

Friday 1 September 2023

**OIA IRO-469**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request for Job: 481246.**

Thank you for your official information request dated Tuesday 25 July 2023, which was transferred to us from Wellington City Council on Tuesday 1 August 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.

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

Please note that there were no stormwater assets found in the immediate vicinity and the matter was passed to our water loss team who found a leaking toby outside 28 Mana Street. The toby will be repaired as it can obscure our ability to detect private leaks which may be contributing to the issue.

If the seepage persists after repairs it will be passed to one of our drainage technical advisors to review and conduct a further investigation. We are unable to determine at this stage when the toby will be repaired.

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]  
**Acting Group Manager, Customer Operations Group**

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

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington\_water

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

**Our water, our future.**

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
32A Mana Street, Vogeltown, Wellington, 6021	WCCSR-481246	WCC_PWP054847	Leaking Pipes 32A MANA STREET, Vogeltown	<div>Trickle - Leak on a shared right of way from 32A Mana St caller has asked if someone can identify if this is a Council pipe or a private leak pls contact customer ██████████ ██████████;/div><div> </div><div>15/11/22 MF Ordered plans 2122387 </div><div> </div><div>17/10 KS Plans attached</div><div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div>Caution: There is Core Network in the area provided on the plan(s).</div><div> </div><div> </div><!-- RICH TEXT -->	Potable	4	CLOSE	10/31/2022 2:04:28 PM	11/24/2022 1:47:08 PM	10/31/2022 2:04:37 PM	Note from Council	Address: 32A MANA STREET, Vogeltown Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.314262897249115,174.76694201823037">https://www.google.com/maps/search/?api=1&amp;query=-41.314262897249115,174.76694201823037</a>
										11/15/2022 12:44:10 PM	MF Ordered plans 2122387	MF Ordered plans 2122387 <!-- RICH TEXT -->
										11/17/2022 2:09:00 PM	Plans attached	Plans attached<!-- RICH TEXT -->
										11/24/2022 1:21:47 PM	Seepage.	Arrived onsite,found the seepage is a damp patch on the access driveway, spoke to various residents and seepage appears when it rains, have logged new job thru to the drainage team.
										11/27/2022 2:45:49 PM	Note from Council	Closed by WCC
	WCCSR-481246-1	No Asset Selected	Leaking Pipes 32 a Mana Street, Vogeltown	<div>Trickle - Leak on a shared right of way from 32A Mana St caller has asked if someone can identify if this is a Council pipe or a private leak pls contact customer ██████████ ██████████;/div><div> </div><div>Created as per ██████████ - Only leaks when it rains</div><!-- RICH TEXT -->	Stormwater	3	CLOSE	11/24/2022 1:54:22 PM	12/8/2022 11:25:47 AM	11/24/2022 2:01:30 PM	Created as per ██████████ - Only leaks when it rains	Created as per ██████████ - Only leaks when it rains<!-- RICH TEXT -->
										11/24/2022 2:01:47 PM	Assigned to ██████████	Assigned to ██████████ <!-- RICH TEXT -->
										12/8/2022 9:50:38 AM	No issue	Arrived onsite, Apart from a leak coming out of a Toby at the bottom of the driveway we have found no leak in front of 32a, No council drainage in this particular area either, NO ISSUE FOUND

# Water and drainage: 32A MANA STREET, Vogeltown

#SR-481246

NOT REQUESTED

by **Not Given** (notgiven@wcc.govt.nz) on **Mon, 31 Oct, 2022 2:03 PM** via **Portal**

Requested for : **Not Given** (notgiven@wcc.govt.nz)

## TICKET PROPERTIES

<b>Urgency</b> Low	<b>Impact</b> Low	<b>Priority</b> Medium	<b>Status</b> Closed
<b>Source</b> Portal	<b>Type</b> Service Request	<b>Group</b> Wellington Water	<b>Agent</b> --
<b>Site Location</b> --	<b>Telephone Number</b> --	<b>Common Issues</b> --	<b>Other Line number</b> --
<b>Time call was made/received</b> --	<b>Device Used</b> --	<b>Type of Call</b> --	<b>Category</b> External Customer Service
<b>Sub-Category</b> --	<b>External reference received</b> --	<b>External reference ID</b> Maximo WO: 245854	<b>Skip notifications</b> --
<b>Incident address</b> 32A MANA STREET, Vogeltown	<b>Incident location</b> -41.314262897249115,174.7669420182303	<b>Created By</b> [REDACTED]	<b>Due by</b> Mon, 7 Nov, 2022 2:03 PM

## DESCRIPTION

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## REQUESTED ITEMS (1)

### Water and drainage

#### DESCRIPTION

Use this form to report all issues with the water network or work taking place on the network.

<b>Stage</b> Requested	<b>Service</b> Report a leak	<b>Which water type is this regarding?</b> Drinking water or tap water	<b>How much water is leaking?</b> Trickle
	<b>Is this related to a weather event?</b> --	<b>Description</b> Leak on a shared right of way from 32A Mana St caller has asked if someone can identify if this is a Council pipe or a	<b>Skip notifications?</b> false
			<b>Incident address</b>

private leak pls contact customer

32A MANA STREET, Vogeltown

**Location**

-41.314262897249115,174.76694201823037

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## APPROVAL LOGS

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### COMMENTS

From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 31 Oct, 2022 2:03 PM** as **Private note**

**Address:**

32A MANA STREET, Vogeltown

**Open in Google Maps:**

<https://www.google.com/maps/search/?api=1&query=-41.314262897249115,174.76694201823037> (<https://www.google.com/maps/search/?api=1&query=-41.314262897249115,174.76694201823037>)

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From **System User Agent** (system.user@wcc.govt.nz) on **Mon, 31 Oct, 2022 2:06 PM** as **Private note**

[Wellington Water Maximo](#)

**WW Status:** "New"

**Priority:** P3

**Maximo WO:** 245854

**Created:** 31/10/2022 02:04 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 15 Nov, 2022 12:46 PM** as **Private note**

[Wellington Water Maximo](#)

**Contractor Note:** MF Ordered plans 2122387. MF Ordered plans 2122387

**Added:** 15/11/2022 12:44 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 17 Nov, 2022 2:10 PM** as **Private note**

[Wellington Water Maximo](#)

**Contractor Note:** Plans attached. Plans attached

**Added:** 17/11/2022 02:09 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 22 Nov, 2022 6:11 PM** as **Private note**

[Wellington Water Maximo](#)

**Contractor Note:** Assigned to Wellington Water 05 [REDACTED]

**Added:** 22/11/2022 06:09 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 24 Nov, 2022 11:04 AM** as **Private note**

[Wellington Water Maximo](#)

**Contractor Note:** WWL Status: In Progress (INPRG)

**Added:** 24/11/2022 11:04 AM

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From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 24 Nov, 2022 11:04 AM** as **Private note**

[Wellington Water Maximo](#)

**WW Status:** "In Progress"

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From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 24 Nov, 2022 1:28 PM** as **Private note**

[Wellington Water Maximo](#)

**Contractor Note:** Seepage.. Arrived onsite,found the seepage is a damp patch on the access driveway, spoke to various residents and seepage appears when it rains, have logged new job thru to the drainage team.

**Added:** 24/11/2022 01:27 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 24 Nov, 2022 1:47 PM** as **Private note**

[Wellington Water Maximo](#)

**Contractor Note:** WWL Status: On Site work complete - may require reinstatement (JOBCOMP); Failure Class: Pipes; Problem: Leak; Cause: Leak Confirmed - Unable to locate; Remedy: Private Property Issue - Not Actioned; Comment: .

**Added:** 24/11/2022 01:47 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 24 Nov, 2022 1:47 PM** as **Private note**

[Wellington Water Maximo](#)

**WW Status:** "Completed"

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From **System User Agent** (system.user@wcc.govt.nz) on **Sun, 11 Dec, 2022 7:04 PM** as **Private note**

[Wellington Water Maximo](#)

**Priority:** P4

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# Water Leak Vogeltown Job # 481246 #SR-617945

NOT REQUESTED

by [REDACTED]@gmail.com) on Thu, 16 Mar 2:46 PM via Portal

Requested for : [REDACTED]@gmail.com)

## TICKET PROPERTIES

<b>Urgency</b> Low	<b>Impact</b> Low	<b>Priority</b> Medium	<b>Status</b> Active
<b>Source</b> Portal	<b>Type</b> Service Request	<b>Group</b> Wellington Water	<b>Agent</b> --
<b>Site Location</b> --	<b>Telephone Number</b> --	<b>Common Issues</b> --	<b>Other Line number</b> --
<b>Time call was made/received</b> --	<b>Device Used</b> --	<b>Type of Call</b> --	<b>Category</b> External Customer Service
<b>Sub-Category</b> --	<b>External reference received</b> --	<b>External reference ID</b> Maximo WO: 300154	<b>Skip notifications</b> --
<b>Incident address</b> 34 MANA STREET, Vogeltown	<b>Incident location</b> -41.31437976295137,174.76696911873935	<b>Created By</b> [REDACTED]	<b>Due by</b> Thu, 23 Mar 2:46 PM

## DESCRIPTION

Kia ora

### WCC job # 481246

I am following up about a leak across the driveway of 34 / 38 Mana Street Vogeltown Wellington 6021.

Water is still leaking across the driveway from 32A and I would like to know if work will be done to stop it.

I would appreciate it if some one could get back to me with any information of what is happening with this job (# 481246) by next Thursday 23/03/23.

Please see photos below that were taken late February 2023.





I look forward to hearing from you.

Nga mihi



## REQUESTED ITEMS (1)

### Water and drainage

#### DESCRIPTION

Use this form to report all issues with the water network or work taking place on the network.

<b>Stage</b> Requested	<b>Service</b> Fault	<b>Which water type is this regarding?</b> Drinking water or tap water	<b>What is the priority?</b> Medium
<b>Is this related to a weather event?</b> No	<b>Description</b> Water has been leaking from bank and across driveway for many months. Previous job logged as #SR-481246 Water flow is not just after it rains but all the time. Please investigate and advise	<b>Skip notifications?</b> false  <b>Location</b> -41.31437976295137,174.76696911873935	<b>Incident address</b> 34 MANA STREET, Vogeltown

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#### APPROVAL LOGS

#### COMMENTS

From [REDACTED]@wcc.govt.nz) on **Thu, 16 Mar 3:05 PM** as **Private note**

Customer called shortly after email sent to log request.

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From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 16 Mar 3:21 PM** as **Private note**

#### **Important!**

A valid ticket location is required before integration can dispatch ticket.

**Issue:** Invalid location data.

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From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 17 Mar 7:36 AM** as **Private note**

#### **Address:**

34 MANA STREET, Vogeltown

**Open in Google Maps:**



<https://www.google.com/maps/search/?api=1&query=-41.31437976295137,174.76696911873935> (<https://www.google.com/maps/search/?api=1&query=-41.31437976295137,174.76696911873935>)

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From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 17 Mar 7:43 AM** as **Private note**

[Wellington Water Maximo](#)

**WW Status:** "New"

**Priority:** P3

**Maximo WO:** 300154

**Created:** 17/03/2023 07:41 AM

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From **System User Agent** (system.user@wcc.govt.nz) on **Fri, 17 Mar 4:55 PM** as **Private note**

[Wellington Water Maximo](#)

**Contractor Note:** Assigned to 1p folder for rover.. Assigned to 1p folder for rover.

**Added:** 17/03/2023 04:53 PM

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From [REDACTED]@gmail.com) on **Mon, 20 Mar 12:22 PM** as **Incoming email**



Orange dots have been sprayed on the driveway between the boundary pegs for 34 Mana Street.





Kia Ora

Further to the phone conversation last Friday 17/03/23, I have taken photos of the boundary line at the bottom of my property. What is east of the line may be WCC land.

If the leak cannot be located (I presume the council have already spoken to my neighbours) I wonder if **a gutter could be put in to prevent the flow of water across the driveway?**  
At the moment it is a hazard and is making the driveway slippery for pedestrians because of the leak.

I have reported the leak to the WCC council over the years but nothing has been done to stop it. I would like the leak to be stopped or diverted by the end of April 2023 so my access is safe to my property.

You can text me on [REDACTED] with any queries and I will get back to you asap.

Nga mihi

[REDACTED]

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From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 13 Apr 12:16 PM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** Customer request. Customer asked if she could be contacted directly when we turn up on site please name is [REDACTED] or email if easier [REDACTED]@gmail.com

**Added:** 13/04/2023 12:14 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 13 Apr 12:19 PM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** Update. please actually make contact before we show up as she would like to be present and she works at a school with special needs and cannot answer calls. However is on school holiday this week and next.

**Added:** 13/04/2023 12:17 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 31 May 8:55 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** Customer called. Customer called to advise this is still leaking and was not resolved when crew investigated this under WCCSR-481246 and WCCSR-481246-1. Affecting them as they reside at #34 and the leak has been there for the last 15 years at least. Still there when it's a dry day. Customer to send us photos of this, as it's aking again today. Double checked address - customer confirmed leak is coming from side of 32A Mana Street. Updated address from #34 Mana St to #32A Mana St as per customer.

**Added:** 31/05/2023 08:53 AM

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From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 1 Jun 1:32 PM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** Assigned to Subcon CityCare 4

**Added:** 01/06/2023 01:29 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 13 Jun 10:28 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** email from customer 12/6 - photo attached. From: [REDACTED] Sent: Monday, 12 June 2023 7:46 am To: Info Mailbox Subject: Leak over driveway  
Caution: This is an external email. Please take care when clicking links or opening attachments. Kia Ora RE: Job number: 617945 I have recently been intact with WCC and Wellington Water about water over the driveway of 34 Mana Street. Below is attached a photo of the taken on Saturday 10/06/23 at 1.40pm. The leak is continuous even without rainfall and has been flowing pretty consistently for years. WW came out but talked to the neighbours at 32a instead of me. The job was "Resolved". The neighbours at 38 that share the ROW think it is the water is getting worse. It hasn't rained for a few days now and I would suspect the water would change (become lighter) due to no rainfall. It hasn't I would appreciate it if WW come out and discuss. I am available after 3.30pm most days.

**Added:** 13/06/2023 10:26 AM

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 13 Jun 10:28 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** email to customer 13/6. Kia Ora, Thank you for your email. We have this leak logged for 32A Mana Street, Vogeltown under reference WCCSR-617945. We are awaiting for crew availability for this to be attended to. The leak is currently being treated as a medium priority. If you have no water, experiencing water damage to the building, or if there's a safety hazard, then please contact your local council immediately. Our crews are working as quickly as our resources allow, and we are prioritising the repair of leaks which have the highest impacts in the community and on the environment. Leaks that impact the safety of residents, damage the environment, or have potential health issues are at the top of our list. With the sheer volume of leaks, we can't dress jobs as quickly as we'd like to. Rest assured we are making good progress and aiming to attend to most leaks. You can visit our website to learn how we prioritise jobs, and view the job status map to see the status of your job request. The map displays every active job request in our system. You can find this new map on our website: <https://www.wellingtonwater.co.nz/job-status-map/> (<https://www.wellingtonwater.co.nz/job-status-map/>). Kind regards,

**Added:** 13/06/2023 10:26 AM

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 13 Jun 10:48 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** WWL Status: In Progress (INPRG)

**Added:** 13/06/2023 10:47 AM

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 13 Jun 10:48 AM** as **Private note**

**Wellington Water Maximo**

**WW Status:** "In Progress"

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 13 Jun 10:48 AM** as **Private note**

**Wellington Water Maximo**



**Contractor Note:** WWL Status: On Hold, Temporary Delay (INPRG.HD.PAUSE)

**Added:** 13/06/2023 10:47 AM

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 13 Jun 10:48 AM** as **Private note**

[Wellington Water Maximo](#)

**WW Status:** "Paused"

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 13 Jun 10:48 AM** as **Private note**

[Wellington Water Maximo](#)

**Contractor Note:** Private leak. Possible private leak could hear noise on toby to # 34.pass to [REDACTED] to investigate

**Added:** 13/06/2023 10:47 AM

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 13 Jun 10:48 AM** as **Private note**

[Wellington Water Maximo](#)

**Contractor Note:** Pass to [REDACTED]

**Added:** 13/06/2023 10:47 AM

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 13 Jun 1:58 PM** as **Private note**

[Wellington Water Maximo](#)

**Contractor Note:** Assigned to Wellington Technical Advisor 1 [REDACTED]

**Added:** 13/06/2023 01:56 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 13 Jun 2:01 PM** as **Private note**

[Wellington Water Maximo](#)

**Contractor Note:** Assigned and emailed [REDACTED] Assigned and emailed [REDACTED]

**Added:** 13/06/2023 01:59 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 20 Jul 7:02 AM** as **Private note**

[Wellington Water Maximo](#)

**Contractor Note:** Assigned to Wellington Water 01 [REDACTED]

**Added:** 20/07/2023 06:59 AM

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From **System User Agent** (system.user@wcc.govt.nz) on **Thu, 20 Jul 7:04 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** crew to dig up and repair toby to #28.

**Added:** 20/07/2023 07:02 AM

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 25 Jul 4:34 PM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** Customer called in.. They believe its not the toby that's the issue. Advised would follow up with the TA to advise. They will send OIA request to the customer inbox. They are available to call after 3:30pm their number is +64 21 147 0451.

**Added:** 25/07/2023 04:32 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Tue, 25 Jul 4:51 PM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** Emailed TA [REDACTED] to follow up.. Emailed TA [REDACTED] to follow up.

**Added:** 25/07/2023 04:50 PM

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From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 26 Jul 9:42 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** OIA request received and forwarded to OIA team. OIA request received and forwarded to OIA team

**Added:** 26/07/2023 09:41 AM

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From **System User Agent** (system.user@wcc.govt.nz) on **Wed, 26 Jul 10:13 AM** as **Private note**

**Wellington Water Maximo**

**Contractor Note:** Assigned to Wellington Water 07 [REDACTED]

**Added:** 26/07/2023 10:11 AM

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