

Friday 28 October 2022

OIA IRO-313

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED],

Official information request regarding leak in retaining wall at 18-22 Bruce Avenue.

I write regarding your official information request dated Monday 3 October 2022 for a summary of visits and work done on the matter.

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

The information you have requested is enclosed

1. OIA IRO-313 Service Request Data (Pages 1, 2 & 3)
2. Six jpg images of Service Request Data

Pursuant to [Section 7\(2\)\(a\)](#) of the Local Government Official information and Meetings Act 1987, some of the information contained within the material provided has been redacted as it contains personal information about private individuals.

In addition to this response to your LGOIMA request, please find attached the results of [Wellington Waters seepage investigations at 18-22 Bruce Avenue, Brooklyn.](#)

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]
Manager, Customer Experience
Wellington Water Ltd

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

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

19 October 2022

WCCSR-451099-1

18-22 Bruce Avenue, Brooklyn – Seepage Investigations

Kia ora [REDACTED]

Thank you for working with us regarding the seepage investigations at 18-22 Bruce Avenue, Brooklyn.

We investigated a number of potential avenues to confirm the nature of the seepage. This included leak detection surveys of the local area, with any leaks being repaired as they were found. The drainage assets upstream of the seepage have also been checked to ensure that that they are functioning as designed and discharging appropriately.

Now that the three public water networks have been assessed, we conclude that the water seepage visible is likely due to natural rain/water runoff and ground water seepage, that may increase or decrease during a change in weather events.

If this groundwater is causing a nuisance on your property, you may wish to engage a stormwater engineer to provide you with further advice. Please note that any works undertaken must not disrupt or divert natural overland flow paths and avoid causing nuisance to neighbouring properties.

Wellington Water is a member of the Utilities Disputes Water Complaints Scheme, which is a free and independent service for customers in resolving complaints about utilities providers. One of the services available to our customers is a conciliation conference facilitated by Utilities Disputes. Please see the link below for more detail.

http://utilitiesdisputes.co.nz/UD/Disputes/Water/Conciliation_conferences_-_water/UD/Disputes/Conciliation_conferences%20-%20water.aspx

Alternatively, you can contact Utilities Disputes on 0800 22 33 40 or go to www.utilitiesdisputes.co.nz for more information.

[REDACTED]
Manager Customer Experience
Wellington Water

Water

[Edit](#)[...](#)

12 Bruce Avenue, Wellington

Medium Priority

Due: 15 July 2019 3:00 PM

Dispatcher: [REDACTED]

● Completed | WW WCC W2

Created: 10 July 2019 4:16 PM by Data Integration

Completed: 26 July 2019 12:58 PM

ID: wcc2801086

CAR R614201 20/08

30//19 JM - job wcc2820399 related to this - advised reinstatement of road required. that Job will be cancelled and reinstatement done against this current original job.

23/07 - GN - email to [REDACTED] Just received an update from the water team leader [REDACTED] re this job. They have to set up traffic management and there are cars parked in the area so will need to issue parking notifications. The job has been re-booked for Friday.

22/07 - GN - The service plans were ordered and attached to the job on Friday. I have escalated the job to the TL who will arrange for the team to pop out tomorrow.

19/07 PLANS ATTACHED

BACKLOG JOB - 15/07 Plans ordered, Rung [REDACTED] caller advised water bubbling out in the road

Notes

Water Type: Water

Request Type: Major Burst or Breakage

Details: PLANS ATTACHED 6/6/19 Caller advised there is a leak coming straight through the surface of the road. He advises when the curb and pavements were redone the contractors hit the pipe in the same place. It was fixed at the time but looks to have split again. Please attend and fix. Thanks Called customer they asked if we could let him know before any digging takes place because the issue is in front of his garage.

Address: 12 Bruce Ave Brooklyn Wgtn

Council: WCC

Council Request ID: 2801086

Logged By: BACKLOG LOADER

Water

[Edit](#)[...](#)

20 Bruce Avenue, Wellington

Medium Priority

Due: 30 July 2019 9:30 AM

Dispatcher: [REDACTED]

 Completed

Created: 29 July 2019 9:49 AM by Data Integration

Completed: 28 January 2020 2:01 PM

ID: wcc2820284

29/08 GN CX; assigned to [REDACTED] to investigate potential leak for 18 & 20

Notes as per [REDACTED] 26/08 Might have get roading involved

Emailed [REDACTED] 26/08 for assistance, waiting on reply

Notes as per ADR 02/208 - I have ground surveyed the area. No leaks or leak noise found. This included checking the houses in the street above 15 & 21 Bruce Ave.

There was no flow to the water outside 15 Bruce. See picture attached. I have been here before and it usually dries out.

02/08 Sk - 10.10am - Emailed ADR to locate leak waiting on reply

1/8/19 2.53pm [REDACTED] GAS PLANS ATTACHED

1/8/19 2.50pm [REDACTED] WE PLANS ATTACHED

31/07 Sk - 2.56pm - Emailed Team Leader to organise job for tomorrow

30/07/19 1115 JM - spoke to [REDACTED] this issue unrelated to leak at #12. Leak has been going for some time (months if not years), but has recently worse.

advised plans to be ordered before attending site. Plans ordered.

Fluoride 0.24 g/m³Chloride 45.9 g/m³Nitrite - Nitrogen 0.02 g/m³

Faecal Coliforms 6360 cfu/100ml

Fluoride 0.12 g/m³ TAP

Notes

Water Type: Stormwater

Request Type: Instructed Works

Details: Water is coming out at the top of footpath. Has become worse in the last month. Can we get someone to investigate

Address: Bruce Ave

20 Bruce Ave

Brooklyn

Wgtn

Council: WCC

Council Request ID: 2820284

Contact Name: [REDACTED]

Contact Mobile: 21441461

Logged By: [REDACTED]

Logged Date Time: 29 July 2019 9:48:38AM

Notes: AJ,,, found water seepage from the retaining wall foothpath is on a low even foothpath and water seeping from othe side of the road and could be seeping down retaining wall...found no noise on the gobies around the area...seepage comes and goes when we have heavy rain fall...seepage it's is 15 Bruce ave...taken sample to be tested at the lab....

C.P have carried out inspection and found leaking water toby on private side of toby for 21 Bruce Ave. [REDACTED] Woking with owner to repair private water pipe. Found leaking fire hydrant just above seepage. Put through Council Eq-2825689 to have fire hydrant repaired.

Water

[Edit](#)[...](#)

18 Bruce Avenue, Wellington

High Priority

Due: 5 September 2019 11:15 AM

Dispatcher: Dispatch Op5

Completed

DH

Created: 15 August 2019 8:25 AM by Data Integration

Completed: 10 September 2019 9:33 AM

ID: wcc2825689

4/9/19 1100 JM - CX - ***Job to fix leaking fire hydrant please.*** Upgraded to P2. DH to arrange resourcing.

15/08/19 GN CX; Arrange to obtain 2 samples from ground & tap to determine fluoride levels from number 18.

14/08/19 GN CX; spoke to [REDACTED] regarding escalation from 18 Bruce Ave. F/Up [REDACTED] from ADR who confirmed leak inspection completed and no leakage found. Spoke to [REDACTED] re sample results & leakage insp outcome. Suggest to escalate to [REDACTED] for further investigation.

Notes

Water Type: Water

Request Type: Leaky Connection/Meter/Toby

Details: There is a water leak near where I live which looks like its eroding away the retaining wall holding up the road. Its been leaking for at least a year and happens regardless of if its been raining, leading me to believe that it is most probably groundwater. There are drain pipes sticking out of the wall going under the road so it looks like one or more of them must have cracked due to heavy traffic or an earthquake. The drain pipes are made out of metal so if the water was going through them it wouldn't be a problem but instead its seeping out of the bottom, if you zoom in to the attached photo you can see where the concrete is being eaten away. If this continues to happen unchecked the road could collapse when a heavy vehicle drives over it and render half of the street inaccessible. This is a very serious issue and needs to be investigated.

Address: Bruce Ave

The leak is located between 18 and 22 Bruce Avenue.

Council: WCC

Council Request ID: 2825689

Contact Name: [REDACTED]

Contact Mobile: [REDACTED]

Water

Edit


...

20 Bruce Avenue, Wellington

Medium Priority

Due: 21 November 2019

Dispatcher: [REDACTED]

Completed |  SAP Contractors Water 2

Created: 3 November 2019 9:05 PM by Data Integration

Completed: 2 December 2019 10:06 AM

ID: wcc2849887

18/11/19 10:35 JR - WE, GAS & CHORUS PLANS ATTACHED

Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).

14/11/19 12:13 CFB CX- Caller didn't answer and so left a VM. Ordering plans for the leaking toby. Job likely links with another report, wcc2820284. Issues on path down to 20 and 22 bruce ave.

Notes

Water Type: Water

Request Type: Leaky Connection/Meter/Toby

Details: Leaking wall on path down to 20 and 22 bruce avenue. Constant dribble of water creates health and safety hazard.

Address: Bruce Ave

20 bruce avenue

20 Bruce Ave, Brooklyn, Wellington 6021, New Zealand

Council: WCC

Council Request ID: 2849887

Contact Name: [REDACTED]

Contact Mobile: [REDACTED]

Contact Email: [REDACTED]@gvg.net.nz

Logged By: [REDACTED]

Logged Date Time: 3 November 2019 9:01:12PM

No.	Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Resolution Date	Entry Date
1.	10 Bruce Avenue, Brooklyn, Wellington, 6021	WCCSR-33812	Leaking Pipes 10 BRUCE AVENUE, Brooklyn	Trickle - Water leaking from pothole near 10 Bruce Ave	Potable Water	3	CLOSE	9/25/2020 5:36:06 PM	10/8/2020 12:00:00 AM	9/25/2020 5:41:16 PM
2.										10/6/2020 3:57:09 PM
3.										10/6/2020 4:01:16 PM
4.										10/22/2020 10:56:50 PM
5.		WCCSR-109656-1	Leaking Pipes 10 Bruce Avenue, Brooklyn	Refers to WCCSR-109656 leak etection have foun a leaking toby here23/03 Plans orere 01/04/21 sk - WAITING ON GAS PLANS, Caution: There is High Capacity an/or Fibre Network in the area provie on the plan(s). 01/04 GAS PLANS FOR N# 12 COVERS N# 10, All plans attache	Potable Water	3	CLOSE	3/23/2021 9:01:31 AM	4/21/2021 12:00:00 AM	3/23/2021 9:12:34 AM
6.										4/1/2021 10:50:49 AM
7.										4/1/2021 3:20:32 PM
8.										4/14/2021 3:53:31 PM
9.		WCCSR-130839	Leaking Pipes 10 BRUCE AVENUE, Brooklyn	Trickle - Leaking blue water Toby in footpath. Steady flow	Potable Water	3	CLOSE.CA N	3/24/2021 10:25:22 AM	3/24/2021 12:00:00 AM	3/24/2021 10:26:28 AM
10.										3/24/2021 2:51:51 PM
11.										3/24/2021 2:56:19 PM
12.		WCCSR-133983	Leaking Pipes 10 BRUCE AVENUE, Brooklyn	Trickle - Water leak from toby	Potable Water	3	CLOSE.CA N	3/29/2021 10:23:24 AM	3/29/2021 12:00:00 AM	3/29/2021 10:24:23 AM
13.										3/29/2021 4:35:56 PM
14.										3/29/2021 4:40:18 PM
15.		WCCSR-140075	Leaking Pipes 10 BRUCE AVENUE, Brooklyn	Trickle - Water mains leak	Potable Water	3	CLOSE.CA N	4/8/2021 12:21:21 PM	4/8/2021 12:00:00 AM	4/8/2021 1:57:26 PM
16.										4/8/2021 2:01:48 PM
17.		WCCSR-167923	Leaking Pipes 10 BRUCE AVENUE, Brooklyn (TRAFFIC)	CAR R799374 25/08/21 Trickle - Customer advised that there is a trickle coming up out of the tarmac. Did not advise exact location or any smell/dicolouration. Customer contact: [REDACTED] Phone: [REDACTED] Please attend26/06/21 sk - WAITING ON GAS PLANS Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Caution: There is Core Network in the area provided on the plan(s).29/06/21 sk - Gas plans rec'd All Plans attached	Potable Water	3	CLOSE	5/21/2021 11:15:20 AM	8/24/2021 12:00:00 AM	5/21/2021 11:16:25 AM
18.										5/21/2021 11:19:13 AM
19.										6/28/2021 4:32:06 PM
20.										6/28/2021 4:33:34 PM
21.										6/28/2021 4:38:50 PM
22.										6/29/2021 12:00:09 PM
23.										7/9/2021 12:43:23 PM
24.										8/9/2021 8:51:42 AM
25.										8/23/2021 1:09:39 PM
26.										8/24/2021 3:11:48 PM
27.		WCCSR-195301	Leaking Pipes 10 BRUCE AVENUE, Brooklyn	Trickle - Customer advised that this toby is leaking again (SR-33812). Please attend.	Potable Water	3	CLOSE.CA N	7/8/2021 1:57:21 PM	7/9/2021 12:00:00 AM	7/8/2021 1:58:29 PM
28.										7/9/2021 11:40:32 AM
29.										7/9/2021 11:50:18 AM
30.		WCCSR-220388	Leaking Pipes 10 BRUCE AVENUE, Brooklyn	Trickle - Water is running out of a pipe under the footpath outside 10 Bruce Ave and is also coming from a crack in the road next to it. I've been watching it for about a week	Potable Water	3	CLOSE.CA N	8/17/2021 2:55:24 AM	8/17/2021 12:00:00 AM	8/17/2021 2:55:44 AM
31.										8/17/2021 2:55:44 AM

32.											8/17/2021 10:18:16 AM
33.											8/17/2021 10:21:13 AM
34.		WCCSR-222525	Leaking Pipes 10 BRUCE AVENUE, Brooklyn	Trickle - Advised water is leaking under the road surface outside 10 Bruce Avenue. It is a steady trickle and has been present for about a week	Potable Water	3	CLOSE.CA N	8/19/2021 4:50:26 PM	8/20/2021 12:00:00 AM		8/19/2021 4:50:57 PM
35.											8/19/2021 4:50:57 PM
36.											8/19/2021 4:50:57 PM
37.											8/19/2021 4:50:57 PM
38.											8/19/2021 4:50:57 PM
39.											8/19/2021 4:50:57 PM
40.											8/20/2021 9:42:29 AM
41.											8/20/2021 9:46:08 AM
42.	12 Bruce Avenue, Brooklyn, Wellington, 6021	WCCSR-109656-2	Leaking Pipes 12 Bruce Avenue, Brooklyn	Refers toWCCSR-109656 leak detection have found a leaking toby here23/03Plans ordered	Potable Water	3	CLOSE	3/23/2021 9:06:50 AM	3/23/2021 12:00:00 AM		3/23/2021 9:11:08 AM
43.											3/23/2021 12:54:43 PM
44.											3/23/2021 12:55:00 PM
45.		WCCSR-215046	Leaking Pipes 12 BRUCE AVENUE, Brooklyn	Steady flow - Fresh Water is coming out of the street. It has started a few weeks ago rather mildly but the amount of water is increasing by week. Such a waste of fresh water! Same problem had already occurred in the past and was addressed (maybe a year ago). Obviously the problem has not been fixed properly, since water is now coming out of same area as before	Potable Water	2	CLOSE.CA N	8/7/2021 6:51:22 PM	8/9/2021 12:00:00 AM		8/7/2021 6:51:44 PM
46.											8/9/2021 8:51:24 AM
47.											8/9/2021 8:54:44 AM
48.	15 Bruce Ave, Brooklyn, Wellington, 6021	WCCSR-298420	LEAK DETECTION: 15 Bruce Ave, Brooklyn (ROVER)	Trickle - [Slow water leak (clea) from bottom of wall goig dow steps of pathway betwee Bruce ad Laura Aveues.I get wet feet goig dow to my eighbours at o. 20 Bruce AveStuart icholso15 Bruce AvBrookly, Wgt	Potable Water	3	INPRG.RE SCHED	12/23/2021 4:01:21 PM			12/23/2021 4:01:37 PM
49.											12/30/2021 11:02:54 AM
50.											2/9/2022 1:42:11 PM
51.											2/21/2022 11:31:16 AM
52.											2/21/2022 1:08:48 PM
53.											3/11/2022 2:18:45 PM
54.											4/14/2022 10:39:31 AM
55.	20 Bruce Avenue, Brooklyn, Wellington, 6021	WCCSR-109086	COMPLAINT 20 BRUCE AVENUE, Brooklyn	Trickle - Hello, ██████████, Wellington City Council, and the members of the MTF. My wife and I have been living in Brooklyn for a little over a year now in a small flat at 20 Bruce Avenue. We live down 52 stairs from the street where we park our car, a route we use daily, that can be a hazard, we have seen people slip down our stairs. These stairs are a communal set of steps that give access to several properties and are used by 8 different households. The issue I would like to bring up is related to water. There is a leak that comes from a pipe in the wall below the road which trickles down our steps and puddles in several places causing a further hazard. Additionally the slow trickling water is an attractive place for plant matter to grow, there is moss and mold growing on the staircase which is a further slip hazard. It is my belief that there are a number of people at risk of injury because of this water leak. Several of our neighbours are elderly, and although they are quite fit, they are suceptible to injury if they were to slip over. There are young children who use the pathway at risk of slipping over. Also, my wife ██████████ is Pregnant, due this June 2021. The last thing that I want is for her to fall over, injuring herself, and causing miscarriage. Further down the track she will be carrying an infant child, a fall on a concrete staircase would be a danger to them both. During winter 2020 I thought this was a non-issue, but talking to our neighbours they have explained that this leak goes on all year round regardless of the weather, and we have seen this for ourselves over the course of the summer. Going forward I would like the council and the MTF to take action here to make an assessment of the issue and look into fixing it. Send around a crew from Wellington Water to make this assessment, if they need to arrange a time with someone to show them the issue I can make myself available late afternoons.	Potable Water	4	RCVD	2/21/2021 11:54:14 PM			2/21/2021 11:55:19 PM

No.	Summary	Detail
1.	Note from Council	Address: 10 BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.30149972965102,174.76240706721634
2.	Contacted Mark. Team to Assess	Leaking for 2 weeks. Constant strea
3.	Note from Council	Wellington Water Alliance Maximo WO Created #11967 (Added: 25/09/2020 05:41 PM)
4.	Note from Council	Closed by WCC
5.	23/03 Plans ordered	23/03 Plans ordered
6.	Waiting on gas plans	01/04/21 sk - WAITING ON GAS PLANS, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s)
7.	Plans attached	01/04 GAS PLANS FOR N# 12 COVERS N# 10, All plans attache
8.	Escalated to TL to resource	
9.	Note from Council	Address: 10 BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.301499730624556,174.7624070680932
10.	Duplicate of WCCSR-109656-1	Duplicate of WCCSR-09656-
11.	Note from Council	Re-assigned by WCC
12.	Note from Council	Address: 10 BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.301499730624556,174.7624070680932
13.	Duplicate of WCCSR-109656-1	Duplicate of WCCSR-09656-
14.	Note from Council	Re-assigned by WCC
15.	Duplicate of WCCSR-109656-1	Duplicate of WCCSR-09656-
16.	Note from Council	Re-assigned by WCC
17.	Note from Council	Address: 12 BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.30144122994395,174.76232173416003
18.	Job to be rovered- leak on road	Job to be rovere- leak on roa
19.	Status Change to PAUSE	Needs plans traffic and 2man crew f2.11
20.	Status Change to PAUSE	Marked leak in road from number 10
21.	Plans ordered	Plans ordered then 2P w traffic required when attached Not urgent
22.	plans attached	26/06/21 sk - Plns ttched, Cution: There is High Cpcity nd/or Fibre Network in the re provided on the pln(s).Cution: There is Core Network in the re provided on the pln(s).26/06/21 sk - WITING ON GS PLNS, Cution: There is High Cpcity nd/or Fibre Network in the re provided on the pln(s). Cution: There is Core Network in the re provided on the pln(s).29/06/21 sk - Gs plns rec'd, ll Plns ttched, STRTEGIC IN RE29/06/21 sk - WE plns rec'd, ll plns ttched, 33KV IN RE
23.	Further job logged: WCCSR-195301.	Further job logged: WCCSR-195301.
24.	Further job logged: WCCSR-215046.	Further job logged: WCCSR-215046
25.	WATER OFF NOTIFICATION	Water will be shut off for 10 Bruce Avenue, Brooklyn, Wellington. Job reference number WCCSR-167923 for 2 hours from 1:10pm – 3:30pm Reason for shutdown:

		<p>Service Repair (Service Connection/Toby/meter) Pipe/Hydrant/Valve failure</p> <p>This will affect properties :</p> <p>All of Bruce Avenue</p> <p>Affecting approximately 36 residential properties Affecting approximately 0 commercial properties</p>
26.	Note from Council	Re-assigned by WCC
27.	Note from Council	Address: 10 BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.30152189563278,174.76236147054004
28.	Duplicate of ref: WCCSR-167923. Cancelling.	Duplicate of ref: WCCSR-167923. Cancelling.
29.	Note from Council	Re-assigned by WCC
30.	Note from Council	<p>Kia ora [REDACTED] Thanks for contacting us. We have passed your concerns to our Water Team. SR 220388. Ng? mihi, [REDACTED] [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 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: 33 Tanera Cres</p> <p>Suburb: Brooklyn</p> <p>City: Wellington</p> <p>Phone:</p> <p>Mobile: [REDACTED]</p> <p>Email: [REDACTED]@xtra.co.nz</p> <p>What can we help you with? Water</p>

		<p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: outside 10 Bruce Ave Brooklyn</p> <p>Description: Water is running out of a pipe under the footpath outside 10 Bruce Ave and is also coming from a crack in the road next to it. I've been watching it for about a week</p> <p>Other comments:</p>
31.	Note from Council	<p>Address: 10 BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.301499730624556,174.7624070680932</p>
32.	Duplicate of ref: WCCSR-167923. Cancelling.	Duplicate of ref: WCCSR-167923. Cancelling.
33.	Note from Council	Re-assigned by WCC
34.	Note from Council	Kia ora I have logged a job for our Water team to attend. Ng? Mihi
35.	Note from Council	<p>Address: 10 BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.301499730624556,174.7624070680932</p>
36.	Note from Council	<p>Merged from ticket 222527 Subject: Response from 642108594935 Description: Dear Wellington City Council The following message was received from 642108594935: Brooklyn Message Reference =</p>
37.	Note from Council	<p>Merged from ticket 222528 Subject: Response from 642108594935 Description: Dear Wellington City Council The following message was received from 642108594935: Brooklyn Message Reference =</p>
38.	Note from Council	<p>Tickets with ids 222528, 222527 and 222524 are merged into this ticket.</p>
39.	Note from Council	<p>Merged from ticket 222524 Subject: Response from 642108594935 Description: Dear Wellington City Council The following message was received from 642108594935: Leak under road surface outside 10 Bruce Ave. Been there for about a week. A steady trickle. Message Reference =</p>

40.	Duplicate of ref: WCCSR-167923. Cancelling.	Duplicate of ref: WCCSR-167923. Cancelling.
41.	Note from Council	Re-assigned by WCC
42.	Plans ordered	Plans orere
43.	As per leak detection	
44.	LD notes	As per leak detection Hi [REDACTED] There is also a leaking toby going across the footpath outside #41 Tanera Cres. See picture. Please add this and delete the leaking toby at #12 Bruce. I fixed the problem there. Cheers
45.	Note from Council	Address: 12 BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.30144122994395,174.76232173416003
46.	Duplicate of ref: WCCSR-167923. Cancelling.	Duplicate of ref: WCCSR-167923 Cancelling
47.	Note from Council	Re-assigned by WCC
48.	Note from Council	Address: BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.3019449712252,174.76268007641784
49.	assigned to 1P rover crew	
50.	Status Change to PAUSE	Called customer for verification of leak due to many on this stretch of road; No answer. Heading to new job while I wait
51.	Seepage	Arrived onsite, Found location from the photo, checked surrounding svces was unable to detect a leak, spoke to the owner at home advised will take a chlorine sachet test which was Positive, reqs leak detection to attend.
52.	Status Change to PAUSE	Pass to Leak detection, non urgent.
53.	Leak Detection Requested	Leak detectio requested - Emailed [REDACTED] [REDACTED]
54.	Notes from ADR, photos added	Hi [REDACTED] There is no leak at this address. The water has dried up so there is no flow. There is also no water on the path down below the road outside 18 & 20 Bruce. See pictures provided. PS. This property has a history of seepage incidents over the years.
55.	Note from Council	Address: 20 BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.30100312909388,174.76220728637313
56.	Note from Council	Kia ora [REDACTED] Thanks for contacting us. We have passed your concerns to our Water Team. Ref SR 109086. 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 The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website: Name: [REDACTED] [REDACTED]

		<p>Address: 20 Bruce Avenue</p> <p>Suburb: Brooklyn</p> <p>City: Wellington</p> <p>Phone: [REDACTED]</p> <p>Mobile: [REDACTED]</p> <p>Email: [REDACTED]@hotmail.com</p> <p>What can we help you with? Water</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: 20 Bruce Avenue, Brooklyn</p> <p>Description:</p> <p>Hello, [REDACTED] Wellington City Council, and the members of the MTF.</p> <p>My wife and I have been living in Brooklyn for a little over a year now in a small flat at 20 Bruce Avenue. We live down 52 stairs from the street where we park our car, a route we use daily, that can be a hazard, we have seen people slip down our stairs. These stairs are a communal set of steps that give access to several properties and are used by 8 different households.</p> <p>The issue I would like to bring up is related to water. There is a leak that comes from a pipe in the wall below the road which trickles down our steps and puddles in several places causing a further hazard. Additionally the slow trickling water is an attractive place for plant matter to grow, there is moss and mold growing on the staircase which is a further slip hazard.</p> <p>It is my belief that there are a number of people at risk of injury because of this water leak. Several of our neighbours are elderly, and although they are quite fit, they are susceptible to injury if they were to slip over. There are young children who use the pathway at risk of slipping over. Also, my wife [REDACTED] is Pregnant, due this June 2021. The last thing that I want is for her to fall over, injuring herself, and causing miscarriage. Further down the track she will be carrying an infant child, a fall on a concrete staircase would be a danger to them both.</p> <p>During winter 2020 I thought this was a non-issue, but talking to our neighbours they have explained that this leak goes on all year round regardless of the weather, and we have seen this for ourselves over the course of the summer.</p>
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		<p>Going forward I would like the council and the MTF to take action here to make an assessment of the issue and look into fixing it. Send around a crew from Wellington Water to make this assessment, if they need to arrange a time with someone to show them the issue I can make myself available late afternoons. Once the issue is detected it shouldn't be too difficult to fix. This small fix might restore my faith in the councils overall plan to fix the cities water issues.</p> <p>I have taken photos, if you require me to send these through please contact me at my [REDACTED]@hotmail.com</p> <p>Thank for your time, I look forward to hearing from you and seeing some action.</p> <p>Kind Regards [REDACTED]</p> <p>Other comments:</p> <p>I appreciate that The Wellington City Council continues to work at funding the improvement of our city and the encouragement of the performing arts. The 'City as a theatre' is exciting and entertaining. Likewise, I appreciate the maintenance of the cities pathways and trails through the greenspaces and hills.</p> <p>Thank you.</p>
57.	Note from Council	WWL [REDACTED] again, there is another report from #22. [REDACTED] [REDACTED] has significant history with these earlier complaints (as do I)
58.	Emailed [REDACTED]	mailed [REDACTED] rgarding complaint/long standing issu
59.	Note from Council	[REDACTED] has phoned again regarding this, can you please contact and advise customer.Â
60.	Note from Council	Received further compalaint from resident [REDACTED] [REDACTED] [REDACTED] Â regarding this issue. She stated that she slipped on the pathway this morning due to the leak and injured herself. Please follow up.Â
61.	Note from Council	<p>Hello Team</p> <p>This relates to a private leak at 21 Bruce Avenue. This was referred to our Technical Advisor on Friday. I have spoken to him and he will follow up with the owner today.</p> <p>Regards [REDACTED]</p>
62.	moved to complaints	moved to complaint
63.	Note from Council	<p>Address: 22A BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.30120257914043,174.7619905361545</p>
64.	Note from Council	WWL [REDACTED] [REDACTED] [REDACTED] has significant history here.Â
65.	Emailed [REDACTED]	mailed [REDACTED] rgarding complaint/long standing issu
66.	will get team to assess this site today	will get team to assess this site toda
67.	there is another enquiry for this on WCCSR-109086	This has has been sent to the custoer resolution tea
68.	Forwarded to [REDACTED]	Forwardd to [REDACTED]
69.	Pvte leak	Have marked pvte leak after the wcc asset in the fpth, turned off leak stops, delivered a pvte leak letter to mailbox no 21 Bruce ave, Brooklyn, spoke to tenant onsite and advised.
70.	Note from Council	<p>Kia ora team,Â I have had a call from [REDACTED] and advised her of the notes saying this is a private leak from 21 and we have delivered a letter etc. She disagrees with this as that property is across the road and she says the leak is coming through a WCC retaining wall and onto her property. She advised the leak has gotten a lot worse in the last 2 months and both she and her husband have slipped over. Can we please get [REDACTED] to call her directly and discuss this?Â Thanks, SR-109009 -Contact Us Form</p> <p>Item Name :</p> <p>Water and drainage</p> <p>Category :</p> <p>External Customer Services</p>

		<p>Quantity : 1</p> <p>Service : Report a leak</p> <p>Which water type is this regarding? : Drinking water or tap water</p> <p>How much water is leaking? : Steady flow</p> <p>Description : We and two of our neighbours contacted WCC approximately 2 years ago about pooling of water leaking from the road's retaining wall. Contractors checked the problem at the time but it has not been followed up. The leaking is now far worse and is now dangerous. There is a constant stream of water from the wall. It both pools and runs down the steps. Both my husband and I have slipped and we are very concerned about safety and erosion. Because it has significantly worsened it needs serious attention. Several families- including small children and older people - are affected. Other comments: Email/ Landline contact preferred Please email or text when coming to check .</p> <p>Incident address : NA</p> <p>Location : NA</p> <p>The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name:Â Â [REDACTED]</p> <p>Address:Â Â 22a /22 Bruce Avenue</p> <p>Suburb:Â Â Brooklyn</p>
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		<p>City:Â Â Wellington</p> <p>Phone:Â Â [REDACTED]</p> <p>Mobile:Â Â [REDACTED]</p> <p>Email:Â Â [REDACTED]@gmail.com</p> <p>What can we help you with?Â Â Water</p> <p>If other, give details:Â Â</p> <p>Have you contacted the Council about this previously?Â Â Yes</p> <p>Service request number:Â Â</p> <p>Location:Â Â steps to 22 22a 20A and 20B Bruce Avenue Brooklyn 6021</p> <p>Description:Â Â</p> <p>We and two of our neighbours contacted WCC approximately 2 years ago about pooling of water leaking from the road's retaining wall. Contractors checked the problem at the time but it has not been followed up. The leaking is now far worse and is now dangerous. There is a constant stream of water from the wall. It both pools and runs down the steps. Both my husband and I have slipped and we are very concerned about safety and erosion. Because it has significantly worsened it needs serious attention. Several families- including small children and older people - are affected.</p> <p>Other comments:Â Â</p> <p>Email/ Landline contact preferred Please email or text when coming to check .</p> <p>Customer details [REDACTED]@gmail.com [REDACTED] [REDACTED] 22A Bruce Ave, Brooklyn</p> <p>[REDACTED]</p>
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		<p>Customer Service Rep Wellington City Council P M F W Wellington.govt.nz Å Å</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> <p>Å</p>
71.		Please arrange to dig up the manifold and check it for leaks and repair as needed.If leak is beyond the manifold a Private leak letter will need to be sent to the property owner
72.		
73.		<p>Please arrange to dig up the manifold and check it for leaks and repair as needed.</p> <p>If leak is beyond the manifold a Private leak letter will need to be sent to the property owner.</p>
74.	Service plans ordered - see below	<p>notes: 38250; Leaking Pipes 21 BRUCE AVENUE, Brooklyn</p> <p>Please arrange to dig up the manifold and check it for leaks and repair as needed. If leak is beyond the manifold a Private leak letter will need to be sent to the property owner.</p> <p>Can this job have the plans attached and passed to the service team to action please. I have had a call from the owner of the property across the road who has asked if this job can be done.</p> <p>Once the leak has been repaired IF it's a leak we have repaired can the leak detection recheck the area.</p>
75.	All plans attached	13/03/21 JB Plans attached: Gas, Chorus & WE:Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).
76.		call from [REDACTED] pvt leak repaire
77.	Note from Council	<p>Thank you team. The leak identified by Engineer [REDACTED] at No 21 Bruce Avenue and which spilled across the road was repaired on 18 March. We wish to keep the ticket open however as before the acute leak from No 21 happened, the households down the pathway to Nos 18, 20, 20A, 20B, 22, 22A and 15 Laura Avenue have been observing the ongoing slow leak at the bottom of the retaining wall for the road and leading to our right of way path and steps. In my phone discussion with [REDACTED] he said he would also arrange for the service team and the road team to look at this as there may be other leaks or spring run off in addition to the one at No 21. As agreed with [REDACTED] we photographed the path and steps and cleared the moss and grass to make it safe. The clearing reveals considerable erosion along the path and down the steps from the place the road team contractor patched a couple of years ago. Two days after the repair at 21 it is still wet along the bottom of the wall. We want to continue to monitor this and would appreciate a report on the follow up discussed with [REDACTED] I can be contacted at No 22A and on [REDACTED]. We all much appreciate your assistance [REDACTED] [REDACTED] Sent from Mail for Windows 10</p>
78.	Note from Council	<p>Kia ora [REDACTED] Thank you for your email. We have raised a service request with the Water Team as they are best suited to respond. 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 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: 22a Bruce Avenue (owner 22 Bruce Ave) on behalf of residents of Nos 20, 20A , 20B, 22, 22A and 15 Laura Ave</p> <p>Suburb:</p>

		<p>Brooklyn</p> <p>City: Wellington</p> <p>Phone: [REDACTED]</p> <p>Mobile: [REDACTED]</p> <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with? Drainage, sewerage or wastewater</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? Yes</p> <p>Service request number: SR 109009</p> <p>Location: Pathway to 20,20A,20B,22, 22A Bruce Ave., Brooklyn, 22</p> <p>Description:</p> <p>We reported 2 leaks in March 2021. Neighbours leak was resolved. We also reported the leak from the road/retaining wall. I cleared the pathway of soil, and grass but this has worsened severely in the last 2 weeks. The path is again dangerous for our households which include 3 babies and toddlers and four young children as well as several elderly, It was to be referred to the roading team but we have had no report for this 2nd part of the issue we reported.</p> <p>Other comments:</p>
79.	Note from Council	<p>Address: 22A BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.30120257914043,174.7619905361545</p>
80.	Per [REDACTED] Passed back to WCC Roding	Per [REDACTED] Passed back to WCC Roding. Top of path is on council reserve, and path between properties is private land. Private leak was dealt with months ago. Roding to assess drainage on the path. Cancelling on WWL end.

No.	Client Ref ID	Longdesc	Shortdesc	Day, Month, Year of Path Update Datetime
1.	WCCSR-451099	Adding WW lateral dye test for 21, 24, 15 due to faecal<!-- RICH TEXT -->		14 September 2022
2.		Address: 18 BRUCE AVENUE, Brooklyn Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.30142343191042,174.7619714845225	Note from Council	7 September 2022
3.		Arrived onsite, found the seepage is coming out of the concrete retaining wall and flowing out down the steps, there is moss and mildew growing over the fpth, spoke to some neighbours that live off that access way also, seepage is not consist to a mains water leak in their comments, seepage comes and goes, have advised next fine day to reattend and chlorine test for potable water.	Seepage.	29 September 2022
4.		Assigned to Complaints Folder and emailed Customer Support.<!-- RICH TEXT -->	Assigned to Complaints Folder	8 September 2022
5.		Assigned to drainage TL to dye test #15. Not enough flow to test water quality. <!-- RICH TEXT -->	Tests	13 September 2022
6.		Big reservoirs dont mean much if all the water leaks out of the pipes before it gets to the users. But if your happy with that then you do you El mar, 6 de sep. de 2022 19:45, [REDACTED] <[REDACTED]@wcc.govt.nz> escribió: > Hi [REDACTED] We have built NZ's biggest water reservoir of its kind in Mt > Cook. This will provide resilience and supply for the CBD and Eastern > suburbs. > > From memory the cost was estimated at around \$90 mm and it's looking like > coming in on time and budget. > > I'll check on your leak and see why it hasn't been attended to. > > Regards > > [REDACTED] > ----- > *	Note from Council	7 September 2022
7.		Further work required.	Status Change to PAUSE	29 September 2022
8.		Hi [REDACTED] I have an update from WWL as follows so hopefully you'll see some progress: "Kia ora [REDACTED] Thanks for your follow up enquiries regarding the seepage at 18-22 Bruce Avenue, Brooklyn. Wellington Water has done a number of investigations into the seepage outside this property in the past. More recently, our leak detection survey earlier this year in April 2022 found no potable water leaks in the area. The water reported in the road and on the path below the road outside 18-22 Bruce Avenue had dried up at the time – the inconsistent nature of this seepage indicates that it is not potable. The next steps are to dye test the stormwater and wastewater laterals of the properties upstream of the seepage. We're aiming to complete this work by the end of this week. We note that there is a LGOIMA request regarding this issue - our Official Information Team will register this in our system. Nga mihi" Regards [REDACTED]	Note from Council	5 October 2022
9.		Hi [REDACTED] to be fair to my colleagues, I volunteered to manage this inquiry. I was informed that WW were actively manging this so had assumed that operational activities would follow. I have asked if the ticket has been closed prematurely. Regards	Note from Council	3 October 2022

10.		<p>Hi [REDACTED] We have built NZ's biggest water reservoir of its kind in Mt Cook. This will provide resilience and supply for the CBD and Eastern suburbs.</p> <p>From memory the cost was estimated at around \$90 mm and it's looking like coming in on time and budget.</p> <p>I'll check on your leak and see why it hasn't been attended to.</p> <p>Regards</p>	Note from Council	7 September 2022
11.		<p>Hi [REDACTED] You asked what we have done for water supply and I told you - we have done more than any other Council I can remember.</p> <p>In terms of remedial work we have approved the largest budget ever for water but it will take time to get the network back to where we want it.</p> <p>Regards</p>	Note from Council	7 September 2022
12.		<p>Hi, [REDACTED]</p> <p>This has not been resolved. I find it extremely dishonest that this is getting marked as resolved with no sign of any works being done.</p> <p>Councillors, you may recall I contacted you at the start of september (though only [REDACTED] was able to be a decent human being and respond). Since then I had no contact from either WCC or your contractors at Wellington Water until last Friday 30 sept. I was informed that as it was raining they couldnt even do an assesment on the leak. Now this morning it is apparently "fixed" despite it having been raining over the weekend and still today, and no sign of any contractors, or fixes, or communication as to what was done to resolve this leak. I've attached some photos showing the state of it. Perhaps someone could show how that is in any way resolved.</p> <p>I remind you all that this has been reported to the council many times over the years, and it once again seems to be getting swept under the rug.</p> <p>[REDACTED] how did you get on with your queries with wellington water as to why it hasnt been resolved anytime in the last few years? I assume that when you said you would check that you were being honest and are continuing to carry out these checks despite the fact i havent heard anything from you since.</p> <p>Councillors, can you please determine what fix wellington water have actually done to make this marked as "resolved". Before and after pictures would be good. A summary of visits and works done on the area would be good. Treat this as an Igoima request. If there is no such pictures showing before or after, or summary of visits or works done, then please explain how this city can have confidence in the contractors at wellington water that they are performing their job to an adequate standard if they are unable to display any outcome?</p>	Note from Council	3 October 2022

		<p>I note that this same leak has been reported by many people, myself, and many of my neighbours on the shared path that are affected.</p> <p>I remind the council that it is extremely dishonest that the contractor is illegitimately marking this as resolved when clearly no action was taken. I wonder (and hope all my representatives also do) whether this is a common occurrence with wellington water to dishonestly mark jobs as complete then take a paycheck...</p> <p>I hope for a good outcome. I do not want to deal with council officers directly given the previous times I have i was treated extremely negatively which effected my mental health. For the same reason I do not want to deal with your contractors wellington water directly as they clearly are not capable of showing good honest values. I hope that my city representatives can live up to their responsibilities to ensure that the cities contractors are performing their duties to an appropriate standard.</p> <p>Cheers, </p> <p>El lun, 3 de oct. de 2022 10:37, Info at WCC</p>		
13.		<p>Kia ora  Thanks for contacting us. We have passed your concerns to our Water Team. SR 451099. Ng? mihi  Customer</p> <p>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,</p> <p>Back in 2018 I reported a leak outside my house coming from the retaining wall which is on council reserve. After a year of back and forth with your council staff who played a massive mental toll with their tactics of gaslighting suggesting there was no leak, there was still no outcome. I made a complaint with the Mayor at the time (hopefully no longer mayor soon, as he didn't bother to respond. I imagine being election year now he will suddenly decide to which will be telling of his true motives).</p> <p>I have finally got the courage to bring up this issue again, and hope that this time your staff treat me with respect deserved of a rates payer. The leak is still there. There is still concern that the ongoing (at least 4 years of discharge now) erosion being caused which I have been advised of by an independent structural engineer. Several elderly neighbours have commented on the unsafe nature of the discharge making for a slippery staircase. My last response from the council was that an engineer from the council was going to assess it, but it seems that has not happened.</p> <p>Can this leak please get resolved. I am unsure why I bother paying for the water portion of the rates if something as simple as water service is not provided to an adequate level. I'm highly disappointed in the councils ability to ensure their contractors carry out their duties to a satisfactory level before paying them rates payers funds.</p> <p>Each and every one of you councillors should be ashamed at not being able to make positive changes to provide the city with a stable water supply, rather than kicking the bucket down the road for future councillors. The provision of fresh water is quite honestly the most basic function of a council, and you have severely failed in your duties to provide it.</p> <p>I understand that this is the cause of years of neglect, but what has been done, and is currently being done, to resolve the situation?</p> <p>Cheers, </p>	Note from Council	7 September 2022
14.		<p>Related to works done under WCCSR-298420, LDS findings: There is no leak at this address. The water has dried up so there is no flow. There is also no water on the path down below the road outside 18 & 20 Bruce. See pictures provided. PS. This property has a history of seepage incidents over the years. !-- RICH TEXT --></p>	Related to works done under WCCSR-298420	8 September 2022
15.		<p>Spoke to  T/A advised spoke to a resident and seepage stops and starts, inconsistent with Potable water which has pressure.</p>	Seepage.	3 October 2022
16.		<p>Supply is end to end  Thank you for your work on the first half of that end, perhaps a focus on the major issue at hand of the millions of litres being wasted per day through neglected leaks. The single reservoir built has about a days worth of water based on the amount currently leaked... Think how useful that reservoir would be if it could hold more than the amount leaked out in a day!</p> <p>El mar, 6 de sep. de 2022 19:54,  <  @wcc.govt.nz> escribió:</p>	Note from Council	7 September 2022

		<p>> Hi [REDACTED] You asked what we have done for water supply and I told you - we > have done more than any other Council I can remember. > > In terms of remedial work we have approved the largest budget ever for > water but it will take time to get the network back to where we want it. > > Regards > > [REDACTED] > ----- > *</p>		
17.		<p>Thank you [REDACTED] It is likely a safe assumption for most of the time. Given this has been an issue for many years and seems that ww are the ones not following adequate standards or procedures (do they even have any??), perhaps a more active role from the council might be needed to ensure that the contractor is actually doing the work they are billing the city for...</p> <p>I really wish for a good outcome, and don't want any further mental drain on myself. If you can actively follow up with them as my representative for the city and ensure that they are correctly doing the work they are assigned that would be good.</p> <p>Have a think how you or any of your colleagues would feel if this was happening for you/them for multiple years with no action. How would you/they feel about it? Would you/they have confidence in the city? This is something I have to see every day, have to avoid slipping over every day. It's a pretty big toll after many years of inaction. Today's "resolved" notification was not doing anything to help resolve that mental toll. Perhaps they should only click "resolve" when actual work is performed.</p> <p>I'm still interested in the Igoima request in my earlier email today. I understand that Igoima's are a burden on the council, but I would really like to see what events happened to trigger the most recent status of "resolve".</p> <p>I should note that our group of neighbours have discussed legal action against the council and wellington water over this. We were hopeful that this most recent request to fix would be actioned in good faith but it appears not...</p> <p>Cheers, [REDACTED]</p> <p>El lun, 3 de oct. de 2022 11:39, Councillor Sean Rush <Sean.Rush@wcc.govt.nz> escribió:</p> <p>> Hi [REDACTED] to be fair to my colleagues, I volunteered to manage this > inquiry. I was informed that WW were actively manging this so had assumed > that operational activities would follow. I have asked if the ticket has > been closed prematurely. > > > > Regards > > *</p>	Note from Council	3 October 2022
18.		<p>Thanks for chasing that up [REDACTED] I hope you are having a good day.</p> <p>From what I understand from their message to you is that it wasn't actually resolved as they mentioned. It's a bit misleading them saying that its resolved when there is still work to be done, don't you think so?</p>	Note from Council	5 October 2022

		<p>I would be interested in photos of when it has "dried up", as myself or any of my neighbours have seen it in this state for several years now. It would be good to see what ww's level of standard in this area is. I would hope that wcc are also interested in their contractors standards as well....</p> <p>I note that my request for photos was not part of the lgoima request despite me asking for them. Can I amend my request to include photos of the "dried up" leak from their visit in April this year. Don't worry about rectifying the missing request for before/after photos for the most recent visit as it has now been determined that there is still more work to be done. I would hope that other lgoima requests aren't mishandled in this way though.</p> <p>Should I expect the status of the job to change back from "resolved" anytime soon. I would have greater confidence in an outcome if it isn't closed in the system while the remaining work is being done. I would hope that other jobs are not also prematurely marked as "resolved"...</p> <p>Cheers, [REDACTED]</p> <p>El mié, 5 de oct. de 2022 16:00, [REDACTED]@wcc.govt.nz> escribió:</p> <p>> Hi [REDACTED] I have an update from WWL as follows so hopefully you'll see some > progress: > > > > "Kia ora [REDACTED] > > > > Thanks for your follow up enquiries regarding the seepage at 18-22 Bruce > Avenue, Brooklyn. > > > > Wellington Water has done a number of investigations into the seepage > outside this property in the past. More recently, our leak detection survey > earlier this year in April 2022 found no potable water leaks in the area. > The water reported in the road and on the path below the road outside 18-22 > Bruce Avenue had dried up at the time – the inconsistent nature of this > seepage indicates that it is not potable. > > > > The next steps are to dye test the stormwater and wastewater laterals of > the properties upstream of the seepage. We're aiming to complete this work > by the end of this week. > > > > We note that there is a LGOIMA request regarding this issue - our Official > Information Team will register this in our system. > > > > Nga mihi" > > ></p>		
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Logged Date Time: 27 May 2019 2:16:00PM, vehicles need to be moved, have door knocked and no one home. job on delay. need utility plans also.

Watermain off at 1100hrs, Customer Hub notified, had to follow leak as leak not located, replaced .3 section of 25od p.e pipe from watermain on road. Area backfilled and temp sealed ready for reinstatement crew.