

Tuesday 22 August 2023

**OIA IRO-467**

Name: [REDACTED]  
Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request regarding leak over 34 Mana Street, Vogeltown, driveway;  
Job 617945**

Thank you for your official information request dated Tuesday 25 July 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 information has been redacted as it is personal about private individuals.

Please note that there were no stormwater assets found in the immediate vicinity and the matter was passed to our water loss team who found a leaking toby outside 28 Mana Street. The toby will be repaired as it can obscure our ability to detect private leaks which may be contributing to the issue.

If the seepage persists after the toby is repaired it will be passed to one of our drainage technical advisors to review and conduct a further investigation. We are unable to determine at this stage when the toby will be repaired.

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]  
**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](http://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
34 Mana Street, Vogeltown, Wellington, 6021	WCCSR-95669	No Asset Selected	Leaking Pipes 34 MANA STREET, Vogeltown	<p>&lt;div&gt;Trickle - Hi [REDACTED]</p> <p>Re our call about 4.30 this afternoon. Here are 2 photos taken (after days of sunshine) at the bottom of the drive 34 / 38 Mana Street.</p> <p>There has been water there for years and I have contacted the council a few times about it before.</p> <p>1. The top photo shows where water could be running from on Mana st.</p> <p>2. The bottom shows water on the driveway today.</p> <p>There is usually water at the bottom of the driveway when I go to get the mail.&lt;/div&gt;&lt;div&gt; &lt;/div&gt;&lt;div&gt;25/02/2021 AH - Waiting on Chorus plans. Other Plans Attached&lt;/div&gt;&lt;p class="MsoNormal"&gt;01/03/21 GB - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).&lt;/p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;/p&gt;&lt;/p&gt;&lt;div&gt;&lt;br /&gt;&lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>	Potable	3	CLOSE	1/29/2021 4:12:31 PM	3/7/2021 3:29:55 PM	1/29/2021 4:13:30 PM	Note from Council	<p>Address: 32 MANA STREET, Vogeltown Open in Google Maps:</p> <p><a href="https://www.google.com/maps/search/?api=1&amp;query=-41.31412077990346,174.76694271854066">https://www.google.com/maps/search/?api=1&amp;query=-41.31412077990346,174.76694271854066</a></p>
										1/29/2021 4:16:52 PM	Note from Council	<p>Kia ora [REDACTED] Thank you for contacting us about the ongoing water leak. We have passed this on to our water team to attend. We expect they will be out as soon as they can. If you need to follow up on this request please reply to this email and it will notify the team.Â -- Initial customer request --! Description</p> <p>Hi [REDACTED]</p> <p>Â</p> <p>Thank you for your email.</p> <p>Â</p> <p>I have forwarded your email to Wellington City Council so that they can provide you with a</p>

service request number. Wellington Water will subsequently organise for this to be investigated for you.

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Kind regards,

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From: █  
<█@wellingtonwater.co.nz>

Sent: Thursday, 28 January 2021 5:30 pm  
To: Customer Support Team  
<customer@wellingtonwater.co.nz>  
Cc: █  
<█@gmail.com>; █  
<█@wellingtonwater.co.nz>  
Subject: Re; Water leak around 32 -34A Mana Street,  
Importance: High

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Please see the email below.

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From: █

[REDACTED]@gmail.com>

Sent: Thursday, 28 January 2021 5:08 PM  
To: [REDACTED]  
[REDACTED]@wellingtonwater.co.nz>  
Subject: Re: TOBY; 32; 34A Mana Street

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Hi [REDACTED]

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Re our call about 4.30 this afternoon. Here are 2 photos taken (after days of sunshine) at the bottom of the drive 34 / 38 Mana Street.

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There has been water there for years and I have contacted the council a few times about it before.

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1. The top photo shows where water could be running from on Mana st.

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2. The bottom shows water on the driveway today.

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There is usually water at the bottom of the driveway when I go to get the mail.

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Item Name

:

Water and drainage

Category

:

External Customer Services

Service

:

Report a leak

Which water type is this regarding?

:  
Drinking water or tap water

How much water is leaking?  
:  
Trickle

Description  
:  
Hi [REDACTED] Re our call about 4.30 this afternoon. Here are 2 photos taken (after days of sunshine) at the bottom of the drive 34 / 38 Mana Street. There has been water there for years and I have contacted the council a few times about it before. 1. The top photo shows where water could be running from on Mana st. 2. The bottom shows water on the driveway today. There is usually water at the bottom of the driveway when I go to get the mail.

Incident address  
:  
32 Mana Street

Location  
:  
Na

Ngā? mihi,  
[REDACTED]  
Customer Service Representative P 04 499 4444 [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140

2/19/2021 9:13:52 AM Forwarded to [REDACTED] - no photos attached - Forwarded to [REDACTED] - no photos attached<!-- RICH TEXT -->

2/23/2021 8:47:25 AM Service plans ordered - Service plans ordered - advised to pass to crew as per [REDACTED] No photos attached.<!-- RICH TEXT -->

										2/25/2021 9:33:19 AM	Waiting on Chorus Plans	25/02/2021 AH - Waiting on Chorus plans. Other Plans Attached<!-- RICH TEXT -->
										3/1/2021 9:43:55 AM	Plans attached	<p class="MsoNormal">01/03/21 GB - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</p></p></div><!-- RICH TEXT -->
										3/5/2021 2:16:59 PM	W3	Leak detection required around higher level property's. Seepage pooling at driveway #34 mana st. Tested seepage.
										3/7/2021 1:17:40 PM		emailed hub to pass to leak detection<!-- RICH TEXT -->
										3/8/2021 6:32:18 PM	Note from Council	Re-assigned by WCC
										3/10/2021 9:00:59 AM	LEAK DETECTION REQUESTED	
32A Mana Street, Vogeltown, Wellington, 6021	WCCSR-617945	No Asset Selected	Fault 32 a Mana Street, Vogeltown	<div>Water has been leaking from bank and across driveway for many months. Previous job logged as #SR-481246 Water flow is not just after it rains but all the time. Please investigate and advise</div><div> </div><div> </div><div> </div><!-- RICH TEXT -->	Potable	3	INPRG. HD.PAUSE	3/17/2023 7:38:21 AM		3/17/2023 7:38:33 AM	Note from Council	Address: 34 MANA STREET, Vogeltown Open in Google Maps:  <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.31437976295137,174.76696911873935">https://www.google.com/maps/search/?api=1&amp;query=-41.31437976295137,174.76696911873935</a>
												Customer called shortly after email sent to log request.
										3/17/2023 4:51:56 PM	Assigned to 1p folder for rover.	Assigned to 1p folder for rover.<!-- RICH TEXT -->
										3/20/2023 12:29:46 PM	Note from Council	Orange dots have been sprayed on the driveway between the boundary pegs for 34 Mana Street.  Kia Ora  Further to the phone conversation last Friday 17/03/23, I have taken photos of the boundary line at the bottom of my property. What is east of the line may be WCC land.  If the leak cannot be located (I presume the council have already spoken to my neighbours) I wonder if a gutter could be put in to prevent the flow of water across the driveway? At the moment it is a hazard and is making the driveway slippery for pedestrians because of the leak.  I have reported the leak to the WCC council over the years but nothing has been done to stop it. I



												<p>would like the leak to be stopped or diverted by the end of April 2023 so my access is safe to my property.</p> <p>You can text me on [REDACTED] with any queries and I will get back to you asap.</p> <p>Nga mihi</p> <p>[REDACTED]</p> <p>&gt;</p>
										4/13/2023 12:13:16 PM	Customer request	<p>&lt;div&gt;Customer asked if she could be contacted directly when we turn up on site please &lt;/div&gt;&lt;div&gt;name is [REDACTED] or email if easier [REDACTED]@gmail.com &lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>
										4/13/2023 12:14:50 PM	Update	<p>please actually make contact before we show up as she would like to be present and she works at a school with special needs and cannot answer calls. However is on school holiday this week and next.&lt;!-- RICH TEXT --&gt;</p>
										5/31/2023 8:50:42 AM	Customer called	<p>Customer called to advise this is still leaking and was not resolved when crew investigated this under WCCSR-481246 and WCCSR-481246-1. Affecting them as they reside at #34 and the leak has been there for the last 15 years at least. Still there when it's a dry day. Customer to send us photos of this, as it's leaking again today. Double checked address - customer confirmed leak is coming from side of 32A Mana Street. Updated address from #34 Mana St to #32A Mana St as per customer.&lt;!-- RICH TEXT --&gt;</p>
										6/13/2023 10:24:22 AM	email from customer 12/6 - photo attached	<p>&lt;p class="MsoNormal"&gt;&lt;b&gt;&lt;span lang="EN-US" style="font-family: 'Times New Roman'; mso-ansi-language: EN-US"&gt;From:&lt;/span&gt;&lt;/b&gt;&lt;span lang="EN-US" style="font-family: 'Times New Roman'; mso-ansi-language: EN-US"&gt; [REDACTED]@gmail.com&lt;/span&gt;&lt;/b&gt;&lt;br /&gt;&lt;b&gt;Sent:&lt;/b&gt; Monday, 12 June 2023 7:46 am&lt;br /&gt;&lt;b&gt;To:&lt;/b&gt; Info Mailbox &lt;br /&gt;&lt;b&gt;Info@wellingtonwater.co.nz&lt;/b&gt;&lt;/p&gt;</p>

<b>Subject:</b> Leak over driveway<o:p></o:p></span></p>

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

<td cellpadding="7px 6px 7px 15px" style="width:100%;background:#F1AD05;padding:5.0pt 4.0pt 5.0pt 12.0pt" width="100%"><p class="MsoNormal" style="mso-element:frame;mso-element-frame-hspace:2.25pt;mso-element-wrap:around;mso-element-anchor-vertical:paragraph;mso-element-anchor-horizontal:column;mso-height-rule:exactly"><b><span style="mso-fareast-font-family:"Times New Roman"; color:black">Caution:</span></b><span style="mso-fareast-font-family:"Times New Roman"; color:black"> This is an external email. Please take care when clicking links or opening attachments.<o:p></o:p></span></p></td></tr></tbody></table>
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<p class="MsoNormal"><span style="mso-fareast-font-family:"Times New Roman";"><o:p> </o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:"Times New Roman";">Kia Ora <o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;"><o:p> </o:p></span></p>

<p class="MsoNormal"><b><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">RE: Job number: 617945</span></b><span style="mso-fareast-font-family:&quot;Times New Roman&quot;"><o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;"><o:p> </o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">I have recently been intact with WCC and Wellington Water about water over the driveway of 34 Mana Street.<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;"><o:p> </o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">Below is attached a photo of the taken on Saturday 10/06/23 at 1.40pm.<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;"><o:p> </o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">The leak is continuous even without rainfall and has been flowing pretty consistently for years.<o:p></o:p></span></p>

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;"><o:p> </o:p></span></p>

<p class="MsoNormal"><span style="mso-







											<p>displays every active job request in our system. &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal" style="background:white"&gt;&lt;span style="color:#050505"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal" style="background:white"&gt;&lt;span style="color:#050505"&gt;You can find this new map on our website: &lt;/span&gt;&lt;span style="color:black;border:none windowtext 1.0pt;mso-border-alt:none windowtext 0cm;padding:0cm"&gt;&lt;a href="https://www.wellingtonwater.co.nz/job-status-map/"&gt;https://www.wellingtonwater.co.nz/job-status-map/&lt;/a&gt;&lt;/span&gt;&lt;span style="color:black"&gt;.&lt;/span&gt;&lt;span style="color:#050505"&gt;&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;Kind regards,&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>	
										6/13/2023 10:44:50 AM	Private leak	Possible private leak could hear noise on toby to # 34.pass to ██████ to investigate
										6/13/2023 10:46:38 AM	Pass to ██████	
										6/13/2023 1:57:33 PM	Assigned and emailed ██████	Assigned and emailed ██████ <!-- RICH TEXT -->
										7/20/2023 6:59:43 AM	crew to dig up and repair toby to #28	
										7/25/2023 4:31:43 PM	Customer called in.	<div>They believe its not the toby that's the issue. Advised would follow up with the TA to advise. </div><div> </div><div>They will send OIA request to the customer inbox. </div><div> </div><div>They are available to call after 3:30pm their number is +64 21 147 0451. </div><!-- RICH TEXT -->
										7/25/2023 4:47:50 PM	Emailed TA ██████ to follow up.	Emailed TA ██████ to follow up.<!-- RICH TEXT -->

											7/26/2023 9:39:58 AM	OIA request received and forwarded to OIA team	OIA request received and forwarded to OIA team<!-- RICH TEXT -->
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