

Friday 16 September 2022

OIA IRO-293

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request on seepage from 36 Te Wharepouri Street onto the footpath.

I write regarding your official information request dated Friday 19 August 2022 on seepage from 36 Te Wharepouri Street onto the footpath. You requested what fault was identified during an inspection by council, as well as documents and site reports from that and any other instance where council inspected seepage from the property.

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

The information you have requested is enclosed in our email response to you, and we can confirm that there was a private wastewater lateral that was leaking.

Pursuant to [Section 7\(2\)\(a\)](#) of the Local government Official information and Meetings Act 1987 some information has been redacted as it contains 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

[REDACTED]
Team Lead, Customer Hub
Wellington Water Ltd

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 @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

| No. | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
|-----|---|----------------|---|---|---------------|----------|-----------|----------------------|-----------------------|-----------------------|
| | 36 Te Wharepouri Street, Berhampore, Wellington, 6023 | WCCSR-91303 | Leaking Pipes (ESCALATED TO TL TO REPAIR) 36 Te Whare pouri St., Berhampore | CAR R752894 16/03/21 approved8/03/21 - PENDING APPROVALTrickle - Water leak coming out of the road near the kerb. please attend.DS 10/02 - Plans ordered onWCCSR-9212715/02/21 sk - Plans attached, NOVA GAS IN AREA Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).PO ATMS244493 | Potable Water | 3 | CLOSE | 1/20/2021 4:31:29 PM | 3/17/2021 12:00:00 AM | 1/20/2021 4:32:21 PM |
| | | | | | | | | | | 1/20/2021 4:32:21 PM |
| | | | | | | | | | | 1/22/2021 8:42:22 AM |
| | | | | | | | | | | 1/27/2021 8:54:23 AM |
| | | | | | | | | | | 1/27/2021 3:41:49 PM |
| | | | | | | | | | | 2/3/2021 2:10:25 PM |
| | | | | | | | | | | 2/10/2021 2:54:15 PM |
| | | | | | | | | | | 2/12/2021 11:14:22 AM |
| | | | | | | | | | | 2/12/2021 11:49:32 AM |
| | | | | | | | | | | 2/12/2021 12:04:27 PM |
| | | | | | | | | | | 2/15/2021 10:15:58 AM |
| | | | | | | | | | | 2/15/2021 10:17:13 AM |
| | | | | | | | | | | 2/19/2021 10:35:21 AM |
| | | | | | | | | | | 2/19/2021 10:49:18 AM |
| | | | | | | | | | | 2/23/2021 2:39:49 PM |
| | | | | | | | | | | 2/24/2021 4:00:38 PM |
| | | | | | | | | | | 3/4/2021 8:53:16 PM |
| | | | | | | | | | | 3/7/2021 12:59:09 PM |
| | | | | | | | | | | 3/8/2021 12:19:59 PM |
| | | | | | | | | | | 3/20/2021 3:38:18 PM |
| | | WCCSR-92734 | Leaking Pipes 36 TE WHAREPOURI STREET, Berhampore | Trickle - Leak on the road | Stormwater | 3 | CLOSE.CAN | 1/22/2021 8:27:27 PM | 2/4/2021 12:00:00 AM | 1/22/2021 8:28:16 PM |
| | | | | | | | | | | 2/4/2021 11:56:53 AM |
| | | | | | | | | | | 2/4/2021 12:01:22 PM |
| | | WCCSR-96948 | Leaking Pipes 36 TE WHAREPOURI STREET, Berhampore | Trickle - Water leaking from steps of property onto the public footpath. Please attend.11/02Service plans ordered | Potable Water | 3 | CLOSE.CAN | 2/1/2021 10:11:12 AM | 2/16/2021 12:00:00 AM | 2/1/2021 10:14:09 AM |
| | | | | | | | | | | 2/11/2021 9:49:00 AM |
| | | | | | | | | | | 2/16/2021 10:43:56 AM |
| | | WCCSR-104567 | Leaking Pipes 36 TE WHAREPOURI STREET, Berhampore | Steady flow - L:eaking from a service cover. Steady flow down the road | Potable Water | 2 | CLOSE.CAN | 2/14/2021 9:26:14 AM | 2/15/2021 12:00:00 AM | 2/14/2021 9:27:18 AM |
| | | | | | | | | | | 2/14/2021 9:31:19 AM |
| | | | | | | | | | | 2/15/2021 10:42:05 AM |
| | | | | | | | | | | 2/15/2021 10:45:58 AM |
| | | WCCSR-109824 | Leaking Pipes 36 TE WHAREPOURI STREET, Berhampore | Trickle - Water leaking from main in street Address: 36 Te Wharepouri Street, Berhampore, Wellington 6023, New Zealand | Stormwater | 3 | CLOSE.CAN | 2/22/2021 7:58:14 PM | 2/24/2021 12:00:00 AM | 2/22/2021 7:59:25 PM |
| | | | | | | | | | | 2/24/2021 12:31:39 PM |

| | | | | | | | | | | |
|--|--|------------------|--|--|------------|---|-------|-------------------------|---------------------------|---------------------------|
| | | | | | | | | | | 2/24/2021 2:27:27 PM |
| | | WCCSR- 123732 | Seepage 36 TE WHAREPOURI STREET, Berhampore | Trickle- Callerrangtoreportofleakcomingfrom36TeWharepouriSt,slowleakouttothefootpathfromthisproperty.Thisisaprivateleakasth ewaterseemstobecomingsfrominsidethepropertyitself,nocouncilmainsinthisproperty.Pleaseattendtoinvestigate. [REDACTED] [REDACTED]@gmail.com | Wastewater | 4 | CLOSE | 3/15/2021 9:11:34 AM | 11/10/2021 12:00:00 AM | 3/15/2021 9:12:24 AM |
| | | | | | | | | | | 3/15/2021 10:45:56 AM |
| | | | | | | | | | | 4/16/2021 12:57:56 PM |
| | | | | | | | | | | 4/16/2021 12:57:57 PM |
| | | | | | | | | | | 4/16/2021 3:43:53 PM |
| | | | | | | | | | | 4/20/2021 4:32:19 PM |
| | | | | | | | | | | 5/21/2021 9:11:39 AM |
| | | | | | | | | | | 6/24/2021 9:12:33 AM |
| | | | | | | | | | | 6/24/2021 11:44:21 AM |
| | | | | | | | | | | 6/24/2021 11:44:22 AM |
| | | | | | | | | | | 6/28/2021 9:27:49 AM |
| | | | | | | | | | | 11/10/2021 11:51:44 AM |
| | | | | | | | | | | 11/13/2021 12:39:53 PM |

| No. | Summary | Detail |
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| | Note from Council | Address: 3 LUXFORD STREET, Berhampore Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.32001789886179,174.77748785088392 |
| | Note from Council | Please find photo attached for SR-91303. Ng? mihi, [REDACTED] Customer Service Rep Customer Contact Centre P 04 499 4444 [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140 |
| | Note from Council | Child ticket added SR 92126 |
| | Note from Council | Child ticket added SR 94288 |
| | Assigning to be rovered | 1x crew foler to be rovere |
| | Note from Council | Added a child ticket SR 98687 |
| | Escalated to TL to assess. | Escalated to TL to assess. |
| | W3 | Wrong site address. Referring to attached photo 001jpg leak outside #36 waripori st leak in live traffic lane at intersection.leaking SV/2man/ATMS traffic management required/plans. |
| | See below | Roland has confirmed this is a separate issue to |
| | Service plans ordered on WCCSR-92127 | Plans were ordered on WCCSR-917 on the 10/0 |
| | Plans attached | 15/02/21 sk - Plans attached, NOVA GAS IN AREA Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). |
| | Escalated to TL | Escalated to TL to epai |
| | Note from Council | Hi team, I can see a couple of leaks logged for intersection of Te Wharepouri St and Rintoul St have been cancelled and related to this one. Is this correct? Luxford St is one block over. Just want to make sure. SR-91303 -Fixit Request Item Name : Water and drainage Category : External Customer Services Quantity : 1 Service : Report a leak Which water type is this regarding? : Drinking water or tap water How much water is leaking? : Trickle Description : Water leak coming out of the road near the kerb. please attend. Incident address : 3 Luxford Street Location : NA Water leak in road Address: 3 Luxford Street, Berhampore, Wellington 6023, New Zealand Latitude: -41.32002971361059, Longitude: 174.77751977741718 Google Link: http://maps.google.co.nz/?q=-41.3200297136106,174.777519777417&map&z=19 [REDACTED] Phone: [REDACTED] |

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| | | <p>Ticket attachments : 1. photo-001.jpg Customer details [redacted] gmail.com + [redacted] [redacted] 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> |
| Note from Council | | <p>Hi All</p> <p>The leak is between Te Wharepouri Street and Luxford Street. Therefore this is correct.</p> <p>Regards [redacted] [redacted] " Incident Coordinator Customer Experience Team Hours Mon " Fri 0800 - 1700</p> <p>[Wellington Water] Ph 04 912 4470 Mob [redacted] Private Bag 39804, Wellington Mail Centre 5045 Level 4, IBM House, 25 Victoria Street, Petone, Lower Hutt www.wellingtonwater.co.nz</p> |
| Valve | | We tried to get it off but we only managed to slow it down so it's not much of an eye sore, it still needs to be repacked at the gland, |
| Note from Council | | Another caller has rang about this job and advised it has been leaking for weeks |
| Note from Council | | Another caller emailed to say this leak has become much worse |
| | | Waiting on approva |
| Car raised R752894 - Pending approval | | |
| Note from Council | | Closed by WCC |
| Note from Council | | Address: 36 TE WHAREPOURI STREET, Berhampore Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.31872924853148,174.77823901917913 |
| Duplicate of WCCSR-92127 | | 04/02/21 JR Duplicate of WCCSR-9212 |
| Note from Council | | Re-assigned by WCC |
| Note from Council | | Address: 36 TE WHAREPOURI STREET, Berhampore Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.31872924853148,174.77823901917913 |
| Service plans ordered | | Service plans orere |
| Job cancelled | | Job cancelled have confimed with cew the leak is on the oad, elated to job ef S-91303 job has been escalated to TL to oganise fo epai |
| Note from Council | | Address: 36 TE WHAREPOURI STREET, Berhampore Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.31872924853148,174.77823901917913 |
| Note from Council | | <p>Kia ora [redacted] Thanks for getting in touch. I have passed this through to Wellington Water so that they are aware that this leak has become worse. Nga mihi [redacted] Customer Service Rep Wellington City Council !-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix ItÅ Form on the Wellington City Council website:</p> <p>Name:Å Å [redacted]</p> |

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| | <p>Address:Â Â 50 Liardet st</p> <p>Suburb:Â Â Vogeltown</p> <p>City:Â Â Wellington</p> <p>Phone:Â Â</p> <p>Mobile:Â Â</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 No</p> <p>Service request number:Â Â</p> <p>Location:Â Â Road outside 36 Te Wharepouri St, Berhampore</p> <p>Description:Â Â There is quite a big leak coming from a fitting in the road outside 36 Te Wharepouri St. It was gushing water yesterday and 1st weekend too. Needs to be fixed. Thanks</p> <p>Other comments:Â Â</p> <p>Item Name : Water and drainage</p> <p>Category : External Customer Services</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 : L:eaking from a service cover. Steady flow down the road</p> <p>Incident address :</p> |
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| | | Location : |
| | Job cancelled | Job cancelled relate to SR-91303 have escalate relate job to Team Leader due to number of jobs logge |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 36 TE WHAREPOURI STREET, Berhampore Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.31872924853148,174.77823901917913 |
| | Duplication of WCCSR-91303 | Duplication of WCCSR-91303. Cancelling jo |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 36 TE WHAREPOURI STREET, Berhampore Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.31872924853148,174.77823901917913 |
| | Rover to confirm private leak | Rover to confirm private lea |
| | Private leak | Private leak, could be behind concrete wall, pass to [REDACTED] to take further investigations. |
| | Status Change to PAUSE | Private leak |
| | | maild hub to pass to [REDACTED] |
| | Private leak | |
| | | Site has ben checked for water leaks unable to hear any sound of water leaking when shutting & reopening the toby. suspect there might be a fault with the private drainage pipes. |
| | Assigning to [REDACTED] to investigate | |
| | Private Issue at 36 Te Wharepouri | Dye tested private wastewater lateral, leaking from retaining wall onto stairway. Public health issue. Property to be issued notice to fix. Tenant details [REDACTED] [REDACTED]. Requesting home owner details from HUB. |
| | Status Change to PAUSE | Awaiting property owner details WCC |
| | Issued notice to property. Awaiting property owner details for property to issue directly. | See attachment for copy of letter |
| | Private leak has since been repaired. Seepage dry. | |
| | Note from Council | Closed by WCC |