



Wednesday 5 April 2023

**OIA IRO-393**

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

**Official information request for information on SR-333158**

Thank you for your official information request dated Monday 13 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 the 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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[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
43 Stanley Street, Berhampore, Wellington, 6023	WCCSR-600287	WCC_SWP022551	Fault 43 Stanley Street, Berhampore	Leak from Asset ID WCC_WW033824 ww pipe and manhole onto callers property at 7 Jeypore St [REDACTED]	Stormwater	3	INPRG.HD.P AUSE	2/28/2023 1:47:25 PM		2/28/2023 1:47:33 PM	Note from Council	Address: 43 STANLEY STREET, Berhampore Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.321535631888366,174.77278205251213">https://www.google.com/maps/search/?api=1&amp;query=-41.321535631888366,174.77278205251213</a>
										2/28/2023 1:56:01 PM	Tried calling customer - no answer	Tried calling customer - no answer and unable to leave VM<!-- RICH TEXT -->
										2/28/2023 1:57:13 PM	Assigned to [REDACTED]	Assigned to [REDACTED] <!-- RICH TEXT -->
										2/28/2023 4:12:53 PM	Pass to cctv	Customer from 43 Stanley showed us the damaged bank next door at 41 Stanley where both the stormwater and sewer assets were, We opened both under the rear deck of 41 and ran dye through the sewer main and the dye had come through both the sewer and stormwater main, We checked the leak at 7 jaypour st and found no dye coming through the leak, We found a breakage in the stormwater and sewer main and cavity, Can we please pass this to CCTV to camera the stormwater and sewer mains to see the condition and why the dye had come through the both sewer and stormwater mains.
										2/28/2023 4:21:46 PM	Pass to cctv	
										2/28/2023 4:24:49 PM	Assigned and emailed [REDACTED] as per [REDACTED]	Assigned and emailed [REDACTED] as per [REDACTED] <!-- RICH TEXT -->
										3/1/2023 10:18:10 AM	Customer called in for update.	Advised them of previous notes and to email us for an oia.<!-- RICH TEXT -->
										3/1/2023 2:29:02 PM	CCTV	Filmed Stormwater main and Wastewater main from manhole under deck
										3/1/2023 2:30:29 PM	Team lead to review footage	
										3/2/2023 10:21:04 AM	CCTV	Filmed Wastewater and Stormwater mains
										3/2/2023 10:21:55 AM	Team lead to review footage	
										3/9/2023 11:03:19 AM	CCTV Notes	09/03/23 CCTV SS and SW drains as per attached plans.TV; 3199:16 & 17. Found break in SS lateral at junction below WW033824. Drain also has roots.<!-- RICH TEXT -->
										3/13/2023 11:59:55 AM	Customer called in.	<div>Customer called in for update. Advised them of previous notes. Wanted to know about broken lateral. Advised would follow up. Emailed TA [REDACTED] to follow up.</div><!-- RICH TEXT -->

										3/24/2023 9:53:19 AM	Customer called in	Customer █████ called in to get a report on this job and to speak with someone about it. He advised that he has called in multiple times wanting to get a report. Advised customer that I would pass this through to the assigned TA and the right team to follow up with the report. <!-- RICH TEXT -->
										3/24/2023 10:14:50 AM	Customer contact details	<p>█████ - █████</p><p><a href="mailto:█████@gmail.com">█████@gmail.com</a></p><!-- RICH TEXT -->