

10 November 2022

OIA IRO-314

Name: [REDACTED]

Email: [REDACTED]@xtra.co.nz

Kia ora [REDACTED],

Official information request for a copy of a written report on water issues at 36a and 38b Halswater Drive, Johnsonville.

I write regarding your official information request dated Thursday 6 October 2022 for a report on water issues, located at 36a and 38b Halswater Drive, Johnsonville, following a visit from Wellington Water on 14 July 2022.

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 full.

Please see attached in our email response to you Service Requests Data (Pages 1 & 2).

Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of the information contained within the material provided 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]
Manager, Customer Hub
Wellington Water Ltd

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 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @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
	36A Halswater Drive, Churton Park, Wellington, 6037	WCCSR-368592	Leaking Pipes 36A HALSWATER DRIVE, Churton Park	Steady flow - RELATES TO SR-355819. Customer has had issues with water leaking from behind her retaining wall. WW have attended and tested to confirm not mains water and passed to drainage. Customer has since contacted her insurance and spent \$1000 on planting the bank to try and prevent slippage. She has now done some digging at the top of the bank and found a large black drainage(?) pipe that is leaking out lots of water from her neighbour's property. It appears that the neighbour is directing his rainwater and garden greywater behind her retaining wall causing the leak. Please contact [REDACTED] on [REDACTED] ASAP to advise if/how we can assist.	Stormwater	2	CLOSE.CAN	4/23/2022 9:48:21 AM	4/27/2022 12:00:00 AM	4/23/2022 9:48:37 AM
										4/27/2022 1:02:20 PM
										4/27/2022 1:04:44 PM
	36B Halswater Drive, Churton Park, Wellington, 6037	WCCSR-355819	Leaking Pipes 36B HALSWATER DRIVE, Churton Park	Trickle - Caller lives at 36A Halswater Drive and reported that water is leaking from a pipe on her neighbours section at 36B Halswater Drive onto her retaining wall, though her neighbour stated there is nothing they can do. She would like WW to investigate source and issue a notice to fix if required. Please contact [REDACTED] on [REDACTED] if you require any further information	Potable Water	3	CLOSE	3/31/2022 12:31:36 PM	4/1/2022 12:00:00 AM	3/31/2022 12:31:49 PM
										4/1/2022 4:20:04 PM
										4/1/2022 5:11:39 PM
										4/1/2022 5:11:39 PM
										4/1/2022 5:24:02 PM
										4/5/2022 2:49:40 PM
										4/7/2022 12:32:16 PM
										4/8/2022 3:39:34 PM
		WCCSR-355819-1	Seepage; 36B Halswater Drive, Churton Park	Original job description: Trickle - Caller lives at 36A Halswater Drive and reported that water is leaking from a pipe on her neighbours section at 36B Halswater Drive onto her retaining wall, though her neighbour stated there is nothing they can do. She would like WW to investigate source and issue a notice to fix if required. Please contact [REDACTED] on [REDACTED] if you require any further information Notes from Maf 1/4: No obvious source of constant moderate flow into 36bs section through retaining wall from 34bs section refer maps waste water stormwater assets behind 18 mallard gr resident at 34a over 40 years said there has been an issue of constant dampness in 34bs backyard refer to drainage investigation team.	Stormwater	3	CLOSE	4/7/2022 12:29:26 PM	5/10/2022 12:00:00 AM	4/7/2022 12:42:54 PM
										4/27/2022 1:05:17 PM
										4/27/2022 4:30:36 PM
										5/10/2022 10:16:32 AM
										6/13/2022 9:11:02 AM
	38A Halswater Drive, Churton Park, Wellington, 6037	WCCSR-424762	Public Info Request 38a Halswater Drive, Churton Park	Type: water Water issue on property - there was a visit from Watercare to site on 14 July 2022 from 2.30-2.45pm. I request a copy of the written report of the water issue from this visit by Watercare.	Potable Water	4	RCVD	7/26/2022 3:40:21 PM		7/26/2022 3:40:36 PM
										8/1/2022 11:39:31 AM

No.	Summary	Detail
	Note from Council	Address: 36A HALSWATER DRIVE, Churton Park Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.20686420795876,174.80817847327626
	duplicate of WCCSR-355819-1 cancelling	duplicate of WCCSR-355819-1 cancelling have emailed TA who is dealing with this to advise
	Note from Council	Re-assigned by WCC
	Note from Council	Address: 36B HALSWATER DRIVE, Churton Park Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.20684295543289,174.80825575122904
	wcc council called to advised is damaging retaining wall	wcc council called to advised is damaging retaining wall left vm for customer assigned to maf
	.	No obvious source of constant moderate flow into 36bs section through retaining wall from 34bs section refer maps waste water stormwater assets behind 18 mallard gr resident at 34a over 40 years said there has been an issue of constant dampness in 34bs backyard refer to drainage investigation team.
	Status Change to PAUSE	Pass to drainage investigation team
	Status Change to PAUSE	Drainage investigation required
	closing Job	not a drinking water issue passing job on to Drainage P3 job
	Drainage investigation on WCCSR-355819-1	Drainage investigation on WCCSR-35589-
	Note from Council	Closed by WCC
	Assigned to [REDACTED]	
	dup job advises	Steady flow - RELATES TO SR-355819 Customer has had issues with water leaking from behind her retaining wall WW have attended and tested to confirm not mains water and passed to drainage Customer has since contacted her insurance and spent \$1000 on planting the bank to try and prevent slippage She has now done some digging at the top of the bank and found a large black drainage(?) pipe that is leaking out lots of water from her neighbour's property It appears that the neighbour is directing his rainwater and garden greywater behind her retaining wall causing the leak Please contact [REDACTED] on [REDACTED] ASAP to advise if/how we can assist
	WCC called in.	WCC called in saying customer had called in. Advised TA was already assigned this one.
	TA Update	Neighbour rerouted drainage, seems to have dried up and getting etter. Customer has my contact and will contact if anything changes. Close [REDACTED]
	Customer called in.	Customer called in asking to speak to [REDACTED]. Emailed [REDACTED] to follow up.
	Note from Council	Address: 38a HALSWATER DRIVE, Churton Park Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.20696185212907,174.8080800263249
	OIA request. Assigned to OIA Folder	Assigned to OIA folder and emailed customer support.

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