

Friday 12 May 2023

OIA IRO-404

Name: [REDACTED]

Email: [REDACTED]@xtra.co.nz

Kia ora [REDACTED]

Official information request regarding storm water, runoff and flooding at 56, 62 and 64 Gear Terrace.

Thank you for your official information request dated Friday 21 April 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 full.

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

Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of the information within the service requests sheets provided has been redacted as it 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 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
62 Gear Terrace, Ranui, Porirua, Wellington, 5024	CSW0265/21	No Asset Selected	Blockage 64 Gear Terrace, Ranui, Porirua, Wellington, 5024	Private Land I recently called PCC with concerns relating to excessive water flowing onto my property at 64 Gear Terrace Ranui during heavy rainfall. I was advised to send my concerns via email so that a job could be logged to check the pipes/drainage from the street to my property. I noted last year and this year that during heavy rainfall there appears to be an issue with excessive water flowing from one point only onto my property and causing flooding. We have lived at this property for nearly 60 years now and never had this problem before. The water flows down onto my property from the property above, 62 Gear Terrace and exits at a specific point under my fence causing flooding. During the recent heavy rain I tried to determine where it was coming from but could only see a point at which it started and went in a direct flow via my neighbours property onto mine. I have attached a video of the point at which the water is flowing under the fence onto my property.	Stormwater	2	CLOSE	7/29/2021 4:27:17 PM	9/14/2021 11:00:06 AM	7/29/2021 4:40:41 PM	The customer will be sending a video.	<div>The customer will be sending a video. Have downgraded this to a p2.</div><div>The customer also advised its not happening. </div><div> works from home, please call when on site to show where it is happening </div><!-- RICH TEXT -->
	PCCSR.1380	PCC_SWP002840	Leaking Pipes 56-62 Gear Terrace, Ranui, Porirua City 5024 62-62 Gear Terrace, Ranui, Porirua City	Relating to SR.1086. Was closed off but wasnt resolved, the person that came to the property said that it wasnt his job, he only dealt with drinking water, however did see WW arrive at 60 Gear Terrace and apparently found something and did something however the flow on her property has now gotten worse. Stormwater asset is running across her driveway and is causing issues. She is wanting WW to put a camera down the pipe to investigate the root cause of the issue. Customer has invested in sandbags to stop the water flow coming onto her front property and pushes everything in its path down. Could someone please investigate and contact customer without having to close the tickets off with no reason's of actions that were taken. [REDACTED]	Stormwater	3	CLOSE	7/13/2022 1:03:47 PM	7/20/2022 2:08:47 PM	7/13/2022 1:15:26 PM	downgraded to a P3	downgraded to a P3 <!-- RICH TEXT -->
										7/13/2022 1:15:48 PM	Assigned and emailed [REDACTED]	Assigned and emailed [REDACTED] <!-- RICH TEXT -->
										7/20/2022 2:07:43 PM	Try to contact customer	Try to contact customer no luck couldn't leave VM
	PCCSR.10802	PCC_SWP002840	Overflow 56-62 Gear Terrace Ranui, Porirua City 5024	Blockage or flooding; It appears that there maybe a break in the storm water pipe at the back of this property that then runs down into 64 Gear Tec. Could you please assess.	Stormwater	4	CLOSE	12/13/2022 2:40:35 PM	1/12/2023 11:00:36 AM	12/13/2022 2:52:21 PM	tried calling customer no answer phone hung up	tried calling customer no answer phone hung up <!-- RICH TEXT -->
										12/13/2022 2:54:27 PM	phoned crew and assigned.	phoned crew and assigned.<!-- RICH TEXT -->
										12/13/2022 3:25:34 PM	Photos Attached from old job as per [REDACTED]	Photos Attached from old job as per [REDACTED] <!-- RICH TEXT -->

										12/13/2022 4:01:39 PM	Further works to be completed	
										12/13/2022 4:02:14 PM	Downgraded to a P4 as per [REDACTED]	Downgraded to a P4 as per [REDACTED] <!-- RICH TEXT -->
										12/21/2022 1:49:59 PM	Gear Terrace SW line	The SW line requires cctv and flushing.
										12/21/2022 1:52:37 PM	Further works to be completed	
										1/12/2023 10:56:36 AM	Contacted property manager ([REDACTED])	Contacted [REDACTED] the property manager of 56-62 gear terrace to let her know of what works have been done and the results by leaving vm.
	PCCSR.19316	PCC_SWP002840	Overflow 56-62 Gear Terrace Ranui, Porirua City 5024	Blockage or flooding; Water running down the bank to the back property (64) is there an issue with storm water drain running from the back of 56-62 Gear.	Stormwater	1	JOBCO MP	4/19/2023 4:12:06 PM	4/19/2023 4:55:59 PM	4/19/2023 4:17:43 PM	Attempted to contact the customer	Attempted to contact the customer, there was no answer, unable to leave a message <!-- RICH TEXT -->
										4/19/2023 4:18:03 PM	Assigned	Assigned to [REDACTED] <!-- RICH TEXT -->
										4/19/2023 4:41:59 PM	No issue found	Have attended this job previously. No issues were found with SW and WW assets that is running behind property's. Had done CCTV and flushing previously and no issues were found.