

Thursday 2 March 2023

**OIA IRO-360**

Name: [REDACTED]  
Email: [REDACTED]@parkerandassociates.co.nz

Kia ora [REDACTED]

**Official information request regarding maintenance of a toby at 155 Onslow Road, Khandallah.**

Thank you for your official information request dated Thursday 2 February 2023.

The Local Government Official Information and Meetings Act 1987 requires that we advise you of our decision on your request no later than 20 working days after the day we received it. Unfortunately, we cannot meet the timeframe and must therefore extend the time to make our decision to Friday 10 March 2023.

This extension is necessary because consultations to decide on your request are such that a proper response cannot reasonably be made within the original time limit.

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]  
**Governance Coordinator**

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[www.wellingtonwater.co.nz](http://www.wellingtonwater.co.nz)

**Our water, our future.**

Friday 10 March 2023

OIA IRO-360

Name: [REDACTED]

Email [REDACTED]@parkerandassociates.co.nz

Kia ora [REDACTED]

**Official information request regarding maintenance of a toby at 155 Onslow Road, Khandallah.**

Thank you for your official information request dated Tuesday 2 February 2023.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 and determined that we are able to grant your request in full.

We have provided you with the Job Sheets, which are enclosed in our email to you. There are a number of cancelled requests for 155 Onslow Road. There was no leak found at the toby, so no work was required.

Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of the information provided 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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Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Resolution Date	Entry Date	Summary	Detail
153 Onslow Road, Khandallah, Wellington, 6035	WCCSR-379509	Leaking Pipes 153 Onslow Road, Khandallah (ROVER)	Trickle - Caller advised there is a leak pooling on the footpath opposite this address by a chorus box. Potentially coming out of the bank somewhere. Please attend.	Potable Water	3	APPR	5/11/2022 5:25:21 PM		5/11/2022 5:25:33 PM	Note from Council	Address: 153 ONSLOW ROAD, Khandallah Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.24881646605744,174.80259479885694">https://www.google.com/maps/search/?api=1&amp;query=-41.24881646605744,174.80259479885694</a>
									5/12/2022 3:40:00 PM	assigned to crew to rover	assigned to crew to rover as no water line on that side of road
									5/23/2022 1:50:55 PM	Photo from duplicate	Photo from duplicat
									6/27/2022 10:11:36 AM	Photo attached from duplicate.	Photo attached from duplicate.
									7/4/2022 4:18:50 PM	photos from duplicate	photos from duplicate

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
153 Onslow Road, Khandallah, Wellington, 6035	WCCSR-379509	WCC_PWP016781	Leaking Pipes 153 Onslow Road, Khandallah (ROVER)	Trickle - Caller advised there is a leak pooling on the footpath opposite this address by a chorus box. Potentially coming out of the bank somewhere. Please attend.	Potable	3	CLOSE	5/11/2022 5:25:21 PM	8/25/2022 1:22:38 PM	5/11/2022 5:25:33 PM	Note from Council	Address: 153 ONSLOW ROAD, Khandallah Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.24881646605744,174.80259479885694">https://www.google.com/maps/search/?api=1&amp;query=-41.24881646605744,174.80259479885694</a>
										5/12/2022 3:40:00 PM	assigned to crew to rover	assigned to crew to rover as no water line on that side of road <!-- RICH TEXT -->
										5/23/2022 1:50:55 PM	Photo from duplicate	Photo from duplicate<!-- RICH TEXT -->
										6/27/2022 10:11:36 AM	Photo attached from duplicate.	Photo attached from duplicate. <!-- RICH TEXT -->
										7/4/2022 4:18:50 PM	photos from duplicate	photos from duplicate <!-- RICH TEXT -->
										8/25/2022 12:19:45 PM	Ground water	Ground water following the chorus trench. Checked area, no assets, followed up the road to assets, checked, no noise on tobys. Closing off
										8/28/2022 1:38:20 PM	Note from Council	Closed by WCC

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
155 Onslow Road, Khandallah, Wellington, 6035	WCCSR-407114	No Asset Selected	Leaking Pipes 155 Onslow Road, Khandallah	Steady flow - Water leak on the footpath across the road from approximately 155 Onslow Road. Leakage coming from vertical earth bank aside footpath. On going for at least the past 4 weeks. Finally remembered to report this.	Potable	2	CLOSE.CAN	6/27/2022 7:51:22 PM	6/28/2022 2:37:43 PM	6/27/2022 7:51:35 PM	Note from Council	Address: 155 ONSLOW ROAD, Khandallah Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.24895472603335,174.80248041208952">https://www.google.com/maps/search/?api=1&amp;query=-41.24895472603335,174.80248041208952</a>
										6/28/2022 2:37:35 PM	Duplicate relating to WCCSR-379509	Duplicate relating to WCCSR-379509<!-- RICH TEXT -->
										6/28/2022 2:39:37 PM	Note from Council	Re-assigned by WCC
	WCCSR-432027	No Asset Selected	Leaking Pipes 155 Onslow Road, Khandallah	Trickle - Small slow leak.	Potable	3	CLOSE.CAN	8/7/2022 2:06:25 PM	8/8/2022 2:56:18 PM	8/7/2022 2:06:40 PM	Note from Council	Address: 155 ONSLOW ROAD, Khandallah Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.24895472603335,174.80248041208952">https://www.google.com/maps/search/?api=1&amp;query=-41.24895472603335,174.80248041208952</a>
										8/8/2022 2:56:15 PM	Duplicate relating to WCCSR-379509	Duplicate relating to WCCSR-379509<!-- RICH TEXT -->
										8/8/2022 2:58:36 PM	Note from Council	Re-assigned by WCC
	WCCSR-436332	No Asset Selected	Leaking Pipes 155 ONSLOW ROAD, Khandallah	Steady flow - Toby leaking between 155 and 157.	Potable	2	CLOSE.CAN	8/14/2022 1:18:21 PM	8/16/2022 9:52:12 AM	8/14/2022 1:18:34 PM	Note from Council	Address: 155 ONSLOW ROAD, Khandallah Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.24895472603335,174.80248041208952">https://www.google.com/maps/search/?api=1&amp;query=-41.24895472603335,174.80248041208952</a>
										8/16/2022 9:48:22 AM	duplicate of WCCSR-379509 cancelling	duplicate of WCCSR-379509 cancelling<!-- RICH TEXT -->
	WCCSR-438125	No Asset Selected	Leaky Connection 155 Onslow Road, Khandallah	Type: water WCC branded Toby is leaking water down onto our property. Address: 155 Onslow Road, Khandallah, Wellington, 6035, NZL Latitude: -41.24887529795485, Longitude: 174.80233490467074  [REDACTED] Phone: [REDACTED]	Potable	3	CLOSE.CAN	8/16/2022 9:46:21 PM	8/18/2022 12:32:51 PM	8/16/2022 9:46:37 PM	Note from Council	Address: 155 ONSLOW ROAD, Khandallah Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.24895472603335,174.80248041208952">https://www.google.com/maps/search/?api=1&amp;query=-41.24895472603335,174.80248041208952</a>
												Kia ora [REDACTED] Thank you for your email. We have raised a service request with the Water and Drainage Team as they are best suited to respond. Ng? mihi, [REDACTED] 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: water WCC branded Toby is leaking water down onto our property. Address: 155 Onslow Road, Khandallah, Wellington, 6035, NZL Latitude: -41.24887529795485, Longitude: 174.80233490467074 [REDACTED] [REDACTED] Phone: [REDACTED]



										8/18/2022 12:34:32 PM	Note from Council	Re-assigned by WCC
	WCCSR-580651	No Asset Selected	Public Info Request 155 ONSLOW ROAD, Khandallah	Caller is wanting all maintenance or anything relevant to the toby for this property please.	Potable	4	RCVD	2/2/2023 5:02:23 PM		2/2/2023 5:02:40 PM	Note from Council	Address: 155 ONSLOW ROAD, Khandallah Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.24895472603335,174.80248041208952">https://www.google.com/maps/search/?api=1&amp;query=-41.24895472603335,174.80248041208952</a>
												<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council.</p> <p>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 <a href="mailto:customer@wellingtonwater.co.nz">customer@wellingtonwater.co.nz</a></p> <p>Ng? mihi</p> <p>Customer Services Wellington City Council</p>
										2/3/2023 10:05:58 AM	Assigned to info request	Assigned to info request<!-- RICH TEXT -->

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