

Thursday 13 April 2023

**OIA IRO-391**

Name: [REDACTED]  
Email: [REDACTED]@nzme.co.nz

Kia ora [REDACTED],

**Official information request on Point Howard Slip.**

Thank you for your official information request dated Saturday 25 March 2023.

You requested the following information:

1. A copy of all complaints, including the date each complaint was made, about a leak in the vicinity of Point Howard before the recent landslide caused the evacuation of homes there.
2. All internal and external correspondence at Wellington Water relating to the leak before the landslide happened.
3. All internal and external correspondence at Hutt City Council relating to the leak before the landslide happened.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 (the Act) and have decided to grant your request in part, by providing responses to questions 1 and 2. In making that decision it was necessary for us to consult Hutt City Council. This is because some of the information you requested was supplied by the Hutt City Council.

We transferred part of your request (the response to question 3) to Hutt City Council. The information to which that request relates, namely all internal and external correspondence at Hutt City Council relating to the leak before the landslide happened, was believed to be more closely connected with the functions of Hutt City Council. In these circumstances, we were required by [Section 12](#) of the Act to transfer your request.

Attached in our email to you is the information you asked for in question 1 and 2, which includes a print out of the service requests from our system which contains all correspondence sourced relating to the slip before the landslide happened.

Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some information has been redacted as it is personal information about private individuals.

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.**

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,



**Acting Group Manager, Customer Operations Group**

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Friday, March 10, 2023 6:57 AM  
**To:** Resolution Team  
**Subject:** FW: [EXTERNAL] Fwd: Problem reported successfully  
**Attachments:** 1-Slip Below Raod & Water Flow.JPG; 2-Settlement of Raod Surface.JPG; 3-Serious Pavement Damage at MH.JPG

Caution: This is an external email. Please take care when clicking links or opening attachments.

Can we please look at this one. Thanks

[REDACTED]

----- Forwarded message -----

**From:** <[REDACTED]@xtra.co.nz>  
**Date:** Thu, 9 Mar 2023, 13:44  
**Subject:** RE: Problem reported successfully  
**To:** <rfs@huttcity.govt.nz>, [REDACTED]@huttcity.govt.nz  
**Cc:** [REDACTED]@gmail.com, [REDACTED]@gmail.com

Dear [REDACTED] and HCC Reporting Manager

Thank you for your email summarising my verbal report of the roading problem near 78 Howard Road, Point Howard. The main issues are the settlement of the road surface, continuing damage to the roading pavement and the possible slipping of the downslope edge of the road (see attached Photos Nos 2 & 3). The downslope edge of the road comprises a shallow layer of fill material that has become saturated with water. There is some risk of a significant slip in this material that could damage the services in the road (sewer, water and fibre optic cable) and close the road. Some minor slipping has occurred at a distance of about 10 m below the road where some of the water from the leak is flowing out of the slope (see attached Photo No 1). Howard Road is the only road servicing many properties at the top of Point Howard and loss of this access would be very disruptive for these residents.

The water leak that has caused the damage to the pavement has been evident for at least three months and the flow has gradually increased until it is in excess of 100 litres per minute. It has previously been reported to Wellington Water who have inspected it but apparently have not given fixing it high priority (possibly because it is not visible from the road). If it continues the damage to the pavement and services could become costly to reinstate.

The water flowing from the leak has completely saturated an unoccupied private property at the base of the slope and flows down a usually dry stream bed into the harbour.

Regards

[REDACTED] (Retired Civil Engineer)

[REDACTED]  
Point Howard

Phone [REDACTED]

[REDACTED]  
Strategic Advisor

Hutt City Council, 30 Laings Road, Lower Hutt 5040  
P: 04 570 6839 M: [REDACTED] W: [www.huttcity.govt.nz](http://www.huttcity.govt.nz)



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**From:** [rfs@huttcity.govt.nz](mailto:rfs@huttcity.govt.nz) <[rfs@huttcity.govt.nz](mailto:rfs@huttcity.govt.nz)>  
**Sent:** Thursday, March 9, 2023 10:27 AM  
**To:** [REDACTED]@xtra.co.nz; [REDACTED]@huttcity.govt.nz  
**Subject:** Problem reported successfully

Thank you for bringing this issue/problem to our attention.

We will take the appropriate action to remedy this situation. Your request has been logged as an *Road and Traffic* with below details

Enquiry Number: 1002841

Current Status: *Call Logged*

Logged Date: 2023-03-09T10:27:16

Subject: *Street Maintenance*

Description: [REDACTED] explains that due to the water leak that has been happening outside 78 Howard Road, POINT HOWARD, the road is starting to deteriorate and affecting the banks along the road as a result - this may be a bigger issue if road has not been looked at re future issues. WW does not prioritise this issue due to no water visible on the road. Any advice to [REDACTED] would be appreciated

Location: *78 Howard Road, POINT HOWARD*

Site: *Howard Road*

Customer Contact Name: [REDACTED]

Customer Phone: [REDACTED]

Customer Alt Number:

Customer Email: [REDACTED]@[xtra.co.nz](mailto:[REDACTED]@xtra.co.nz)

**Pin location picture:**











**From:** [REDACTED]  
**Sent:** Tuesday, March 28, 2023 7:38 AM  
**To:** [REDACTED]  
**Subject:** FW: WO#281406 - 76 Howard Road, POINT HOWARD

Morena, here is the email [REDACTED] sent to [REDACTED] on the 24<sup>th</sup> Feb.

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**From:** [REDACTED] <[REDACTED]@wellingtonwater.co.nz>  
**Sent:** Tuesday, 28 March 2023 7:14 am  
**To:** [REDACTED] <[REDACTED]@wellingtonwater.co.nz>  
**Subject:** FW: WO#281406 - 76 Howard Road, POINT HOWARD

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**From:** hubrequest  
**Sent:** Friday, 24 February 2023 1:42 pm  
**To:** [REDACTED] <[REDACTED]@wellingtonwater.co.nz>  
**Subject:** WO#281406 - 76 Howard Road, POINT HOWARD

Hey [REDACTED]  
WO#281406 - 76 Howard Road, POINT HOWARD

I tried calling but couldn't get through so thought I would send an email.

HCC has called in saying this job is now leaking 50 litres per minute.  
[REDACTED] said to contact you as this might be a tricky fix as its on the road and may need road closure.

Cheers

[REDACTED] Contact and Dispatch Coordinator



Tel 04 912 4400



[REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, March 28, 2023 2:13 PM  
**To:** [REDACTED]  
**Subject:** FW: Enquiry Number: 1002841  
**Attachments:** 1-Slip Below Raod & Water Flow.JPG; 2-Settlement of Raod Surface.JPG; 3-Serious Pavement Damage at MH.JPG  
**Importance:** High

---

**From:** [REDACTED]@huttcity.govt.nz>  
**Sent:** Thursday, 9 March 2023 2:18 pm  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** Enquiry Number: 1002841  
**Importance:** High

Caution: This is an external email. Please take care when clicking links or opening attachments.

Hi [REDACTED]

Please see email below and pictures attached relating to RFS 1002841 I reassigned that one through to WW this morning.

Can you please arrange a reply to [REDACTED] about this issue, thank you.

Kind regards

[REDACTED]

[REDACTED]  
Administrator

Hutt City Council, 30 Laings Road, Lower Hutt 5040  
P: M: [REDACTED] W: [www.huttcity.govt.nz](http://www.huttcity.govt.nz)



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**From:** [REDACTED]@xtra.co.nz [REDACTED]@xtra.co.nz>  
**Sent:** Thursday, 9 March 2023 1:45 pm  
**To:** rfs@huttcity.govt.nz; [REDACTED]@huttcity.govt.nz>  
**Cc:** [REDACTED]@gmail.com; [REDACTED]@gmail.com  
**Subject:** [EXTERNAL] RE: Problem reported successfully

Dear [REDACTED] and HCC Reporting Manager

Thank you for your email summarising my verbal report of the roading problem near 78 Howard Road, Point Howard. The main issues are the settlement of the road surface, continuing damage to the roading pavement and the possible slipping of the downslope edge of the road (see attached Photos Nos 2 & 3). The downslope edge of the road comprises a shallow layer of fill material that has become saturated with water. There is some risk of a significant slip in this material that could damage the services in the road (sewer, water and fibre optic cable) and close the road. Some minor slipping has occurred at a distance of about 10 m below the road where some of the water from the leak is flowing out of the slope (see attached Photo No 1). Howard Road is the only road servicing many properties at the top of Point Howard and loss of this access would be very disruptive for these residents.

The water leak that has caused the damage to the pavement has been evident for at least three months and the flow has gradually increased until it is in excess of 100 litres per minute. It has previously been reported to Wellington Water who have inspected it but apparently have not given fixing it high priority (possibly because it is not visible from the road). If it continues the damage to the pavement and services could become costly to reinstate.

The water flowing from the leak has completely saturated an unoccupied private property at the base of the slope and flows down a usually dry stream bed into the harbour.

Regards  
[REDACTED] (Retired Civil Engineer)

[REDACTED]  
Point Howard

Phone [REDACTED]

---

**From:** rfs@huttcity.govt.nz <rfs@huttcity.govt.nz>  
**Sent:** Thursday, March 9, 2023 10:27 AM  
**To:** [REDACTED]@xtra.co.nz; [REDACTED]@huttcity.govt.nz  
**Subject:** Problem reported successfully

Thank you for bringing this issue/problem to our attention.

We will take the appropriate action to remedy this situation. Your request has been logged as an *Road and Traffic* with below details

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Logged Date: 2023-03-09T10:27:16

Subject: *Street Maintenance*

Description: [REDACTED] explains that due to the water leak that has been happening outside 78 Howard Road, POINT HOWARD, the road is starting to deteriorate and affecting the banks along the road as a result - this may be a bigger issue if road has not been looked at re future issues. WW does not prioritise this issue due to no water visible on the road. Any advice to [REDACTED] would be appreciated

Location: *78 Howard Road, POINT HOWARD*

Site: *Howard Road*

Customer Contact Name: [REDACTED]

Customer Phone: [REDACTED]

Customer Alt Number:

Customer Email: [REDACTED]@[xtra.co.nz](mailto:[REDACTED]@xtra.co.nz)

**Pin location picture:**



**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Enquiry Number: 1002841  
**Date:** Tuesday, March 28, 2023 2:12:52 PM  
**Attachments:** [ATT00001.png](#)  
**Importance:** High

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**From:** [REDACTED]@huttcity.govt.nz>  
**Sent:** Thursday, 9 March 2023 2:18 pm  
**To:** [REDACTED]@wellingtonwater.co.nz>  
**Subject:** Enquiry Number: 1002841  
**Importance:** High

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Kind regards

[REDACTED]  
Administrator

Hutt City Council, 30 Laings Road, Lower Hutt 5040

**P:** [REDACTED] **M:** [REDACTED] **W:** [www.huttcity.govt.nz](http://www.huttcity.govt.nz)



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**Cc:** [REDACTED]@gmail.com>; [REDACTED]@gmail.com  
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Regards

[REDACTED] (Retired Civil Engineer)

[REDACTED]  
Point Howard

Phone [REDACTED]

**From:** [rfs@huttcity.govt.nz](mailto:rfs@huttcity.govt.nz) <[rfs@huttcity.govt.nz](mailto:rfs@huttcity.govt.nz)>

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Logged Date: *2023-03-09T10:27:16*

Subject: *Street Maintenance*

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Location: *78 Howard Road, POINT HOWARD*

Site: *Howard Road*

Customer Contact Name: [REDACTED]

Customer Phone: [REDACTED]

Customer Alt Number:

Customer Email: [REDACTED]@[xtra.co.nz](mailto:[REDACTED]@xtra.co.nz)

**Pin location picture:**













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
78 Howard Road, Point Howard, Lower Hutt, Wellington, 5013	HCC595031	No Asset Selected	Leaky Connection 78 Howard Road, POINT HOWARD	Howard Rd between 76 and 78 water is leaking down the bank, making the bottom of several sections boggy then flowing over several other properties till it gets to the stormwater &apos;stream&apos; we have channeled across our property (20 Ngaumatau Road). This was repaired several months ago when it was much worse but started again	Potable	3	CLOSE.DUP	1/9/2023 8:30:30 AM	1/11/2023 1:33:48 PM	1/11/2023 1:33:43 PM	Duplicate of HCC594574 - cancel and relate	Duplicate of HCC594574 - cancel and relate<!-- RICH TEXT -->
76 Howard Road, Point Howard, Lower Hutt, Wellington, 5013	HCC596078	No Asset Selected	Major Burst 76 Howard Road, POINT HOWARD	Between 76-78 10 Litres per minute. look down steps 76, you will see the flooding. Use 76 as access, Volume of water is higher than it was last year. There is a steady flow of wate coming down the hill	Potable	1	CLOSE.DUP	1/16/2023 8:50:30 AM	1/16/2023 9:21:05 AM	1/16/2023 9:07:17 AM	Phoned customer left msg.	Phoned customer left msg. phoned crew and assigned.<!-- RICH TEXT -->
										1/16/2023 9:20:49 AM	This is a dup and related to HCC594574	This is a dup and related to HCC594574. Works is planned to be done on tomorrow or wens depending on staff.<!-- RICH TEXT -->
78 Howard Road, Point Howard, Lower Hutt, Wellington, 5013	HCC597456	HCC_PW042718	Leaking Pipes 78 Howard Road, POINT HOWARD (TRAFFIC)	<div>CAR R926466 15/03/23 </div><div>Fast running, clear water stream coming from land at 78 Howard Road down on to land at 76 Howard Road and forming a pond which drains on to adjoining lower level land. Unable to locate the leak source but seems to come from high level close to a new road widening / ground works at 78 Howard Road. This leak was reported many weeks ago by telephone without any action being reported. The volume of water is extensive = to 50mm diameter hose pipe on full flow x two.</div><div> </div><div> 1/02 LC ordered urgent plans 2155823</div><div>1/02 LC attached all plans </div><p><b><span style="color:red">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). </span></b></p><p><b><span style="color:red"><!--[endif]--></span></b></p></o:p></o:p></span></b></p><div><b><span style="color:red">Caution:	Potable	3	JOBCOMP	1/26/2023 3:00:37 PM	3/20/2023 7:39:59 PM	1/27/2023 11:32:40 AM	phone ██████ to rover	phoned ██████ to rover.<!-- RICH TEXT -->

				There is Core Network in the area provided on the plan(s).							
									1/27/2023 2:26:58 PM	reassigned to ██████	reassigned to ██████ <!-- RICH TEXT -->
									2/1/2023 8:40:36 AM	Note from Council	██████ (██████) explains that yesterday flow rate measured - 25Lt p/min.
									2/1/2023 1:48:25 PM	ordered urgent plans 2155823	ordered urgent plans 2155823<!-- RICH TEXT -->
									2/1/2023 3:34:02 PM	attached all plans	<p><b><span style="color: red;">Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). </span></b></p><p><b><span style="color: red;">o:p</o:p></span></b></p><div><b><span style="color: red;">Caution: There is Core Network in the area provided on the plan(s)</span></b></div><!-- RICH TEXT -->
									2/24/2023 1:33:58 PM	HCC called in - advised leak now leaking 50litres per minutes	HCC called in - advised leak now leaking 50litres per minutes<!-- RICH TEXT -->
									2/24/2023 1:40:31 PM	Note from Council	this is causing lots of issues to the problems to the below properties, they have measured it at 50lt per min, they can hear the water from their house, This has doubled in volume in the last 2 days, they have had someone out there and were told it is urgent. They are worried about the road as it seems to be coming from under there, the road is starting to slump and will eventually cause the back to slip. ██████ who has called, Im going to call to WW and update them - ██████ - Spoke to ██████ he was going to arrange someone to go out and check it out and see what we can do. Time: 2023-02-01T16:50:30+13:00 Notes: Wellington Water Alliance Maximo WO Created #281406  Priority: P2 Water Type: Water Request Type: Leaking Pipes
									2/24/2023 1:42:04 PM	Tried calling ██████ 2 times, no answer, sent email	<p class="MsoNormal">I tried calling but couldn't get through so thought I would send an email. <o:p></o:p></p>  <p class="MsoNormal"><o:p> </o:p></p>  <p class="MsoNormal">HCC has called in saying this job is now leaking 50 litres



												per minute.<o:p></o:p></p> <p class="MsoNormal">█████ said to contact you as this might be a tricky fix as its on the road and may need road closure.<o:p></o:p></p><!-- RICH TEXT -->
										2/27/2023 9:37:36 AM	Assigned to █████ a	Assigned to █████ a<!-- RICH TEXT -->
										2/28/2023 3:53:39 PM	Reassigning job to a 2man,traffic, close approach permit ( power) job should be done soon.	
										2/28/2023 3:55:40 PM	Assigned to 2p folder with traffic.	As per █████ A.<!-- RICH TEXT -->
										3/15/2023 9:59:30 AM	CAR R926466 15/03/23	
										3/22/2023 11:10:37 AM	Site inspection	Mains leak in the road ,water going down bank ,job requires 2man,traffic,close approach permit/ power,should be done soon.
78 Howard Road, Point Howard, Lower Hutt, Wellington, 5013	HCC598268	No Asset Selected	Leaky Connection 78 Howard Road, Point Howard, Lower Hutt	The caller has advised there is a leak between 79 - 78 and this is running down the bank into all the lower properties and creating a trench/stream. The Caller did advise council is aware of this as she phoned it through to day team yesterday and they attended and marked the road with a blue cross and they fixed a leak here 4-6 months ago. The caller would just like the team to know the water flow leaking has slightly increased this morning.	Potable	3	CLOSE.DUP	2/2/2023 7:50:19 AM	2/2/2023 12:13:28 PM	2/2/2023 12:13:21 PM	Duplicate of HCC597456 - cancel and relate	Duplicate of HCC597456 - cancel and relate<!-- RICH TEXT -->
78 Howard Road, Point Howard, Lower Hutt, Wellington, 5013	HCC1001525	No Asset Selected	Major Burst 78 Howard Road, Point Howard, Lower Hutt	█████ called to advise the leak she has reported many times before which used to leak around 50 litres of water a minute is now leaking 100 litres of water a minute and has created a stream down her property and her neighbours property. She said it&apos;s also reduced the water pressure to a number of houses that are nearby. She wants something done about it immediately or she said she will go to the media.	Potable	1	CLOSE.DUP	2/25/2023 3:10:17 PM	2/27/2023 9:37:12 AM	2/25/2023 3:10:27 PM	Note from Council	█████ 14:55 █████
										2/27/2023 9:37:08 AM	duplicate of 281406 - cancel and relate	duplicate of 281406 - cancel and relate<!-- RICH TEXT -->
78 Howard Road, Point Howard, Lower Hutt, Wellington, 5013	HCC1002534	No Asset Selected	Leaky Connection 78 Howard Road, Point Howard	█████ reports water from the letterbox area of 78 Howard Road, POINT HOWARD and running down the valley	Potable	3	CLOSE.DUP	3/6/2023 4:30:50 PM	3/7/2023 10:14:53 AM	3/7/2023 10:14:36 AM	Duplicate of HCC597456	Duplicate of HCC597456<!-- RICH TEXT -->

78 Howard Road, Point Howard, Lower Hutt, Wellington, 5013	HCC1002183	No Asset Selected	Leaking Pipes 78 Howard Road, POINT HOWARD	I've reported this multiple times. Rate gone from 100L/min 6 days ago to 140L/min yesterday and no doubt more today. That would fill the new Nanna Pool in 12 days. Wellington Water have already visited 3 times but apart from a blue cross on the road, nothing has happened. We are concerned about the stability of the road and bank below. Whenever get any feedback.	Potable	2	CANCEL.CANCEL	3/6/2023 9:40:41 AM	3/6/2023 11:17:08 AM	3/6/2023 11:17:05 AM	Duplicate of HCC597456	Duplicate of HCC597456<!-- RICH TEXT -->
63 Howard Road, Point Howard, Lower Hutt, Wellington, 5013	HCC1002881	No Asset Selected	Leaky Connection 63 Howard Road, Point Howard (ROVER)	<div>Possibly originating from 78 Howard Road, POINT HOWARD</div><div> </div><div>10/3 MW - leak described as like a tap on full and causing road to bulge </div><!-- RICH TEXT -->	Potable	3	CLOSE.DUP	3/9/2023 3:00:18 PM	3/13/2023 9:56:55 AM	3/10/2023 11:13:06 AM	Assigned to 1p folder for rover.	Assigned to 1p folder for rover.<!-- RICH TEXT -->
										3/10/2023 11:16:44 AM	Assigned to ██████	Assigned to ██████ to see if this is the same leak at #78 under HCC597456 or a different leak.<!-- RICH TEXT -->
										3/10/2023 11:22:29 AM	Update	<div>Job created based on description under HCC1002653:</div><div> </div><div>██████ </div><div>&quot;he is describing two leaks at no.6 and at no.63. Contacted HCC to get a job raised for no.63.&quot;</div><!-- RICH TEXT -->
										3/13/2023 9:56:39 AM	This is cancelled and related to HCC597456	This is cancelled and related to HCC597456<!-- RICH TEXT -->
78 Howard Road, Point Howard, Lower Hutt, Wellington, 5013	HCC1002841	No Asset Selected	Poor Quality Work 78 Howard Road, POINT HOWARD	██████ explains that due to the water leak that has been happening outside 78 Howard Road, POINT HOWARD, the road is starting to deteriorate and affecting the banks along the road as a result - this may be a bigger issue if road has not been looked at re future issues. WW does not prioritise this issue due to no water visible on the road. Any advice to ██████ would be appreciated	Potable	3	CLOSE.DUP	3/9/2023 12:00:15 PM	3/9/2023 2:53:31 PM	3/9/2023 2:53:45 PM	Photos Attached	<p class="MsoNormal"><span style="mso-fareast-language:EN-US">Hi ██████ </span></p><p><span style="mso-fareast-language:EN-US">Please see email below and pictures attached relating to RFS </span>1002841 I reassigned that one through to WW this morning. </p></p><p>Can you please arrange a reply to ██████ about this issue, thank you. </p></p><p>Kind regards </p></p><p>██████ </p></p><!-- RICH TEXT -->
										3/9/2023 2:54:11 PM	Duplicate of HCC597456 cancel and relate	Duplicate of HCC597456 cancel and relate<!-- RICH TEXT -->
78 Howard Road, Point Howard, Lower Hutt,	HCC1003337	No Asset Selected	Fault 78 Howard Road, Point Howard, Lower Hutt	██████ called to say that a stormwater pipe appears to have burst outside 78 Howard Road and it has disfigured the tarmac and caused a three meter crack as	Potable	1	CLOSE.DUP	3/13/2023 8:20:20 PM	3/14/2023 7:59:54 AM	3/13/2023 8:20:34 PM	Note from Council	██████ at 20:08

Wellington, 5013				<p>well as concrete sinking in outside the driveway of 78 Howard Road. He said a lot of debris and trees are being taken by the force of the water coming out which he said is like a very fast flowing river. He is concerned the whole road is going to be destroyed as it is coming from underneath the road. He would like the contractor to update him as to what is happening when they come out.</p>								
										3/14/2023 7:59:49 AM	dup of hcc597456	