

Wednesday, 24 August 2022

**OIA IRO-269**

Email: [REDACTED]@gmail.com

Kia ora [REDACTED]

I write regarding your official information request dated Thursday, 21 July 2022 for all information you have about 18 Creswick Terrace, around water issues/discussions that have taken place between you and owners of the property in the last 20 years.

We have considered your request in accordance with the Local Government Official Information and Meetings Act and determined that we are able to grant your request in full.

As per the scope clarification agreed to reduce the timeframe from 20 years to five years, we have found one further document relevant to your request.

**The information you have requested is enclosed in our email response to you.**

Pursuant to section 7(2)(a) of the Local government Official information and Meetings Act 1987 some information has been redacted as it contains 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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi

[REDACTED]  
**Manager Customer Experience, Customer Operations Group**  
**Wellington Water Ltd**

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**Our water, our future.**

| No. | Address   | Council Ref ID | Work Order Summary                                     | Job Details  | Water Type       | Priority | Status    | Created                  | Resolution Date          | Entry Date               |
|-----|---|----------------|--|--|------------------|----------|-----------|--------------------------|--------------------------|--------------------------|
| 1   | 18 Creswick Terrace,<br>Northland, Wellington, 6012 | WCC2926636     | Leaky Connection 18<br>Creswick Terrace,<br>Wellington | I've located the water toby serving my house. It's old and rusted and the toby handle is broken. I can't turn it off to service taps in the house. The toby says Wellington Water on it. Can someone tell me who is responsible for the maintenance of this toby. Thanks.  | Potable<br>Water | 3        | CLOSE     | 9/14/2020<br>7:06:55 PM  | 9/24/2020<br>12:00:00 AM | 9/14/2020<br>7:09:16 PM  |
|     |   |                |  |  |                  |          |           |                          |                          | 9/16/2020<br>11:44:37 AM |
|     |   |                |  |  |                  |          |           |                          |                          | 9/17/2020<br>1:21:58 PM  |
|     |   | WCCSR-304619   | Leaky Connection 18<br>Creswick Terrace,<br>Northland  | Hi,<br><br>We are the owners of 18 Creswick Terrace, Wellington, 6012.<br><br>We have a toby in our driveway, but turning this off does turn our water off. Can you please advise what the issue may be?<br><br>Regards,<br>██████████ 13/01 RF - Plans ordered 195983721.01 JH - plans attached<br><br>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).<br><br>SAP PO 263776 14.02.22 Inspect job, located toby, car parked on top | Potable<br>Water | 3        | CLOSE     | 1/10/2022<br>10:09:25 PM | 2/17/2022<br>12:00:00 AM | 1/10/2022<br>10:09:42 PM |
|     |   |                |  |  |                  |          |           |                          |                          | 1/13/2022<br>2:37:52 PM  |
|     |   |                |  |  |                  |          |           |                          |                          | 1/21/2022<br>4:19:11 PM  |
|     |   |                |  |  |                  |          |           |                          |                          | 2/10/2022<br>3:58:32 PM  |
|     |   |                |  |  |                  |          |           |                          |                          | 2/17/2022<br>9:00:19 AM  |
|     |   |                |  |  |                  |          |           |                          |                          | 2/20/2022<br>9:39:30 AM  |
|     |   | WCCSR-310333   | Leaky Connection 18<br>CRESWICK TERRACE,<br>Northland  | Caller advised the toby for this property will not shut off water. Contact is ██████ on ██████   | Potable<br>Water | 3        | CLOSE.CAN | 1/18/2022<br>9:58:31 AM  | 1/21/2022<br>12:00:00 AM | 1/18/2022<br>9:58:40 AM  |
|     |   |                |  |  |                  |          |           |                          |                          | 1/21/2022<br>10:21:30 AM |
|     |   |                |  |  |                  |          |           |                          |                          | 1/21/2022<br>10:24:30 AM |

|  |  |              |   |   |            |   |       |                         |                         |                         |
|--|--|--------------|---|---|------------|---|-------|-------------------------|-------------------------|-------------------------|
|  |  | WCCSR-333028 | STORM EVENT; 18<br>CRESWICK TERRACE,<br>Northland | Caller advised that the back of their property flooded of the weekend of the 12th-13th Feb. Caller indicated that this does not happen frequently (has happened before but not regularly, i.e. may not only be caused by downpour). Caller would like to know if WW were aware of any issues in the area that may be related to this particular instance of flooding. Caller advised this did not appear to be surface flooding, but was seemingly caused by water seeping into the ground from elsewhere. Caller will get back in touch if this happens again, but would like to know if WW are aware of any specific issues in this area that may have caused the flooding. | Stormwater | 4 | CLOSE | 2/21/2022<br>2:13:25 PM | 4/6/2022<br>12:00:00 AM | 2/21/2022<br>2:13:37 PM |
|  |  |              |   |   |            |   |       |                         |                         | 2/24/2022<br>2:19:27 PM |
|  |  |              |   |   |            |   |       |                         |                         | 4/6/2022<br>12:05:47 PM |
|  |  |              |   |   |            |   |       |                         |                         | 4/9/2022<br>12:37:46 PM |

| No. | Summary                    | Detail  |
|-----|----------------------------|---|
| 1   | Note from Council          | Email is [REDACTED]   |
|     | Spoke to [REDACTED]        | Toby on driveway needs handle fix. He is trying to sort a leaking outside tap on the property. not urgent. Ordered service plans.   |
|     | plans                      | WE, CHORUS, GAS PLANS ATTACHED.<br><br>Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).  |
|     | Note from Council          | Address:<br>18 CRESWICK TERRACE, Northland<br>Open in Google Maps:<br><a href="https://www.google.com/maps/search/?api=1&amp;query=-41.281816497260216,174.7544589869506">https://www.google.com/maps/search/?api=1&amp;query=-41.281816497260216,174.7544589869506</a> |
|     | RF - Plans ordered 1959837 | RF - Plans ordered 1959837  |
|     | plans attached             |   |
|     | Note from Council          | Follow up from customer wanting an eta on when someone may attend as the plans were attached 20 days ago.   |
|     | Toby                       | Checked Toby that was been turned off was to different address located Toby out near curb   |
|     | Note from Council          | Closed by WCC   |
|     | Note from Council          | Email is [REDACTED]   |
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|     | duplicate of WCCSR-304619  |   |
|     | Note from Council          | Re-assigned by WCC  |

|  |                           |   |
|--|---------------------------|---|
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|  | Storm event               | Storm event assigned to TL  |
|  | Storm water investigation | Arrived on site customer came out and spoke to us about the issue he showed us inside of the basement that when it heavy rains the water seeps out of the rocks underneath house and looking at the plans the street above have no kerben channel at the end of the street of creswick tce and lines up with the property we told him we have no sw or ww mains around his house and he's already getting a drain installed for the issue |
|  | Note from Council         | Closed by WCC   |

9 August 2021

[REDACTED]  
18 Creswick Tce  
Northland  
Wellington 6012

### Stormwater Investigations - Infrastructure Checks in Your Neighbourhood

Regarding Property: 18 Creswick Terrace, Northland, Wellington

Dear [REDACTED] and [REDACTED],

On 28 May 2021, Wellington Water sent letters to property owners about a fault or faults within private property that could be contributing to the problem of wastewater overflows (attached).

The letter included details about the problem/s, along with photographs, and recommendations about what to do about fixing common faults.

The timeframe for this work to be done was within two months of the receipt of the letter and we are now planning to re-inspect your property between 16 August to 27 August 2021 to confirm the completion of the work.

If you've not fixed the fault at your property or if you've got any questions please call us on 04 384 5740 during office hours.

Thanks for your help in keeping rain out of the drain.

Yours sincerely,

[REDACTED]  
**Manager Customer Experience**  
Wellington Water

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Fault Record and Repair Recommendation/s:

- 1× Low gully trap on a paved area (less than 25mm)  
- LETS STORMWATER INTO WASTEWATER NETWORK

Build up the height of the gully trap surround to a minimum height of 25mm on a paved surface (path or driveway etc). This can be done with concrete mortar or by fitting a premade concrete surround and sealing it in place. Wellington Water is aware that premade concrete surrounds can be purchased at Humes and Hynds plumbing suppliers (not currently stocked at DIY stores).

Thank you for your assistance with this project. We look forward to hearing from you soon.

Photo/s of Faults:

