

Wednesday 25 October 2023

OIA IRO-491

Name: [REDACTED]

Email: [REDACTED]@black.co.nz

Kia ora [REDACTED]

Official information request regarding LIM information for 45A Box Hill, Khandallah.

Thank you for your official information request dated Wednesday 27 September 2023.

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

Attached in our email to you is service request data. Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of the information has been redacted as it is personal about private individuals.

For the service requests on Page 2, logged between 2019 and 2020, no further information is held as to the remediation of these issues. We therefore decline this part of your request in accordance with [Section 7\(2\)\(a\)](#) of the Act.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

Group Manager, Customer Operations Group

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

 /wellingtonwater

 @wgtwaternz & @wgtwateroutage

 @wellington_water

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
45 Box Hill, Khandallah, Wellington, 6035	WCCSR-324910	WCC_PW175138	Leaking Pipes 45 BOX HILL, Khandallah	<div>22/02/2022 CAR R839639 </div><div>Gushing - Caller reported that a water pipe has burst on council reserve land in front of his property at 45 Box Hill and is gushing water out at a fast rate. Please attend and assess. Contact caller on [REDACTED] if you require any further info.</div><!-- RICH TEXT -->	Potable	1	CLOSE	2/10/2022 8:33:21 AM	2/10/2022 1:27:42 PM	2/10/2022 8:33:31 AM	Note from Council	Address: 45 BOX HILL, Khandallah Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.24471178425472,174.79097847991375
										2/10/2022 8:35:36 AM	Note from Council	Called through to WWL to advise, spoke to [REDACTED]
										2/10/2022 8:56:16 AM	assigned to [REDACTED]	<div>assigned to [REDACTED] </div><div>called customer who advised is alot of water </div><div>school in area </div><!-- RICH TEXT -->
										2/10/2022 9:00:59 AM	Reassigned to [REDACTED]	Reassigned to [REDACTED] as per [REDACTED] (going to fix truck)<!-- RICH TEXT -->
										2/10/2022 1:26:46 PM	.	Exposed buried manifold leaking repaired sand bfilled topsoil job complete
										2/13/2022 1:36:38 PM	Note from Council	Closed by WCC
										2/22/2022 12:42:46 PM	CAR R839639	CAR R839639<!-- RICH TEXT -->

council_name	water_type	request_id	request_type	comm_description	Day of created	status	Day of closed	address	Priority	allocation	responsible_user	details	Data_Source	_id_asset	asset_id	asset_description	
WCC	Water	WCC2813484		Leaky Connection/Meter/Toby	06 Jul 2019	Completed	05 Aug 2019	Box hill 45 box hill, 45 box hill, khandallah, wellington	P3	FH	FH	Water still flowing! Problem ongoing for some weeks, and this is 3rd or 4th notification. As noted before, this is undermining our driveway. Maybe you might be willing to share cost of repair. We have a quote. Location on Google Map: http://maps.google.co.nz/?q=-41.2445678710938,174.791003168627&z=19	MagicBus		WCC_PWP036655	Water pipe: wcc_pwp036655	1
WCC	Water	WCC2870393		Leaky Connection/Meter/Toby	10 Jan 2020	Completed		Box hill 45b box hill khandallah wgtn	P3	FH	FH	Leak from toby at logged address. Please attend.	MagicBus				1
WCC	Water	WCC2872919		Leaking Pipes	18 Jan 2020	Completed	21 Jan 2020	Box hill 45b box hill khandallah wgtn	P2	FH	FH	Relates to 2870393. Caller unhappy as he got home from holiday and although it looks like work has been done on the leak, it is now leaking again worse than ever and he has no power. He called in the electrical company overnight who checked and advised it looks like the power connection was damaged in the works. Please contact ASAP	MagicBus				1