

Monday 16 January 2023

**OIA IRO-340**

Name: [REDACTED]

Email: [REDACTED] [@straightflush.co.nz](mailto:[REDACTED]@straightflush.co.nz)

Kia ora [REDACTED]

**Official information request for drainage works at 62 Miramar Ave**

I write regarding your official information request dated Wednesday 30 November 2022 for all logged drainage jobs at 62 Miramar Ave.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 and determined that we are able to grant your request in full.

The information you have requested is enclosed in our email to you.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi

[REDACTED]

**Team Lead, Communication and Engagement**

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

 /wellingtonwater  @wgtnwaternz & @wgtnwateroutage  @wellington\_water

[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Our water, our future.**

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	Total	5
62 miramar avemiramarwgtn	WCC	Stormwater	WCC2776951	System faults	SW-P2 Non-Urgent Fault	14 Mar 2019	Completed	14 Mar 2019	P3	CityCare	City Care - Storm Water	Caller reports that council trees are blocking her sumps at this address. She said her neighbour was having the same problem and someone came and fixed it from the council and she would like them to fix hers now too. She is trying to sell her house but can't waterblast her driveway as there is nowhere for the water to go. Please assess	Councils				1	
			WCC2780763	System faults	SW-P2 Non-Urgent Fault	25 Mar 2019	Completed	26 Mar 2019	P3	CityCare	City Care - Storm Water	Relates to job 2776951. Caller has called up about this job. She reports that over the weekend they had an open home and before that happened they did some water blasting of the driveway, and it turned into a lake due to her drains being blocked now. She believes that when they did the flushing of the drains due to the tree rutes it caused her drains to become blocked. Can she please be contacted regarding this?	Councils				1	
62 miramar avenue, miramar, wellington, 6022	WCC	Stormwater	WCCSR-208630		General Fault	28 Jul 2021	90 closed (close)	18 Aug 2021	P2	007-WGTN-SW-RETC-COLL-PIPE	██████████ Building Services	Fault 62 MIRAMAR AVENUE, Miramar	Maximo	487598	WCC_SWP014001	Wcc_swp014001 pipe 150mm ew	1	
			WCCSR-435381		General Fault	01 Sep 2022	90 closed (close)	14 Sep 2022	P3	007-WGTN-SW-RETC-COLL-PIPE	██████████	Fault 62 Miramar Avenue, Miramar	Maximo	487598	WCC_SWP014001	Wcc_swp014001 pipe 150mm ew	1	
		Water	WCCSR-501648		Information Request Public	13 Dec 2022	00 received (rcvd)		P4	007-WGTN-PW-RETC	██████████	Public Info Request 62 MIRAMAR AVENUE, Miramar	Maximo				1	



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
62 Miramar Avenue, Miramar, Wellington, 6022	WCCSR-208630	WCC_SWP014001	Fault 62 MIRAMAR AVENUE, Miramar	<div>Urgent relog of SR-202492 which has slipped through the cracks and should have been logged with WW. Customer has called 4 times about this. &quot;Stormwater drain has blocked and has caused flooding onto road and property. Please contact [REDACTED] and attend, thank you &quot;</div><div> </div><div><font size="2"><b>30/7 JM - [REDACTED] requesting call when reattending 0272300544. </b></font></div><div> </div><div>Drain Dr PO 244297 </div><!-- RICH TEXT -->	Stormwater	2	CLOSE	7/28/2021 11:59:21 AM	8/16/2021 3:27:29 PM	7/28/2021 11:59:54 AM	Note from Council	Address: 62 MIRAMAR AVENUE, Miramar Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.31625673042815,174.8156010154082">https://www.google.com/maps/search/?api=1&amp;query=-41.31625673042815,174.8156010154082</a>
										7/28/2021 12:46:18 PM	Spoke to council	Spoke to council - SR 202492 is not on Maximo - roading have already attended under this ref. <!-- RICH TEXT -->
										7/28/2021 3:14:39 PM	Investigation	Arrived on site we checked the stormwater main and found water to be in it we then proceeded to rod the line but we couldn't find the inlet job will be on hold for further investigation
										7/28/2021 3:14:40 PM	Status Change to PAUSE	Needs further investigation
										7/29/2021 1:54:56 PM	Note from Council	Please let customer know if/when contractors will be on site on 64272300544
										7/30/2021 9:41:06 AM	Spoke to [REDACTED]	Spoke to [REDACTED] advised team returning today for further testing. <!-- RICH TEXT -->
										8/16/2021 4:01:51 PM	Note from Council	Re-assigned by WCC
										8/18/2021 8:38:17 AM	Block stormwater	Arrived on site we checked the stormwater main and found water to be in it we thought it was blocked downstream but as we flushed to the head of line the outlet was still flowing we didn't hit any tree roots that were inside the line ten the customer came out and spoke to us saying that there private stormwater is the issue and full of tree roots we advised them that it is a private issue and the main is all clear
	WCCSR-435381	WCC_SWP014001	Fault 62 Miramar Avenue, Miramar	<div>Can the storm water from 62 Miramar Ave to the Stone Street connection be checked for potential blockages. Resident at 62 has issues with private sumps blocking up and overflowing and believes the issue is cause by the storm water being blocked. Please assess and advise owner of the outcome. Logged by Fulton Hogan on behalf of [REDACTED] [REDACTED] Address: 62 Miramar Avenue, Miramar, Wellington, 6022, NZL Latitude: -41.31625671466638, Longitude: 174.815601024225</div><div> </div><div>Drain Dr PO 290292 </div><div>Call for root cut stormwater main. Met [REDACTED] onsite ran jet flusher upstream from the manhole all the way up to the lamphole back and forth to</div><div>clean the line. Cleaned up after job done.</div><div>J-	Stormwater	3	CLOSE	9/1/2022 8:46:21 AM	9/14/2022 12:29:22 PM	9/1/2022 8:46:34 AM	Note from Council	Address: 62 MIRAMAR AVENUE, Miramar Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.31625673042815,174.8156010154082">https://www.google.com/maps/search/?api=1&amp;query=-41.31625673042815,174.8156010154082</a>

				23356a Jet Flush</div><div>Soane Leaaepulu 14/09/2022, Travel, Labour and Jet Flusher </div><div> </div><!-- RICH TEXT -->								
												RAMM Wellington water
										9/1/2022 4:45:46 PM	Assigned to ██████	Assigned to ██████ <!-- RICH TEXT -->
										9/8/2022 3:26:13 PM	Stormwater Issues.	Failed to open the stormwater manhole it is Stucco. More investigation required.
										9/8/2022 3:26:14 PM	Status Change to PAUSE	Need to open Stucco stormwater manhole.
										9/12/2022 11:15:57 AM	Storm water investigation	Arrived on site located issue checked the storm water main and found that at the corner of Miramar ave outside property 60 the manhole was just holding with the same flow like a pit we tried roding but couldn't get anything we ran water but manhole didn't fill may be suitable for a root cut and get it planned job will remain pause
										9/12/2022 11:36:19 AM	Storm water	May also need a repair to the concrete manholes
										9/12/2022 11:36:19 AM	Status Change to PAUSE	Need planning for job
										9/14/2022 12:28:46 PM	Storm water root cut	Arrived on site located issue with drain doctor root cut the storm water main and cleared the line storm water running fine job done cheers
										9/17/2022 12:40:21 PM	Note from Council	Closed by WCC
	WCCSR-501648	No Asset Selected	Public Info Request 62 MIRAMAR AVENUE, Miramar	<p>Hi,</p> <p>We are involved in drainage works at 62 Miramar Ave. Im trying to build an idea of what has happened at or around the property going back to 2019. After speaking with ██████ in your call centre he has suggested I do an official request for all logged drainage jobs. Jobs will have been logged under the following.</p> <p>Owner: ██████ ██████ 62 Miramar Ave Wellington.</p> <p>Thank you for your help &amp; time on this matter.</p> <p>Kind Regards,</p> <p>██████ ██████ Director</p>	Potable	4	RCVD	12/13/2022 10:37:30 AM		12/13/2022 10:37:43 AM	Note from Council	<p>Address: 62 MIRAMAR AVENUE, Miramar Open in Google Maps:</p> <p><a href="https://www.google.com/maps/search/?api=1&amp;query=-41.31625673042815,174.8156010154082">https://www.google.com/maps/search/?api=1&amp;query=-41.31625673042815,174.8156010154082</a></p>

				Straight Flush Group 0800 370 000								
												<div>Hi [REDACTED]</div> <div>Can I follow up on this request, please? I have a pending court case, and the information will me.</div> <div>Kind Regards, [REDACTED] Director Straight Flush Group 0800 370 000</div> <div>*Plumbing   Gasfitting   Drainlaying*</div> <div>*Wellington   Wairarapa   New Plymouth*</div> <div>*NZ Master Plumber of the Year 2014   **Wellington Gold Awards Finalist 2015, 2018, 2021, 2022   **Wellington Regional Business Awards Finalist 2017, 2019*</div>
												<div>Hi,</div> <div>Can I please have an update on this request?</div> <div>kind Regards, [REDACTED] Director Straight Flush Group 0800 370 000</div> <div>*Plumbing   Gasfitting   Drainlaying*</div> <div>*Wellington   Wairarapa   New Plymouth*</div> <div>*NZ Master Plumber of the Year 2014   **Wellington Gold Awards Finalist 2015, 2018, 2021, 2022   **Wellington Regional Business Awards Finalist 2017, 2019*</div>
												<div>Kia ora [REDACTED] Thanks for contacting us. We have forwarded your email to Wellington Water. 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 !-- Initial customer request --! Description Hi, We are involved in drainage works at 62 Mirimar Ave. Im trying to build an idea of what has happened at or around the</div>

												property going back to 2019. After speaking with [REDACTED] in your call centre he has suggested I do an official request for all logged drainage jobs. Jobs will have been logged under the following. Owner: [REDACTED] [REDACTED] 62 Miramar Ave Wellington. Thank you for your help & time on this matter. Kind Regards, [REDACTED] Director Straight Flush Group 0800 370 000 Plumbing   Gasfitting   Drainlaying Wellington   Wairarapa   New Plymouth NZ Master Plumber of the Year 2014   Wellington Gold Awards Finalist 2015, 2018, 2021, 2022   Wellington Regional Business Awards Finalist 2017, 2019
												Kia ora Team, Customer has come back requesting an update about this, have we gotten anywhere since it was initially forwarded to you? I've also logged it through as an information request which should have been done initially. Nga mihi [REDACTED] Service Improvement Officer   Customer Contact Centre   Wellington City Council P (04) 499 4444   W Wellington.govt.nz 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. On Wed, 30 Nov 10:39 , [REDACTED] <[REDACTED]@straightflush.co.nz> wrote: Hi, We are involved in drainage works at 62 Miramar Ave. Im trying to build an idea of what has happened at or around the property going back to 2019. After speaking with [REDACTED] in your call centre he has suggested I do an official request for all logged drainage jobs. Jobs will have been logged under the following. Owner: [REDACTED] [REDACTED] 62 Miramar Ave Wellington. Thank you for your help & time on this matter. Kind Regards, [REDACTED] Director Straight Flush Group 0800 370 000 Plumbing   Gasfitting   Drainlaying Wellington   Wairarapa   New Plymouth NZ Master Plumber of the Year 2014   Wellington Gold Awards Finalist 2015, 2018, 2021, 2022   Wellington Regional Business Awards Finalist 2017, 2019
												On Wed, 30 Nov 10:39 AM , [REDACTED] <[REDACTED]@straightflush.co.nz> wrote: Hi, We are involved in drainage works at 62 Miramar Ave. Im trying to build an idea of what has happened at or around the property going back to 2019. After speaking with [REDACTED] in your call centre he has suggested I do an official request

												for all logged drainage jobs. Jobs will have been logged under the following. Owner: [REDACTED] [REDACTED] 62 Mirimar Ave Wellington. Thank you for your help & time on this matter. Kind Regards, [REDACTED] Director Straight Flush Group 0800 370 000 Plumbing   Gasfitting   Drainlaying Wellington   Wairarapa   New Plymouth NZ Master Plumber of the Year 2014   Wellington Gold Awards Finalist 2015, 2018, 2021, 2022   Wellington Regional Business Awards Finalist 2017, 2019
										12/13/2022 1:52:57 PM	Note from Council	<p>Kia Ora [REDACTED]</p> <p>Is WCC going to accept the OIA or are you wanting to transfer it to WWL?</p> <p>Please advise asap as it will need to be transferred today before the 10 day period is up.</p> <p>Nga mihi [REDACTED]</p>
										12/13/2022 2:26:33 PM	Note from Council	<p>Hi [REDACTED]</p> <p>As this was forwarded to WWL initially, it should have been transferred over at that time. CSR error on our end about it not being logged, but it shows that it was forwarded through on the 1st December to wcccustomer@wellingtonwater.co.nz with the customer being advised it had been passed on.</p> <p>Nga mihi</p> <p>[REDACTED] Service Improvement Officer   Customer Contact Centre   Wellington City Council P (04) 499 4444   W Wellington.govt.nz</p> <p>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.</p>
										12/13/2022 2:46:41 PM	Note from Council	<p>Kia Ora [REDACTED]</p> <p>wcccustomer@wellingtonwater.co.nz&lt;mailto:wccusto</p>

												<p>mer@wellingtonwater.co.nz&gt; is NOT a monitored email (only used electronically for the transfer of a request from Fresh Service to Maximo.</p> <p>Please see how this was emailed as per attachment- Not the way for an Official Information Act Request to be sent to us.</p> <p>Both Wellington Water and Wellington City Council have teams which are set up specifically for the handling of Official Information Act Requests (WCC Assurance Team and WWL Official Information Team) both of whom I have copied into this email.</p> <p>Also the job has only just been assigned to WWL today at 10:37 which is no where near the 1st of December.</p> <p>We still require your Assurance Team to formally request a transfer to us.</p> <p>Nga mihi [REDACTED]</p>
										12/14/2022 2:30:54 PM	Note from Council	<p>Kia ora koutou,</p> <p>Looks like there may have been some miscommunication between the contact centre and WW in the passing on of this request.</p> <p>We can follow up on our end which email addresses should be used in which instance, however the important thing here is that the customer receives a response to their request.</p> <p>[REDACTED] – if still required, please treat this email as a formal transfer of the request under section 12 of the Local Government Official Information and Meetings Act.</p> <p>Please let me know if you need anything further from our team.</p> <p>Ng? mihi [REDACTED]</p> <p>[REDACTED] Senior Advisor   Official Information Team</p>

												Te Kaunihera o P?neke   Wellington City Council  E [REDACTED]@wcc.govt.nz   W wellington.govt.nz
										12/14/2022 3:04:04 PM	Note from Council	<p>Kia ora [REDACTED]</p> <p>Thanks for your email.</p> <p>We accept this transfer.</p> <p>Can you please let the requester know that this matter has been passed on to us and send me a copy of that notification.</p> <p>Thanks</p> <p>[REDACTED]</p> <p>[REDACTED] (he/him) Governance Coordinator - Regulatory Services</p> <p>[Wellington Water] 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&lt;http://www.wellingtonwater.co.nz/&gt; 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.</p>
										12/14/2022 3:24:13 PM	Note from Council	<p>Kia ora [REDACTED]</p> <p>Yes, the requester was told this on Thursday 1 Dec, as per the Fresh ticket WWL received.</p> <p>Thank you.</p> <p>Ng? mihi, [REDACTED]</p> <p>[REDACTED] Team Leader Official Information &amp; Privacy   Risk &amp; Assurance</p>

												Ara Whaimana   Strategy and Governance Te Kaunihera o P?neke   Wellington City Council  M [REDACTED]   E [REDACTED]@wcc.govt.nz   W wellington.govt.nz
										12/14/2022 3:28:50 PM	Note from Council	Great stuff – thanks,  [REDACTED]  [REDACTED] (he/him) Governance Coordinator - Regulatory Services  [Wellington Water] 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<http://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.
										12/14/2022 3:32:32 PM	Note from Council	Hello [REDACTED]  As I indicated yesterday, we only received the service request yesterday and NOT on 1st Dec.  Nga mihi [REDACTED]

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
64 Miramar Avenue, Miramar, Wellington, 6022	WCCSR-349681	WCC_WWP024009	Odour/Foul Air 64 MIRAMAR AVENUE, Miramar	Caller advised that the property next to theirs has an ongoing issue of a private wastewater drain on it getting blocked, and it's happened again, creating a putrid smell so bad she can't go outside. She's spoken to the new tenants at the address but to no avail; please attend.	Wastewater	1	CLOSE	3/21/2022 8:07:21 AM	3/21/2022 9:59:58 AM	3/21/2022 8:07:35 AM	Note from Council	Address: 64 MIRAMAR AVENUE, Miramar Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.316317798979014,174.81575269828735">https://www.google.com/maps/search/?api=1&amp;query=-41.316317798979014,174.81575269828735</a>
										3/21/2022 8:21:17 AM	assigned to [REDACTED]	<div>assigned to [REDACTED] </div><div>spoke to customer who advised this has been going on for weeks and that she has spoken to neighbor about this and they still havent done anything about this </div><!-- RICH TEXT -->
										3/21/2022 9:58:24 AM	No work found	We arrived on site and spoke to the tenant of 64a Miramar Avenue who said she could smell a foul every now and then but not regularly saw the lamp hole and was not blocked, manhole downstream was not blocked, line has a slow flow to it as there are not many people connected to it. Conducted a dye test on main from Stone Street and also 64a's gulley and both came back successful. Was walked around yard and where the washing line and 66's fence are there was a bit of a smell but it smelt a bit like mulch or grassy type of smell, something far from wastewater.
										3/21/2022 1:01:39 PM	Note from Council	Thank you for your assistance.  On Mon, 21 Mar 2022, 10:03 Wellington City Council Support, <customerservice@wellingtoncitycouncil.freshservice.com> wrote:  > Kia ora [REDACTED], > > > Our staff have indicated that this ticket has been resolved. > > Take the survey > < <a href="http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOjc1MDAyNTIwNTIyLCJvcHRpb25fY291bnQiOiJR9.QuTHhUh6-bzR6DX7C52Ob_RekzmPSNXu9bISCse5vGY/fill_survey">http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOjc1MDAyNTIwNTIyLCJvcHRpb25fY291bnQiOiJR9.QuTHhUh6-bzR6DX7C52Ob_RekzmPSNXu9bISCse5vGY/fill_survey</a> > > > > If you believe that the ticket has not been resolved, please reply to this > email to automatically reopen the ticket. > > If there is no response from you, we will assume that everything is okay > and the ticket will automatically close in 48 hours. > > Initial customer request > > Item Name : Water and drainage > Category : External Customer Services > Service : Report drainage odours > Description : Caller advised that the property next to theirs has an > ongoing issue of a private wastewater drain on it getting blocked, and it's > happened again, creating a putrid smell so bad she can't go outside. She's > spoken to the new tenants at the address but to no avail; please attend. > Incident address : 64 MIRAMAR AVENUE, Miramar > Location : -41.316317798979014,174.81575269828735 > > > Ng? mihi, > > Customer Services, Wellington City Council > > 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. > > > [#SR-349681]:274477:fs >
										3/24/2022 10:36:33 AM	Note from Council	Closed by WCC