

Tuesday 20 December 2022

OIA IRO-330

Name: [REDACTED]

Email: [REDACTED]@hotmail.com

Kia ora [REDACTED]

Official information request for Official information request regarding tree root blockage to wastewater pipes, Ambala Way.

I write regarding your official information request dated Wednesday 26 October 2022.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 (the Act) and have determined that we were able to grant your request in part.

Please see in our email response to you, Job Sheet Pages 1 & 2 and the link to the CCTV Footage in the appendix of this letter.

Pursuant to [Section 17\(e\)](#) of the Act, we are unable to provide correspondence or reports referencing the trees at Ambala Way as we do not hold records or correspondence on the trees, other than the jobs logged in the provided sheets.

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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Appendix

Link to CCTV Footage: <https://www.dropbox.com/s/9hy22k9qwkuv0i2/3128-03%20Ambala%20Way%20Ww-1.m4v?dl=0>

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address	council_name	water_type	request_id	request_type	comm_description	Day of created	status	Day of closed	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	Total	21
1 ambala way ngaio wgtn	WCC	Wastewater	WCC2917837		Fault	18 Jul 2020	Awaiting reinstatement		P2	FH	FH	Callers shower and toilet not draining properly. Eventually clears but taking quite some time. Had a private drainage team out to check today who advised there are pohutukawa roots blocking the WW main. Please investigate and contact customer when possible.	MagicBus					1
			WCC2917911	Public pipe blockages	Blockage - Significant	19 Jul 2020	Awaiting reinstatement		P1	FH	FH	Callers shower and toilet not draining properly. The shower has sewer water coming up into it. Eventually clears but taking quite some time. Had a private drainage team out to check today who advised there are pohutukawa roots blocking the WW main. Please investigate and contact before arrival so they can make sure to be home. Called through to WW	MagicBus					1
			WCC2918974		Fault	23 Jul 2020	Completed	07 Sep 2020	P4	FH	FH	Hi team, Can you please log for the below. Water Type: CCTV Urgency: ; P4 Address: ; 1 Ambala Way Details: ; related to 2917915. Can we camera the Sewer main on Ambala Way. The resident at 1 Ambala Way has had sewer discharge onto their property due to roots from council trees blocking our sewer main in the past. WWL customer hub ; can you please assign this to Thanks,	MagicBus					1
1 ambala way, ngaio, wellington, 6035	WCC	Wastewater	WCC2917915		Information Request - from Client	19 Jul 2020	90 closed (close)	30 Oct 2020	P3	007-WGTN-WW-RETC		Client Info Request 1 Ambala Way (private)	Maximo					1
1 ambala wayngaio wgtn	WCC	Wastewater	WCC2411203	Public pipe blockages	WW-P1 Blocked Sewer	14 Dec 2015	Completed	16 Dec 2015	P1	CityCare	Wellington Water	Caller has discovered a block in the council main. Lots of roots and other debris according to the CCTV taken.	Councils					1

Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Resolution Date	Entry Date	Summary	Detail
1 Ambala Way, Ngaio, Wellington, 6035	WCC2917837	Fault 1 Ambala Way Ngaio Wgtn	Callers shower and toilet not draining properly. Eventually clears but taking quite some time. Had a private drainage team out to check today who advised there are pohutukawa roots blocking the WW main. Please investigate and contact customer when possible.	Wastewater	2	CLOSE	7/18/2020 2:07:22 PM	7/29/2020 12:00:00 AM	7/18/2020 2:09:15 PM	Note from Council	
									7/20/2020 9:23:12 AM		AFTERHOURS CALLOUT, ATTENDED BY TEA
	WCC2917911	Blockage 1 Ambala Way Ngaio Wgtn	Callers shower and toilet not draining properly. The shower has sewer water coming up into it. Eventually clears but taking quite some time. Had a private drainage team out to check today who advised there are pohutukawa roots blocking the WW main. Please investigate and contact before arrival so they can make sure to be home.	Wastewater	1	CLOSE	7/19/2020 11:26:23 AM	7/29/2020 12:00:00 AM	7/19/2020 11:29:14 AM	Note from Council	
									7/20/2020 9:23:56 AM		AFTERHOURS CALLOUT, ATTENDED BY TEA
									7/29/2020 10:16:54 PM	On arrival	No issues identified onsite, flushed and cleaned out sewer main to be sure
	WCC2917915	Client Info Request 1 Ambala Way (private)	The wastewater pipe running down Ambala Way, is partially blocked with tree roots. We are the house at the bottom of the hill. We get the blow back of water when the roots block your wastewater pipe We have to pay \$350 every time this happens to have our pipes released. This has happened on two occasions. The trees you planted are the reason for the blockage. I have also had to get you to come out and trim the branches because they have become dangerous. They are your trees. My request is that you (a) take annual care of both tree roots and tree branches (b) reimburse us our money for dealing with your lack of care and (c) most importantly, please send out a contractor to urgently trim the roots because the flow through of shower water is slow because your pipe is partially blocked with said tree roots. The last time this happened we had debris shooting back into our shower because of the blockage. Please can you put Ambala Way in your annual roster or s chedule for root clearing and branch cutting please. I look forward to hearing back from you. [REDACTED]	Wastewater	3	CLOSE	7/19/2020 11:38:39 AM	10/30/2020 12:00:00 AM	7/19/2020 11:41:15 AM	Note from Council	[REDACTED]@hotmail.com
									7/21/2020 7:33:56 AM		[REDACTED] willbedealingwiththisone.
									10/30/2020 9:55:39 AM	Called customer	Advise that they will be able to claim as this is a first time claim uner the council root policy. Job close