

Wednesday 26 April 2023

OIA IRO-381

Name:

Email: @gmail.com

Kia ora

Official information request regarding 139 Marine Parade, Seatoun.

Thank you for your official information request dated Wednesday 8 March 2023.

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.

Pursuant to Section 7(2)(a) of the Act, some of the information has been redacted as it is personal information about private individuals.

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,

Team Lead, Communications and Engagement

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f /wellingtonwater



@wgtnwaternz & @wgtnwateroutage



@wellington_water

Service Request Data – OIA IRO-381 Job Sheet

	Council						4	Reported	Completion/Closed	d .		
Address	Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Date	Date	Entry Date	Work Log Summary	Work Log Detail
5 - Account (1997)	WCCSR-80381	No Asset Selected	Public Info Request 139 MARINE PARADE, Seatoun	Came into service centre, with a letter, copy attached. 2015. WCC tried fixing the pipes on the footpath outside. YOU turned the water on it blew ALL the taps on the house. Outsie hose taps at the back of the house. 2 toilets. hot water cylinder. 3 sinks. 3 handbasins. 2 washing machines. 2 baths. You fix that becasue it was showering he path and road. people have complaints. Havent flushed the top toilet since 2015, using buckets to flush. I paid BBC to fix the outside hose. I have had an accident and stroke and my social worker will chase this next year.	Potable	4	CLOSE. NOTDO NE	12/23/2020 11:35:28 AM	3/23/2021 9:17:30 AM	12/23/2020 11:36:20 AM	Note from Council	Address: 139 MARINE PARADE, Seatoun Open in Google Maps: https://www.google.com/maps/search/?api=1& query=- 41.31649479811542,174.82761498080916
				Stroke and my social worker will enable this hext year.						12/24/2020		Have forwarded this to the customer service
										9:36:37 AM		improvement department. RICH TEXT
										12/24/2020 2:09:18 PM	Note from Council	Service Improvement Officer Customer Services Wellington City Council 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
										3/23/2021 9:21:35 AM	Note from Council	Re-assigned by WCC
	WCCSR-130478	No Asset Selected	Public Info Request 139 MARINE PARADE, Seatoun	Relogged from 80381 with new attatchment added Came into service centre, with a letter, copy attached. 2015. WCC tried fixing the pipes on the footpath outside. YOU turned the water on it blew ALL the taps on the house. Outsie hose taps at the back of the house. 2 toilets. hot water cylinder. 3 sinks. 3 handbasins. 2 washing machines. 2 baths. You fix that becasue it was showering he path and road. people have complaints. Havent flushed the top toilet since 2015, using buckets to flush. I paid BBC to fix the outside hose. I have had an accident and stroke and my social worker will chase this next year.	Potable	4	CLOSE	3/23/2021 4:19:26 PM	4/16/2021 8:04:44 AM	3/23/2021 4:20:33 PM	Note from Council	Address: 139 MARINE PARADE, Seatoun Open in Google Maps: https://www.google.com/maps/search/?api=1& query=- 41.31649479811542,174.82761498080916
										3/23/2021 4:43:18 PM	Note from Council	WWL please note that this is an existing complaint that has been sent through to WWL.
										3/24/2021 10:21:43 AM	Forwarded to service improvement team	Forwarded to service improvement team RICH TEXT
										3/24/2021 10:29:54 AM	Passed to reimbursement team	Passed to reimbursement team RICH TEXT
										4/15/2021 9:27:25 AM	Reimbursement update	Passing to for further investigation RICH TEXT

Service Request Data – OIA IRO-381 Job Sheet

			T	1	1		Т.	T .	T
									This dates back to before Wellington Water existed, We have no records of this, so we
									cannot process the reimbursement request. I will advise the customer. RICH TEXT
							4/19/2021 8:38:22 AM	Note from Council	Closed by WCC
No Asset Selected	Reimbursement 139 Marine Parade, Seatoun	flooding that happened to her property because of work done by council a few years ago. SR 130478 and SR 80381 are related to this. She would like to know about reimbursements due to the damage done to her plumbing and her floors. I have attached an	Potable	4 RCV		10:57:21	1/5/2022 10:57:30 AM	Note from Council	Address: 139 MARINE PARADE, Seatoun Open in Google Maps: https://www.google.com/maps/search/?api=1& query=- 41.31649479811542,174.82761498080916
		invoice for the damage to the walls and floors. The plumbing work can not be fixed until the floors and walls are fixed. I have informed them to get a builder in. daughter would like to be contacted about this as well .							
							1/5/2022 10:59:50 AM	Note from Council	Nga Mihi, Customer Service Rep Wellington City Council 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.
									Assigned to reimbursements RICH TEXT
							11/4/2022	Customer called in	Customer called in for update. Advised would follow up. Gave reimbursement email. RICH TEXT
							2/22/2023 3:46:54 PM	called with a claim number 130478	called with a claim number 130478. wanting some to follow up regards to a claim and what it is approved for. They are getting builders to repair damage but is not sure what is covered in the claim?. Email sent to reimbursement team
			Selected Marine Parade, Seatoun flooding that happened to her property because of work done by council a few years ago. SR 130478 and SR 80381 are related to this. She would like to know about reimbursements due to the damage done to her plumbing and her floors. I have attached an invoice for plumbing works done. I have asked her to provide an invoice for the damage to the walls and floors. The plumbing work can not be fixed until the floors and walls are fixed. I have informed them to get a builder in. daughter would like to be contacted about this as well	Selected Marine Parade, Seatoun flooding that happened to her property because of work done by council a few years ago. SR 130478 and SR 80381 are related to this. She would like to know about reimbursements due to the damage done to her plumbing and her floors. I have attached an invoice for plumbing works done. I have asked her to provide an invoice for the damage to the walls and floors. The plumbing work can not be fixed until the floors and walls are fixed. I have informed them to get a builder in. daughter would like to be contacted about this as well	Selected Marine Parade, Seatoun flooding that happened to her property because of work done by council a few years ago. SR 130478 and SR 80381 are related to this. She would like to know about reimbursements due to the damage done to her plumbing and her floors. I have attached an invoice for plumbing works done. I have asked her to provide an invoice for the damage to the walls and floors. The plumbing work can not be fixed until the floors and walls are fixed. I have informed them to get a builder in. daughter would like to be contacted about this as well	Selected Marine Parade, Seatoun flooding that happened to her property because of work done by council a few years ago. SR 130478 and SR 80381 are related to this. She would like to know about reimbursements due to the damage done to her plumbing and her floors. I have attached an invoice for plumbing works done. I have asked her to provide an invoice for the damage to the walls and floors. The plumbing work can not be fixed until the floors and walls are fixed. I have informed them to get a builder in. daughter would like to be contacted about this as well	Selected Marine Parade, Seatoun flooding that happened to her property because of work done by council a few years ago. SR 130478 and SR 80381 are related to this. She would like to know about reimbursements due to the damage done to her plumbing and her floors. I have attached an invoice for plumbing works done. I have asked her to provide an invoice for the damage to the walls and floors. The plumbing work can not be fixed until the floors and walls are fixed. I have informed them to get a builder in. daughter would like to be contacted about this as well	No Asset Selected Reimbursement 139 Selected Marine Parade, Seatoun	No Asset No Asset Reimbursement 139 Selected Marine Farado, Seatoun Hooding that happened to the property because of work done by council as few years ago. S. 19 Marine Farado, Seatoun Hooding that happened to the property because of work done by council as few years ago. S. 19 Marine Farado, Seatoun Hooding that happened to the property because of work done by council as few years ago. S. 19 Marine Farado, Seatoun Hooding that happened to the property because of work done by council as few years ago. S. 19 Marine Farado, Seatoun Hooding that happened to the property because of work done by council as few years ago. S. 19 Marine Farado, Seatoun Hooding that happened to the property because of work done by council as few years ago. S. 19 Marine Farado, Seatoun Hooding that happened to the property because of work done by council as few years ago. S. 19 Marine Farado, Seatoun Hooding that happened to the property because of work done by council as few years ago. Parado, Seatoun Hooding that happened to the property because of work done by council as few years ago. Parado, Seatoun Hooding that happened to the property because of work done by council as few years ago. Parado, Seatoun Hooding that happened to the property because of work done by council as few years ago. Parado, Seatoun Hooding that happened to the property because of work done by council as few years ago. Parado, Seatoun Hooding that happened to the property because of work done by council as few years ago. Parado, Seatoun Hooding that happened to the property because of work done by council as few years ago. Parado, Seatoun Hooding that happened to the property because of work done by council as few years ago. Parado, Seatoun Hooding that happened to the property ago. Parado, Seatoun Hooding that happened to the property ago. Parado, P

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				serif; color:gray"> called with a claim number	
				130478. wanting some to follow up	
				regards to a claim and what it is approved for. They are getting builders to	
				repair damage but is not sure what is covered in	
				the claim?. <o:p></o:p>	
				<pre><span style='font- size:8.5pt;font-family:"Arial",sans-</pre></td></tr><tr><td></td><td></td><td></td><td></td><td>serif;</td></tr><tr><td></td><td></td><td></td><td></td><td>color:gray'><o:p> </o:p></pre>	
				<pre><span arial",sans-serif;<="" style="font-</pre></td></tr><tr><td></td><td></td><td></td><td></td><td>size:8.5pt;font-family:" td=""></pre>	
				color:gray">Is someone able to call her asap	
				before she leaves to her hometime. is trying to help her mother as there is	
				mould in the house and is in	
				shock that her mother is living in a state. For damages that happed in 2015,	
				but because her mother has had a stoke in 2014	
				her mother hasn't got round to sort this out. <o:p></o:p>	
				<o:p> </o:p>	
				<o:p></o:p>	
				Thanks <o:p></o:p>	
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	1			RICH TEXT
	1	3/8/2023	Note from Council	Caller's daughter rang to follow up on this
	1	3:51:32 PM		job, noting she'd not been contacted since and
	1			was still waiting for everything to be resolved
	1			(logged job SR-612162 to send out records as
	1			per customer request). Rang WW after call and
	1			asked them to escalate things and call her back,
	1			also spoke to TL who advised that WW would
	1			need to complete this request.

Service Request Data – OIA IRO-381 Job Sheet

	1	1					1				
										Note from Council	Caller rang back again. Wanting to have
									34:34 PM		someone contact her back.
									/13/2023	Customer called in.	<div>Customer called in for update. Advised</div>
								9:	51:10 AM		would follow up, Emailed reimbursement for
											update. <div></div> 0276660857(p> RICH TEXT
								3/	/14/2023	Declined email sent	Declined email sent to customer provided email
								7:	29:10 AM	to customer	address on 9/03/2023. Reiterated via email to
										provided email (9/03/2023)	the customer on 14/03/2023 RICH TEXT
WCCSR-612162	No Asset	Public Info Request 139	Side job for SR-302436; caller would like copies of the records	Potable	4	RCVD	3/8/2023	3/	/8/2023	Note from Council	Address: 139 MARINE PARADE, Seatoun Open in
	Selected	MARINE PARADE, Seatoun	linked to this job (and the others referenced within) sent out via				3:49:22 PM	3:	49:32 PM		Google Maps:
			email. Please compile and send.								https://www.google.com/maps/search/?api=1&
											query=-
											41.316494798123585,174.82761498029416
											Ticket response email sent to requester due to
											WWL managing complaints after initial report to
											council.
											Kia ora
											Thank you for reporting this water and drainage
											issue to us.
											The renair of water and drainage issues are
											The repair of water and drainage issues are managed by Wellington Water. We have passed
											this details of this fault through to them.
											this details of this fault through to them.
											If you need more information including when
											this fault will be repaired please call Wellington
											Water on 04 912 4470 (Monday to Friday 7am –
											5pm) or email customer@wellingtonwater.co.nz
											Spini of citial customer & weimington water.conz
											Ng? mihi
											1.6
											Customer Services
											Wellington City Council
								3/	/9/2023	Note from Council	This should be treated as an Official Information
									31:42 AM	Trote from Council	request and includes all associated requests on
									- =: .=		record. Regards Principal
											Advisor Wellington City Council On Wed,
											8 Mar 3:48 PM , @gmail.com>
											wrote: .
								3/	/9/2023	Customer called in	Customer called in, Parent of called in.
									00:03 PM		Advised about the burst back in 2015 and
											wanting reimbursement, advised she needs to
											speak with WCC. RICH TEXT
<u> </u>	L		I.	1	_1	<u> </u>	1				



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		3/10/2023	Assigned to Info &	Assigned to Info & Damp; emailed Resolutions	
		12:36:41	emailed Resolutions		
		PM		RICH TEXT>	
		3/15/2023	from	<span <="" lang="EN-US" td="">	
		11:04:25	9/3/23	style="mso-fareast-font-family:"Times	
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				Support	
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				Sent: Thursday, 9 March 2023 8:30	
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				To: Customer Support Team	
				<customer@wellingtonwater.co.nz> 	
				Subject: Fwd: [#SR-612162] Water and	
				drainage: 139 MARINE PARADE,	
				Seatoun <o:p></o:p>	
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				New Roman";	

880	Wellington Water
	Water

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					color:black">Caution: This is an external email. Please take care when clicking links or opening attachments. <o:p></o:p>
					<pre><span new<br="" style="mso-
fareast-font-family:" times="">Roman""><o:p> </o:p></pre>
					<pre>This should be treated as an Official Information request and includes all associated requests on record. <o:p></o:p></pre>
					<pre><o:p> </o:p></pre>
					<pre>Regards<0:p><!-- RICH TEXT--></pre>
			3/15/2023 11:31:16 AM	OIA team emailed	OIA team has received OIA request. RICH TEXT
			3/15/2023	changed to OIA folder	
			3/27/2023 9:29:41 AM	OIA 381	response due 18 april 2023 RICH TEXT