

Friday 4 August 2023

OIA IRO-454

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora korua [REDACTED]

Official information request regarding work undertaken repair mains over the past several years.

Thank you for your official information request dated Sunday 23 June 2023.

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 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 about private individuals.

On 4 July 2023 a Wellington Water Limited staff member spoke with you, confirming that there were no water leaks that might be causing the periodic water seepage issues you have been experiencing at your property.

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]

Acting Group Manager, Customer Operations Group

For the latest news and updates, follow us on our social channels:

 /wellingtonwater

 @wgtwaternz & @wgtwateroutage

 @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

Address	Council Reference ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
41 Beacon Hill Road, Wellington, 6022, Wellington	WO-277477	No Asset Selected	Private Leak 41 Beacon Hill Road, Strathmore Park	<div>Toby leak</div><div> </div><div>18/01 AS - Plans ordered 2148372 </div><div>18/01 AS - Plans attached</div><div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div> </div><!-- RICH TEXT -->	Potable	3	CLOSE	1/18/2023 10:04:55 AM	3/20/2023 10:09:44 AM	1/18/2023 10:26:32 AM	Created	Created as per TL █████ <!-- RICH TEXT -->
										1/18/2023 10:26:38 AM	Plans ordered	Plans ordered 2148372<!-- RICH TEXT -->
										1/18/2023 11:50:58 AM		
										1/18/2023 11:51:08 AM	Plans attached	<div> Plans attached</div><div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div> </div><!-- RICH TEXT -->
										1/18/2023 11:51:20 AM	Assigned	Assigned to █████ as per TL █████ <!-- RICH TEXT -->
										1/31/2023 8:34:27 AM	Leak	Private leak opus in berm bank have located Toby down by road marked blue paint stops leak pass job on to brad as it is council homes
										1/31/2023 8:35:14 AM	Priave	
										3/10/2023 10:08:07 AM	Reassigned for private leak	Reassigned to TA █████ for Private Leak as per █████/span><!-- RICH TEXT -->
										3/20/2023 10:09:01 AM		
										3/20/2023 10:09:30 AM	checked tobys in the area, no leaks found	checked tobys in the area, no leaks found. must have been repaired already<!-- RICH TEXT -->
37 Beacon Hill Road, Strathmore Park, Wellington, 6022	WCCSR-498375	No Asset Selected	Leaking Pipes 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL	Trickle - Type: roads There is water leak, perhaps grey water coming from flats 37-43 Beacon hill road and running down the street. It's been ongoing for several weeks. Address: 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Latitude: -41.32529597220625, Longitude: 174.82769988477233 Incident Address: 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL ██████████ Phone: ██████████	Potable	3	CLOSE. DUP	11/24/2022 8:26:25 PM	12/6/2022 10:47:46 AM	11/24/2022 8:26:36 PM	Note from Council	Kia ora █████ Thank you for your email. We have raised a service request with Wellington Water as they are best suited to respond. Ng? mihi, █████ Customer Service Rep Customer Contact Centre P 04 499 4444 F 04 801 3138 W Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --! Description Type: roads There is water leak, perhaps grey water coming from flats 37-43 Beacon hill road and running down the street. It's been ongoing for several weeks. Address: 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Latitude: -41.32529597220625, Longitude: 174.82769988477233 Incident Address: 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL

												Phone: Ticket attachments : 1. C45FC729-6ECA-41C8-A5D7-645503B6F3BA.jpeg Item Name:Water and drainageCategory:External Customer ServicesService:Report a leakWhich water type is this regarding?:Drinking water or tap waterHow much water is leaking?:TrickleDescription:Type: roads There is water leak, perhaps grey water coming from flats 37-43 Beacon hill road and running down the street. It's been ongoing for several weeks. Address: 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Latitude: -41.32529597220625, Longitude: 174.82769988477233 Incident Address: 37 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Phone: Incident address:naLocation:na
										12/1/2022 9:44:11 AM	Note from Council	Hi Just wondering if any progress has been made with this issue? The water is still leaking down the road. Kind regards
										12/6/2022 10:50:39 AM	Note from Council	Re-assigned by WCC
	WCCSR-516825	No Asset Selected	Leaking Pipes 37 BEACON HILL ROAD, Strathmore Park	Trickle - Water leak onto the street from the flats at number 37 Beacon Hill Road, just up the street from the path entrance. The wastewater appears to be cloudy with an oily sheen. It has been growing over the past few weeks and travels across the entrance of the footpath where the resident's access the properties.	Potable	3	CLOSE. DUP	12/3/2022 12:51:23 AM	12/6/2022 10:47:46 AM	12/3/2022 12:51:44 AM	Note from Council	Hi. Thanks for getting back to me so quickly. There is a leak onto the street from the flats at number 37 Beacon Hill Road, just up the street from the path entrance. The wastewater appears to be cloudy with an oily sheen. It has been growing over the past few weeks and travels across the entrance of the footpath where the resident's access the properties. Thanks, in advance
										12/3/2022 12:51:44 AM	Note from Council	Kia ora Thanks for reaching out. Can you explain what you mean by a grey water leak? Ng? mihi Customer Service Rep Customer Contact Centre P 04 499 4444 F W Wellington.govt.nz PO Box 2199 Wellington 6140
										12/3/2022 12:51:44 AM	Note from Council	Address: 37 BEACON HILL ROAD, Strathmore Park Open in Google Maps:

												https://www.google.com/maps/search/?api=1&query=-41.32531484741246,174.8278364654661
										12/6/2022 10:50:52 AM	Note from Council	Re-assigned by WCC
36 Beacon Hill Road, Strathmore Park, Wellington, 6022	WCCSR-357035	WCC_PW013867	Leaking Pipes 36 Beacon Hill Road, Strathmore Park	<div>CAR N/A - No work done</div><div>Steady flow - 2 leaks on Beacon Hill Road, just up the hill from number 36 and on the odd-numbered side of the road. Leaking from 2 spots in the road.</div><div> </div><div>Drainage job created under WCCSR-357035-1</div><!-- RICH TEXT -->	Potable	3	COMP. WAW	4/2/2022 3:39:21 PM	3/16/2023 11:39:41 AM	4/2/2022 3:39:32 PM	Note from Council	Address: 36 BEACON HILL ROAD, Strathmore Park Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.325242696078426,174.82743423010413
										4/5/2022 9:03:02 AM	downgraded to p3 as not impact or hazard	downgraded to p3 as not impact or hazard<!-- RICH TEXT -->
										4/5/2022 9:03:13 AM	assigned to rover	assigned to rover<!-- RICH TEXT -->
										4/6/2022 10:02:12 AM	Test	Need to return after a couple of days of fine weather to test
										4/6/2022 10:02:13 AM	Status Change to PAUSE	Test
										4/7/2022 12:00:56 PM	Chlorine	Test came back positive spoke with [REDACTED] informed to pass to leak detection
										4/7/2022 12:00:56 PM	Status Change to PAUSE	Leak detection
										4/7/2022 12:02:58 PM	Leak detection	Also heard no noise on surrounding assets
										4/7/2022 12:02:58 PM	Status Change to PAUSE	Leak detection
										4/7/2022 12:09:43 PM	ADR requested	Leak detection requested<!-- RICH TEXT -->
										5/11/2022 10:23:50 AM	Notes from LDS	<p class="MsoNormal" style="background:white">We have surveyed the area. There is no water on Beacon Hill Road around this area. <o:p></o:p></p> <p class="MsoNormal" style="background:white"><span style="mso-fareast-font-family: "Times New

												<p>Roman&quot;;color:#212121"><o:p> </o:p></p></p> <p><p class="MsoNormal" style="background:white">No leak noise heard <o:p></o:p></p></p> <p><p class="MsoNormal" style="background:white">or leaks found. See picture.<o:p></o:p></p><!-- RICH TEXT --></p>
										6/23/2022 2:26:22 PM	Drainage job created under WCCSR-357035-1	Drainage job created under WCCSR-357035-1<!-- RICH TEXT -->
										2/28/2023 10:34:29 AM	Drainage notes from job WCCSR-357035-1	<div>Drainage notes from job WCCSR-357035-1</div><div> </div><div>Arrived onsite on a nice beautiful dry morning walking on footpath looking at both side of the road opposite property 36 and saw no sign of steady flow of water,tried to find a phone number call no information given.</div><!-- RICH TEXT -->
										3/19/2023 12:36:30 PM	Note from Council	Closed by WCC
										3/23/2023 3:45:35 PM	CAR N/A - No work done	
	WCCSR-357035R	WCC_PW013867	Reinstatement: Leaking Pipes 36 Beacon Hill Road, Strathmore Park	<div>Reinstatement Type Required: </div><div>Area/Size: </div><div>Requirements: </div><!-- RICH TEXT ->	Potable	4	RCVD	3/16/2023 12:47:11 PM				
	WCCSR-653172	No Asset Selected	Fault 36 Beacon Hill Road, Strathmore Park,	Also logged to SR-653170: Caller advised that the road reserve outside their address has just suffered a major slip, with debris destroying their garage and burying their neighbour's car, and various pipes being exposed. He said it was about 7m wide overall; please attend!	Potable	1	CLOSE	4/19/2023 1:47:33 PM	4/19/2023 5:24:14 PM	4/19/2023 1:47:48 PM	Note from Council	<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council.</p> <p>Kia ora [REDACTED]</p> <p>Thank you for reporting this water and drainage issue to us.</p> <p>The repair of water and drainage issues are managed by Wellington Water. We have passed this details of this fault through to them.</p>

												<p>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</p> <p>Ng? mihi</p> <p>Customer Services Wellington City Council</p>
										4/19/2023 1:47:48 PM	Note from Council	<p>Address: 36 BEACON HILL ROAD, Strathmore Park Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.32524269602764,174.82743423330263</p>
										4/19/2023 2:00:29 PM	left a VM for the customer - let them know crew will be there soon	left a VM for the customer - let them know crew will be there soon<!-- RICH TEXT -->
										4/19/2023 2:13:11 PM	Called WCC, the roading team is there too	Called WCC, the roading team is there too<!-- RICH TEXT -->
										4/19/2023 2:13:58 PM	Assigned to [REDACTED]	Assigned to [REDACTED] he said he will wait for the call from the roading and then they will go.<!-- RICH TEXT -->
										4/19/2023 4:53:19 PM	Slip	Respond to slip with damaged service, repair and restore water
										4/22/2023 5:39:41 PM	Note from Council	Closed by WCC
34 Beacon Hill Road, Strathmore Park, Wellington, 6022	WCCSR-493014	No Asset Selected	Poor Water Quality 34 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL	Over the last week our mains water supply is increasingly tasting like it is contaminated - it is tasting like dirt. Please contact myself or my partner urgently	Potable	2	CLOSE. NOTDONE	11/17/2022 1:38:22 AM	11/21/2022 12:14:12 PM	11/17/2022 1:38:37 AM	Note from Council	<p>Address: 34 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.32512988118694,174.82750399728656</p>
				<p>Address: 34 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL Latitude: -41.32512988118694, Longitude: 174.82750399728656 Incident Address: 34 Beacon Hill Road, Strathmore Park, Wellington, 6022, NZL</p> <p>[REDACTED] Phone: [REDACTED]</p>								<p>Kia ora [REDACTED] Thank you for contacting us. I have referred your concerns to our Water & Drainage Team Ref SR-493014 Ng? mihi, Reg Customer Service Rep Customer Contact Centre P 04 499 4444 [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --! Description Type: water Over the last week our mains water supply is increasingly tasting</p>

<p class="MsoNormal"><o:p> </o:p></p>

<p class="MsoNormal">If your water is tasting or smelling earthy but shows no discoloration, cool your water in a jug in the fridge for 30 minutes as this may improve the taste.<i><o:p></o:p></i></p>

<p class="MsoNormal"><o:p> </o:p></p>

<p class="MsoNormal">For further information please visit our website at the link below:<o:p></o:p></p>

<p class="MsoNormal"><o:p> </o:p></p>

<p class="MsoNormal">https://www.wellingtonwater.co.nz/faqs/drinking-water/why-does-my-water-taste-or-smell-earthy/<o:p></o:p></p>

<p class="MsoNormal"><o:p> </o:p></p>

<p class="MsoNormal">Ng? mihi,<o:p></o:p></p>

<p class="MsoNormal"><o:p> </o:p></p>

<p><p class="MsoNormal" style="line-height:12.6pt"> [REDACTED] <o:p></o:p></p></p> <p><p class="MsoNormal" style="line-height:12.6pt"><span style="font-size:9.0pt;</p>

												<p>mso-fareast-font-family:&quot;Times New Roman&quot;;mso-fareast-theme-font:minor-fareast; color:#00ADBB;mso-fareast-language:EN-NZ;mso-no-proof:yes"> Customer Experience<o:p></o:p></p> <p class="MsoNormal" style="line-height:12.6pt"> <o:p></o:p></p> </td> </tr> <tbody></tbody></table><!-- RICH TEXT --></p>
										11/21/2022 12:21:53 PM	Note from Council	Re-assigned by WCC
	WCCSR-715801	No Asset Selected	Public Info Request 34 Beacon Hill Road, Strathmore	<p>Kia ora Wellington Water and WCC</p> <p>I am getting in touch as am seeking some information and clarification. Please note that this is not a request to fix a leak and is not a job to fix.</p> <p>My partner has lived at our property on 34 Beacon Hill Road since 2000, I have lived here since 2008.</p> <p>Throughout this time period we have had repeated issues with water coming through our property. You will note this on our records. Repeated events are listed clearly on our LIM.</p> <p>This water is typically most apparent at the back of our laundry, coming off the base of a large concrete retaining wall. Typically this flow of water disappears when there have been repairs to water mains further up the hill. We are in a gully below a water tower at the top of Beacon Hill. We are also below a block of Kainga Ora Flats. You will note on our flood map that there is a flow of water with rain across our property, and though this is the case, the constant water off the retaining wall is markedly different in its nature</p>	Potable	4	APPR	6/23/2023 7:31:22 PM		6/26/2023 9:46:14 AM	Assigned to [REDACTED] and emailed	Assigned to [REDACTED] and emailed to further investigate the customers 3 requests if there is anything further we can do.<!-- RICH TEXT -->

(e.g. it is constant and accumulates in volume over weeks/months/years until it suddenly stops).

In the past when this water appears we have repeatedly called in requests for a mains leak to be investigated. The water is then tested and usually found to be below the threshold for fluoride or chlorine that would identify it as mains water. This has previously been the case even prior to a leak being identified on our neighbour's property (e.g. we were very close to the source of the leak and it still was not registered as a mains leak). Instead it has typically been identified by WCC/WW as "ground water" leaving us nowhere to go to remedy the situation. Subsequently we have spent a huge amount of money on drainage to collect the water and get it off our property.

In addition - a crib wall above our garage recently failed following a mains leak directly above it. This was clearly not weather related as the amount of water coming out of the seep holes in the wall was not consistent with the rainfall at the time - our neighbour has video footage available from just before the event that demonstrates this. He also reported that his toby was aflood at the time the WW attended the call out related to this event.

Sorry to be so negative but as you can imagine we have been pretty frustrated with this continuing issue that seems very challenging to resolve.

However - the great news is that the vast amount of water that was coming off the bottom of our retaining wall and in other parts of our property has pretty much entirely disappeared. I noticed this for the first time on Monday 26 June 2023. It might have cleared up a bit earlier than this, but certainly there has been a marked change in the last 2 -3 weeks. However, there is still a reasonable amount of water appearing on the steps beside our house.

My request is this:

1) can you investigate and confirm with me what work has been done to mains pipe repairs over the last several weeks in our area that might have solved this issue for us? I note some new spray can marks on the road near the Kainga Ora property above our house? However, it is quite likely, and it has been the case in the past, that due to our location, leaks may

				<p>be quite far away from our property. 2) can you suggest a way going forward so that when this issue comes up again, we have a more reliable process to solve the problem? The current option of putting a regular job request in, testing the water and it being identified as ground water is untenable. It results in the degradation of our property and a huge loss of mains water. 3) As part of this process - could an experienced assessor come and investigate the remaining water that is appearing on the steps beside our house?</p> <p>We would really appreciate your collaboration and support in regards to this issue. It has been a real headache for many years and now that the water has disappeared, it would be really great to identify a way to keep it that way.</p> <p>Nga mihi nui [REDACTED] AND [REDACTED]</p>							
									7/4/2023 9:33:06 AM	spoke to [REDACTED] 04/07	I have rung and spoken to [REDACTED] and informed her I have passed on here request for the work done in the to the OIA team. I have also discussed with her about doing acoustic sounding, I have asked RWL if this has been done and will advise [REDACTED] once I have the info<!-- RICH TEXT -->
									7/4/2023 9:34:29 AM	email sent to [REDACTED]	<p><p class="MsoNormal">Hi [REDACTED]</p></p> <p><p class="MsoNormal"></p></p> <p><p class="MsoNormal">Thank you for your time on the phone earlier.</p></p> <p><p class="MsoNormal"></p></p> <p><p class="MsoNormal">I can confirm that acoustic sounding was done in the area</p>

												<p>around your property and can confirm that there were no leaks identified that could be casing the water you have been periodically experiencing.</p> <p><o:p></o:p></p></p> <p><p class="MsoNormal">In terms of from here, as per our phone conversation, I am satisfied that the water is in fact ground water and that Wellington Waters investigations are complete for this matter. In terms of a resolution moving forward if it continues, I would suggest engaging with a plumber or drainlayer to see if there is anything they can do to help re direct the ground water as discussed on the phone.<o:p></o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">Kind regards,<o:p></o:p></p><!-- RICH TEXT --></p>
									7/5/2023 12:36:54 PM	Request being dealt with OIA and TA [REDACTED]	<p><div>Request being dealt with OIA and TA [REDACTED] Email received from [REDACTED] 05/07:</div><div> </div><p class="MsoNormal">Thanks [REDACTED]!</p></p> <p><p class="MsoNormal" style="margin-bottom:12.0pt">Customer Hub, please note this is being dealt with and unless a new request comes in from here, don't worry about sending it through <o:p></o:p></p></p> <p><p class="MsoNormal">LD</p></p> <p><table border="0" cellpadding="0" cellspacing="0" class="MsoNormalTable" style="border-collapse:collapse;mso-yfti-tbllook:1184;mso-padding-alt:0cm 0cm 0cm 0cm"> <tbody><tr> <td style="padding:1.5pt 0cm 1.5pt 0cm" valign="top"> <p class="MsoNormal"><span style="font-</p>	

												<p>size:10.5pt;color:#006488;mso-fareast-language: EN-NZ"> (he/him)<o:p></o:p></p></p> <p><p class="MsoNormal">Governance Coordinator - Business Services<o:p></o:p></p></p> <p><p class="MsoNormal"> </p></p>
30 Beacon Hill Road, Strathmore Park, Wellington, 6022	WCCSR-480624	No Asset Selected	Leaking Pipes 30 Beacon Hill Road, Strathmore Park	<div>Steady flow - Steady leak between tio tio and kinghorne, closer to kinghorn, on the east side of the road.</div><div> </div><div>8/11/22 KT - Plans ordered 2118686 </div><div> </div><div>17/11 KS Plans attached</div><div>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div>Caution: There is Core Network in the area provided on the plan(s).</div><div> </div><div> </div><!-- RICH TEXT -->	Potable	3	CLOSE	10/30/2022 4:56:21 PM	11/30/2022 3:29:48 PM	10/30/2022 4:56:33 PM	Note from Council	<p>Address: 30 BEACON HILL ROAD, Strathmore Park</p> <p>Open in Google Maps:</p> <p>https://www.google.com/maps/search/?api=1&query=-41.32488309670527,174.82764659946696</p>
										11/8/2022 12:37:11 PM	steady flow plans ordered	8/11/22 KT - Plans ordered 2118686 <!-- RICH TEXT -->
										11/17/2022 1:19:25 PM	Plans attached	Plans attached<!-- RICH TEXT -->
										12/3/2022 3:44:33 PM	Note from Council	Closed by WCC
	WCCSR-682187	No Asset Selected	RWL: PRIVATE Leak : Fault 30 Beacon Hill Road, Strathmore Park	<div>Customer advised there is a notable leak coming from outside this address.</div><div> </div><div>19/05-AI-Plans ordered 2211050</div><div>22/5/23 KT - Awaiting for Powerco plans </div><div>24.05 MF Attached Powerco </div><table border="1" cellpadding="0" cellspacing="0" class="MsoNormalTable" style="border-	Potable	4	INPRG. HD.PAUSE	5/16/2023 2:34:21 PM		5/16/2023 2:34:34 PM	Note from Council	<p>Address:</p> <p>30 BEACON HILL ROAD, Strathmore Park</p> <p>Open in Google Maps:</p> <p>https://www.google.com/maps/search/?api=1&query=-41.32497038534319,174.8276948799615</p>

												Fibre Network in the area provided on the plan(s).Caution: There is Core Network in the area provided on the plan(s)</td>
										5/23/2023 4:11:34 PM	customer called saying he is worried about the leak and that it could b related to the slip	customer called saying he is worried about the leak and that it could b related to the slip last month and it could be worse. email sent to powerco to get urgent plans. <!-- RICH TEXT -->
										5/24/2023 9:39:18 AM	Attached Powerco	
										5/24/2023 12:39:49 PM	assigned to ██████ to rover.	assigned to crew to rover. <!-- RICH TEXT -->
										5/29/2023 11:40:58 AM	Private service leak - #30 Beacon Hill Road	Upon arrival, found that there was no immediate water leak visible on the surface at this address. I opened the manifold box that feeds #30 and even though the service was dry, it was making a noise which indicates a leak. I investigated further along the service and found that within the boundary of #30, there is water pooling and coming from the small bank within the boundary. This water is the leak on the service line that feeds #30 but as it is well past the manifold council asset and within property boundaries, it is a private leak. Please pass this job to ██████ to follow up for the private leak
										5/29/2023 11:47:21 AM	Refer to logs and attachments	
										5/29/2023 11:56:08 AM	Re-assigned to Private leaks as per ██████	Re-assigned to Private leaks as per ██████ <!-- RICH TEXT -->
										6/1/2023 7:31:09 AM	passed to pvt leaks to send letter	passed to pvt leaks to send letter<!-- RICH TEXT -->
										6/27/2023 11:52:54 AM	email from to customer 26/6	<p class="MsoPlainText">On 26/06/2023 3:12 pm, Customer Support Team wrote:</p></p> <p class="MsoPlainText">> Kia Ora</p></p> <p class="MsoPlainText">></p></p> <p class="MsoPlainText">> Thank you for your email.</p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">> We have a private leak in our system for 30 Beacon Hill Road.<o:p></o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">> If you believe these to be the same issue then we are working with the property owner to have this prepared.<o:p></o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">> If you believe this leak to be different please log a new job with the City Council.<o:p></o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">> There are a few ways you can submit this report to WCC:<o:p></o:p></p>

<p class="MsoPlainText">> • Calling them directly on (04) 499 4444<o:p></o:p></p>

<p class="MsoPlainText">> • Submitting a report via their Fixit Form on their website<o:p></o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">> Once this has been actioned, WCC will pass this on to our team to assess further.<o:p></o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">> Kind regards,<o:p></o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">></p></p></p>

<p class="MsoPlainText">> Ng? mihi</p></p></p>

<p class="MsoPlainText">></p></p></p>

<p class="MsoPlainText">> Customer Support Team</p></p></p>

<p class="MsoPlainText">></p></p></p>

<p class="MsoPlainText">> Ph 04 912 4400</p></p></p>

<p class="MsoPlainText">></p></p></p>

<p class="MsoPlainText">></p></p></p>

<p class="MsoPlainText">> -----Original Message-----</p></p></p>

<p class="MsoPlainText">> From: </p></p></p>

<p class="MsoPlainText">> Sent: Monday, 26 June 2023 2:50 pm</p></p></p>

<p class="MsoPlainText">> To: Customer Support Team </p></p></p>

<p class="MsoPlainText">> Subject: Water leak at 28 Beacon Hill Road, Strathmore Park</p></p></p>

<p class="MsoPlainText">></p></p></p>

<p class="MsoPlainText">> Caution: This is an external email. Please take care

when clicking links or opening attachments.<o:p></o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">>
Hello,<o:p></o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">> We have a water leak at the bottom of our section, near the (now<o:p></o:p></p>

<p class="MsoPlainText">> disused) bottom gate.<o:p></o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">> This is the third time in quite a number of years. The first time was a leak from one of the state flats next door, and the second time was from the toby at the top of our section before it was replaced.<o:p></o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">> I can't see where the present leak is coming from. All of the pipes for our water supply and drainage are on the other side of our section. I first spotted the new leak about two weeks ago, but it has probably been there for some time.<o:p></o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">><o:p> </o:p></p>

<p class="MsoPlainText">> 28 Beacon Hill Road, Strathmore Park, Wellington 6022<o:p></o:p></p>

											<p><p class="MsoNormal">When you are back at work can you please send a notice to the house owner of this leak? <o:p></o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">It is affecting the neighbour's property who is worried it could cause a slip. <o:p></o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">Ng? mihi <o:p></o:p></p><!-- RICH TEXT --></p>		
											6/30/2023 9:05:19 AM	30/06/2023 HJR - We have sent out the first letter	
											6/30/2023 9:25:28 AM	Email received 29/06	<p><div>Email received 29/06 - forwarded to Private Leaks:</div><div> </div><p class="MsoPlainText">Hello again ██████, </p></p> <p><p class="MsoPlainText">The leak at the bottom of our section has got worse over the week. The water is brown, but it isn't smelly.</p></p> <p><p class="MsoPlainText">Could someone please have a look at it and let us know where it is coming from.</p></p> <p><p class="MsoPlainText">And when it will be fixed before anything happens to our property.</p></p> <p><p class="MsoPlainText">It is not from any pipes or drains of ours.</p></p> <p><p class="MsoPlainText">Regards,</p></p> <p><p class="MsoPlainText"><o:p></o:p></p><div>█████</p>

										8/26/2021 3:06:39 PM	Status Change to PAUSE	Reqs leak detection, non urgent.
										8/27/2021 8:50:59 AM	LEAK DETECTION REQUESTED	LEAK DETECTION REQUESTED<!-- RICH TEXT -->
										9/11/2021 1:08:50 AM	Note from Council	Customer has contacted us looking for an update.
										9/14/2021 7:59:50 AM	Leak detection notes:	Leak detection notes: <p class="MsoNormal" style="background:white">Simple toby leak found at #28 Beacon Hill Rd. Toby is leaking on private side of the handle. Leak continues when toby is closed. Can be seen seeping into the toby box.</p></p><!-- RICH TEXT -->
										9/14/2021 8:51:05 AM	Emailed technical advisor to follow up on this private leak.	Emailed technical advisor to follow up on this private leak.<!-- RICH TEXT -->
										9/14/2021 11:16:56 AM	Notes from ██████	Notes from ██████: <p class="MsoNormal">Ive read the notes from ADR for this job and think that a service man needs to check the toby to, A. Make sure leak is not at the Toby. B, That the Toby shuts off'</p><p class="MsoNormal">Once these checks have been completed we will have a better idea if leak is private or not.</p><!-- RICH TEXT -->
										9/14/2021 11:18:11 AM	Assigned it to the 1xman crew	Assigned it to the 1xman crew <!-- RICH TEXT -->
										9/14/2021 12:05:22 PM	Phoned customer with update.	Phoned customer with update she is happy with that assigned to 1man to do checks so we can determin if its a private leak or not.<!-- RICH TEXT -->
										9/22/2021 9:59:33 AM	Leaking toby	Have checked surrounding assets and found the Toby lines up with the neighbouring tobies, Toby is inside the boundary fence located down the access fpth, needs to be taken out and new manifold valve installed in the fpth, reqs 2man, plans, traffic management.
										9/22/2021 9:59:33 AM	Status Change to PAUSE	Pass to 2man, plans, traffic management.
										9/23/2021 5:03:00 PM	█████ called. plans ordered when arrive assign to 2man and traffic management.	23/9/21 1700 KT - Plans ordered 1905249 - When plans attached please pass to 2man and traffic management.<!-- RICH TEXT -->

										9/24/2021 1:09:26 PM	Waiting on gas plans	24/09/21 sk - WAITING ON GAS PLANS, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). <!-- RICH TEXT -->
										9/24/2021 1:10:08 PM	Plans attached	24/09/21 sk - Gas plans rec'd, All Plans attached<!-- RICH TEXT -->
										10/19/2021 4:18:47 PM	Note from Council	Hello, The water supply is not working, at all. I have just phoned you folk and was told that the people who worked on it would be contacted to return here. Someone has just arrived but how all this will turn out remains to be seen. ██████████
										11/9/2021 3:46:11 PM	Confirmed with customer	Confirmed with customer this is all repaired, no issues<!-- RICH TEXT -->
										11/12/2021 4:38:36 PM	Note from Council	Closed by WCC
	WCCSR-717252	No Asset Selected	Fault 28 BEACON HILL ROAD, Strathmore Park	<div>Water leaking out of the back of her section but there are no private pipes on this section, callers pipes are on the other side of the property. Caller has advised that that it might be a council pipe please access</div><div> </div><div> </div><div>27/06-AI-Plans ordered 2231264 </div><!-- RICH TEXT -->	Potable	3	CLOSE. DUP	6/26/2023 3:06:21 PM	6/27/2023 2:43:10 PM	6/26/2023 3:06:34 PM	Note from Council	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 repair of water and drainage issues are managed by Wellington Water. We have passed 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 Ng? mihi Customer Services Wellington City Council
										6/26/2023 3:06:34 PM	Note from Council	Address: 28 BEACON HILL ROAD, Strathmore Park Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.324751113153454,174.82770350035338
										6/27/2023 1:32:35 PM	Attempted to contact customer. Left VM.	ARCGIS showing wastewater assets behind the property. Want to check where water is coming from. If it smells and if there's any stuff. Bascially

												want to check if its wastewater that's coming out. <!-- RICH TEXT -->
										6/27/2023 1:34:59 PM	Plans ordered 2231264	Plans ordered 2231264 <!-- RICH TEXT -->
										6/27/2023 2:12:01 PM	Customer called back	Customer called back advised she hasn't had a close look but she will do that now and call back to let us know.<!-- RICH TEXT -->
										6/27/2023 2:43:08 PM	Duplicate of WCCSR-682187 cancel and relate	Duplicate of WCCSR-682187 cancel and relate<!-- RICH TEXT -->
										6/27/2023 2:46:31 PM	Note from Council	Re-assigned by WCC
	WCCSR-735028	No Asset Selected	Fault 28 Beacon Hill Road, Strathmore Park, Wellington 6022	We have a water leak at the bottom of our section near a now disused bottom gate. I don't think it is from any one of our pipes because they are all on the other side of our section. The leak has been there several weeks now. I contacted Wellington Water, but they required a video or pictures which neither my husband or I (at 83 and nearly 80) have the ability to provide. They suggested I contact you, for a separate logging because they are uncertain whether it is a separate leak from one next door at number 30 they are investigating or the same leak.	Potable	3	RCVD	7/5/2023 5:39:30 PM		7/5/2023 5:39:41 PM	Note from Council	Address: 28 Beacon Hill Road, Strathmore Park, Wellington 6022 Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.3247511167,174.8277035
22 Beacon Hill Rd, Strathmore Park, Wellington, 6022	WCCSR-274895	WCC_PWP00312 1	Leaking Pipes 22 BEACON HILL ROAD, Seatoun-Miramar	Steady flow - Caller advised there is a fairly heavy leak coming down the bank opposite 22. Water is clear. Please attend.	Potable	2	CLOSE	11/18/2021 8:52:21 AM	11/18/2021 1:42:02 PM	11/18/2021 8:52:38 AM	Note from Council	Address: 22 BEACON HILL ROAD, Seatoun-Miramar Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.32371191886595,174.82759093997302
										11/18/2021 10:00:20 AM	spoke to customer has advised it is causing a waterfall but	<div>spoke to customer has advised it is causing a waterfall but isn't flooding </div><div>assigned to ben </div><!-- RICH TEXT -->
										11/18/2021 1:41:16 PM	Seepage	Arrived onsite, found the location but no leak here, rang the customer and advised, job closed.
										11/21/2021 2:36:46 PM	Note from Council	Closed by WCC