 February 2022 1:08:29 pm
Attachments: [596791_12_Tullamore_Way_Wellington_Wellington.pdf](#)


Our privacy policy is [here](#). It tells you how we may collect, hold, use and share personal information.

Conditions for use of plans

Powerco plans must be used in accordance with the conditions contained in the attached Underground Enquiry Sheet and the conditions shown on the plans themselves. In particular, note that:

- **Plans are provided as a guide only;**
- Contact the location provider in your area 2 working days prior to excavation;
- **Use the contact details below** in the event of any query arising before or during excavation;
- **The person in charge of the work must ensure compliance with** the relevant Acts and Regulations, Codes of Practice and the relevant WorkSafe New Zealand booklets including **the Guide for Safety with Underground Services**.

Plans must be printed in **colour** on a **single page** and at their **original A3 scale**.

 | Plan Issuing Administrator
Detect Services

For Plan Enquiries please phone (06) 968 1248

For Electricity Location Enquiries please phone (0508) 483-649

For Electricity Standover Requests please phone (0800) 769-372

-

For Gas Location Enquiries and Standover Requests please contact:

Manawatu/Levin – 

Hawkes Bay – 

Hutt Valley/Porirua – 

Wellington – 

Taranaki – 

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Underground Gas Enquiry Sheet

Date/Time Recd: 18/02/2022 10:07:00 a.m. **Sequence No:** 10101852 **Enquiry No:** 596791
Enquiry Type: ☐ Personal ☐ Mail ☐ Fax ☐ Phone ☒ E Mail
Company: Wellington Water (Lower Hutt) **Phone:** 049124470
Contact Name: [REDACTED] **Mobile:** [REDACTED]
Location of Work: 12 Tullamore Way; Wellington
Additional Info on Property: WCCSR-318671. NEED PLANS PLEASE: NOTE: LOCATE / STAND OVERS WILL BE ORDERED SEPERATELY AS WE NEED TO PLAN FOR THESE JOBS.
Description of Work: Hand Digging
Proposed Commencement Date: 23/02/2022

Information Provided

Gas Record Plans Showing Mains/Service Pipes			
<input type="checkbox"/> Low Pressure	<input checked="" type="checkbox"/> Medium Pressure	<input type="checkbox"/> Intermediate Pressure	NO GAS IN AREA <input type="checkbox"/>
Plan	596791 - 12 Tullamore Way.pdf		
Strategic Pipes in Area?	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>	
Standover may be required:	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>	
Plans Issued to:	[REDACTED]	Date/Time:	
On-Site Location Required:	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>	Date: Time:
General Comments:	GENERATED: 1/1 Plans		
Processed By:	[REDACTED]		

Conditions

- The purpose of this document is to outline conditions that apply and precautions that should be taken when undertaking excavation work in the vicinity of underground gas pipes.
- Information concerning the location of underground Powerco owned gas pipes is freely available from Powerco and must be obtained prior to commencing any excavation work.
- The information shown on the plans provided relate only to Powerco's gas reticulation. Other relevant service authorities should be contacted to obtain information concerning their services.
- The plans provided may not necessarily indicate all redundant pipes or all service pipes (e.g. pipes, in road reserve, connecting the Consumer to Powerco's reticulation system).
- The record plans must be kept on site while excavations are in progress.
- On-site gas pipeline location marking carried out by Powerco is to be used as a guide only and no warranty as to its accuracy is given or implied.
- It must be noted that it is the Contractors' responsibility to determine the exact location of the underground gas pipes by hand-digging. In the event of being unable to locate the gas pipe, Powerco should be contacted for further assistance prior to commencing any further excavation work.

Damage to Powerco Underground Plant:

Any accidental damage to gas pipes, however slight, must be reported to Powerco immediately. This will enable

prompt and cost efficient repairs to be carried out and will avoid subsequent complications and more expensive remedial work being undertaken should a fault develop at a later date.

- **To report any damage to gas pipes, contact the Powerco Help Desk on 0800 111 848 immediately.**

Clearances:

It is the responsibility of the person in charge of the work to ensure that the minimum clearances shown below are maintained at all times during the progress of the work. This person is also responsible for compliance with the requirements of the relevant Acts and Regulations, Codes of Practice as well as the relevant WorkSafe New Zealand booklet "*Guide for Safety with Underground Services*".

Electricity Regulations 1997 Regulation 93 - Every person who is operating mechanical equipment near conductors of overhead electric lines shall ensure that the equipment does not encroach within 4 metres of the conductor, unless the written permission of the owner of the electric line has been obtained.

NZ Electrical Code Of Practice No 34 : 2001 for Electrical Safe Distances - Section 2 - Minimum Safe Distances for Excavation and Construction Near Overhead Electric Line Supports.

Underground Gas Pipes:

1. Machine Digging

Strategic Intermediate Pressure [feeder main operating at pressures greater than 700kPa (100psi)] and Medium Pressure Gas Pipes

- (a) Machine digging is not permitted closer than 1.0m from any Strategic Intermediate Pressure and Medium Pressure gas mains or services. Any excavation work within this distance must be performed by hand digging and under the observation of a Powerco Approved Works Protection Observer including the backfilling operation.
- (b) Please refer to the Powerco Standard "*Excavation Works in the Vicinity of Strategic Cables and Pipes*" before commencing excavation work in the vicinity of Strategic Gas Pipes.

Medium and Low Pressure Gas Pipes

- (c) Machine digging is not permitted closer than 500mm from any Medium or Low Pressure gas main or service unless the position of the pipes has been verified by hand digging and exposing them first.

2. Personnel On-Site

It will be necessary for a Powerco Approved Works Protection Observer to be on site where any strategic intermediate or medium pressure main or service is to be exposed or crossed.

3. Notification of work near Strategic Intermediate Pressure and Medium Pressure Gas Pipes

- (a) At least 2 working days' notice must be given to Powerco prior to any excavation work taking place.
- (b) It is the Excavation Contractor's responsibility to contact the Powerco Help Desk on 0800 769 372 for the above notification.
- (c) The Excavation Contractor will be issued with a Works Agreement, which must be completed and signed prior to any excavation work taking place near any Strategic Intermediate Pressure or Medium Pressure gas pipes.

4. Location of other services

(a) Intermediate Pressure Gas Pipes

No service shall be laid closer than 300mm from any Intermediate Pressure Gas Pipe

(b) Low or Medium Pressure Gas Pipes

No service shall be laid closer than 250mm from any Low or Medium Pressure Gas Pipe



Utility Details

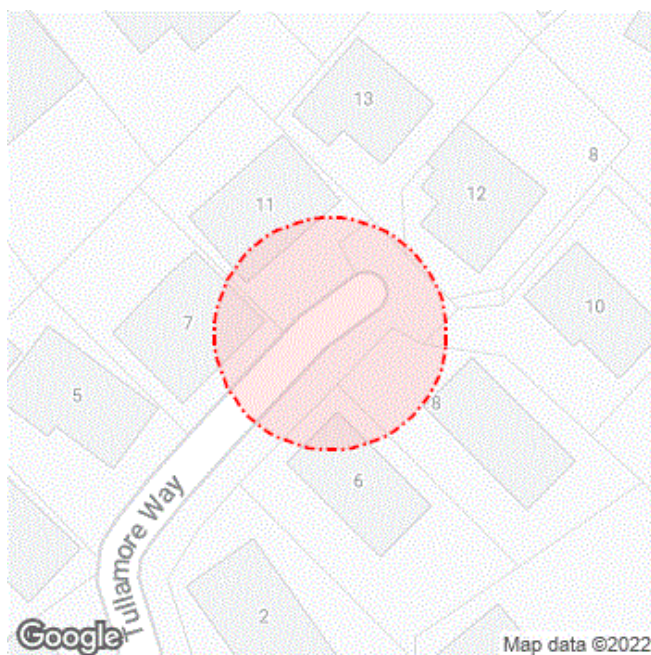
Please be advised the person below has requested information about underground assets in your jurisdiction. You are required to respond within 2 working days and reference the Job Number, Sequence Number and the User Reference (where supplied).

To:	[REDACTED]	Enquiry Date:	18/02/2022
Utility ID:	70053	Priority Type:	Normal
Utility Name:	Powerco Gas (Wellington) -Detect Service	Enquiry Medium:	Web
Email:	b4udig_WellingtonGas@powerco.co.nz		

Customer Details

Customer ID:	155475	Contact:	[REDACTED]
Company:	Wellington Water Ltd	Phone:	049124470
Address:	Level 4 25 Victoria Street Petone Wellington 5012	Mobile:	Not Supplied
Email:	dispatchserviceplans@wellingtonwater.co.nz	Fax:	Not Supplied

Proposed Site Location



WARNING: The adjacent map displays the extent of the proposed dig site as specified and confirmed by the beforeUdig customer.

User Reference:

WCCSR-318671

Working on Behalf of:

Wellington Water

Start Date:

23/02/2022

End Date:

23/02/2022

Address:12 Tullamore Way
Johnsonville Wellington 6037**For Planning:**

No

Plans Requested:

Yes

Asset Locate:

No

Preferred Locate Date:

Not Supplied

Workplace Location:

Road Reserve

Location in Road:

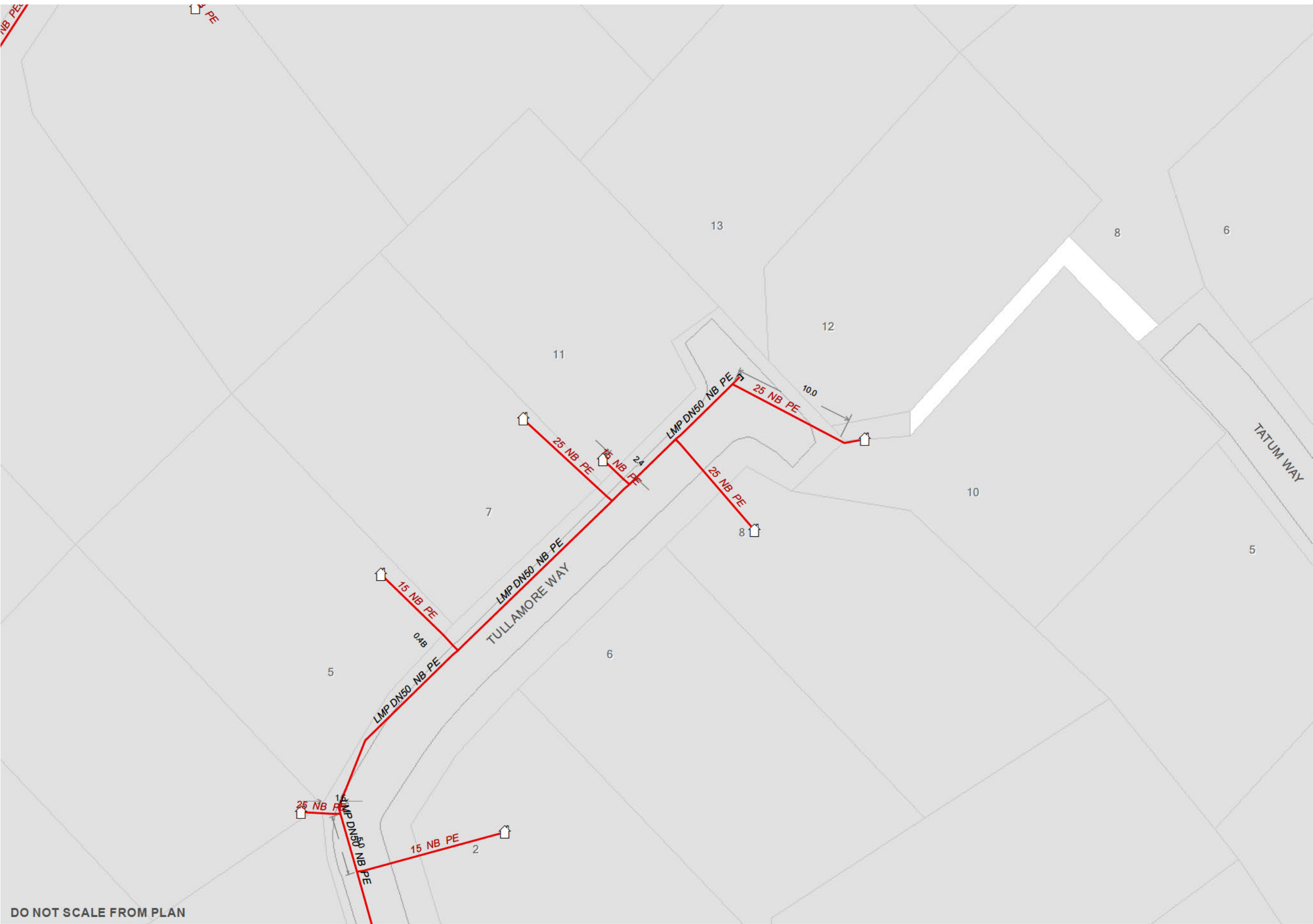
CarriageWay, Footpath, Berm

Nature of Works:

Hand Digging

Additional Work Site Notes:

NEED PLANS PLEASE: NOTE: LOCATE / STAND OVERS WILL BE ORDERED SEPERATELY AS WE NEED TO PLAN FOR THESE JOBS.



Gas Network

- Customer Location
- Gas Gate
- Regulator Station
- Gas Valve
- Valve Station
- Squeeze Location
- Anode
- Insulation Joint
- Rectifier
- Test Point

Fittings			
Tee	End Cap	Reducer	Transition

Pipes	
Pressure Status	
Intermediate Pressure Live	
Medium Pressure Live	
Low Pressure Live	
Proposed Assume Live	
Unknown Pressure Live	
No Pressure Out of Service	
Other Assume Live	
Duct	
Special Crossing	
CP Cable	

Reference Features

Building	Pole
Manhole	Fire Hydrant
Sump	Survey Peg
Box	Post Other
Bank	Easement
Fence	
Kerb/Path	
Treeline	
Unusual Depths	

Locate/markout before you dig

Hand dig before excavating

Can't find it? In a different place?
Call 0800 769 372 for help

DO NOT SCALE FROM PLAN



GAS NETWORK - EXCAVATION 596791 - 12 Tullamore Way

For excavation purposes only. This plan expires 1 month from this date 18/02/2022 For more information go to www.powerco.co.nz
This plan must be used in conjunction with the conditions in the accompanying email and on this plan. It shows approximate positions as a guide only and no warranty to its accuracy is given or implied.
This plan may not show all gas pipes or cables, e.g. pipes may be missing and new pipes or cables may have been laid since this plan was printed. Measurements shown are a guide only. Position of assets is unknown if no measurements are shown.



[REDACTED]

From: Official Information
Sent: Thursday, 1 December 2022 11:30 am
To: [REDACTED]
Cc: Official Information
Subject: FW: 12 Tullamore Way - water issue
Attachments: RE: 12 Tullamore Way - water issue; 12 Tullamore Way - water issue

Hey [REDACTED]

Can we please have copies of all service request for 12 Tullamore Way, including any historical request?

The requester believes the issue has been going on since 2014.

We appreciate your help as always and look forward to hearing from you.

Many Thanks
[REDACTED]

-----Original Message-----

From: BUS: Assurance <Assurance@wcc.govt.nz>
Sent: Thursday, 24 November 2022 3:24 pm
To: Official Information <official.information@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way - water issue

Kia ora [REDACTED]

I write concerning an official information request received from [REDACTED] 24 November 2022 requesting all calls and correspondence/information that has been logged for an ongoing unresolved water issue at 12 Tullamore Way.

As discussed this request is being transferred in full to your agency for response.

Please treat this email as a formal transfer of the request under section 12 of the Local Government Official Information and Meetings Act. You should be aware that a response must be provided to the requester as soon as reasonably practicable, and no later than 20 working days after the day this transfer is received by your agency, unless an extension of time is required and duly notified to the requester.

Right of review

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, www.ombudsman.parliament.nz.

Please find attached the original request and our correspondence with the requestor advising of the transfer.

If you have any questions, please feel free to contact me.

[REDACTED]

Official Information Coordinator | Complaints & Information Assurance | Wellington City Council P [REDACTED] | E [REDACTED]
[REDACTED]@wcc.govt.nz | W Wellington.govt.nz |

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-----Original Message-----

From: Official Information <official.information@wellingtonwater.co.nz>

Sent: Thursday, 24 November 2022 1:32 pm

To: BUS: Assurance <Assurance@wcc.govt.nz>; Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; Official Information <official.information@wellingtonwater.co.nz>

Cc: [REDACTED]@wcc.govt.nz>

Subject: RE: 12 Tullamore Way - water issue

Kia ora [REDACTED]

Thanks for your email and note that we will be happy to accept the transfer for point two.

For point one, I will work with [REDACTED] and [REDACTED] on that 😊

Please send through a formal transfer and inform the requester.

Thanks all,

[REDACTED]

[REDACTED] (he/him)

Governance Coordinator - Regulatory Services

Mob [REDACTED]

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

<https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.wellingtonwater.co.nz%2F&data=05%7C01%7CAssurance%40wcc.govt.nz%7C6475e3738bd84747f4f808dacdb34f04%7Cf187ad074f704d719a80dfb0191578ae%7C0%7C0%7C638048467271375568%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQljojV2luMzIiLCJBTiI6IjEkaWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=ofVKZgHZCDaNoYoGaktVXzsg4Tu1OMkq3%2BrYL8Q7GUg%3D&reserved=0>

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

-----Original Message-----

From: BUS: Assurance <Assurance@wcc.govt.nz>

Sent: Thursday, 24 November 2022 1:25 pm

To: Resolution Team <ResolutionTeam@wellingtonwater.co.nz>; Official Information <official.information@wellingtonwater.co.nz>

Cc: [REDACTED]@wcc.govt.nz>

Subject: FW: 12 Tullamore Way - water issue

Kia ora Teams

We have just received the below request - this is related to water issues at 12 Tullamore Way.

There are two things that need addressing here:

1. The ongoing issues at 12 Tullamore Way - Resolution team can you look into this and update the customer around this?
2. The request for all calls correspondence and information around this issue. - Official information team, is this something you can confirm we can transfer to Wellington Water to respond to?

Let me know if there are any issues around this.

Many thanks

Official Information Coordinator | Complaints & Information Assurance | Wellington City Council P [REDACTED] | E [REDACTED]
[REDACTED]@wcc.govt.nz | W Wellington.govt.nz | |

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-----Original Message-----

From: [REDACTED]@orcon.net.nz <marie@mikkisummers.co.nz>

Sent: Thursday, 24 November 2022 1:18 pm

To: BUS: Assurance <Assurance@wcc.govt.nz>

Subject: 12 Tullamore Way - water issue

Hi - can I please have all the calls and correspondence/information that have been logged for an ongoing unresolved water issue at 12 Tullamore Way. I believe they started back in 2014.

I wish to take professional advice as am tired of trying to get this fixed and stressed about how it is affecting the integrity of the house foundations.

Many thanks.

From: [REDACTED]@orcon.net.nz
To: BUS: Assurance
Subject: 12 Tullamore Way - water issue
Date: Thursday, 24 November 2022 1:17:33 pm

Hi - can I please have all the calls and correspondence/information that have been logged for an ongoing unresolved water issue at 12 Tullamore Way. I believe they started back in 2014.

I wish to take professional advice as am tired of trying to get this fixed and stressed about how it is affecting the integrity of the house foundations.

Many thanks.

[REDACTED]

From: [BUS: Assurance](#)
To: marie@mikkisummers.co.nz
Subject: RE: 12 Tullamore Way - water issue

Kia ora [REDACTED]

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received 24 November 2022.

Wellington Water are a separate entity to Wellington City Council and their system is different to ours, as such they may hold more information around this issue that we would have on our records.

In these circumstances, we are required under section 12 of the Act to transfer your request. We have therefore formally transferred your request to Wellington Water.

Wellington Water can also be contacted directly on: official.information@wellingtonwater.co.nz

We have also asked Wellington Water to look into this issue for you and provide an update around this. Someone from Wellington Water will be in touch in due course around this.

Right of review

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, www.ombudsman.parliament.nz.

Thank you again for your request, if you have any questions, please feel free to contact us.

Kind regards

The Assurance Team

Email: assurance@wcc.govt.nz

Wellington City Council | W Wellington.govt.nz ||

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-----Original Message-----

From: [REDACTED]@orcon.net.nz <[REDACTED]@mikkisummers.co.nz>

Sent: Thursday, 24 November 2022 1:18 pm

To: BUS: Assurance <Assurance@wcc.govt.nz>

Subject: 12 Tullamore Way - water issue

Hi - can I please have all the calls and correspondence/information that have been logged for an ongoing unresolved water issue at 12 Tullamore Way. I believe they started back in 2014.

I wish to take professional advice as am tired of trying to get this fixed and stressed about how it is affecting the integrity of the house foundations.

Many thanks.

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: 12 Tullamore Way, Johnsonville
Date: Monday, 28 November 2022 10:59:00 am
Attachments: [12 Tullamore Way Johnsonville, Investigation.docx](#)
[image001.jpg](#)
[image002.png](#)

I forgot to add that the leak is originating from 8 tatum Way.
WO# 235789

Thanks,

[REDACTED]

From: [REDACTED]
Sent: Monday, 28 November 2022 10:03 am
To: Rob [REDACTED]@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way, Johnsonville

Hi [REDACTED]

Attached is my background doc on works done so far.

Would be good to get your thoughts.

Thanks,

[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Monday, 28 November 2022 9:37 am
To: [REDACTED]@wellingtonwater.co.nz>
Subject: RE: 12 Tullamore Way, Johnsonville

Morning [REDACTED]

Yes we undertook a leak detection ground survey in Broadmeadows and Broadmeadows HL back in August this year with nothing against the address mentioned.

Cheers

Ngā Mihi,

[REDACTED] **Team Leader Water Loss Managment**
Customer & Operations Group



Tel 04 912 4400 Cel [REDACTED]

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

www.wellingtonwater.co.nz

From: [REDACTED]@wellingtonwater.co.nz>

Sent: Monday, 28 November 2022 9:23 am

To: [REDACTED]@wellingtonwater.co.nz>

Subject: 12 Tullamore Way, Johnsonville

Morning [REDACTED]

I was wondering if there has been any leak detection work that the water loss team has completed recently in and around 12 Tullamore Way, Johnsonville?



Thanks,

[REDACTED]

Affected Property: 12 Tullamore Way, Johnsonville



Service request ID: WCCSR-30692

WCCSR-35779, WCCSR-78920, WCCSR-318671, WCCSR-318671 – 1, WCCSR-356726-1, WCCSR-473344, **WCCSR-462002-1**

Original Report: Trickle - Water seeping onto footpath and getting worse ongoing issue see above notes

History:

23 September 2020 – SR raised

7 October 2020 – Dye tested WW and SW main. No issue. Closed

16 October 2020 – SR raised

14 December 2020 – Water sample and leak detection ordered. Seepage comes from 6 and 8 Tatum Way.

19 December 2020 – SR raised

5 January 2021 – leak repaired and meter installed at 10 Tullamore

12 Jan 2021 – Parks to install drainage

23 Feb 2021 – No PW leak, must be ground seepage. Passed to roading.

18 August 2021 – Customer added note that water was back.

31 January 2022 – Customer raised SR again.

31 March 2022 – Toby leak SR raised. LDS surveyed Tullamore Way and Tatum Way

7 June 2022 – Customer laid complaint at WCC. Drainage investigation – *“Further investigation have found a drainage coil pipe that has been installed right next to where the problem area is on the neighbours property where most likely why surface water is in the area”*

23 June 2022 – Toby leak repaired.

3 October 2022 – Internal SR raised for PW team investigation.

17 October 2022 – Customer raised another job.

24 November 2022 – Customer looked for update.

28 November 2022 – Emailed WCC for Parks contact

Current actions:

- Initial thoughts:

Maximo Job:

From: [REDACTED]
To: [REDACTED]
Subject: FW: Lester/Justin - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Friday, 27 September 2019 8:15:06 am
Attachments: [Tatum Way walkway \(2\).jpg](#)
[Tatum Way walkway \(4\).jpg](#)
[Tatum Way walkway \(6\).jpg](#)

Please keep a track on that Toby fix and I intend to review the site now it and the kerb/channel have been cleared.

Our Roothing crews have performed well here.

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M + [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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<http://wellington.govt.nz/~media/Images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED]
Sent: Friday, 27 September 2019 8:07 AM
To: [REDACTED]@mikkisummers.co.nz
Cc: [REDACTED]
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Good morning [REDACTED]

Just to update one aspect, if I may.

Our Roothing crews were out yesterday and cleared the whole of the access way between Tullamore Way and Tatum Way (attached photos).

Importantly, this included clearing the Kerb and Channel (it was completely blocked) at the lower reaches of Tatum Way to reduce the potential for rainwater to flow down the steps aside your property. A clear kerb and channel will direct the rain water flow into the road sump located at the end of Tatum Way.

My team at Wellington Water have also completed the camera of the Stormwater Lines and undertook a die-test to see if any water from the Stormwater network came through the retaining wall by your property – the results were negative.

While on site we did locate a water toby mid-way up Tatum Way that has a leak and we have

placed priority on this repair – while I don't believe it will have an influence, it is worth getting it repaired without delay.

I will likely be out to the site today for my own personal review.

Kind regards

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M + [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | [REDACTED] [REDACTED]

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<http://wellington.govt.nz/~media/Images/email-signatures/wcc-banner-new.jpg>



From: [REDACTED]
Sent: Wednesday, 25 September 2019 4:11 PM
To: [REDACTED]@mikkisummers.co.nz
Cc: [REDACTED]
Subject: Fwd: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Hi [REDACTED]

[REDACTED] from WCC has had a good look and advised the following:

- 1)WCC - WCC Roading team will clear the steps of accumulated debris, moss etc and make good for inspection to see if there is a water channel issue.
- 2) Wellington Water - to camera the Storm Water line that runs under the steps to assure us of its integrity.

Wellington Water is supposed to contact you today to talk this through with you.

Ngā mihi

[REDACTED]







From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Friday, 20 September 2019 10:31:00 am
Attachments: [image001.jpg](#)
[IMG_2379.JPG](#)
[IMG_2383.JPG](#)

Hi [REDACTED]

WCC has requested a WWL employee attend onsite with the Mayor to discuss the below issue.

My suggestion is that you should attend as Manager Customer Planning. If you are in agreement I will notify WCC.

Thanks

[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Friday, 20 September 2019 10:20 AM
To: [REDACTED]@wellingtonwater.co.nz>
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Hi [REDACTED]

I've just talked [REDACTED] about this and he gave me a rundown of what we have done up here.

We have performed extensive leak detection in the area which found those early leaks which have since been repaired.

[REDACTED] has been up here multiple times as well to investigate that seepage.

The issue here is that there is a number of small issues that are all adding up:

- The condition of the road is not great which causes runoff/ground water to pool and runoff down the stairs (Image attached)
- The condition of the stairs and lack of drainage (Roading asset)
- 5 Tatum Way has a down pipe that runs directly into a rock garden/driveway that then runs to the road adding the amount of water (photo attached).
- Due to Tatum and Tullamore way being private roads there is little roading can do on the actual roads.

What we can organise is dye testing of the main to see if anything comes out.

Cheers,

[REDACTED] Graduate Engineer
Customer Operations Group



Tel 04 912 4400 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045
Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz





From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved
Date: Friday, 27 September 2019 8:55:00 am
Attachments: [Tatum Way walkway \(2\).jpg](#)
[Tatum Way walkway \(4\).jpg](#)
[Tatum Way walkway \(6\).jpg](#)

FYI – ill come have a chat.

From: [REDACTED]
Sent: Friday, 27 September 2019 8:07 AM
To: [REDACTED]@mikkisummers.co.nz
Cc: [REDACTED]
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Good morning [REDACTED]

Just to update one aspect, if I may.

Our Roading crews were out yesterday and cleared the whole of the access way between Tullamore Way and Tatum Way (attached photos).

Importantly, this included clearing the Kerb and Channel (it was completely blocked) at the lower reaches of Tatum Way to reduce the potential for rainwater to flow down the steps aside your property. A clear kerb and channel will direct the rain water flow into the road sump located at the end of Tatum Way.

My team at Wellington Water have also completed the camera of the Stormwater Lines and undertook a die-test to see if any water from the Stormwater network came through the retaining wall by your property – the results were negative.

While on site we did locate a water toby mid-way up Tatum Way that has a leak and we have placed priority on this repair – while I don't believe it will have an influence, it is worth getting it repaired without delay.

I will likely be out to the site today for my own personal review.

Kind regards

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz | ☐ ☐

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From: [Customer Support Team](#)
To: [REDACTED]
Subject: FW: Water issue - WCCSR-462002-1 - 12 Tullamore Way
Date: Wednesday, 19 October 2022 10:00:31 am
Attachments: [20221015_104421.jpg](#)
[20221015_104557.jpg](#)

-----Original Message-----

From: [REDACTED]@orcon.net.nz <[REDACTED]@mikkisummers.co.nz>
Sent: Monday, 17 October 2022 7:37 pm
To: Customer Support Team <customer@wellingtonwater.co.nz>
Subject: Water issue - WCCSR-462002-1 - 12 Tullamore Way

Hi - with regards to the above job I have pictures to add to the information I have given;

1st attachment - my garage with water seeping through. On the other side of the back wall of the garage the soil is sodden and I am worried the foundations are becoming compromised

2nd attachment - parallel to right side of the property is the pedestrian path from Tullamore Way to Tatum Way. At this point in the path it always has water across it. It is directly in line with my garage and the other side of garage wall

3rd attachment - looking down the pedestrian path from near the top of Tatum Way showing the patch where the water lies across it - in next email

4th attachment - is at the top of Tatum Way where there has been some remedial work done on a leak. There is water in the gutter and I have a video showing the water is flowing rather than stagnant to the drainage at the side of the cul-de-sac but the file was too big to attach - in next email

The issues for me are;

- my insurance company advise they don't have on record any known springs in the immediate area of 12 Tullamore Way

- water in the gutter at the top of Tatum Way coming from nowhere and that is flowing in one direction indicates (to me at least) there is still a leak somewhere up there

- there is audible dripping of water on the other side of the garage and the land down the side of the garage is wet and boggy

- I feel the presence of surface water is probably like the tip of an iceberg

- there was an earthquake a few weeks ago and before that the garage was bone dry even with all the rain. I felt that some progress had been made. However since that earthquake the garage has not dried out

- water appearing in Tatum Way and on the pedestrian path are both on WCC land. My argument has always been WCC has an obligation to stop water from causing a problem on my side as any neighbouring property would be required to do.

- I am working with a drainage company NVC who advise me water on my side is as a result of a leak from up top from Tatum Way

What I am looking for;

to organise a site visit between WCC (Wellington Water), myself and NVC.

If someone can please get back to me thanks.

[REDACTED]

[REDACTED]





[REDACTED]

From: [REDACTED]
Sent: Tuesday, 5 November 2019 3:45 pm
To: [REDACTED]
Subject: RE: 12 Tullamore Way Jville
Attachments: RE [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved; Tatum Way old job

Hi [REDACTED]

Apologies, I have been full up today so haven't been able to see you on this!

To give you some background in the interim, I have attached some emails briefing [REDACTED] [REDACTED] and [REDACTED] on the issues present.

If you need further information on this, let me know and I will try and head down to the Hub tomorrow.

Regards

[REDACTED]

From: [REDACTED]@wellingtonwater.co.nz>
Sent: Monday, 4 November 2019 4:53 PM
To: [REDACTED]@wellingtonwater.co.nz>
Subject: 12 Tullamore Way Jville

Hi [REDACTED]

I am working on trying to finally resolve this matter as it has been escalated and become quite political.

Can I meet with you to get some background so that I can move on and actually get the problem resolved!!!!!!!!!!!!

Thanks

[REDACTED]

[REDACTED]
Customer Experience Team



Ph 04 912 4470 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045

Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Click [here](#) to see what it's like to work at Wellington Water!

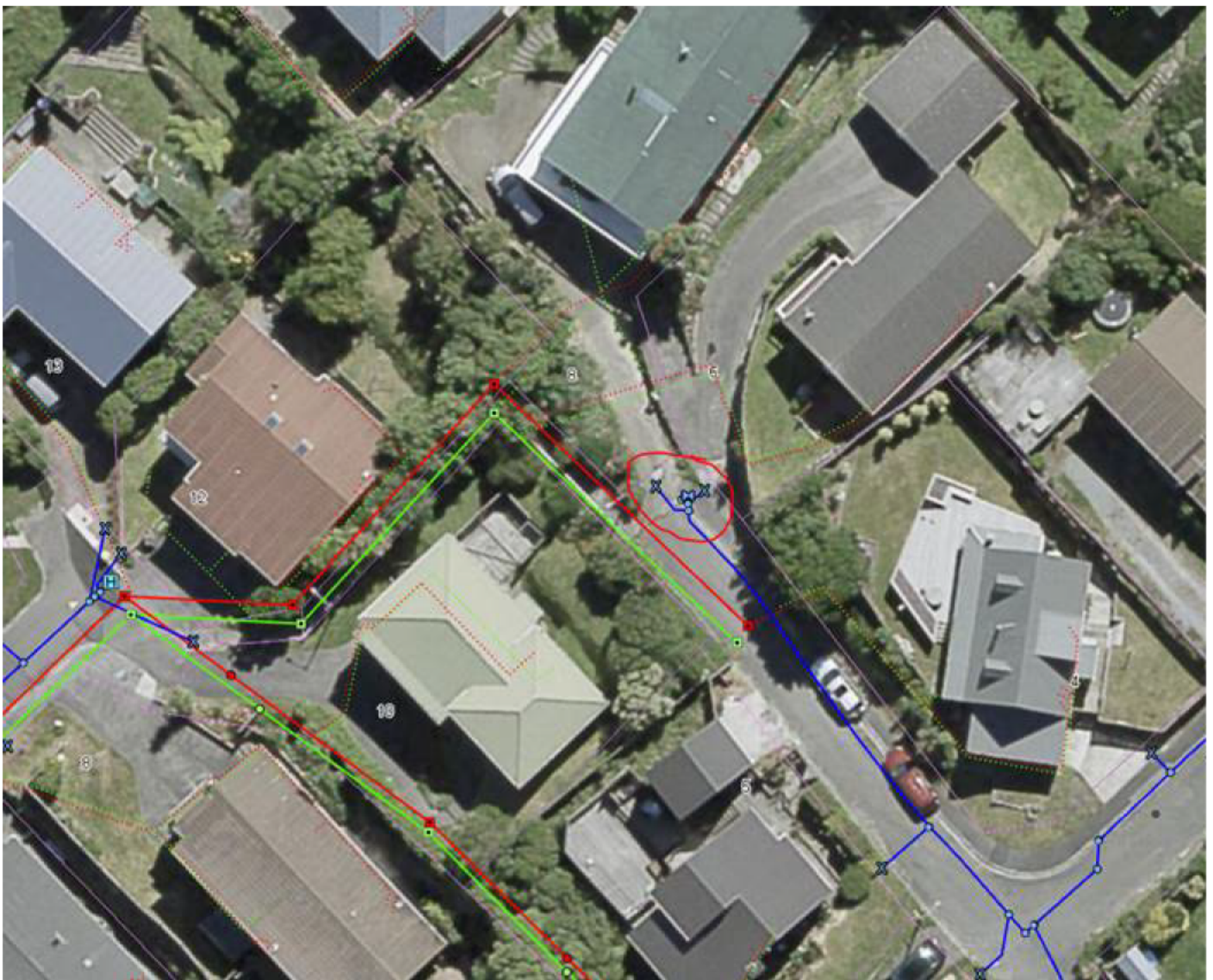
From: [REDACTED]
Sent: Friday, 27 September 2019 12:22 pm
To: [REDACTED]
Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Anecdotally from talking to [REDACTED] potential toby leak at 8 Tatum Way.

Citycare had repaired this previously however repair is believed to have failed.

I requested Citycare to re-attend towards the end of their contract (see original Confirm I sent to you) but nothing was done.

Recommend you get both tobies checked out just to make sure.



-----Original Message-----

From: [REDACTED]@wellingtonwater.co.nz>

Sent: Friday, 27 September 2019 12:17 PM

To: [REDACTED]@wellingtonwater.co.nz>

Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Hi [REDACTED]

Do you have any info about where the water was coming into [REDACTED] property?

Cheers,

[REDACTED] Graduate Engineer
Customer Operations Group

Tel 04 912 4400 Mob [REDACTED]

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.

-----Original Message-----

From: [REDACTED]@wcc.govt.nz>

Sent: Friday, 27 September 2019 12:09 PM

To: [REDACTED]@wellingtonwater.co.nz>

Subject: FW: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Do you understand where the water is 'hitting their place' as I couldn't see any water on their side of the path ?

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council P +6448038001 | M + [REDACTED] E
[REDACTED]@wcc.govt.nz | W Wellington.govt.nz | |

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If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated.

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]@mikkisummers.co.nz]

Sent: Friday, 27 September 2019 8:58 AM

To: [REDACTED]

Subject: RE: [REDACTED] - Water issue with your neighbour - original job number 2732917 - 12 Tullamore Way - issue of lack of action - still not resolved

Many thanks [REDACTED] - and good to know that the storm water pipe is not leaking.

And thanks for clearing the path, it looks a lot better. However the line of water coming out half way down the path is still evident as your first picture shows. This seems consistent with where the water is hitting our place.

Appreciate the update and that you are eliminating the obvious.

[REDACTED]

From: [REDACTED]
Sent: Friday, 28 June 2019 2:40 pm
To: [REDACTED]
Subject: Tatum Way old job
Attachments: Enquiry 2795525 - Tatum Way.pdf; Enquiry 2732917 - Tullamore Way.pdf

Hi [REDACTED] and [REDACTED]

This is an oooooooold escalation (2732917) that I thought was completed until the leak sprung up again. I asked Citycare to perform the repair in mid-May (see 2795525) and they just didn't do it. The customer called up today asking for an update and I basically had to tell her that Citycare had dropped the ball, but we will be under a new maintenance arrangement Monday and that the Customer Hub would be able to look into this (although I didn't mention that everything is brand new so she might not get contacted right away). I hate to drop you guys in it when it's not even Monday yet but would you be able to look into this at all next week?

Let me know if you need any more background.

Regards

[REDACTED] Engineer Design
Network Development and Delivery

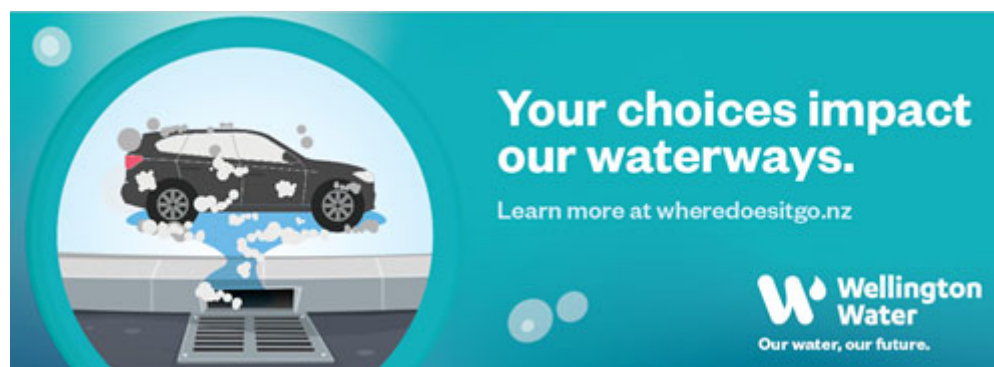


DDI [REDACTED] Mob [REDACTED] Tel 04 912 4400

Private Bag 39804, Wellington Mail Centre 5045

Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz



Enquiry: 2732917	Logged by: [REDACTED]	on 30/10/2018 21:41																									
Service: Drainage - Stormwater Subject: SW-P2 Non-Urgent Fault Classification: Request for Service Desc.: have issues with water seepage coming through to our property down one side of the house beside the pedestrian public walkway that connects Tatum Way with Tullamore Way. Have raised the issue before because of water over the path creating a hazard which it still is. Have had a drainage expert come out to find a remedy for the water coming through to our property. Would like to request a camera check the drainage pipes that run underneath the public wa kway to eliminate a cracked pipe which is what it looks l ke. Also to test the water to again determine what it is. I would also like a copy of this report thanks. I have raised this with the council before but the water seepage has increased. We can see one point where the water is flowing out from the path on the neighbours side. it is impacting on our property from either a leak in the council pipe or a spring on the neighbours property so would like more investigation undertaken thanks																											
Site: Tullamore Way (private) (R1560), Johnsonville, Wgtn Site Address: Tullamore Way Location: 12 Tullamore Way Johnsonville Wgtn <div style="text-align: right;">Area: Johnsonville Ward: Northern</div> <div style="text-align: right;">Telephone: [REDACTED] Email: [REDACTED]@orcon.net.nz</div>																											
Customer: 2642218 Name: [REDACTED] Address: 12 Tullamore Way Johnsonville Wgtn	Time: 30/10/2018 21:41 Method: E-Mail Telephone: [REDACTED] Email: [REDACTED]@orcon.net.nz																										
Current Status: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">No.</th> <th style="width: 20%;">Effective</th> <th style="width: 20%;">Status</th> <th style="width: 20%;">Officer</th> <th style="width: 20%;">Follow up Date</th> </tr> </thead> <tbody> <tr> <td>23</td> <td>28/06/19 14:33:35</td> <td>Customer Contacted</td> <td>[REDACTED]</td> <td>01/07/19 14:33:35</td> </tr> </tbody> </table> Notes: Customer called today. Citycare have not completed the required repairs prior to end of contract (see 2795525). I have asked our Customer Hub to look after this from Monday 1st July, but the customer can still call me should they have any questions			No.	Effective	Status	Officer	Follow up Date	23	28/06/19 14:33:35	Customer Contacted	[REDACTED]	01/07/19 14:33:35															
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Status history:

No.	Effective	Status	Officer	Notes
18	30/01/2019 14:16	Customer Contacted		Informed customer that toby leak at 4 Tatum Way had been fixed, just waiting on internal leak at 8 Tatum Way to be repaired. Once this is complete we will have a better idea of next steps.
17	16/01/2019 16:14	Customer Contacted		Contacted customer with update on leak detection. Told her best information at this stage is that the leak is private, however would need further leak detection performed over next couple of days to nail down exact location.
16	16/01/2019 15:49	Information Added		Chatted to Leak Detection contractor. He will be going up to Tatum Way over the next couple of days to confirm the presence of what we believe to be a private leak.
15	16/01/2019 13:47	Customer Contacted		Contacted customer. Leak detection has been completed, just awaiting results from Leak Detection Services
14	11/01/2019 17:37	Information Added - relog		has called again. She said she has left a message and sent an email aabout this too. She is pretty frustrated with the lack of respose and will be contacting ehr councillor and the mayor who is a neighbour. Have sent an email as requested.
13	09/01/2019 17:08	Information Added - relog		Please call with an update as this now causing damage.
12	19/12/2018 08:49	Information Added - relog		can you have a look at this one and then send back to me once the water pipe has been repaired.
11	18/12/2018 09:08	Information Added - relog		20/12/18 email rcvd advising leak is now causing damage. Email forwarded to and attached. SK
10	14/12/2018 10:15	Information Added		At this time have a water leak at the top of the steps. City Care Ltd water leakage team is working on tracking down the leakage once this has been done and seepage dos not stop then i can go from house to house to check private lateral.
9	23/11/2018 20:33	Information Added - relog		23/11 Another email received from customer seeking update on where this is with being investigated. Can someone please contact the customer about this. FD
8	14/11/2018 14:34	Information Added - relog		14/11 Emailed again asking for an update. Please contact to advise.
7	05/11/2018 11:01	Information Added		Will ring to set up time and date foe inspection
6	05/11/2018 08:53	Re-Logged		

28/06/2019**Enquiry Trace Form - Preview**

Status history:				
No.	Effective	Status	Officer	Notes
5	30/10/2018 22:53	Customer Contacted	City Care - Storm Water	30/10/2018 22:51 _Capacity 5 After Hours - Water / Drainage Not urgent for now change to priority 3
4	30/10/2018 21:49	Acknowledged	City Care - Storm Water	30/10/2018 21:46 EM System Auto Assigned Event From EMTS
3	30/10/2018 21:45	Acknowledged	City Care - Storm Water	
2	30/10/2018 21:44	Acknowledged	City Care - Storm Water	
1	30/10/2018 21:32	Request Logged	City Care - Storm Water	<div></div> @orcon.net.nz

Revised Status:

Name : Signed : Date : Time :

Report generated by : ██████████

14:37:30

28/06/2019

Enquiry Trace Form - Preview

Enquiry: 2795525	Logged by: Confirm EM	on 09/05/2019 12:30
Service: W-Water		
Classification: Request for Service		
Subject: W-P3 Minor Leaks		
Desc.: WHAT TMP? Notes as per [REDACTED] ADR 18/04 - I have been to this job a couple of times to try and locate this very small leak. I have ground miked the PVC rider main and listened everywhere I could. Unfortunately I can not hear any leak noise, even today in good calm weather. Because of this I suggest you get the guys to dig up the service connections the Gate Valve and Toby in the footpath outside #6. If the leak is not there the guys will need to consider pot holing the main back up hill. EMAILED ADR 11/04 JOB ON HOLD PLANS ATTACHED 25/03/19 Can you please repaired the water pipe on council side of the toby in driveway of 8 Tatum Way. Toby has been marked on site with red dot. Please call [REDACTED] for more infromation. EM#[3644773] - do not delete this.		
Site: Tatum Way (private) (R1481), Johnsonville, Wgtn		
Site Address: Tatum Way		Area: Johnsonville
Location: 6 & 8 Tatum Way Johnsonville Wgtn		Ward: Northern
		Contact: [REDACTED]
		Telephone: [REDACTED]
Customer: 2703154	Time: 09/05/2019 12:30	Method: City Care
Name: [REDACTED]		Telephone: [REDACTED]
Address:		
Current Status:		
No. Effective	Status	Officer
2 09/05/19 12:32:55	Acknowledged	City Care - Water
		Follow up Date
		14/05/19 12:32:55

Status history:

No.	Effective	Status	Officer	Notes
1	09/05/2019 12:30	Request Logged	City Care - Water	<p>09/05/2019 12:25 [REDACTED] 03/05/2019 16:16:40 [REDACTED] : Notes as per [REDACTED] Water 03/05 - [REDACTED] Have had a call from a customer [REDACTED], 10 Tullamore Way - 027 344 3082) about this leak - apparently it is making her property quite boggy and is starting to seep into her garage. 03/05/2019 14:49:31 [REDACTED] [REDACTED] No traffic required 2man crew 18/04/2019 15:52:49 [REDACTED] [REDACTED] Notes as per [REDACTED] ADR 18/04 - I have been to this job a couple of times to try and locate this very small leak. I have ground m ked the PVC rider main and listened everywhere I could. Unfortunately I can not hear any leak noise, even today in good calm weather. Because of this I suggest you get the guys to dig up the service connections the Gate Valve and Toby in the footpath outside #6. If the leak is not there the guys will need to consider pot holing the main back up hill.</p> <p>11/04/2019 12:09:10 [REDACTED] [REDACTED] EMAILED ADR 11/04 JOB ON HOLD p/ord 4701224585 05/04/2019 06:26:50 [REDACTED] [REDACTED] Pass to leak detection 04/04/2019 07:28:39 [REDACTED] [REDACTED] Dug up [REDACTED] water coming intonhole no noise exposed service no leak coming from further up but could be following trench which is dull of p metal 02/04/2019 09:42:58 [REDACTED] [REDACTED] Unable to hear much put pill in water definitely potable. Need to dig where water is coming out.</p> <p>2man crew 30/03/2019 15:15:29 [REDACTED] [REDACTED] Pass to rover to locate leak. 30/03/2019 15:11:38 [REDACTED] [REDACTED] Leak on service, pass to two man crew 25/03/2019 13:24:48 [REDACTED] [REDACTED] Noy: PLANS ATTACHED 25/03/19 21/03/2019 12:05:09 [REDACTED] [REDACTED] PLANS ORDERED 21/03 21/03/2019 12:03:15 [REDACTED] [REDACTED] Logged on behalf of [REDACTED] [REDACTED] Wgtn Water</p>

Revised Status:

Name : Signed : Date : Time :

Report generated by : [REDACTED]

14:19:30

[REDACTED]

From: [REDACTED]
Sent: Thursday, 26 September 2019 10:22 am
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way
Attachments: Tatum Way S/water

Hi all,

CCTV and dye testing has been done and the initial report is attached. I have logged the toby leak as a high priority job.

The CCTV footage and reports should be logged into our database in the next few days, so I can review the extent of the cracks and roots.

Cheers

[REDACTED] Graduate Engineer
Customer Operations Group



Tel 04 912 4400 Mob [REDACTED]

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

www.wellingtonwater.co.nz

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We manage their drinking water, wastewater and stormwater services.

From: [REDACTED]@wcc.govt.nz>
Sent: Thursday, 26 September 2019 7:56 AM
To: [REDACTED]@wellingtonwater.co.nz>
Cc: [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wellingtonwater.co.nz>; [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>; [REDACTED]@wcc.govt.nz>
Subject: RE: RFS#2732917 - 12 Tullamore Way

Hi [REDACTED]

I have requested our contractor to remove the vegetation and to give the steps a clean for now.

Once this is done I will assess the access way.

I'll let you know if there are any further issues.

Cheers

[REDACTED]

From: [REDACTED]
Sent: Thursday, 26 September 2019 9:38 am
To: [REDACTED]
Subject: Tatum Way S/water
Attachments: 20190926091645915.pdf

Morning [REDACTED]

CCTV SW drain from SWLH SW06426 thru to SWLH SW06425 to SWLH SW06419 to SWMH SW06415. Drain has some cracks & roots in it.

Dye tested S/Water drains, no dye appeared at seepage area. Have found leaking toby at end of cul-de-sac outside 6 Tatum Way.

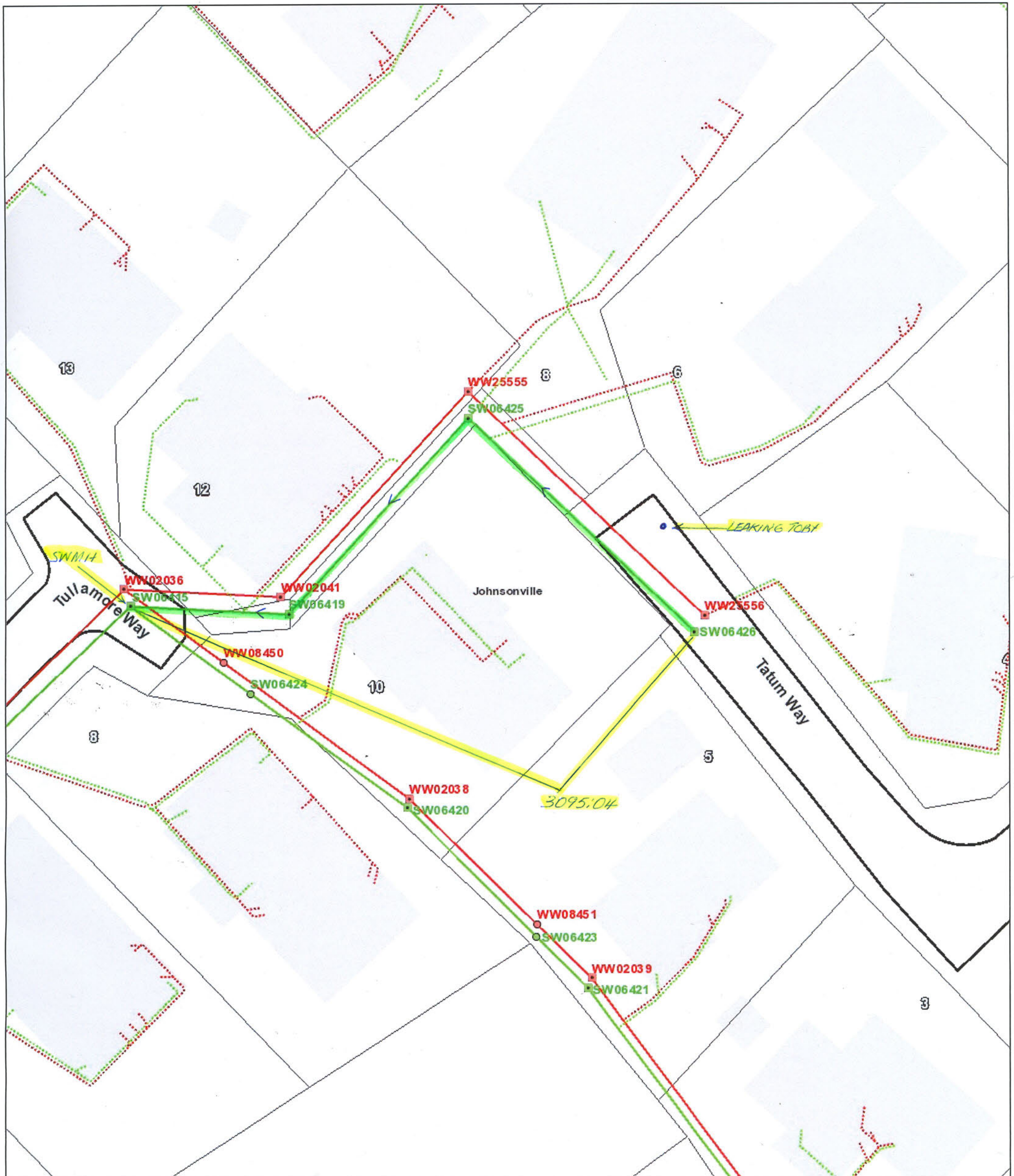
This could be the cause of seepage.

Cheers [REDACTED]

[REDACTED]
CCTV
E [REDACTED]@wellingtonwater.co.nz

Tel 043834426 Mob [REDACTED]
Private Bag 39804, Wellington Mail Centre 5045 Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt
www.wellingtonwater.co.nz

Wellington Maps



September 25, 2019

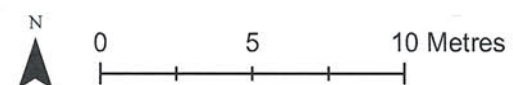
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Data Statement:
Property boundaries, 20m Contours, road names, rail line, address & title points sourced from Land Information NZ. Assets, contours, water and drainage information shown is approximate and must not be used for detailed engineering design. Other data has been compiled from a variety of sources and its accuracy may vary, but is generally +/- 1m. Crown Copyright reserved.

Property Boundaries Accuracy:
+/- 1m in urban areas
+/- 30m in rural areas

Data Source:
Census data - Statistics NZ.
Postcodes - NZ Post.

1:250



**Absolutely Positively
Wellington City Council**
Me Heke Ki Pōneke

[REDACTED]

From: [REDACTED]@wcc.govt.nz>
Sent: Tuesday, 24 September 2019 11:35 am
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFS#2732917 - 12 Tullamore Way
Attachments: Tatum Way Kerb and Channel.jpg; Tatum Way PVT Road Sump.jpg; Tatum Way Steps 1.jpg; Tatum Way Steps 2.jpg

Good morning [REDACTED] / [REDACTED]

Hopefully by now the two of you are in radio contact.

Last night it rained and as such I wanted to see if there was an issue on the steps and at 12 Tullamore Way (the complainant).

From the pictures I could observe that the lower reaches of the steps had a persistent 'bog' established, the source of which I cannot know. #12 Tullamore Way itself did not appear to be experiencing water seepage through the shared retaining wall (with the steps) and their driveway etc was dry.

At the top of the steps is evidence of a PVC stormwater pipe that runs down and under the steps – the paver appears broken over this pipe.



At the junction of Tatum Way (above Tullamore Way) there is a blocked kerb and channel which is reducing the ability for the Storm Water to enter the Road Sump (also pictured) at the junction between the steps and Tatum Way. It would appear that while the sump is not on our GIS layers, it is very much connected to our SW main – so if there is an issue with the main as it tracks under the steps it too will be capturing the road run-off including the down pipe [REDACTED] mentioned by Tatum Way #5.

The real issue here is that there is a nexus between:

- Tatum Way (private) that has a blocked Kerb & Channel
- Tatum Way (private) sump which may or may not be functioning
- The pooling and accumulation of debris within the steps (Roading)
- Unknown condition of the Public Storm Water network that combines these elements and runs down the side of 12 Tullamore St (WWL).

I trust your investigations will be fruitful.

Cheers

[REDACTED]
Principal Advisor Infrastructure Resilience | Wellington City Council
P +6448038001 | M [REDACTED]
E [REDACTED]@wcc.govt.nz | W Wellington.govt.nz |  

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