

Thursday 22 June 2023

OIA IRO-427

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request for records on inspections, repairs and call outs on a variety of Hutt City Council assets.

Thank you for your official information request dated Saturday 20 May 2023. You requested records of all inspections, repairs and call outs made to the following Hutt City Council wastewater pipes since 1 January 2000: (all prefixed HCC_WWP) 004383, 004552, 004389, 004411, 004558, 005573.

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 provide part of the information you have requested.

Part of the information you have requested is enclosed in our email to you. Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of information has been redacted as it contains personal information about private individuals.

Any information prior to 2018 is not held within our system. Therefore, in accordance with [Section 17\(e\)](#) of the Act, we are declining this part of 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,

[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
59B Normandale Road, Normandale, Lower Hutt, Wellington, 5010	HCC549636	HCC_WWP004414	Blockage 59 B Normandale Road, NORMANDALE	Grant plumbing have tested seeping water at the address seems to be water seeping from the waste water main pipe above property.	Wastewater	1	CLOSE	12/17/2021 10:33:34 AM	12/17/2021 12:13:46 PM	12/17/2021 10:41:02 AM	Phoned customer to acknowledge job. left msg no answer.	Phoned customer to acknowledge job. left msg no answer. Phoned will and assigned.<!-- RICH TEXT -->
										12/17/2021 12:12:15 PM	Mains clear	Arrived onsite and spoke to the customer who showed us where the seepage is. After speaking to the customer we tried to locate the MHs but they were all buried so we went to the one upstream in #59 pekanga St and main was running as it should so no signs of blockages. Went back to inspect the seepage and it doesn't look like it's from the WW so to be on the safe side we are going to perform a water sampling test to be certain.
59A Normandale Road, Normandale, Lower Hutt, Wellington, 5010	HCC1010189	No Asset Selected	Client Info Request 59A Normandale Road NORMANDALE	Our retaining wall is built over a council sewer line. The retaining wall is failing and we are concerned that this may be because of a failure of the sewer line underneath the wall. We know from our neighbours that there have been problems with this line both above and below our house. We attach a photo of our wall. We request that council inspect the main as it passes through our wall so we can determine the cause of failure and help identify what remedial steps are necessary.	Wastewater	4	JOBCO MP	5/17/2023 8:20:31 AM	5/18/2023 7:33:54 AM	5/17/2023 9:24:00 AM	Assigned to TL [REDACTED]	Assigned to TL [REDACTED] - email sent with photo attached<!-- RICH TEXT -->
59 Normandale Road, Normandale, Lower Hutt, Wellington, 5010												
	HCC559184	HCC_WWP005573	Client Info Request 59 Normandale Road, Normandale	Caller was in contact with WW 2 years ago about damage to his Garage. WW visited caller's property and was advised, crew would return and set up cameras but nothing happened. Caller has now reported damage to his garage and would like WW to revisit and have a look at the damage	Wastewater	4	CLOSE	2/21/2022 4:20:23 PM	3/21/2022 1:25:36 PM	3/4/2022 3:41:59 PM	Assigned to [REDACTED]	Assigned to [REDACTED] <!-- RICH TEXT -->
										3/4/2022 3:43:17 PM	Spoke to customer	Spoke to customer, he will try to find his old ref n on his emails. Leak is coming from behind his

												garage, close to our stormwater asset<!-- RICH TEXT -->
										3/21/2022 1:41:39 PM	Update	█ called in advising this is likely a job for our drainage team. Drainage job logged and assigned to the TL under HCC562920<!-- RICH TEXT -->
	HCC596766	HCC_WWP005573	Client Info Request 59 Normandale Road, Normandale	At the back of property, there is both stormwater and wastewater mains. The land is sloping where they are, and the garage concrete floor has now cracked right across and moved quite significantly. A camera was sent down but apparently nothing came up, but the ground is sinking where the mains are. The land slopes where the manhole as well. Please attend and rectify the land and possibly the pipes, this has been an issue for several years and reported several times. Previous RFS's 559184 and 562920. Pic attached is where mains are	Wastewater	3	CLOSE	1/20/2023 12:20:17 PM	2/3/2023 1:25:23 PM	1/25/2023 2:22:13 PM	Emailed and assigned to TA █	Emailed and assigned to TA █. Previously investigated under HCC562920 and closed off by TA █.<!-- RICH TEXT -->
										1/26/2023 3:19:16 PM	Check drains	<div>Please check and camera the sewer and stormwater drains at 59B Normandale Rd.</div><!-- RICH TEXT -->
										1/31/2023 4:56:22 PM	Will speak with t/l where to go	
										2/2/2023 11:33:23 AM	Cctv WW main.	Located upstream WW MH above 59 Normandale Road. Cleared bushes to be able to put camera down main. MH at least 5m deep, not enough pvc pipe onsite but able to camera main d/s approx 15m before going under water & stopping. Went to an unplotted d/s WW MH at the rear of customers property & only able to put camera in main & face u/s to see a partial blockage right there. Recommend flush of WW main all through property from MH above to past buried WW MH.
										2/3/2023 10:51:29 AM	Reopened job as per █	Reopened job as per █ - needing to return back to site to flush the lines<!-- RICH TEXT -->
										2/3/2023 1:11:31 PM	Flush & cctv WW main.	Back onsite to carry out work suggested. Flushed WW main from MH above customers property #59 Normandale Road to past buried d/s MH. Put camera in main & identified at joins in the main 3m, 10m & 14m misalignment of the council main where small sections of pvc have been inserted as well as tree roots & debris.

council_name	water_type	request_id	request_type	comm_description	Day of created	status	Day of closed	address	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	3
HCC	Wastewater	HCC414657	Pipe blockages	WW-P1 Blocked Sewer	24 Jun 2018	Completed	25 Jun 2018	59 normandale road, belmont, lower hutt	P2	CityCare	City Care	Caller advises that there is raw sewerage (toilet paper and faeces) pouring out of a sewer mains line that runs across her property.	Councils				1