



Wednesday 5 April 2023

OIA IRO-387

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED],

Official information request for report on Service Request 593304 – 80 Bell Street, Tawa.

Thank you for your official information request dated Monday 6 March 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 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 or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

Team Lead, Communications and Engagement

For the latest news and updates, follow us on our social channels:

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington_water

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/Close d Date	Entry Date	Work Log Summary	Work Log Detail
80 Bell Street, Tawa, Wellington, 5028	WCCSR-593304	WCC_WWP032969	Blockage 80 BELL STREET, Tawa	- [REDACTED] called to advise the main sewer is blocked as it's bubbling into the house Contact [REDACTED] > [REDACTED] Please attend.	Wastewater	1	PRECLAIM	2/19/2023 10:46:22 AM	2/20/2023 2:25:53 PM	2/19/2023 10:46:33 AM	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
										2/19/2023 10:46:33 AM	Note from Council	Address: 80 BELL STREET, Tawa Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.1506599178077,174.83755836395036
										2/19/2023 10:51:33 AM	Note from Council	Called through and acknowledged by [REDACTED]
										2/19/2023 11:58:34 AM	Note from Council	Customer called and said he is sweeping it out of the house
										2/20/2023 8:46:19 AM	Assigned to [REDACTED]	Attended afterhours by [REDACTED]. <!-- RICH TEXT -->
										2/20/2023 2:09:21 PM	Note from Council	Customer phoned to discuss potential reimbursement for damages, called through to WWL to talk about work order from their end. Gave customer the WWL customer email address.
										2/20/2023 2:21:11 PM	Regarding job	Help clean up inside garage using water blaster. Advised damages inside house will be through an insurance claim.
										2/20/2023 2:25:11 PM	council phoned advised crew attended and completed notes to b done by crew.	council phoned advised crew attended and completed notes to b done by crew. <!-- RICH TEXT -->
										2/20/2023 2:37:49 PM	Customer called in	Customer called in - asked to speak with someone about insurance claim for the damage inside his house, informed to send email to customer email and they will get it to the appropriate people that can contact him about it<!-- RICH TEXT -->
										2/23/2023 2:42:37 PM	Note from Council	Closed by WCC

[REDACTED]

From: Official Information
Sent: Thursday, April 6, 2023 2:49 PM
To: [REDACTED]
Cc: Official Information
Subject: Follow up to OIA IRO-387

Kia ora [REDACTED],

Official information request for report on Service Request 593304 – 80 Bell Street, Tawa.

Again, apologies that the information initially sent through did not adequately respond to your question.

I've had the team pull the below information off our system, which indicates that the failure was a blockage caused by rags/wipes and what we did to rectify that was flush the pipes and in addition, removed tree roots from inside the chamber.

Work Order:

 East:

 North:

Work Order Specs Filter > 0 - 0 of 0

Description	Value	Unit of Measure
There are no rows to display.		

[New Row](#)

Task Specs Filter > 1 - 5 of 5

Sequence	Task	Summary	Classification	Updated?	Performed?
▶ 10	1,310	Prestart Checklist	007.WOTP.PRESTART	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▶ 11	1,311	Traffic Management	007.WOTP.TRAFFIC	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▶ 19	1,319	Turning Service Off	007.WOTP.SERVOFF	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▼ 20	1,320	Job Information	007.WOTD.CSRDRAIN	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▶ 30	1,330	Closeout / Reinstatement Performed	007.WOTP.JOBREINST	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Task:

 Updated?

 Performed?

[Attachments](#)

Specifications Filter > 1 - 12 of 12

Description	Value	Unit of Measure
▶ Wide view photo(s) of Site/Damage/Issue	12031012	
▶ Closeup photo(s) of Damaged Asset/Issue	12031004	
▶ Asset	804055	
▶ Asset Location	007-WGTM-WW-RETC-COLL-PIPE	
▶ Failure Classification	F03 - Pipes	
▶ Failure Report	P01 Blockage/C01 Rags-Wipes - fabrics (clothes-underwear etc) - baby wipes/R04 Flushing	
▶ Failure/General Job Comments	Assess situation. Checked nearby assets. Flushed and cleared blockage. Removed tree roots inside chamber.	
▶ Photo(s) of Completed Repair Works	12031008, 12031008	
▶ Overflow Occurred?	Y	
▶ Standard Overflow Form	arogis-survey123://?itemID=82737e7af6774456801c8475a87d7674&field:work_order=[PARENT]	
▶ Job should be Capital Expenditure?	N	
▶ Capital Expenditure Reason		

Ngā mihi nui

[REDACTED] (he/him)
 Governance Coordinator - Business Services

