

Tuesday 14 March 2023

OIA IRO-364

Name: [REDACTED]

Email: [REDACTED]@larissahill.co.nz

Kia ora [REDACTED],

**Official information request regarding drainage issues logged in Final LIM, 1 Regal Gardens Melrose, Wellington.**

Thank you for your official information request dated Tuesday 14 February 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 Tuesday 28 March.

Pursuant to [Section 14\(1\)\(b\)](#) of the Act, this extension is necessary as consultations to decide on your request are such that a proper response cannot be made.

We are in the process of approving correspondence from 2013 onwards however, conversations will be required with Wellington City Council to determine if any information is held prior to 2013.

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]

Governance Coordinator

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

**Our water, our future.**

Friday 17 March 2023

**OIA IRO-364**

Name: [REDACTED]

Email: [REDACTED]@larissahill.co.nz

Kia ora [REDACTED],

**Official information request regarding drainage issues logged in Final LIM, 1 Regal Gardens Melrose, Wellington.**

Thank you for your official information request dated Tuesday 14 February 2023. On Tuesday 14 March 2023 we extended your request and following that notice, you clarified you only required information from 2013 onwards.

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.

Please see that information enclosed in our email to you. Pursuant to [Section 7\(2\(a\)\)](#) of the Act, personal information about private individuals has been redacted.

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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**Our water, our future.**



council_name	water_type	request_id	request_type	comm_description	Day of created	status	Day of closed	address	Priority	allocation	responsible_user	details	Data_Source	id_asset	asset_id	asset_description	
Grand Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	24
WCC	Stormwater	WCC2591109	System faults	SW-P1 Urgent Fault	22 Jul 2017	Completed	24 Oct 2017	Regal gardens, kilbirnie	P1	WWL	[REDACTED]	Refer to 2588372. Slip has come down again on to footpath	Councils				1
	Wastewater	WCC2165820	Public pipe blockages	WW-P1 Blocked Sewer	16 Jul 2013	Completed	16 Jul 2013	Just before 1 regal gardens kilbirnie	P1	CityCare	Capacity	shit on footpath toilet paper flowing down hill	Councils				1
		WCC2178787	Public pipe blockages	WW-P1 Blocked Sewer	31 Aug 2013	Completed	01 Sep 2013	O/s 6-8 regal gardenskilbirniewgtn	P1	CityCare	Capacity	sewage coming out of manhole, please attend	Councils				1
		WCC2222949	System faults	WW-P1 Urgent Fault	09 Feb 2014	Completed	09 Feb 2014	1 regal gardenskilbirniewgtn	P1	CityCare	Capacity	Capacity is trying to repair the underground pipe from the sewerage plant at moa point, to the tip/careys gully. The contractor is using a valve chamber to vent the sewer, and sewage on to the property, may need to advise clerk of works	Councils				1
		WCC2372624	Public pipe blockages	WW-P1 Blocked Sewer	30 Jul 2015	Completed	07 Aug 2015	7 regal gardens	P1	WWL	[REDACTED]	Sewerage is coming out of what caller described as the stormwater drain at 7 Regal Gardens, potentially contaminated? Sewerage all over the footpath near 7 and 9. Recurring problem, tree roots get into drains outside 5. Please look into ways of fixing also.	Councils				1
		WCC2384447	System faults	WW-P1 Urgent Fault	11 Sep 2015	Completed	11 Sep 2015	5 regal gardenskilbirniewgtn	P1	CityCare	Wellington Water	Very strong sewage odours, called to [REDACTED] who has advised to log a P1 to Citycare	Councils				1
		WCC2509828	Public pipe blockages	WW-P1 Blocked Sewer	03 Nov 2016	Completed	03 Nov 2016	2 regal gardenskilbirniewgtn	P1	CityCare	City Care - Waste Water	Caller reported bad smell coming from his drainage. Water is backing up on sewage pipe on callers property. He has recently have had new pipes installed. Please contact customer to arrange a time to look into this.	Councils				1
		WCC2509936	0	WW-Fault on Private Laterals	03 Nov 2016	Completed	02 Dec 2016	2 regal gardenskilbirniewgtn	P2	WWL	[REDACTED]	Relates to job number: 2509828. The caller had city care check the drains and they found that the drains were blocked on the road reserve. The caller believes the drains are blocked by tree roots from a council tree. Please contact to dicuss clearing the lateral.	Councils				1
		WCC2569769	System faults	WW-P2 Non-Urgent Fault	14 May 2017	Cancelled	08 Jun 2017	6 regal gardenskilbirniewgtn	P2	CityCare	City Care - Waste Water	22 or 24 Imperial Tce possible sewage trickle from near garage of 24 Imperial Tce running down gutter [REDACTED] has called about this and other issues multiple times needs to be fixed during the week not urgent for today	Councils				1
		WCC2570344	System faults	WW-P1 Urgent Fault	16 May 2017	Completed	23 May 2017	5 regal gardenskilbirniewgtn	P1	CityCare	City Care - Waste Water	22 or 24 Imperial Tce possible sewage trickle from near garage of 24 Imperial	Councils				1

												Tce running down gutter [REDACTED] has called about this and other issues multiple times					
		WCC2878728		Fault	04 Feb 2020	Completed	09 Feb 2020	Regal gardens regal gardens, melrose	P3	FH	FH	Workers didn't replace the manhole cover properly after working on the sewer pipe last week. It stinks of sewage! Please close it properly.	MagicBus		WCC_WWP 036299	Wwp036299	1
		WCCSR-522170		Instructed Works	10 Dec 2022	30 in progress		7 regal gardens, melrose, wellington, 6022	P3	007-WGTN-WW-RETC	[REDACTED]	PRIVATE LEAK 7 Regal Gardens, Melrose	Maximo				1
		WCCSR-522172		General Fault	10 Dec 2022	90 closed (close)	12 Dec 2022	7 regal gardens, melrose, wellington, 6022	P1	007-WGTN-WW-RETC	[REDACTED]	Fault 7 Regal Gardens, Melrose-Lyall Bay	Maximo				1
		WCCSR-524873	System faults	Leaking Pipes	14 Dec 2022	90 closed (close)	14 Dec 2022	7 regal gardens, melrose, wellington, 6022	P1	007-WGTN-WW-RETC	[REDACTED]	Leaking Pipes 7 Regal Gardens, Melrose-Lyall Bay	Maximo				1
		WCCSR-526563		Instructed Works	16 Dec 2022	90 closed (close)	22 Dec 2022	7 regal gardens, melrose, wellington, 6022	P3	007-WGTN-WW-RETC	[REDACTED]	PRIVATE 7 Regal Gardens, Melrose	Maximo				1
		WCCSR-532949	Public pipe blockages	Blockage - Significant	30 Dec 2022	50 pre-claim, for review (preclaim)	05 Jan 2023	7 regal gardens, melrose, wellington, 6022	P1	007-WGTN-WW-RETC	[REDACTED] Drain Doctor	Blockage 7 Regal Gardens, Melrose-Lyall Bay	Maximo				1
		WCCSR-532949-1		Instructed Works	30 Dec 2022	90 closed (close)	04 Jan 2023	7 regal gardens, melrose, wellington, 6022	P1	007-WGTN-WW-RETC-TRAN-PIPE		Blockage 7 Regal Gardens, Melrose-Lyall Bay	Maximo	1016843	WCC_WWP 006386	Wcc_wwp00638 6 pipe gravity 150mm ew	1

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
7 Regal Gardens, Melrose, Wellington, 6022	WCCSR-522170	No Asset Selected	PRIVATE LEAK 7 Regal Gardens, Melrose	Wastewater is coming out of the ground between the property boundaries of 7 and 5 Regal Gardens. There is grey matter in the water and it smells. Property owner of no. 7 is away at present. Five years ago there was an issue with tree rootst<!-- RICH TEXT -->	Wastewater	4	JOBCOMP	12/10/2022 6:30:22 PM	3/13/2023 10:47:35 AM	12/10/2022 6:36:53 PM	Note from Council	Address: 7 REGAL GARDENS, Melrose-Lyall Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.32206836449351,174.7925059840505">https://www.google.com/maps/search/?api=1&amp;query=-41.32206836449351,174.7925059840505</a>
										12/13/2022 5:34:52 PM	█ said it is not urgent for tonight	█ said it is not urgent for tonight <!-- RICH TEXT -->
										12/14/2022 11:54:57 AM	further P1 has come thru.	further P1 has come thru.,<!-- RICH TEXT -->
										12/14/2022 12:06:28 PM	phoned crew and assigned.	phoned crew and assigned.<!-- RICH TEXT -->
										12/14/2022 1:08:08 PM	Investigation	Arrived on site located issue found that our trunk main isn't blocked left a letter the customer of number 7 regal st to arrange a plumber and sort this issue out cheers we also ran a dye test from the latrael of number 7 regal st and dye came out clear job will be left on pause and passed over to our ta as a private matter thank you
										12/14/2022 1:10:31 PM	Please to █ as it is a private matter cheers	
										12/16/2022 4:28:18 PM	Emailed █ an update	Emailed █ to advise of continuous P1s being logged by neighbours for this job. Have been advised by neighbours as well that residents are away on holiday<!-- RICH TEXT -->
										12/20/2022 1:38:37 PM	reply from █	<p class="MsoNormal">As this is a private matter all we can do right now is follow our notice to fix letter process.</p></p><p class="MsoNormal">Our letter process is about a five weeks.</p></p><!-- RICH TEXT -->
										1/19/2023 12:41:10 PM	Passed to █ TA8	
										1/30/2023 1:46:44 PM	First notice to fix letter sent, dated 24/01/23	see attachments<!-- RICH TEXT -->
										2/10/2023 3:38:11 PM	Second letter sent dated 7/02/23	
										2/23/2023 10:09:06 AM	Third letter	<div>Sent third letter, see attachments </div><!-- RICH TEXT -->
										3/3/2023 1:43:26 PM	Email received from customer, see attachments	

									3/3/2023 2:08:11 PM	Email to customer	See attachments<!-- RICH TEXT -->
									3/3/2023 2:10:45 PM	Assigned to █████	Customer has contacted saying they have fixed the issue in their private wastewater lateral. Please arrange crew to dye test and confirm issue has been resolved<!-- RICH TEXT -->
									3/13/2023 10:41:11 AM	No issue	Dye tested 7s lateral, No leak coming out of where the issue was, Issue fixed
	WCCSR-522172	No Asset Selected	Fault 7 Regal Gardens, Melrose-Lyall Bay	Wastewater is coming out of the ground between the property boundaries of 7 and 5 Regal Gardens. There is grey matter in the water and it smells. Property owner of no. 7 is away at present. Five years ago there was an issue with tree roots.	Wastewater	1	CLOSE.DUP	12/10/2022 2 6:35:21 PM	12/12/2022 8:49:44 AM	12/10/2022 2 6:42:14 PM	Note from Council  Address: 7 REGAL GARDENS, Melrose-Lyall Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.32206836449351,174.79250598405045">https://www.google.com/maps/search/?api=1&amp;query=-41.32206836449351,174.79250598405045</a>
									12/11/2022 2 3:40:32 PM	Note from Council	Customer called for an update. Contacted WW who advised that the crew had attended last night and suspected it was not wastewater but a water leak. Were unable to complete repairs due to issues with paperwork but will be back on Monday.
									12/12/2022 2 8:49:32 AM	Cancelled due to duplicate	Cancelled and related to WCCSR-522170 due to duplicate <!-- RICH TEXT -->
									12/12/2022 2 8:53:36 AM	Note from Council	Re-assigned by WCC
	WCCSR-524873	No Asset Selected	Leaking Pipes 7 Regal Gardens, Melrose-Lyall Bay	Gushing - Sewage leak pooling outside 7 regal gardens, on the accessway	Wastewater	1	CLOSE.DUP	12/14/2022 2 11:40:54 AM	12/14/2022 11:56:02 AM	12/14/2022 2 11:41:03 AM	Note from Council  Address: 7 REGAL GARDENS, Melrose-Lyall Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.32197324159813,174.79251045441245">https://www.google.com/maps/search/?api=1&amp;query=-41.32197324159813,174.79251045441245</a>
									12/14/2022 2 11:47:33 AM	Note from Council	Called thru to WW
									12/14/2022 2 11:55:30 AM	no contact details	no contact details.<!-- RICH TEXT -->
									12/14/2022 2 11:55:58 AM	This is cancelled. This is a dup of WCCSR-522170	This is cancelled. This is a dup of WCCSR-522170<!-- RICH TEXT -->
									12/14/2022 2 11:58:32 AM	Note from Council	Re-assigned by WCC
	WCCSR-526563	No Asset Selected	PRIVATE 7 Regal Gardens, Melrose	Related to #SR-522172 & #SR-522170. Relogging as caller is adamant that the leak is a WCC/WWL issue. Advised that the property owner of 7 Regal Gardens where the letter has been dropped off is out of town - plumber won't be getting called & is concerned as it is a health and	Wastewater	3	CLOSE.DUP	12/16/2022 2 2:48:32 PM	12/22/2022 3:44:14 PM	12/16/2022 2 2:48:45 PM	Note from Council  Address: 7 REGAL GARDENS, Melrose-Lyall Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.32206836449351,174.79250598405045">https://www.google.com/maps/search/?api=1&amp;query=-41.32206836449351,174.79250598405045</a>

				safety issue with leaking wastewater. Please attend.							
									12/16/2022 3:04:10 PM	phoned customer he is not happy. spoke to [REDACTED] and assigned to baden	phoned customer he is not happy. spoke to [REDACTED] and assigned to [REDACTED] <!-- RICH TEXT -->
									12/16/2022 3:20:37 PM	Note from Council	Jobs keep getting closed and referred back to the parent (also closed) job. This needs to remain open until the private lateral matter is addressed please. [REDACTED] Principal Advisor     Wellington City Council On Fri, 16 Dec 2:46 PM , [REDACTED]@gmail.com> wrote: .
									12/16/2022 3:33:36 PM	Note from Council	Hi [REDACTED]  Parent Job is SR-522170 which is still open and assigned to TA to follow up on the private lateral leak.  Nga mihi [REDACTED]
									12/16/2022 3:35:35 PM	Note from Council	[cid:image001.png@01D91163.D6A6A420]
									12/16/2022 3:42:32 PM	Note from Council	It actually looks like it was closed at the WCC end and WWL held it open – mystery now solved.  [cid:image001.png@01D91164.85687EC0]
									12/16/2022 3:56:22 PM	overflow email sent.	overflow email sent.<!-- RICH TEXT -->
									12/16/2022 4:59:39 PM	Correction to previous note	<div>Correction to previous note - this private leak is being followed up by TA under WCCSR-522170.</div><div> </div><div>CM - Emailed [REDACTED] to advise of continuous P1s being logged by neighbours for this job. Have been advised by neighbours as well that residents are away on holiday </div><!-- RICH TEXT -->
									12/16/2022 5:00:16 PM	Assigned to [REDACTED] as per [REDACTED]	Assigned to [REDACTED] as per [REDACTED]. No issue with mains, seems to be private issue. Downgraded to P3 as per [REDACTED]. <!-- RICH TEXT -->
									12/20/2022 10:10:47 AM	Note from Council	Complainant phoned back, frustrated, as situation has not been dealt with.
									12/22/2022 3:44:11 PM	This is cancelled. This is related to WCCSR-522170	This is cancelled. This is related to WCCSR-522170<!-- RICH TEXT -->
									12/22/2022 3:47:40 PM	Note from Council	Re-assigned by WCC
WCCSR-532949	No Asset Selected	Blockage 7 Regal Gardens, Melrose-Lyall Bay	<div>- [REDACTED] from drain doctor called about a leaking sewer running down to the drain - but after the investigation, they found	Wastewater	1	CLOSE	12/30/2022 11:20:21 AM	1/5/2023 8:50:48 AM	12/30/2022 11:20:33 AM	Note from Council	Called through and acknowledged by [REDACTED].

				<p>out there's some blockage on council main pipe</p> <p>Contact Person:  </p>							
				<p>Drain Dr PO 303330</p> <p>Attend to a blocked council sewer main. Met Wgton Water onsite ran jet flusher down from the lamphole hit something hard and pulled back</p> <p>baby wipes. Ran jet flusher again from another access point to clear the blockage. Cleaned up after job done.</p> <p>J-24418a Blocked council sewer main. WO-271650</p> <p>30/12/2022 Jet flusher, travel &amp; labour 1st hour</p>							
											<p>Ticket response email sent to requester due to WWL managing complaints after initial report to council.</p> <p>Kia ora </p> <p>Thank you for reporting this water and drainage issue to us.</p> <p>The repair of water and drainage issues are managed by Wellington Water. We have passed this details of this fault through to them.</p> <p>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</p> <p>Ng? mihi</p> <p>Customer Services Wellington City Council</p>
									12/30/2022 11:20:33 AM	Note from Council	Address: 7 REGAL GARDENS, Melrose-Lyall Bay Open in Google Maps: <a href="https://www.google.com/maps/search/?api=1&amp;query=-41.32206836449351,174.79250598405045">https://www.google.com/maps/search/?api=1&amp;query=-41.32206836449351,174.79250598405045</a>
									12/30/2022 11:24:04 AM	Duplicate of WCCSR-522170	Duplicate of WCCSR-522170
									12/30/2022 11:24:36 AM	Left VM for customer	Left VM for customer



										12/30/2022 11:29:38 AM	Note from Council	Re-assigned by WCC
										12/30/2022 12:08:52 PM	reopened job	reopened job <!-- RICH TEXT -->
										12/30/2022 12:10:31 PM	Assigned to █████	Assigned to █████ <!-- RICH TEXT -->
										12/30/2022 2:17:47 PM	Note from Council	WCC request re-instatement
										1/5/2023 8:50:42 AM	████ notes - Blockage	████ notes - <span style="white-space:pre"></span>Blockage<!-- RICH TEXT -->
										1/8/2023 9:38:42 AM	Note from Council	Closed by WCC
	WCCSR-532949-1	WCC_WWP006386	Blockage 7 Regal Gardens, Melrose-Lyall Bay	- █████ from drain doctor called about a leaking sewer running down to the drain - but after the investigation, they found out there's some blockage on council main pipe Contact Person: █████ <!-- RICH TEXT -->	Wastewater	1	CLOSE.DUP	12/30/2022 4:37:47 PM	1/4/2023 8:27:35 AM	12/30/2022 4:42:24 PM	Created as █████ can put his notes in	Created as █████ can put his notes in<!-- RICH TEXT -->
										12/30/2022 4:42:38 PM	Assigned to █████	Assigned to █████ <!-- RICH TEXT -->
										1/4/2023 8:14:59 AM	Blockage cleared	Arrived onsite, Found that the lateral we still leaking and nobody was at the property, Found the buried sewer lamphole in the garden on top of a retaining wall, Rang in drain doctors and flushed 30 meters downstream continuously as the tree roots were very thick eventually clearing the blockage as the leak had stopped, Blockage cleared (Related to job 271535)
										1/4/2023 8:27:33 AM	Duplicate of WCCSR-532949 - cancel and relate	Duplicate of WCCSR-532949 - cancel and relate<!-- RICH TEXT -->