

Wednesday 26 April 2023

OIA IRO-381

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

Official information request regarding 139 Marine Parade, Seatoun.

Thank you for your official information request dated Wednesday 8 March 2023.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 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 or freephone 0800 802 602.

Ngā mihi,

[REDACTED]

Team Lead, Communications and Engagement

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@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 |
|--|----------------------|-------------------|--|---|---------|----------|----------------|------------------------|------------------------|------------------------|---------------------------------------|---|
| 139 Marine Parade, Seatoun, Wellington, 6022 | WCCSR-80381 | No Asset Selected | Public Info Request 139 MARINE PARADE, Seatoun | Came into service centre, with a letter, copy attached. 2015. WCC tried fixing the pipes on the footpath outside. YOU turned the water on it blew ALL the taps on the house. Outsie hose taps at the back of the house. 2 toilets. hot water cylinder. 3 sinks. 3 handbasins. 2 washing machines. 2 baths. You fix that because it was showering he path and road. people have complaints. Havent flushed the top toilet since 2015, using buckets to flush. I paid BBC to fix the outside hose. I have had an accident and stroke and my social worker will chase this next year. | Potable | 4 | CLOSE. NOTDONE | 12/23/2020 11:35:28 AM | 3/23/2021 9:17:30 AM | 12/23/2020 11:36:20 AM | Note from Council | Address: 139 MARINE PARADE, Seatoun Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.31649479811542,174.82761498080916 |
| | | | | | | | | | | 12/24/2020 9:36:37 AM | | Have forwarded this to the customer service improvement department.<!-- RICH TEXT --> |
| | | | | | | | | | | 12/24/2020 2:09:18 PM | Note from Council | Service Improvement Officer Customer Services Wellington City Council W Wellington.govt.nz The information contained in this email is privileged and confidential and intended for the addressee only. If you are not the intended recipient, you are asked to respect that confidentiality and not disclose, copy or make use of its contents. If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated |
| | | | | | | | | | | 3/23/2021 9:21:35 AM | Note from Council | Re-assigned by WCC |
| | WCCSR-130478 | No Asset Selected | Public Info Request 139 MARINE PARADE, Seatoun | Relogged from 80381 with new attachment added Came into service centre, with a letter, copy attached. 2015. WCC tried fixing the pipes on the footpath outside. YOU turned the water on it blew ALL the taps on the house. Outsie hose taps at the back of the house. 2 toilets. hot water cylinder. 3 sinks. 3 handbasins. 2 washing machines. 2 baths. You fix that because it was showering he path and road. people have complaints. Havent flushed the top toilet since 2015, using buckets to flush. I paid BBC to fix the outside hose. I have had an accident and stroke and my social worker will chase this next year. | Potable | 4 | CLOSE | 3/23/2021 4:19:26 PM | 4/16/2021 8:04:44 AM | 3/23/2021 4:20:33 PM | Note from Council | Address: 139 MARINE PARADE, Seatoun Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.31649479811542,174.82761498080916 |
| | | | | | | | | | | 3/23/2021 4:43:18 PM | Note from Council | WWL please note that this is an existing complaint that has been sent through to WWL. |
| | | | | | | | | | | 3/24/2021 10:21:43 AM | Forwarded to service improvement team | Forwarded to service improvement team<!-- RICH TEXT --> |
| | | | | | | | | | | 3/24/2021 10:29:54 AM | Passed to reimbursement team | Passed to reimbursement team<!-- RICH TEXT --> |
| | | | | | | | | | | 4/15/2021 9:27:25 AM | Reimbursement update | Passing to for further investigation<!-- RICH TEXT --> |

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|--|--------------|-------------------|--|---|---------|---|------|----------------------|--|----------------------|--|--|
| | | | | | | | | | | 4/15/2021 9:59:01 AM | Reimbursement update | This dates back to before Wellington Water existed, We have no records of this, so we cannot process the reimbursement request. I will advise the customer.<!-- RICH TEXT --> |
| | | | | | | | | | | 4/19/2021 8:38:22 AM | Note from Council | Closed by WCC |
| | WCCSR-302436 | No Asset Selected | Reimbursement 139 Marine Parade, Seatoun | <div>■■■■ has come in to the Service Centre in regards to flooding that happened to her property because of work done by council a few years ago. SR 130478 and SR 80381 are related to this. She would like to know about reimbursements due to the damage done to her plumbing and her floors. I have attached an invoice for plumbing works done. I have asked her to provide an invoice for the damage to the walls and floors. The plumbing work can not be fixed until the floors and walls are fixed. I have informed them to get a builder in. ■■■■ daughter ■■■■ would like to be contacted about this as well ■■■■.</div><div> </div><div> </div><!-- RICH TEXT --> | Potable | 4 | RCVD | 1/5/2022 10:57:21 AM | | 1/5/2022 10:57:30 AM | Note from Council | Address: 139 MARINE PARADE, Seatoun Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.31649479811542,174.82761498080916 |
| | | | | | | | | | | 1/5/2022 10:59:50 AM | Note from Council | <p>Nga Mihi, ■■■■ Customer Service Rep Wellington City Council W Wellington.govt.nz </p> <p>The information contained in this email is privileged and confidential and intended for the addressee only. If you are not the intended recipient, you are asked to respect that confidentiality and not disclose, copy or make use of its contents. If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated.</p> |
| | | | | | | | | | | 1/12/2022 3:11:56 PM | Assigned to reimbursements | Assigned to reimbursements<!-- RICH TEXT --> |
| | | | | | | | | | | 11/4/2022 1:46:45 PM | Customer called in for update. | Customer called in for update. Advised would follow up. Gave reimbursement email.<!-- RICH TEXT --> |
| | | | | | | | | | | 2/22/2023 3:46:54 PM | ■■■■ called with a claim number 130478 | ■■■■ called with a claim number 130478. wanting some to follow up regards to a claim and what it is approved for. They are getting builders to repair damage but is not sure what is covered in the claim?. Email sent to reimbursement team ■■■■ ■■■■.<!-- RICH TEXT --> |

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|--|--|--|--|--|--|--|--|--|--|--|-------------------------|-----------------------------|--|
| | | | | | | | | | | | 2/22/2023 3:52:43 PM | email sent to reimbursement | <p><p class="MsoNormal">Hi,</o:p></o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">█ called with a claim number 130478. wanting some to follow up regards to a claim and what it is approved for. They are getting builders to repair damage but is not sure what is covered in the claim?. </o:p></o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">>Is someone able to call her asap before she leaves to her hometime. █ is trying to help her mother as there is mould in the house and is in shock that her mother is living in a state. For damages that happed in 2015, but because her mother has had a stoke in 2014 her mother hasn't got round to sort this out.<o:p></o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">Thanks<o:p></o:p></p></p> <p><table border="0" cellpadding="0" cellspacing="0" class="MsoNormalTable" style="border-collapse:collapse;mso-yfti-tbllook:1184;mso-padding-alt:0cm 0cm 0cm 0cm"></p> <p><tbody><tr style="mso-yfti-irow:0;mso-yfti-firstrow:yes"></p> <p><td style="width:445.9pt;padding:1.5pt 0cm 1.5pt 0cm" valign="top" width="595"></p> <p><p class="MsoNormal" style="line-height:12.6pt"><span style="font-size:10.5pt;</p> |
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mso-fareast-font-family:"Times New Roman";mso-fareast-theme-font:minor-fareast; color:#006488;mso-fareast-language:EN-NZ;mso-no-proof:yes">Kimiora Taramai Dispatch Operator<o:p></o:p></p></td></tr><tr style="mso-yfti-irow:1;mso-yfti-lastrow:yes"><td style="width:445.9pt;padding:6.0pt 0cm 6.0pt 0cm" valign="top" width="595"><p class="MsoNormal" style="line-height:12.6pt"><!--[if gte vml 1]><v:shapetype id="x0000_t75" coords="21600,21600" o:spt="75" o:preferrelative="1" path="m@4@5l@4@11@9@11@9@5xe" filled="f" stroked="f" <v:stroke jointstyle="miter" <v:formulas <v:f eqn="if lineDrawn pixelLineWidth 0" <v:f eqn="sum @0 1 0" <v:f eqn="sum 0 0 @1" <v:f eqn="prod @2 1 2" <v:f eqn="prod @3 21600 pixelWidth" <v:f eqn="prod @3 21600 pixelHeight" <v:f eqn="sum @0 0 1" <v:f eqn="prod @6 1 2" </p></td></tr>

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| | | | | | | | | | | | | <pre> <v:f eqn="prod @7 21600 pixelWidth"/> <v:f eqn="sum @8 21600 0"/> <v:f eqn="prod @7 21600 pixelHeight"/> <v:f eqn="sum @10 21600 0"/> </v:formulas> <v:path o:extrusionok="f" gradientshapeok="t" o:connecttype="rect" <o:lock v:ext="edit" aspectratio="t" </v:shapetype><v:shape id="Picture_x0020_1" o:spid="_x0000_i1025" type="#_x0000_t75" style='width:127.5pt;height:28pt;visibility:visible ;mso-wrap-style:square' <v:imagedata src="file:///C:/Users/KIMIORITY~1.TAR/AppData/Local/Temp/msohtmlclip1/01/clip_image001.png" o:title=""/> </v:shape><![endif]><!--[if !vml]--> <!-- [endif]--><o:p></o:p></p> </td> </tr> </tbody></table><!-- RICH TEXT --> </pre> |
| | | | | | | | | | | 3/8/2023 3:51:32 PM | Note from Council | <p>Caller's daughter [REDACTED] rang to follow up on this job, noting she'd not been contacted since and was still waiting for everything to be resolved (logged job SR-612162 to send out records as per customer request). Rang WW after call and asked them to escalate things and call her back, also spoke to TL who advised that WW would need to complete this request.</p> |

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|--|--------------|-------------------|--|--|---------|---|------|------------------------|--|-------------------------|--|--|
| | | | | | | | | | | 3/10/2023 4:34:34 PM | Note from Council | Caller rang back again. Wanting to have someone contact her back. |
| | | | | | | | | | | 3/13/2023 9:51:10 AM | Customer called in. | <div>Customer called in for update. Advised would follow up, Emailed reimbursement for update.</div><div></div><p>0276660857</p><p>██████████</p><!-- RICH TEXT --> |
| | | | | | | | | | | 3/14/2023 7:29:10 AM | Declined email sent to customer provided email (9/03/2023) | Declined email sent to customer provided email address on 9/03/2023. Reiterated via email to the customer on 14/03/2023<!-- RICH TEXT --> |
| | WCCSR-612162 | No Asset Selected | Public Info Request 139 MARINE PARADE, Seatoun | Side job for SR-302436; caller would like copies of the records linked to this job (and the others referenced within) sent out via email. Please compile and send. | Potable | 4 | RCVD | 3/8/2023 3:49:22 PM | | 3/8/2023 3:49:32 PM | Note from Council | Address: 139 MARINE PARADE, Seatoun Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.316494798123585,174.82761498029416 |
| | | | | | | | | | | | | <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> |
| | | | | | | | | | | 3/9/2023 8:31:42 AM | Note from Council | This should be treated as an Official Information request and includes all associated requests on record. Regards ██████████ Principal Advisor Wellington City Council On Wed, 8 Mar 3:48 PM , ██████████@gmail.com> wrote: . |
| | | | | | | | | | | 3/9/2023 3:00:03 PM | Customer called in | Customer called in, Parent of ██████████ called in. Advised about the burst back in 2015 and wanting reimbursement, advised she needs to speak with WCC.<!-- RICH TEXT --> |

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| | | | | | | | | | | | 3/10/2023 12:36:41 PM | Assigned to Info & emailed Resolutions | Assigned to Info & emailed Resolutions advising request and all associated records. <!-- RICH TEXT --> |
| | | | | | | | | | | | 3/15/2023 11:04:25 AM | from [REDACTED] 9/3/23 | <p><p class="MsoNormal">From: Wellington City Council Support &lt;customerservice@wellingtoncitycouncil.freeservice.com&gt; Sent: Thursday, 9 March 2023 8:30 am To: Customer Support Team &lt;customer@wellingtonwater.co.nz&gt; Subject: Fwd: [#SR-612162] Water and drainage: 139 MARINE PARADE, Seatoun<o:p></o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><table align="left" border="0" cellpadding="0" cellspacing="0" class="MsoNormalTable" style="width:100.0%;mso-cellspacing:0cm;mso-yfti-tbllook:1184; mso-table-lspace:2.25pt;mso-table-rspace:2.25pt;mso-table-anchor-vertical: paragraph;mso-table-anchor-horizontal:column;mso-table-left:left;mso-padding-alt: 0cm 0cm 0cm 0cm" width="100%"><tbody><tr style="mso-yfti-irow:0;mso-yfti-firstrow:yes;mso-yfti-lastrow:yes"><td style="background:red;padding:5.0pt 2.0pt 5.0pt 2.0pt"></td><td cellpadding="7px 6px 7px 15px" style="width:100.0%;background:#F1AD05;padding:5.0pt 4.0pt 5.0pt 12.0pt" width="100%"><p class="MsoNormal" style="mso-element:frame;mso-element-frame-hspace:2.25pt; mso-element-wrap:around;mso-element-anchor-vertical:paragraph;mso-element-anchor-horizontal: column;mso-height-rule:exactly"><span style="mso-fareast-font-family:&quot;Times New Roman&quot;;</p> |

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| | | | | | | | | | | | | <p>color:black">Caution: This is an external email. Please take care when clicking links or opening attachments. <o:p></o:p></p> </td> </tr> </tbody></table></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">This should be treated as an Official Information request and includes all associated requests on record. <o:p></o:p></p></p> <p><p class="MsoNormal"><o:p> </o:p></p></p> <p><p class="MsoNormal">Regards<o:p></o:p></p><!-- RICH TEXT --></p> |
| | | | | | | | | | | 3/15/2023 11:31:16 AM | OIA team emailed | OIA team has received OIA request. <!-- RICH TEXT --> |
| | | | | | | | | | | 3/15/2023 11:31:34 AM | changed to OIA folder | |
| | | | | | | | | | | 3/27/2023 9:29:41 AM | OIA 381 | response due 18 april 2023<!-- RICH TEXT --> |