

Thursday 11 January 2024

OIA IRO-536

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request regarding 3 Gordon Street, Newtown water leaks.

Thank you for your official information request dated Tuesday 21 November 2023 which was transferred to us by Wellington City Council on Tuesday 28 November 2023.

The Local Government Official Information and Meetings Act 1987 (the Act) 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 Wednesday 31 January 2024.

This extension – which is being made in accordance with [Section 14\(1\)\(b\)](#) of the Act – is necessary because consultations necessary to make a decision 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 or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

[REDACTED]

Governance Coordinator

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www.wellingtonwater.co.nz

Our water, our future.

Wednesday 31 January 2024

OIA IRO-536

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request regarding 3 Gordon Street, Newtown water leaks.

Thank you for your official information request dated Tuesday 21 November 2023 which was transferred to us by Wellington City Council (WCC) on Tuesday 28 November 2023.

When in the process of packaging your response for release, we identified that the first two points of your request were best answered by WCC as the information sits with them. In light of this we are transferring part of your request back to WCC, namely the below two points, in accordance with [Section 12\(b\)\(ii\)](#) of the Act. You can expect a response from WCC in due course.

1. The date when water leak(s) in the vicinity of 3 Gordon Street, Newtown were first reported to the council.
2. The number of subsequent reports to the council for the water leak(s) in the vicinity of 3 Gordon Street, Newtown.

We acknowledge that the timing of this decision is belated, and we sincerely apologise for any inconvenience this may cause.

For your remaining three points (see below), we have considered these in accordance with the Local Government Official Information and Meetings Act (the Act) and determined that we can grant some of the information requested.

3. The date for when the water leak(s) at 3 Gordon Street, Newtown are scheduled for repair.
4. The volume of water estimated to be leaking per day at 3 Gordon Street Newtown from these leaks.
5. The inspection reports from WCC contractors attending the leaks at 3 Gordon Street, Newtown.

Included in our email to you is the [‘Service Request Data – OIA IRO-536 Job Sheet’](#), which answers your fifth point.

The specific leak at 3 Gordon Street (Job WCCSR-660358) was repaired. However, further reports of a leak outside 3 Gordon Street will be looked at with a leak reported outside 1 Gordon Street (Job WCCSR-795395). This is currently marked Priority 3 and is yet to be

repaired. At present we cannot provide a repair date so decline this part of your request in accordance with [Section 17\(e\)](#) of the Act.

We are unable to provide information for your fourth point also, as this information is not held, therefore we decline this part of your request in accordance with [Section 17\(e\)](#) of the Act.

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,



Group Manager, Customer Operations Group

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Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington City Councils, South Wairarapa District Council and Greater Wellington Regional Council. We manage their drinking water, wastewater and stormwater services.

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
3 Gordon Street, Newtown, Wellington, 6021	WCCSR-274488	WCC_PW026806	Leaky Connection 3 Gordon Street, Newtown, Wellington, 6021	<div>The plumber says that they can't isolate the water because the toby wont shut off, broken handle. Please assess.</div><div> </div><div>23/11/21 Plans ordered 1939379</div><div>04/12/21 ■ - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div>Caution: There is Core Network in the area provided on the plan(s).</div><div> </div><!-- RICH TEXT -->	Potable	3	CLOSE	11/17/2021 2:16:25 PM	12/13/2021 9:45:28 AM	11/17/2021 2:16:37 PM	Note from Council	Address: 3 Gordon Street, Newtown, Wellington, 6021 Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.315965694988144,174.78001598956996
										11/23/2021 10:16:10 AM	Plans ordered	Plans ordered<!-- RICH TEXT -->
										12/4/2021 4:01:18 PM	Plans attached	<div>04/12/21 ■ - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div>Caution: There is Core Network in the area provided on the plan(s).</div><div> </div><!-- RICH TEXT -->
										12/16/2021 10:43:39 AM	Note from Council	Closed by WCC
	WCCSR-490895	No Asset Selected	Poor Water Quality 3 GORDON STREET, Newtown	Caller advised they have been experiencing bad water quality for about a week, advised a few members of the household had felt sick and were wondering if it might be due to water quality. Please attend.	Potable	2	CLOSE. DUP	11/14/2022 3:10:37 PM	11/15/2022 9:09:15 AM	11/14/2022 3:10:47 PM	Note from Council	Address: 3 GORDON STREET, Newtown Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.315965680537914,174.78001600138262
										11/15/2022 9:31:02 AM	Note from Council	Re-assigned by WCC
	WCCSR-660358	WCC_PWP046848	Fault 3 Gordon Street, Newtown, Wellington 6021, New Zealand	<div>Leaking water Toby on street</div><div> </div><div>3/5 KS Plans ordered 2202394</div><div>04.05 MF Attached all plans </div><div>'Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div><div><span style="font-size:9.0pt;font-family:"Calibri",sans-serif;mso-fareast-font-family:Calibri;mso-fareast-theme-font:minor-latin;color:red;mso-ansi-language:EN-NZ;mso-fareast-language:EN-NZ;mso-bidi-language:AR-	Potable	3	CLOSE	5/1/2023 2:21:21 PM	7/27/2023 1:51:19 PM	5/3/2023 4:35:55 PM	3/5 ■ Plans ordered 2202394	3/5 ■ Plans ordered 2202394<!-- RICH TEXT -->

				SA">Caution: There is Core Network in the area provided on the plan(s). </div><!-- RICH TEXT -->								
										5/4/2023 4:35:10 PM	Attached all plans	
										6/7/2023 3:20:28 PM	Duplicate for █████-707108	Have related and copied photo over. Will cancel other job as it is newer.<!-- RICH TEXT -->
										7/30/2023 7:49:36 PM	Note from Council	Closed by WCC
	WCCSR-707108	No Asset Selected	Fault 3 Gordon Street, Newtown, Wellington 6021	The is a leaking toby WCC water tap at 3 Gordon Street, Newtown. The water is seeping down the Street.<!-- RICH TEXT -->	Potable	3	CLOSE. DUP	6/7/2023 2:07:21 PM	6/7/2023 3:20:06 PM	6/7/2023 3:17:05 PM	Duplicate for SR-660358	
										6/7/2023 3:17:53 PM	Info	Have related and copied files over<!-- RICH TEXT -->
										6/7/2023 3:22:32 PM	Note from Council	Re-assigned by WCC
										8/18/2023 2:45:32 PM	Note from Council	07/06/2023 Duplicate of SR-660358 as per WWL's Aug-15 report.
										8/18/2023 2:46:13 PM	Note from Council	Closed by WCC
	WCCSR-795395	No Asset Selected	Fault 3 GORDON STREET, Newtown	Says that there is a steady flow of water leaking from the footpath outside 3 Gordon Street. Please assess.	Potable	3	CLOSE. DUP	9/5/2023 7:26:21 AM	9/7/2023 4:41:19 PM	9/5/2023 7:26:33 AM	Note from Council	Address: 3 GORDON STREET, Newtown Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.31596568054588,174.78001600086762
										9/7/2023 4:41:13 PM	Duplicate of WCCSR-771465	Duplicate of WCCSR-771465 - confirmed this with customer.<!-- RICH TEXT -->
										9/7/2023 4:44:30 PM	Note from Council	Re-assigned by WCC