

Wednesday 25 October 2023

OIA IRO-492

Name: [REDACTED]

Email: [REDACTED]@hotmail.com

Kia ora [REDACTED]

Official information request regarding RFS 1017465.

Thank you for your official information request dated Wednesday 20 September 2023. You requested any information you regarding the RFS 1017465.

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 part.

The job sheet data, and a letter addressed to residents of Milton Court are 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 about private individuals.

The current status, from the job sheet data, is that crew have been assigned and next steps are yet to be taken.

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]

Group Manager, Customer Operations Group

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/Closed Date	Entry Date	Work Log Summary	Work Log Detail
309B Waiwhetu Road, Fairfield, Lower Hutt, Wellington, 5011	WO-376055	No Asset Selected	RWL: Leaking Toby @ 5 LPM : 309B Waiwhetu Road, Fairfield, Lower Hutt, (1 Man Crew)	<p><div>RWL : Detection services have identified a leaking toby on the 20/09/2023 @ 5 LPM this is not visible and located on the footpath </div><div> </div><div>There is also another wo in the system that is public WO-354666 these 2 jobs need to be done together </div><div> </div><div>09/10/2023 ■ - I have ordered the plans </div><div>2288152</div><div> </div><div>10/10/2023 ■ - I have attached the plans Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</div></p> <p><div>Caution: There is Core Network in the area provided on the plan(s).</div><div> </div><div>10/10/2023 ■ - I have assigned a 1 man crew </div><!-- RICH TEXT --></p>	Potable	3	RCVD	10/9/2023 3:12:40 PM		10/9/2023 3:15:40 PM	RWL : Detection services have identified a leaking toby on the 20/09/2023 @ 5 LPM this is not visibl	RWL : Detection services have identified a leaking toby on the 20/09/2023 @ 5 LPM this is not visible and located on the footpath <!-- RICH TEXT -->
										10/9/2023 3:17:20 PM	09/10/2023 ■ - I have ordered the plans 2288152	<div>09/10/2023 ■ - I have ordered the plans </div><div>2288152 </div><!-- RICH TEXT -->
										10/10/2023 3 3:34:56 PM	10/10/2023 ■ - I have attached the plans Caution: There is High Capacity and/or Fibre Network in t	<div>10/10/2023 ■ - I have attached the plans 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><!-- RICH TEXT -->

										10/10/2023 3:35:28 PM	10/10/2023 [REDACTED] - I have assigned a 1 man crew	10/10/2023 [REDACTED] - I have assigned a 1 man crew <!-- RICH TEXT -->	
305 Waiwhetu Road, Fairfield, Lower Hutt, Wellington, 5011	HCC1017465	No Asset Selected	RWL: Leaking Toby @ 1 LPM : 305 Waiwhetu Road FAIRFIELD	<div>The fault is at 305 Waiwhetu Road. I am lodging this report as [REDACTED] Milton Court Ltd as 305 Waiwhetu Road is part of our body corporate complex. A plumber has assessed the fault and deemed it to be a Council problem rather than a homeowner problem.</div><div></div><div></div><div>16/08 CM - Ordered plans 2258314 </div><div> 25/8 GP attached all plans</div><div></div><p style="color: rgb(255, 0, 0); font-family: Verdana; font-size: 12px; font-weight: 700; background-color: rgb(255, 255, 255);">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).</p><div>Caution: There is Core Network in the area provided on the plan(s).</div><div></div><div>11/09/2023 [REDACTED] - I have sent out the 1st Letter </div><div></div><div>10/10/2023 [REDACTED] - RWL: Detection services have re-identified this as a Public leak not a private one on the 20/09/2023 @ 1 LPM located on the berm and it is visible </div><div></div><div>There is also another wo in the system that is public WO-376055 these 2 jobs need to be done together </div><!-- RICH TEXT -->	Potable	4	INPRG. HD.PAUSE	8/14/2023 10:30:21 AM			8/16/2023 12:59:18 PM	Called customer - confirmed PW leak	Called customer - confirmed fault is a potable water leak at the toby. Leak was last seen days ago, when the toby box was full of water. Creating a big wet patch on the gorund, but cannot be seen when it's raining. <!-- RICH TEXT -->
										8/16/2023 1:02:40 PM	Ordered plans 2258314	Ordered plans 2258314<!-- RICH TEXT -->	
										8/25/2023 9:39:48 AM	25/8 GP attached all plans	25/8 GP attached all plans<!-- RICH TEXT -->	
										8/30/2023 6:07:46 PM	Site/ valve inspection.	Asset private,reassigning job to [REDACTED] [REDACTED]	
										8/30/2023 6:08:55 PM	As above.		
										8/31/2023 7:21:51 AM	REassigned [REDACTED] as per [REDACTED] and emailed.	REassigned [REDACTED] as per [REDACTED] and emailed. <!-- RICH TEXT -->	
										9/1/2023 11:58:27 AM	requested leak letter to be sent 1/9/23		
										9/18/2023 9:00:18 AM	11/09/2023 [REDACTED] - I have sent out the 1st Letter		
										10/10/2023 8:27:53 AM	10/10/2023 [REDACTED] - RWL: Detection services have re-identified this as a Public leak not a private one	10/10/2023 [REDACTED] - RWL: Detection services have re-identified this as a Public leak not a private one on the 20/09/2023 @ 1 LPM located on the berm and it is visible <!-- RICH TEXT -->	
										10/10/2023 8:30:56 AM	There is also another wo in the system that is public WO-376055	There is also another wo in the system that is public WO-376055 these 2 jobs need to be done together <!-- RICH TEXT -->	

												these 2 jobs need to be done togeth	
											10/10/2023 8:31:07 AM	There is also another wo in the system that is public WO-376055 these 2 jobs need to be done togethe	There is also another wo in the system that is public WO-376055 these 2 jobs need to be done together <!-- RICH TEXT -->

11 September, 2023
Milton Court Ltd
P O Box 30123, Lower Hutt, 5040

Reference ID: WO-354666

Private water leak – First Notice to Fix
305 Waiwhetu Road, Fairfield, Lower Hutt, 5011

Dear Milton Court Ltd

As part of Wellington Water's water conservation and leak detection activities, we have identified a water leak on the private service at your property during a leak detection survey.

It's important for water leaks to be fixed as soon as possible to minimise wastage and reduce the risk of damage to your property.

Our investigations suggest that the private water leak is beyond the Council point of supply and within your property. Please arrange for a plumber to investigate and fix the leak by **25 September, 2023**

Under the **Hutt City Council's** water supply bylaw, the property owner is responsible for maintaining their water service pipe and fittings from the point of supply (toby) into their property. Under Section 192 of the Local Government Act (2002), wasting water is not permitted and the supply of water may be restricted under Section 193 if the building owner fails to act on this notice.

Please arrange for your plumber to investigate and repair the leak. If you don't have one, a certified plumber can be found on the Master Plumbers website by visiting the following link: www.masterplumbers.org.nz/homeowner-info

If you are a tenant at this address, please call us as soon as possible and advise us who the property owner is so we can work with them to ensure the water leak is fixed.

Once the leak is repaired, please call Wellington Water on 04 912 4470 or [REDACTED], or e-mail privateleaks@wellingtonwater.co.nz to let us know the work has been completed.

If you have any questions or concerns about what is expected, please let us know.

Thank you for doing your part to conserve water and help to improve our city's water services.

Yours sincerely

Wellington Water
On behalf of Hutt City Council