

05 September 2022

**OIA IRO-287**

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

I write regarding your official information request dated Thursday, 18 August 2022 for assessments and findings to the drains/pipes on the shared driveway at 326 Oriental Parade, Oriental Bay.

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

**The information you have requested/including our response to your complaint is enclosed in our email response to you.**

Pursuant to section 7(2)(a) of the Local government Official information and Meetings Act 1987 some information has been redacted as it contains 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]  
**Manager Customer Experience, Customer Operations Group  
Wellington Water Ltd**

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

 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington\_water

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

**Our water, our future.**

05 September 2022

Body Corporate  
326-328 Oriental Parade  
Oriental Bay  
Wellington 6011

Kia ora [REDACTED]

We understand you have concerns with water entering 326-328 Oriental Parade, Oriental Bay.

We attended the site on 10th, 11th and 12th August 2022 and inspected council infrastructure and found no issues with our assets. However, we found issues with private drainage systems at neighboring properties.

We have identified a stormwater drainage issue on the shared driveway to 330 – 336 Oriental Parade and a wastewater leak at 332 Oriental Parade.

When private infrastructure issue/s are identified, we send a formal notice to fix to the homeowner about the remedial works required, and when we expect the work to be completed. These letters were sent on 24 August 2022, and we will follow up with those property owner/s if the issue is not resolved in 2 weeks' time.

You requested to be Bcc'd into formal letters sent to the landowner/s who have private infrastructure issues which have affected your property. Due to the Privacy Act 2020, we will be unable to provide a copy of the letter/s as they contain personal information.

If you have further questions, please send them to [customer@wellingtonwater.co.nz](mailto:customer@wellingtonwater.co.nz)

Ngā mihi

[REDACTED]  
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No.	Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Resolution Date	Entry Date
	328 Oriental Parade, Oriental Bay, Wellington, 6011	WCC2924334	Blockage 328 Oriental Pde Mt Victoria Wgtn	CAR R749665 APPROVED 15/03/21 - See attached Caller advised there is a terrible sewage smell coming from behind their property She has checked and found there is lots of water flowing from the direction of the neighbours house, very smelly and lots of sludge on their property as a result Please attend to investigate and contact caller to advise on findings	Wastewater	1	CLOSE	8/28/2020 11:27:51 AM	8/28/2020 12:00:00 AM	8/28/2020 11:29:23 AM
										8/28/2020 11:46:01 AM
										8/28/2020 11:47:33 AM
		WCCSR-171733	Leaking Pipes 328 ORIENTAL PARADE, Oriental Bay	Steady flow - Customer advised that there is water coming up out of the sump opposite this address. Please investigate. If you need any more info, the customer is happy to be contacted. His name is [REDACTED]. (Apologies for the simplistic info - the phone line was very choppy)	Stormwater	2	CLOSE.CAN	5/27/2021 2:06:35 PM	5/27/2021 12:00:00 AM	5/27/2021 2:07:20 PM
										5/27/2021 2:22:21 PM
										5/27/2021 3:47:20 PM
										5/27/2021 3:51:19 PM
		WCCSR-339761	PRIVATE LEAK 328 Oriental Parade, Oriental Bay	Gushing - Water coming from neighbours driveway and going into callers garage. little driveway next to 328	Potable Water	4	CLOSE	3/3/2022 4:15:21 PM	3/4/2022 12:00:00 AM	3/3/2022 4:15:35 PM
										3/3/2022 4:17:33 PM
										3/3/2022 4:24:09 PM
										3/3/2022 6:24:18 PM
										3/4/2022 8:54:35 AM
										3/4/2022 2:35:58 PM
										3/4/2022 2:35:59 PM
										3/4/2022 3:19:14 PM
										3/28/2022 8:28:17 AM
										3/28/2022 9:11:36 AM
		WCCSR-339761-1	328 Oriental Parade, Oriental Bay	Plas dy tst privat wastwa tralrals and confirm sourc of spag at 328 Oriental Bay Parad. Sampl rsults hav high facals. Dy tst 330 and 332 Oriental Parad plas	Wastewater	4	INPRG.HD.P AUSE	3/22/2022 10:34:51 AM	4/5/2022 12:00:00 AM	3/22/2022 11:02:43 PM
										3/22/2022 11:02:43 PM
										3/23/2022 2:58:05 PM
										3/23/2022 3:03:20 PM
										3/28/2022 9:10:42 AM
										4/4/2022 11:01:22 AM
										4/5/2022 7:46:24 AM
										4/5/2022 2:36:50 PM
										4/8/2022 10:36:26 AM
										8/5/2022 2:45:22 PM
		WCCSR-431310	Leaking Pipes 328 Oriental Parade, Oriental Bay	Steady flow -- caller reported the same leak from previous job under #SR-339761 - wherein the leak is much worse than before and is going to their garage that could potentially damage the building foundation - caller would like to be contacted directly > [REDACTED] Please attend.	Stormwater	2	CANCEL.CANCEL	8/5/2022 1:23:21 PM	8/8/2022 12:00:00 AM	8/5/2022 1:23:33 PM
										8/8/2022 10:14:55 AM



										8/8/2022 10:18:36 AM
		WCCSR-433671	Leaking Pipes 326/328 ORIENTAL PARADE, Oriental Bay	Gushing - Burst water main, flooding into callers garage Please call [REDACTED] + [REDACTED]	Potable Water	1	JOBCOMP	8/9/2022 5:05:21 PM		8/9/2022 5:05:34 PM
										8/9/2022 5:07:34 PM
										8/10/2022 12:33:06 PM
										8/10/2022 3:19:39 PM
										8/12/2022 10:17:44 AM
		WCCSR-435300	Flooding 326-328 Oriental Parade, Te Aro-Oriental Bay	Inside my home - On going issue with water: SR-4671  - Flooding is now entering the facility - Ankle deep water - Wellington Water has attended previously 9/08 + [REDACTED]	Stormwater	1	CANCEL.CA NCEL	8/12/2022 10:15:21 AM	8/12/2022 12:00:00 AM	8/12/2022 10:15:32 AM
										8/12/2022 10:17:42 AM
										8/12/2022 10:22:01 AM
										8/12/2022 10:26:33 AM
328 Oriental Parade, Wellington, 6011, Wellington		WCCSR-433671-1	Leaking Pipes - 326/328 Oriental Parade	Leaking stormwater pipes. Assigned to [REDACTED]. Water crew has been on site. [REDACTED] P1 notes Inside my home - On going issue with water: SR-433671 - Flooding is now entering the facility - Ankle deep water - Wellington Water has attended previously 9/08	Stormwater	4	RESOLVED	8/10/2022 9:52:58 AM		8/10/2022 9:58:47 AM
										8/11/2022 9:55:10 AM
										8/12/2022 10:22:35 AM
338 Oriental Parade, Oriental Bay, Wellington, 6011		WCCSR-169033	LEAK DETECTION; 338 ORIENTAL PARADE, Oriental Bay	Gushing - Water is leaking at 10L a minute. Coming from neighbours driveway spilling onto the street. [REDACTED] : [REDACTED]	Potable Water	1	JOBCOMP	5/23/2021 8:07:21 PM		5/23/2021 8:08:25 PM
										5/23/2021 11:08:29 PM
										5/23/2021 11:08:29 PM
										5/25/2021 10:10:16 AM
										5/25/2021 10:12:54 AM
										5/25/2021 10:13:03 AM
										5/25/2021 3:40:07 PM
										5/25/2021 3:40:08 PM
										5/25/2021 3:54:29 PM
										5/25/2021 4:06:32 PM
										5/26/2021 3:09:50 PM
										5/27/2021 8:42:31 AM
										5/31/2021 9:41:07 AM



No.	Summary	Detail
	Note from Council	
		Advised the customer we will be getting someone out shortl
		Advised its going into propert
	Note from Council	Address: 328 ORIENTAL PARADE, Oriental Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28926812903595,174.79779934856168">https://www.google.com/maps/search/?api=1&amp;query=-41.28926812903595,174.79779934856168</a>
	Note from Council	Hi [REDACTED], I think this is the one up that shared driveway we were just discussing. [REDACTED] Principal Advisor     Wellington City Council M [REDACTED] E [REDACTED] [REDACTED]@wcc.govt.nz
	Caused by WCCSR-169033	Job cancelled related to job ref WCCSR-1690
	Note from Council	Re-assigned by WCC
	Note from Council	Address: 328 ORIENTAL PARADE, Oriental Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28926812903595,174.79779934856168">https://www.google.com/maps/search/?api=1&amp;query=-41.28926812903595,174.79779934856168</a>
	Note from Council	called through to Wellington Water
	assigned to [REDACTED]	assigned to [REDACTED] customer advised water has stopped for now but has pushed mud through garage
	Status Change to PAUSE	Called customer waited for her to meet onsite / customer advised there are 3 units to #328 and there is a constant water leak threw the back foundation wall and leaking into the underneath garage/ There is a construction contractor who is digging at the rear of the property. [REDACTED] called the site foreman he advised the leak has been leaking for 1year/ I have located a leak but the site is locked up to take a sample and the site foreman advised it can wait till Monday/ [REDACTED] has looked for the keys Garage as she is concerned about the leak/ she asked if I could call her and meet her tomorrow and enter the construction site and try to locate the leak/ site to be revisited.
	Note from Council	We have been here before with leaks down this driveway (which is private) it will be important to identify the Point of Supply for this leak as it may well be at the base of the driveway and not the top. [REDACTED] Principal Advisor     Wellington City Council M [REDACTED] E [REDACTED] [REDACTED]@wcc.govt.nz
	[REDACTED]	Finished working in Vencor street seatoun called customer to arrange time to meet onsite/Meet [REDACTED] and builder who unlocked site at rear of property/ builder advised they are doing some excavation work and have located a running water leak from retaining crib wall/I noticed there is a constant running pipe inside a storm water drain just above the property drain is in the driveway/ I have collected a seepage sample from the retaining wall and a outside tap sample, Sunny dry day today/ Samples have been dropped to ELS 2pm today/ Possible Private leak-assign to [REDACTED].
	Status Change to PAUSE	Emailed Hub
	Assigned and emailed to [REDACTED]	Assignnd and maild to [REDACTED]
	Drainage team are looking after this issue under different #	
	Note from Council	Re-assigned by WCC
	Seepage investigation	Arrived on site with [REDACTED] and started our investigation and found the seepage at the back property of Oriental parade 328,we have carried out a dye test from 330 and 332 ran water and dye into the gully 20 minutes each but the seepage at 328 had no dye or increase and decrease of flow. We opened the two manholes at the bottom of the drive way and there seems to be no flow in the waste water main and a tiny bit of trickle in the sw main. We would like to pass it over to CCTV as we suspect there could be a possible breakage in the mains.
	Status Change to PAUSE	Needs further investigation
	Reassigned to [REDACTED]	Reassigned to [REDACTED] as per [REDACTED]
	Status Change to PAUSE	Passing over to cctv
	Customer contact details updated	Customer contact details added in due to them advising they received status for WCCSR-339761 but not this one
	Status Change to PAUSE	Team lead to review footage
	Status Change to PAUSE	Team lead to review footage
	Ww leakage investigation	Arrived on site, Started investigation, Dye tested from 334 oriental parade, Ran the water in the gully and left it running for 20mins, Dye had come through and the flow had increased, Please pass on to the TAs.
	CCTV Notes	08/04/22 CCTV drain sections WW004441 to WW016247 and SW012888 to SW017230TV;3178:49 & 50Had seepage issues previously and both SW and SS drains have been relinedTheir is cracks and displaced joints but below seepage area
	Customer called in	[REDACTED] called in to get an update on this job, she is involved with the building. [REDACTED] would like an update. Email sent to [REDACTED].
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	Cancelled due to duplicate	Cancelled and related toWCCSR-339761-1 due to duplicate.
	Note from Council	Re-assigned by WCC
	Note from Council	Address: 326/328 ORIENTAL PARADE, Oriental Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28926811799838,174.79779937062312">https://www.google.com/maps/search/?api=1&amp;query=-41.28926811799838,174.79779937062312</a>

Note from Council	Called through to [REDACTED]
Drainage team to attend.	Arrived onsite, checked surrounding wcc assets in the fpth, met the caller [REDACTED] at the worksite he advised drainage issues in the past, logged new job to the drainage team to attend.
Note from Council	This is not been resolved water still gushing through.Please create another job through drainage please. kind resolved [REDACTED]. >
Note from Council	Sent from my iPhone >
Note from Council	Address: 326-328 ORIENTAL PARADE, Te Aro-Oriental Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.28926811799838,174.79779937062312">https://www.google.com/maps/search/?api=1&amp;query=-41.28926811799838,174.79779937062312</a>
Note from Council	Called through to Wellington Water
duplicate of WCCSR-433671-1	Canceled and related to WCCSR-43367-
Note from Council	Re-assigned by WCC
job created req by [REDACTED] n. assigned to [REDACTED]	job created req by [REDACTED]. aigned to [REDACTED]
Leaking pipe	Rover, arrived onsite taken photos of the leak Above the property found X2 blocked private stormwater sump could be the cause of the leak
P1 notes Inside my home	P1 notes Inside my home - On going issue with water: SR-433671 - Flooding is now entering the facility - Ankle deep water - Wellington Water has attended previously 9/08
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W3	Customer contacted lady who lives at property advised leak has showed up at back of her property 2 days ago and is leaking out threw the storm water pipes on street.There has been some council drainages & lids been upgraded recently up shared driveway on right side of her property can we please investigate.Sample test required.
Status Change to PAUSE	Water sample test Req.
Customer wanted update - lots of water leaking	Spoke to TL who will send crew out toda
P	
Contact [REDACTED] [REDACTED] for access	
W3	Located toby #330 strong leak sound and on outside tap near garage/ leak is leaking into #338- #328/escalating job for urgent leak detection to pin point leak in drive.
Status Change to PAUSE	Urgent leak detection.
Urgent Escalation for property damage	Customer at 338A Called to advise that the water is pooling around the foundations of her house and is causing damage to the property Have requested urgent Leak Detection and to be repaired tonight
Leak detection requested	Leak detection r
Markouts ordered for tomorrow	Emailed [REDACTED] for urent markouts for tomorrow early mornin
Leak detection notes	I have marked a leak in the middle of the driveway access to 330 Oriental Parade. It is about 5-6 meters below the garages to 330 and about 25 meters above the toby. See picture (not so good at night).  This looks like a private leak to me, unless there are some other circumstances I do not know about. Note: as per discussion with [REDACTED] regarding this, this is not a private leak, assets are missing from the map.
Note from Council	Closed by WCC



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