

Monday 17 July 2023

OIA IRO-435

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request regarding a service request report on 9 Oaklands Grove, Upper Hutt.

Thank you for your official information request dated 12 May 2023 for Service request data in relation to SR #19518.

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.

The information you have requested is enclosed in our email to you.

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]

Team Lead, Communications and Engagement

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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
9 Oaklands Grove, Clouston Park, Upper Hutt, Wellington, 5018	UHCC19518	UHCC_PW000685	Facility Issue 9 Oaklands Grove, Clouston Park	<p><div>The caller advised he had a friend who is a plumber over yesterday and they turned the water off to do some work and the Toby is rusty and snapped. The caller does have water as the plumber was able to turn the Toby half on to get most of the water connection back. But this toby is jammed and snapped and can not be used.</div><div> </div><div>4/4 KS Plans ordered 2188381</div><p>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</p><p></p></div>Caution: There is Core Network in the area provided on the plan(s).</div><div> </div><div>18.04 MF Attached all plans </div><div> </div><div> </div><div> </div><div>PI ease confirm the toby in question is the one on the street,if its down the driveway its private. </div><!-- RICH TEXT --></p>	Potable	3	PRECLAIM	4/4/2023 9:30:32 AM	5/10/2023 9:56:15 AM	4/4/2023 9:30:43 AM	Note from Council	The caller advised he had a friend who is a plumber over yesterday and they turned the water off to do some work and the Toby is rusty and snapped. The caller does have water as the plumber was able to turn the Toby half on to get most of the water connection back. But this toby is jammed and snapped and can not be used.
										4/4/2023 9:39:15 AM	left a VM for the customer - letting them know we have there job	left a VM for the customer - letting them know we have there job<!-- RICH TEXT -->
										4/4/2023 9:42:48 AM	Called the customer again - he is just getting his taps fixed	Called the customer again - he is just getting his taps fixed. <!-- RICH TEXT -->
										4/4/2023 9:43:03 AM	P3 no indication of impact to service/hazard	<div>P3 no indication of impact to service/hazard </div><div> </div><!-- RICH TEXT -->
										4/4/2023 9:45:33 AM	4/4 KS Plans ordered 2188381	
										4/18/2023 9:13:27 AM		