

Tuesday 22 November 2022

OIA IRO-322

Email: [REDACTED]@wtpartnership.co.nz

Kia ora [REDACTED]

**Official information request regarding recorded past events and or any issues related to the existing stormwater system between 510 and 516 Evans Bay Parade.**

I write regarding your official information request dated Tuesday 25 October 2022 regarding historical data and or any issues related to the existing stormwater system at 510-516 Evans Bay Parade.

The Local Government Official Information and Meetings Act 1987 (the Act) requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet the original time limit and we are therefore writing to notify you of an extension of the time to make our decision to Friday 25 November 2022.

Pursuant to [Section 14\(1\)\(b\)](#) of the Act, consultations with subject experts are still required in order to make a decision on your request.

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



**Team Lead, Communications and Engagement**

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**Our water, our future.**

Friday, 25 November 2022

OIA IRO-322

[REDACTED]  
[REDACTED]@outlook.com

Kia ora [REDACTED]

**Official information request regarding issues with the existing stormwater system at 510-516 Evans Bay Parade.**

I write regarding your official information request dated Tuesday 25 October 2022 for information about recorded past events and/or any issues related to the existing stormwater system located at 510, 512, 514, and 516 Evans Bay Parade.

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 reason for this decision, in accordance with [Section 17\(g\)\(i\)](#) of the Act, is that the information for 512 and 516 Evans Bay Parade is not held by Wellington Water and we do not believe it is held by any other local authority.

Please see in our email response to you the Service Request Data for 510, 514 and 514A Evans Bay Parade you have requested.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

**Team Lead, Communications and Engagement**

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**Our water, our future.**

No.	Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Resolution Date	Entry Date
	510 Evans Bay Parade, Hataitai, Wellington, 6021		Instructed Works 510 EVANS BAY PARADE, Hataitai	NO CAR REQ'D 07/07/22 REPAIRED WITHIN REAR OF PROPERTY This WO has been created for Silver Lining to install a manhole (WCC_SW009050) located in the back yard of 510 Evans Bay Parade. There currently is no manhole just an open cavity that private SW laterals connect into. Please install a new manhole chamber and lid, connected the private SW laterals into it and connect it into the public network. This location is quite steep and does not have heaps of accessibility. Silverlining PO 277566	Stormwater	3	JOBCOMP	5/16/2022 11:12:38 AM		5/16/2022 11:20:10 AM
										6/29/2022 3:27:57 PM
										7/4/2022 1:02:00 PM
		WCCSR-396246	Leaking Pipes 510 Evans Bay Parade, Hataitai	<p>NO CA EQ'D 20/06/22 EPAI CAIED OUT WITHIN THE POPETY Gushing - Stomwate o Wastewate issues 510 Evans Bay Paade Hi Contact Cente evening team,</p> <p>Please can you log a job fo: [REDACTED] - [REDACTED] 510 Evans Bay Paade [REDACTED]@gmail.com</p> <p>In the job can you please ensue it is assigned fo Dainage (go with stomwate fo now) and Gushing as we can see fom the photo.</p> <p>Sevice equest text to ead: Please inspect what I believe to be the boken public stomwate line that uns fom the manhole at the top left cone of 510 Evans Bay Paade. [REDACTED] and his team ecently eplaced the failed manhole and now the line that uns along my bank has catastrophically failed (please see attached photo of boken 225m stomwate line). I also have a stomwate sump in the cone of my popety that was installed at the time of the Council upgade to the wastewate line that uns to the West of my house. Please can I have the as built plans as thee ae no ecods of whee this sump connects to o how it functions. Please note that thee is also a wastewate line that uns neaby and this could equally be that which is boken.</p> <p>Many thanks [REDACTED] Pincipal Adviso     Wellington City Council M [REDACTED] E [REDACTED]@wcc.govt.nz Facebook Twitte</p>	Stormwater	1	JOBCOMP	6/10/2022 1:53:21 AM	6/14/2022 12:00:00 AM	6/10/2022 1:53:42 AM
										6/10/2022 1:53:42 AM
										6/10/2022 1:54:32 AM
										6/10/2022 8:06:30 AM
										6/10/2022 8:06:49 AM
										6/10/2022 8:08:07 AM
										6/10/2022 10:56:10 AM
										6/10/2022 10:56:10 AM
										6/14/2022 3:43:57 PM
										6/17/2022 4:42:37 PM
										6/20/2022 11:22:26 AM
		WCCSR-427282	Leaking Pipes 510 Evans Bay Parade, Hataitai	<p>Steady flow - Public stormwater drain on private property is blocked and this has caused repeated leaks. Problem with flooding that goes down under the house in the past.</p>	Stormwater	2	CANCEL.CANCEL	7/30/2022 10:01:22 AM	8/2/2022 12:00:00 AM	7/30/2022 10:01:32 AM
										8/2/2022 12:17:47 PM
										8/2/2022 12:19:34 PM
		WO-129550	Flooding - 510 Evans Bay Parade, Hataitai	<p>Email from customer:Hi In July there was a significant flooding event from this construction site down through my property at 510 Evans Bay Parade, resulting</p>	Stormwater	3	PRECLAIM	12/6/2021 1:53:42 PM	3/24/2022 12:00:00 AM	12/6/2021 1:55:36 PM







No.	Summary	Detail
	Summary	Detail
	Job passed to SL	
	Reinstatement	Please- Get rid of waratahs- Lamphole cleaning eye, bring to surface and concrete surround Reinstate nicely
	Raise inspection	We had a crew on site on the 30/6/22. They raised the wastewater inspection for easier access into the wastewater line. Inspection has been raised and reinstated nicely. Before photos have been lost due to our devices changing apps but reinstatement photos were found and put into task and attachments.
	Note from Council	Ref SR 396176.
	Note from Council	Address: 510 Evans Bay Parade, Hataitai, Wellington, 6021 Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.311184405959764,174.79600145239198">https://www.google.com/maps/search/?api=1&amp;query=-41.311184405959764,174.79600145239198</a>
	Note from Council	See attached
	Contacted Customer	Contacted Customer, advising that we will have crews out there asap
	Assigned to [REDACTED]	Assigned to [REDACTED] as per TL [REDACTED]
	Related to works done on WO-129550	Related to works done on WO-12955
	Sw leakage investigation	Arrived on site and started my investigation,talked to the customer on site. Found the issue it was a 150 Earthenware pipe that was dis jointed at the collar thought it was a ww main pipe so I carried out a dye test from 512 further up,in their gully trap ran the Warner for 20 minutes and no dye came out. Then decided to do a dye test in their sw lateral in front of 512 and the dye came through straight away. Seems there might be a possible cross connection or the GIS map is completely wrong. Will speak to TL for further steps for a repair on the disjointed pipe.
	Status Change to PAUSE	Will get TL to review.
	Storm water repair	Arrived on site located storm water issue found that before starting our repair that there was a blockage 1 meter down from where the water was bursting out of cane rodded 1.5 meters downstream and were able to clear the blockage repair done no leak job done
	Note from Council	Closed by WCC
	NO CAR REQ'D 20/06/22 REPAIR CARRIED OUT WITHIN THE PROPERTY	
	Note from Council	Address: 510 EVANS BAY PARADE, Hataitai Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.31118441496318,174.79600141466">https://www.google.com/maps/search/?api=1&amp;query=-41.31118441496318,174.79600141466</a>
	Duplicate relating to WO-209286	Duplicate relating to WO-20928
	Note from Council	Re-assigned by WCC
	Assigning to [REDACTED] to resource.	
	email correspondence attached.	
	Flooding	Arrived onsite tried calling [REDACTED] but no answer,we went up to investigate more and spoke to the resident of the house and he had photos of the flood even saying it may come from up the construction site.we checked our council mains and they were running fine,might need further investigation on where the water flows on a heavy storm.
	Status Change to PAUSE	Further investigation
	Flooding	Also have videos and photos from the customer.
	Status Change to PAUSE	More investigation
	Passing to TA	assing to TA's to follow u
	MP - Customer inquiry	MP - Customer inquiry. Urgent Email sent to TA for Follow up.
	Please investigate	Firstly can we please check that there is a manhole in the rare of the property, or if the open cavity is meant to be the manhole.  Can we please also flow test the stormwater laterals for 512 and 516 Evans Bay Parade, identified in the map below.
	Assigned to TA [REDACTED] as per [REDACTED]	Assigned to TA [REDACTED] as per [REDACTED]
	Investigation	Arrived on site we had a search around for any sign that could cause the flooding we found a storm water pipe that on the plans said it was a manhole we exposed it and carried out a dye test from two properties above we 514 dye test came thru but as we tested 516 the dye did not come through please to lilly for further investigation
	Status Change to PAUSE	Please pass to [REDACTED] for further investigation

	Customer called up	Customer called up to talk to someone. Wants to confirm if WWL has records of inspection, approval and resource consents for neighbouring property and what they are. Emailed tech advisors & engineers & resolution team.
	Email from [REDACTED] 22/4	<p>Inspection records request - 97 Overtoun Tce</p> <p>Hi [REDACTED]</p> <p>Thanks for your time on the phone today.</p> <p>I have attached the site aerial photograph showing the settlement ponds for which I need inspection records and approval information.</p> <p>I have also attached a photo of the settlement ponds.</p> <p>I would like to know specifically if there was a Wellington Water inspection and/or approval made for these prior to 17/07/2021, or between 17/07/2021 and 30/07/2021, and if so could you please forward me a copy of the documentation.</p> <p>Thank you for your assistance in this matter.</p> <p>Kind regards</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>510 Evans Bay Parade</p> <p>Hataitai, Wellington.</p>
	Spoke to [REDACTED] after [REDACTED]	Confirmed with [REDACTED] that the email she sent on 22/4 for 97 Overtoun Tce regarding settlement ponds. Spoke to TL [REDACTED] and forwarded him the email she had sent, who spoke to one of the engineers. [REDACTED] advised will call [REDACTED] back to discuss at some point over the next 24 hours. Advised [REDACTED] someone will be in contact with her today or first time tomorrow as need to discuss with one of the TA's. [REDACTED] kept mentioning her property and her sisters 500 Evans Bay Parade are separate issues, happy for TL to email her if they cannot reach her by phone.
	[REDACTED] called back	[REDACTED] called in again to follow up on an email that she sent. Attempted to find job or record of it but couldn't find it. Eventually transferred so
	[REDACTED] called back.	[REDACTED] called back. Emailed Customer Resolution Team to follow up.
	Closing Details	The stormwater issues at 97 Overtoun Terrace (affecting 500 and 510 Evans Bay Parade) is being managed by [REDACTED] [REDACTED] at WCC - Manager Compliance & Advice. Correspondence between [REDACTED] and customers attached.
	Passing to CCTV	Please CCTV WCC_SWP002550 and WCC_SWP002549
	CCTV Inspection	Returned to site for further investigation on stormwater main. Underwent CCTV Inspection from new inspection downstream.
	Status Change to PAUSE	Team lead to review footage
	CCTV Notes	08/08/22 CCTV SW drain from inspection at SW009050 Found blockage in drain at approx 15m ,possible fracture Drain is in poor condition
	Passing Job to SL	to repair the blockage/possible pipe collapse on the SW main (WCC_SWP002550) an to CCTV the rest of the SW main own to the roa

	CCTV	Please CCTV between manhole WCC_SW00050 and manhole WCC_SW0005
	Status Change to PAUSE	More work
	Status Change to PAUSE	More work
	Status Change to PAUSE	More work
	CCTV Notes	16/05/22 Found sump at SW009050 buried ,see photos Unable to locate MH SW009049Sump SW031880 sits on SW main and is partially blocked with concrete 6m upstream of SW031880TV:3183:13Also section SW031880 to SW009059 is OKTV;3183:08

No.	Address	Council Ref ID	Water Type	Request ID	Request type	Comm Description	Date Created	Status	Resolution Date	Priority	Allocation	Responsible User
	510 evans bay parade, hataitai, wellington, 6021	WCC	Stormwater	WCCSR-396246	System faults	Leaking Pipes	10 Jun 2022	31 on site work complete - may require reinstatement (jobcomp)	14 Jun 2022	P1	007-WGTN-SW-RETC	[REDACTED]
				WCCSR-427282	System faults	Leaking Pipes	30 Jul 2022	90 closed (close)	02 Aug 2022	P2	007-WGTN-SW-RETC	[REDACTED]
				WO-129550	Number of flooding events	Flooding	06 Dec 2021	90 closed (close)	24 Mar 2022	P3	007-WGTN-SW-RETC-CONN-PIPE	[REDACTED]
				WO-209286		Instructed Works	22 Jul 2022	31 on site work complete - may require reinstatement (jobcomp)	13 Nov 2022	P4	007-WGTN-SW-RETC-COLL-PIPE	

No.	Details	Data Source	ID asset	Asset ID	Asset Description
	Leaking Pipes 510 Evans Bay Parade, Hataitai	Maximo	1037420	WCC_WWP030705 5	Wcc_wwp030705 pipe gravity 150mm ew
	Leaking Pipes 510 Evans Bay Parade, Hataitai	Maximo			
	Flooding - 510 Evans Bay Parade, Hataitai	Maximo	500926	WCC_SWCP0416 73	Wcc_swcp041673 pipe 0mm tbd
	Blockage - 510 Evans Bay Parade, Hataitai	Maximo	943197	WCC_SWP00255 0	Wcc_swp002550 pipe 225mm ew

Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Resolution Date	Entry Date	Summary	Detail
514 Evans Bay Parade, Hataitai, Wellington, 6021	WO-198299	Private Stormwater Fault - 516 Evans Bay Parade, Hataitai	Work order to be used for follow up of the private stormwater fault at 514 Evans Bay Parade	Stormwater	4	APPR	6/22/2022 4:15:18 PM		6/22/2022 4:17:24 PM	assigned to [REDACTED]	
									7/22/2022 1:56:06 PM	Notice to fix issued to homeowners	in attachments

address	council_name	water_type	request_id	request_type	comm_description	Day of created	status	Day of closed	Priority	allocation	responsible_user	details	Data_Source	_id_asset	asset_id	asset_description	
<b>Grand Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>1</b>
514 evans bay parade, hataitai, wellington, 6021	WCC	Stormwater	WO-198299		Instructed Works	22 Jun 2022	50 pre-claim, for review (preclaim)	14 Oct 2022	P4	007-WGTN-SW-RETC-COLL-PIPE		Private Stormwater Fault - 516 Evans Bay Parade, Hataitai	Maximo	943197	WCC_SWP002550	Wcc_swp002550 pipe 225mm ew	1

address	council_name	water_type	request_id	request_type	comm_description	Day of created	status	Day of closed	Priority	allocation	responsible_user	details	Data_Source	_id_asset	asset_id	asset_description		
Grand Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	6
514a evans bay pdehataitaiwgtn	WCC	Stormwater	WCC2522399	System faults	SW-P2 Non-Urgent Fault	10 Dec 2016	Completed	16 Feb 2017	P3	WWL	██████	Slow leak of water is coming out of the area to where the Council stormwater pipes are located on callers property in the garden area. Webmap confirmed stormwater mains are in the area explained by caller.	Councils					1
			WCC2548516	0	SW-Enquiry to Engineer	07 Mar 2017	Completed	08 Jun 2017	P4	WWL	██████	Related to 2522399. Advised that the issue with the council SW pipes on her property is starting up again, advised it seems to occur when there is a heavy rainfall. Please can this be investigated again as outcome from previous notes is not clear. Please assess.	Councils					1
			WCC2558168	System faults	SW-P2 Non-Urgent Fault	06 Apr 2017	Cancelled	06 Apr 2017	P3	CityCare	City Care - Storm Water	In regards to job 2522399 and 2548516. Caller has advised that the stormwater drain is blockin up again and needs to be investigated. Please assess.	Councils					1
			WCC2570713	0	SW-Enquiry to Engineer	17 May 2017	Completed	13 Jun 2017	P4	WWL	██████	Relates to 2558168, 2548516, 2522399. Ongoing issue with the Stormwater drain at this property. Each time it rains it overflows. City care have attended several times to clear the blockage but the problem keeps reoccurring. Please investigate.	Councils					1
			WCC2582364	0	SW-Enquiry to Engineer	24 Jun 2017	Completed	28 Jun 2017	P4	WWL	██████	Relates to 2570713. This is about the issue with the SW manholes at this address. The confirm says that this has been passed to ████████. Can the caller please be contacted about this issue on ████████. She has not been called and there is a lot of water overflowing onto her property and stairs as a result. Please contact.	Councils					1
			WCC2724370	0	SW-Instructed Works	01 Oct 2018	Completed	10 Apr 2019	P4	WWL	██████	Relates to 2582364 and 2570713. Ongoing issue with stormwater drain on property that keeps flooding. Last contact was a year ago when caller missed a call from ████████ and never returned it. Please contact to reopen job. Relog to ████████ to CCTV sw mains - Footage to be forwarded to ████████	Councils					1