

Kia ora

Tuesday 22 November 2022

OIA IRO-322 @wtpartnership.co.nz Email:

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 or freephone 0800 802 602.

Ngā mihi

Team Lead, Communications and Engagement

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@wgtnwaternz & @wgtnwateroutage



@wellington_water





Friday, 25 November 2022

OIA IRO-322





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 or freephone 0800 802 602.

Ngā mihi,

Team Lead, Communications and Engagement

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@wellington_water



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 PROPERTYThis 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
						(1)		7		6/29/2022 3:27:57 PM
						or :				7/4/2022 1:02:00 PM
		WCCSR-396246	Leaking Pipes 510 Evans Bay Parade, Hataitai	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,	Stormwater	1	JOBCOMP	6/10/2022 1:53:21 AM	6/14/2022 12:00:00 AM	6/10/2022 1:53:42 AM
				Please can you log a job fo:						
				510 Evans Bay Paade @gmail.com						
				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.						
				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. and his team ecently eplaced the failed manhole and now the line that uns along my bank has catastophically 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.						
				Many thanks						
				Pincipal Adviso Wellington City Council M						6/10/2022 1:53:42
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										6/10/2022 1:54:32 AM
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										6/10/2022 8:06:49 AM
										6/10/2022 8:08:07 AM
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ő										6/14/2022 3:43:57 PM
)) }	6/17/2022 4:42:37 PM
										6/20/2022 11:22:26 AM
8		WCCSR-427282	Leaking Pipes 510 Evans Bay Parade, Hataitai	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.	Stormwater	2	CANCEL.CANC	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
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		WO-129550	Flooding - 510 Evans Bay Parade, Hataitai	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	Stormwater	3	PRECLAIM	12/6/2021 1:53:42 PM	3/24/2022 12:00:00 AM	12/6/2021 1:55:36 PM



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This existance is an internal value in large party in the property of the prop				Today this is happening again. My tenant spoke with a guy on				
This existance is an internal value in large party in the property of the prop				the site who advised him that the pump was broken, it was over capacity, and that there was nothing he could do.				
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Not regards Not regards				Please get in touch with me urgently to let me know				
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510 Evans Bay Pde Hataitai		Flooding - 510 Evans Bay Parade, Hataitai	This WO has been created for CCTV to check the SW mains condition near 510 Evans Bay Parade. Please CCTV between manhole WCC_SW00050 and manhole WCC_SW0005	Stormwater	3 CL	LOSE	4/26/2022 3:21:18 PM	5/13/2022 12:00:00 AM	4/26/2022 4:32:2 PM
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									5/16/2022 2:05: PM
									6/20/2022 11:22 AM
	WCCSR-427282	Leaking Pipes 510 Evans Bay Parade, Hataitai	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.	Stormwater	2 CA EL	ANCEL.CANC	7/30/2022 10:01:22 AM	8/2/2022 12:00:00 AM	7/30/2022 10:0 AM
			Troblem with hooding that goes down under the house in the past.						8/2/2022 12:17
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	WO 120550	Elooding 510 Evans Ray Parado	Email from customer:Hi	Stormwater	2 DD	DECLAIM	12/6/2021 1:53:42	3/24/2022	PM 12/6/2021 1:55
	WO-129550	Flooding - 510 Evans Bay Parade, Hataitai	In July there was a significant flooding event from this construction site down through my property at 510 Evans Bay Parade, resulting in foundation damage and an EQC insurance claim. Today this is happening again. My tenant spoke with a guy on the site who advised him that the pump was broken, it was over capacity, and that there was nothing he could do. This situation is a solution which has apparently been consented by the council, and deemed to comply with the resource consent. Clearly it does not. I have quite a few email conversations with the construction company which I am happy to share with you at your request. Please get in touch with me urgently to let me know whatthe council is going to do to rectify this situation. Kind regards	Stormwater	3 PK	RECLAIM	12/6/2021 1:53:42 PM	3/24/2022 12:00:00 AM	12/6/2021 1:5 PM
									12/6/2021 4:0 PM
									12/9/2021 2:5
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								7/6/2022 4:49:40 P
	WO-209286	Blockage - 510 Evans Bay Parade, Haitaitai	Blocked private sump on the pathway of #510 Evans Bay Parade - customer believes it to be a result of the works we completed on the stormwater manhole upstream. Please flush, and CCTV the stormwater main once complete	Stormwater	4 INPRG.F SE	D.PAU 7/22/2022 12:27:37 PM		8/3/2022 5:13:21 PI
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								8/8/2022 12:07:13 PM
								8/11/2022 5:16:05 PM
510 Evans Bay Pde Hataitai		Flooding - 510 Evans Bay Parade, Hataitai	This WO has been created for CCTV to check the SW mains condition near 510 Evans Bay Parade. Please CCTV between manhole WCC_SW00050 and manhole WCC_SW0005	Stormwater	3 CLOSE	4/26/2022 3:21:18 PM	5/13/2022 12:00:00 AM	4/26/2022 4:32:26 PM
								5/12/2022 12:06:24 PM
								5/13/2022 10:05:18 AM
								5/13/2022 3:43:38 PM
								5/16/2022 2:05:35 PM



No.	Summary	Detail De
	Summary	Detail
	Job passed to SL	
	Reinstratment	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: https://www.google.com/maps/search/?api=1&query=-41.311184405959764,174.79600145239198
	Note from Council	See attached
	Contacted Customer	Contacted Customer, advising that we will have crews out there asap
	Assigned to	Assigned to as per TL
	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: https://www.google.com/maps/search/?api=1&query=-41.31118441496318,174.79600141466
	Duplicate relating to WO-209286	Duplicate relating to WO-20928
	Note from Council	Re-assigned by WCC
	Assigning to to resource.	
2 //	email correspondence attached.	
	Flooding	Arrived onsite tried calling 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 as per	Assiged to TA as per
	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 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 & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are. Emailed tech advisors & property and what they are in the property and the prop
Email from 22/4	Inspection records request - 97 Overtoun Tce
	Hi
	Thanks for your time on the phone today.
	Thanks for your time on the phone today.
	I have attached the site aerial photograph showing the settlement ponds for which I need inspection records and approval information.
	I have also attached a photo of the settlement ponds.
	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.
	Thank you for your assistance in this matter.
	Kind regards
	510 Evans Bay Parade
	Hataitai, Wellington.
Spoke to after	Confirmed with that the email she sent on 22/4 for 97 Overtoun Tce regarding
	settlement ponds. Spoke to TL and forwarded him the email she had sent, who spoke to one
	will be in contact with her today or first time tomorrow as need to discuss
	with one of the TA's. kept mentioning her property and her sisters 500 Evans Bay Parade are separate issues, happy for TL to email they cannot reach her by phone.
called back	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
called back.	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
Passing to CCTV	Manager Compliance & Description and Strategies and
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 SW009050Found 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.		Council Ref										Responsible
	Address	ID	Water Type	Request ID	Request type	Comm Description	Date Created	Status	Resolution Date	Priority	Allocation	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	
				WCCSR-427282	System faults	Leaking Pipes	30 Jul 2022	90 closed (close)	02 Aug 2022	P2	007-WGTN- SW-RETC	
				WO-129550	Number of flooding events	Flooding	06 Dec 2021	90 closed (close)	24 Mar 2022	P3	007-WGTN- SW-RETC- CONN-PIPE	
				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_WWP03070 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, Haitaitai	Maximo	943197	WCC_SWP00255 0	Wcc_swp002550 pipe 225mm ew



Service Request Data – OIA IRO-322, 314 Evans Bay Parade (Page 1)

								Resolution			
Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	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)	6/22/2022 4:17:24 PM	assigned to	
									7/22/2022 1:56:06 PM	Notice to fix issued to homeowners	in attachments



Service Request Data – OIA IRO-322, 314 Evans Bay Parade (Page 2)

								Day of								
address	council_name	water_type	request_id	request_type	comm_description	Day of created	status	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
514 evans bay parade,	WCC	Stormwater	WO-198299		Instructed Works	22 Jun 2022	50 pre-claim, for	14 Oct 2022	P4	007-WGTN-		Private Stormwater Fault - 516	Maximo	943197	WCC_SWP002	Wcc_swp002550 pipe
hataitai, wellington, 6021							review (preclaim)			SW-RETC-		Evans Bay Parade, Hataitai			550	225mm ew
										COLL-PIPE						



Service Request Data – OIA IRO-322, 314A Evans Bay Parade (Page 1)

	W							Day of							6.0		
address	MATERIAL PROPERTY AND ADDRESS OF THE PARTY O	THE RESERVE AND ADDRESS OF THE PERSON OF THE	request_id	THE RESERVE AND ADDRESS OF THE PARTY OF THE	comm_description	Day of created	1 - 12 A COLD ST AV TO A COLD	closed	Priority	The second secon	responsible_user	Bridge Carrier Co.	Data_Source		asset_id	asset_description	
Grand Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	6
514a evans	WCC	Stormwater	WCC2522399	System faults	SW-P2 Non-Urgent	10 Dec 2016	Completed	16 Feb 2017	P3	WWL		Slow leak of water is coming out of the area to where the	Councils				
bay					Fault						20 77 33	Council stormwater pipes are located on callers property in					1
pdehataitaiw												the garden area. Webmap confirmed stormwater mains are					
gtn	r.	1		(0.6)				C SANSKA SANSKA	V 10-90			in the area explained by caller.					
			WCC2548516	0	SW-Enquiry to	07 Mar 2017	Completed	08 Jun 2017	P4	WWL		Related to 2522399. Advised that the issue with the council	Councils				
					Engineer							SW pipes on her property is starting up again, advised it					10
												seems to occur when there is a heavy rainfall. Please can this					1
												be investigated again as outcome from previous notes is not					
(C 0)	8		WCC2FF01C0	Contain faults	CM/ D2 Mars Harrant	06 Apr 2017	Cancelled	06 Apr 2017	D2	Cit. Com	C:t., C Ct	clear. Please assess.	Councils				-
			WCC2558168	System raults	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	Councils				4
					rault						vvater	be investigated. Please assess.					18
er er	r.		WCC2570713	0	SW-Enquiry to	17 May 2017	Commissed	13 Jun 2017	D4	WWL		Relates to 2558168, 2548516, 2522399. Ongoing issue with	Councils				
			WCC2570713	0	1377 13	17 May 2017	Completed	15 Jun 2017	P4	VVVVL		the Stormwater drain at this property. Each time it rains it	Councils				
					Engineer							overflows. City care have attended several times to clear the					1
												blockage but the problem keeps reoccurring. Please					1
												investigate.					
67 R	Č.		WCC2582364	0	SW-Enquiry to	24 Jun 2017	Completed	28 Jun 2017	P4	WWL		Relates to 2570713. This is about the issue with the SW	Councils				3
			.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	-	Engineer		oompiotod.	20 0411 2027	100			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					1
												there is a lot of water overflowing onto her property and					
												stairs as a result. Please contact.					
			WCC2724370	0	SW-Instructed Works	01 Oct 2018	Completed	10 Apr 2019	P4	WWL		Relates to 2582364 and 2570713. Ongoing issue with	Councils				8
							200	2002			2. Ja	stormwater drain on property that keeps flooding. Last					
												contact was a year ago when caller missed a call from					4
												and never returned it. Please contact to reopen job.					*
												Relog to to CCTV sw mains - Footage to be forwarded					
								v				to					,