

Thursday 1 June 2023

**OIA IRO-424**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request job notes for 24 Ashleigh Crescent, Miramar.**

Thank you for your official information request dated Tuesday 16 May 2023. You requested noted from our contractor from their recent visit to the above address.

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.

Please see attached the information you requested in our email to you. Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of this 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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 /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
24 Ashleigh Crescent, Miramar, Wellington, 6022	WCCSR-172812	WCC_WWP024165	Blockage 24 ASHLEIGH CRESCENT, Miramar	<div>Caller advised blocked sewer main affecting several properties. Please attend.</div><div> </div><div>Ace Drain Unblockers PO 242089 </div><div>Locate various manholes, remove roots and root cut sewer main </div><!-- RICH TEXT -->	Wastewater	1	CLOSE	5/29/2021 10:11:21 AM	5/31/2021 8:31:15 AM	5/29/2021 10:12:19 AM	Note from Council	Address: 24 ASHLEIGH CRESCENT, Miramar Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.316319948463594,174.82216631426567">https://www.google.com/maps/search/?api=1&amp;query=-41.316319948463594,174.82216631426567</a>
										5/29/2021 10:16:19 AM	Note from Council	Caller through to drainage team, they said they already on their way to site. Have added this ticket as a childs ticket to the job already logged.
										5/31/2021 8:35:14 AM	Job logged on different request	Job has been completed on a different job number 66604 for The same issue
										6/3/2021 9:38:36 AM	Note from Council	Closed by WCC
	WCCSR-611291	No Asset Selected	PRIVATE LEAK 24 Ashleigh Crescent, Miramar	<div>Water leak heard but in physically seen to be leaking. Please assess. Apparently, it is located up stairs on the Windey path which leads to 3 houses outside the property. Contact cust directly if there are any issues with location. Please assess.</div><div> </div><div>7/3/23 KT - Plans ordered 2173304</div><div> </div><div> </div><div> 9/3 LG-plans attached </div><div> </div><div> <b><span style="color:red">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</span></b></div>  <p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;; color:#444444"> </span></p><!-- RICH TEXT -->	Potable	4	INPRG. HD.PAUSE	3/7/2023 2:33:25 PM		3/7/2023 2:33:38 PM	Note from Council	Ticket response email sent to requester due to WWL managing complaints after initial report to council. Kia ora [REDACTED] 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
										3/7/2023 2:33:38 PM	Note from Council	Address: 24 ASHLEIGH CRESCENT, Miramar Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.31631994847174,174.82216631375064">https://www.google.com/maps/search/?api=1&amp;query=-41.31631994847174,174.82216631375064</a>
										3/7/2023 3:24:36 PM	Plans ordered	7/3/23 KT - Plans ordered 2173304<!-- RICH TEXT -->
										3/9/2023 3:16:59 PM	plans attached	<div>9/3 LG- plans attached </div><div> </div><div> <b><span style="color: red;">Caution: There is High Capacity and/or Fibre Network in the area

provided on the plan(s).</span></b></div><p class="MsoNormal"><span style="color: rgb(68, 68, 68);"> </span></p><!-- RICH TEXT -->

4/27/2023 3:02:55 PM email from customer 21/4

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">Hi, I've had a water issue registered with you for a month now and the water toby continues to leak at an alarming rate. The shared path is starting to slump significantly and I'm concerned there will be a large cavity being formed around the leaking toby.</p></o:p></span></p>

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

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

<p class="MsoNormal"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;">24 Ashleigh Crescent, Miramar, Wellington 6022, New Zealand</p></o:p></span></p>

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

4/27/2023 3:04:18 PM email to customer 27/4

<p class="MsoNormal">Kia Ora,<span style="mso-fareast-language:EN-US"></span></p></o:p></span></p>

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

<p class="MsoNormal">Thank you for your email.</p></o:p></span></p>

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

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





												<p>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;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman";mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-fareast-font-family:"Times New Roman";mso-fareast-theme-font:minor-fareast;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:"Times New Roman";mso-bidi-theme-font:minor-bidi;mso-no-proof:yes"&gt;Ng? mihi &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>
										5/3/2023 10:34:41 AM	email from customer 27/4	<p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:"Times New Roman"";&gt;Thanks. It's a subterranean leak from the Toby and not showing over our shared easement private footpath. We can just hear it gushing continuously and their appears to be some slumping of the above</p>

												<p>path. &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;Just making sure it's recorded that the Toby and leak is up the private shared path and not on the roadfront.&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;"&gt;Thanks, ██████████ &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>
									5/3/2023 10:35:49 AM	Email to customer 3/5	<p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:&amp;quot;Times New Roman&amp;quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;Kia Ora ██████████ &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:&amp;quot;Times New Roman&amp;quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:&amp;quot;Times New Roman&amp;quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;Thank you for your email. &lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:&amp;quot;Times New Roman&amp;quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p>	

												<p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:&amp;quot;Times New Roman&amp;quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;I have noted your email and recorded that the leak is up the private footpath and not on the road.&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:&amp;quot;Times New Roman&amp;quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>
										5/4/2023 12:44:28 PM	Email from customer 2/5	<p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-fareast-font-family:&amp;quot;Times New Roman&amp;quot;,&gt;The leak has gotten worse and now exciting the bank onto the road about 40m from the Toby. There must be subterranean issues now. I would have arranged to fix it myself if I had known how long you would take&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>
										5/4/2023 12:45:36 PM	Tried to call customer, no answer	<p>Tried to call customer, no answer&lt;!-- RICH TEXT --&gt;</p>
										5/4/2023 12:47:36 PM	email to customer 4/5	<p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:&amp;quot;Times New Roman&amp;quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;Kia Ora ██████&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;span style="mso-ascii-font-family:Calibri;mso-ascii-theme-font:minor-latin;mso-hansi-font-family:Calibri;mso-hansi-theme-font:minor-latin;mso-bidi-font-family:&amp;quot;Times New Roman&amp;quot;;mso-bidi-theme-font:minor-bidi;mso-fareast-language:EN-US"&gt;&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/p&gt;</p>





												<p>&lt;p class="MsoNormal"&gt;Wellington water were on site on Friday on an unrelated issue and believe the hissing water pipe is split and that it might be the owner's issue to fix. So, I'll go ahead and get Tasman plumbing to fix it. If they advise it was a council responsibility, then I'll send you the invoice and any explanation. &lt;/p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;/p&gt;&lt;/p&gt;&lt;/div&gt;Thanks, ██████████ &lt;/div&gt;&lt;!-- RICH TEXT --&gt;</p>
										5/9/2023 2:48:59 PM	Fwd email to Private Leaks	<p>Fwd email to Private Leaks to follow up further on potential private leak&lt;!-- RICH TEXT --&gt;</p>
										5/16/2023 9:52:48 AM	Private Leak - leak after Gate Valve	<p>Upon arrival, found the water running across the footpath coming from the steps as described in the job.</p> <p>Investigating where this leak was coming from, I have noticed that it is coming from the private service that runs up next to the steps and is fed from our Gate Valve located in the berm next to the street.</p> <p>Turning this Gate Valve off does stop the noise and the leak from occurring further and because it is after this Gate Valve, I have determined this leak to be a private matter needed to be fixed by #24 as this service feeds them.</p> <p>Please pass this job to ██████████ to follow up on this</p>
										5/16/2023 9:54:47 AM	Refer to logs and attachments	
										5/16/2023 11:13:17 AM	P4 Private Leak	<p>P4 Private Leak - Passed to TA ██████████ as per ██████████ Emailed ██████████ to advise, with Private Leaks CC'd in&lt;!-- RICH TEXT --&gt;</p>
	WCCSR-646564	No Asset Selected	Fault 24 ASHLEIGH CRESCENT, Miramar	In addition to two footpath leaks at about 26 and 20 Ashleigh Cres, I have reported a leak at our waterfront up the path for 22 24 and 24a Ashleigh Cres. It's running hard out.	Potable	3	CLOSE. DUP	4/10/2023 3:38:23 PM	4/11/2023 1:29:00 PM	4/10/2023 3:38:33 PM	Note from Council	<p>Address: 24 ASHLEIGH CRESCENT, Miramar Open in Google Maps:</p> <p><a href="https://www.google.com/maps/search/?api=1&amp;query=-41.31631994847174,174.82216631375064">https://www.google.com/maps/search/?api=1&amp;query=-41.31631994847174,174.82216631375064</a></p>
										4/11/2023 8:00:31 AM	Note from Council	<p>Thanks, it should say water toby not waterfront</p> <p>On Mon, 10 Apr 2023, 6:01 am Wellington City Council Support, &lt;customerservice@wellingtoncitycouncil.freshser</p>

vice.com> wrote:

> Kia ora,  
>  
>  
> We have received your request and a ticket has been created. A support representative will be reviewing your request and will send you a response soon.  
>  
>  
> \*Ticket Summary\*  
>  
>  
> Type: water  
> In addition to two footpath leaks at about 26 and 20 Ashleigh Cres, I have reported a leak at our waterfront up the path for 22 24 and 24a Ashleigh Cres. It's running hard out.  
> Address: 24 Ashleigh Crescent, Miramar, Wellington 6022  
> Latitude: -41.31737345628551, Longitude: 174.82172215972912  
> Incident Address: 24 Ashleigh Crescent, Miramar, Wellington 6022  
>  
> [REDACTED]  
> Phone: [REDACTED]  
>  
>  
> Ng? mihi,  
>  
> Customer Service Team  
>  
>  
> The information contained in this email is privileged and confidential and intended for the addressee only.  
>  
> If you are not the intended recipient, you are asked to respect that confidentiality and not disclose, copy or make use of its contents.  
> If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated.

												> > > [#INC-646564]:274477:fs >
										4/11/2023 1:28:56 PM	Duplicate of WCCSR-611291	
	WCCSR-681251	No Asset Selected	Fault 24 ASHLEIGH CRESCENT, Miramar	<div>Toby leak from property pouring down hill onto footpath</div><div></div><div>[REDACTED] </div><! -- RICH TEXT -->	Potable	3	CLOSE. DUP	5/13/2023 7:19:21 PM	5/15/2023 2:19:21 PM	5/13/2023 7:19:35 PM	Note from Council	<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council. Kia ora [REDACTED] 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>
										5/13/2023 7:19:35 PM	Note from Council	Address: 24 ASHLEIGH CRESCENT, Miramar Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.31631994847174,174.82216631375064">https://www.google.com/maps/search/?api=1&amp;query=-41.31631994847174,174.82216631375064</a>
										5/15/2023 2:19:13 PM	Cancelled. Duplicate of WCCSR-611291.	Cancelled. Duplicate of WCCSR-611291. <!-- RICH TEXT -->
										5/15/2023 2:22:36 PM	Note from Council	Re-assigned by WCC