

Friday 9 September 2022

OIA IRO-279

Email: [REDACTED]@[windowlive.com](mailto:[REDACTED]@windowlive.com)

Kia ora [REDACTED],

I write regarding your official information request dated Thursday 11 August 2022 for copies of all water pipe leak reports for the past 10 years in Ngaio, bounded by Junction of Perth Street and Ngaio Gorge road, to Junction of Cockayne and Punjab street (including side roads such as Ambala Way), junction of Crofton Road and Kenya Street. Old Porirua Road to Capitan Edward Daniel drive.

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 provide part of the information you have requested.

Please see attached in our email correspondence to you the 'Job Sheets' from 2020 through to 2022.

Unfortunately, it will not be possible to meet the 20-working day timeframe to provide all water pipe leak reports prior to 2020 as consultations necessary are such that a reasonable response cannot be made ([Section 14\(10\)\(b\) of the Act](#)). We are therefore notifying you of an extension of the time to make our decision. That extension will be until Wednesday 14 September 2022.

The extension is necessary because your request necessitates a search through a large quantity of information and meeting the original time limit would require consultation with IT necessary to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit.

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 or freephone 0800 802 602.

Ngā mihi

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

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 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington_water

www.wellingtonwater.co.nz

Our water, our future.

| No. | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
|-----|---------------------------------------|----------------|---|---|---------------|----------|-----------|-----------------------|-----------------------|-----------------------|
| | 1 Ambala Way, Ngaio, Wellington, 6035 | WCCSR-431356 | Safety Issue 1 AMBALA WAY, Ngaio | This relates to the burst main incident occurred on 1 August and caused a slip between 267 Cockayne Road and 1 Ambala Way. Also, this relates to enquirey (#SR-430840). Today I visited the site with [REDACTED] and following are our observations. 1. Wellington Water has repaired the pipe temporarily. Part of the pipe is lying along Cockayne Road which has created a hazard for the motorist on the road (refer to below image 1 and 2). Also, the temporary pipe is still leaking adjacent to the property at No.1 Ambala Way refer to image 3). 2. As the kerb and channel has been damaged (refer to image 4) along the slip face during the stormwater runoff from the road could discharge into the slip and this has a potential to further risk of undermining the road (Ambala Way). Please place an asphalt bund along slip face. As the above are health and safety concerns, please get this attended ASAP before the next rain event. | Potable Water | 4 | PRECLAIM | 8/5/2022 2:28:22 PM | 8/5/2022 12:00:00 AM | 8/5/2022 2:28:32 PM |
| | | | | | | | | | | 8/5/2022 2:45:36 PM |
| | | | | | | | | | | 8/5/2022 2:57:09 PM |
| | | WCCSR-434600 | Leaking Pipes 1 AMBALA WAY, Ngaio | Trickle - Recent burst water pipe under Ambala Way. Despite being "fixed" it is still dripping water constantly. Can this please be stopped before more damage is done. Thanks | Potable Water | 3 | RCVD | 8/11/2022 10:47:24 AM | | 8/11/2022 10:47:36 AM |
| | | | | | | | | | | 8/11/2022 10:47:36 AM |
| | | WCCSR-434717 | Leaking Pipes 1 AMBALA WAY, Ngaio | Trickle - burst water pipe under Ambala Way. Despite being "fixed" it is still dripping water constantly. | Potable Water | 3 | RCVD | 8/11/2022 11:56:25 AM | | 8/11/2022 11:56:42 AM |
| | | | | | | | | | | 8/11/2022 11:56:42 AM |
| | 6 Ambala Way, Ngaio, Wellington, 6035 | WCCSR-428315 | Loss of Service 6 Ambala Way, Ngaio, Wellington, 6035 | Complete loss of water - Caller advised they started losing water pressure at this address about an hour ago, and now have no water service at all. Please investigate, and contact caller to update. (Caller advised they are going out briefly. Please call if property access is required, as they have a gate keeping a puppy on the property)No leaks prior. Heaps of water coming for somewhere. | Potable Water | 3 | JOBCOMP | 8/1/2022 11:47:21 AM | 8/2/2022 12:00:00 AM | 8/1/2022 11:47:38 AM |
| | | | | | | | | | | 8/1/2022 12:23:09 PM |
| | | | | | | | | | | 8/1/2022 1:00:53 PM |
| | | | | | | | | | | 8/2/2022 8:30:42 AM |
| | | | | | | | | | | 8/2/2022 2:02:03 PM |
| | | | | | | | | | | 8/3/2022 8:47:59 AM |
| | | | | | | | | | | 8/5/2022 2:37:35 PM |
| | Ambala Way, Ngaio, Wellington, 6035 | WCCSR-104049 | Leaking Pipes AMBALA WAY, Ngaio | Trickle - Ambala Way Description: There is another leak on the road on Ambala Way. As you come up the driveway, water is leaking on right hand side of road | Potable Water | 3 | CLOSE.CAN | 2/13/2021 12:17:57 PM | 2/16/2021 12:00:00 AM | 2/13/2021 12:24:27 PM |
| | | | | | | | | | | 2/14/2021 10:58:19 AM |
| | | | | | | | | | | 2/14/2021 12:58:20 PM |
| | | | | | | | | | | 2/16/2021 7:09:42 AM |
| | | | | | | | | | | 2/16/2021 7:37:26 AM |
| | | | | | | | | | | 2/16/2021 7:42:26 AM |

| No. | Summary | Detail |
|-----|---|---|
| 1 | Note from Council | Address: 1 AMBALA WAY, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25397298072975,174.77691178498713 |
| | Note from Council | WWL (Note from [REDACTED]) loose pipe (temporary water supply) laying in the road escalated to WWL @2:44pm and the associated planning engineer lead. |
| | Pipe was secured earlier see SR-430840 | Team Leader advises that he located and secured this pipe on the previous job SR-430840 Closing this at WWL end and referring back to Transport Engineer to resolve K&C and Slip issues |
| | Note from Council | Address: 1 AMBALA WAY, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25397298072975,174.77691178498713 |
| | Note from Council | Merged from ticket 434596 Subject: Web Form Ticket Description: Type: water Recent burst water pipe under Ambala Way. Despite being "fixed" it is still dripping water constantly. Can this please be stopped before more damage is done. Thanks Address: 267 Cockayne Road, Ngaio, Wellington, 6035, NZL Latitude: -41.25414352155084, Longitude: 174.77685861289507 [REDACTED] Phone: [REDACTED] |
| | | Ticket with id 434596 is merged into this ticket. |
| | Note from Council | Address: 1 AMBALA WAY, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25397298072975,174.77691178498713 |
| | Note from Council | Kia ora [REDACTED], Thanks for reaching out to us! We have gone ahead and raised a job for Wellington Waters, regarding the leak. Once a crew is available we will see some resolution. Nga mihi, [REDACTED]!-- Initial customer request --! Description Type: water I reported a drip coming from the pipe that burst on August 1st - this is watercare's response: "Kia ora, please be advised that we have received the fault at 1 Ambala Way, Ngaio. If the fault gets worse please contact your local council. Nga mihi Wellington Water" I'm not impressed by this response considering the pipe that was mended has been dripping since it was supposedly mended. I'll just keep notes of all the responses WCC and Wellington Water send to me so that I can provide evidence that this issue has been reported. Water care told me to get back to WCC so here I am Address: 1 Ambala Way, Ngaio, Wellington, 6035, NZL Latitude: -41.25397297146449, Longitude: 174.7769117517289 [REDACTED] Phone: [REDACTED] |
| | Note from Council | Address: 6 Ambala Way, Ngaio, Wellington, 6035 Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25440413656385,174.77703362460107 |
| | Called customer | Acknowledged job Advised there were no prior leaks but her husband noticed alot of water flowing over the footpath down the roadAssigned to [REDACTED] |
| | Cancelled duplicate | Cancelled duplicate of WCCSR-428371 under which we will attend |
| | update | 01/08/22 onsite 1300-1700 40mm PVC ridermain broken at high level R.O.W. due to slip, located gatevalve @ k&C on cockayne rd isolated leak, ran tempoary feed over bank from gatevalve to breaken pipe Teed off for service to 1 ambala way. |
| | Run temp feed | Downers to reinstate area |
| | CAR N/A | As per crew notes Downers site and reinstating |
| | Note from Council | Closed by WCC |
| | Note from Council | Address: AMBALA WAY, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25401158386619,174.77680840981895 |
| | Note from Council | Thank you. Please cancel this request. It appears to have disappeared |
| | Note from Council | Sent from my iPhone Re: [#SR-104049] Contact Us Form Please cancel my request |
| | Note from Council | Sent from my iPhone Please cancel this job |
| | THIS ENQUIRY WAS ASKED TO BE CANCELLED. | THIS ENQUIRY WAS ASKED TO BE CANCELLED |
| | Note from Council | Re-assigned by WCC |

| No. | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
|-----|---|----------------|--|--|---------------|----------|-----------|-----------------------|-----------------------|-----------------------|
| | 3C Armitage Street, Ngaio, Wellington, 6035 | WCCSR-335530 | Loss of Service 3C Armitage Street, Ngaio | Complete loss of water - Caller [REDACTED] advised they've had no water at their address all day - they'd noticed it was off around 9am but had assumed it was linked to roadworks taking place in the street and not questioned it until getting home and finding it still off, with no information about water outages in the area. Please attend and fix. | Potable Water | 3 | CLOSE | 2/24/2022 4:58:24 PM | 3/7/2022 12:00:00 AM | 2/24/2022 4:58:36 PM |
| | | | | | | | | | | 2/24/2022 5:02:20 PM |
| | | | | | | | | | | 2/24/2022 5:02:28 PM |
| | | | | | | | | | | 2/25/2022 11:25:02 AM |
| | | | | | | | | | | 2/28/2022 2:55:46 PM |
| | | | | | | | | | | 3/3/2022 8:36:35 AM |
| | | | | | | | | | | 3/7/2022 1:07:39 PM |
| | 5 Armitage Street, Ngaio, Wellington, 6035 | WCCSR-335179 | Leaky Connection 5 Armitage Street, Ngaio | the handle on the Toby valve is burred so that you can not turn the water off Please attend and fix. 24/2/22 nb plans ordered 19826958/03- AI-Plans attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 2/24/2022 1:11:23 PM | 3/17/2022 12:00:00 AM | 2/24/2022 1:11:34 PM |
| | | | | | | | | | | 2/24/2022 1:11:34 PM |
| | | | | | | | | | | 2/24/2022 1:11:34 PM |
| | | | | | | | | | | 2/24/2022 2:27:24 PM |
| | | | | | | | | | | 3/8/2022 4:02:49 PM |
| | | | | | | | | | | 3/8/2022 4:02:58 PM |
| | | | | | | | | | | 3/17/2022 10:07:49 AM |
| | | | | | | | | | | 3/20/2022 10:39:31 AM |
| | 13 Armitage Street, Ngaio, Wellington, 6035 | WCCSR-112468 | Leaky Connection 13 ARMITAGE STREET, Ngaio | The caller advised they have had a plumber over to fix a leak. They had to use a tool to turn off the toby as the handle is worn and not working. Please attend 02/03 Service plans ordered 09/03/21 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 2/26/2021 3:58:16 PM | 3/17/2021 12:00:00 AM | 2/26/2021 3:59:41 PM |
| | | | | | | | | | | 3/2/2021 11:01:25 AM |
| | | | | | | | | | | 3/9/2021 1:22:53 PM |
| | | | | | | | | | | 3/17/2021 11:43:25 AM |
| | | | | | | | | | | 3/20/2021 12:37:51 PM |
| | | WCCSR-132751 | Fault 13 ARMITAGE STREET, Ngaio | Caller advised that they need to urgently turn the toby off at this address as their client has not water due to a burst they have. Please assist. | Potable Water | 2 | CLOSE.CAN | 3/26/2021 3:22:31 PM | 3/26/2021 12:00:00 AM | 3/26/2021 3:23:26 PM |
| | | | | | | | | | | 3/26/2021 3:25:23 PM |
| | | | | | | | | | | 3/26/2021 3:33:52 PM |
| | | | | | | | | | | 3/26/2021 3:39:37 PM |
| | | | | | | | | | | 3/26/2021 3:39:51 PM |
| | | | | | | | | | | 3/26/2021 3:39:51 PM |
| | | WCCSR-205753 | Loss of Service 13 ARMITAGE STREET, Ngaio | Complete loss of water - No water at this address. Please contact [REDACTED] | Potable Water | 1 | CLOSE.CAN | 7/23/2021 12:09:21 PM | 7/23/2021 12:00:00 AM | 7/23/2021 12:10:29 PM |
| | | | | | | | | | | 7/23/2021 12:20:37 PM |
| | | | | | | | | | | 7/23/2021 12:33:10 PM |
| | | | | | | | | | | 7/23/2021 12:37:54 PM |

| No. | Summary | Detail |
|-----|-------------------------------------|---|
| | Note from Council | Address: 3C ARMITAGE STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25557253195698,174.7756908437124 |
| | Assigned to Callout | Assigned to Callout - [REDACTED] |
| | emailed [REDACTED] to assign out | emailed [REDACTED] to assign out |
| | Reassigned to [REDACTED] | Reassigned to [REDACTED] for notes etc., as per Brado |
| | Downgraded P1 to P3 | Initial response complete. Further works required |
| | Note from Council | Closed by WCC |
| | Job attended 24/2/2022 | Plumber left toby on so turned the Toby back on to restore water to affected property |
| | Note from Council | Call the customer to assess urgency as they mentioned they water can't be turned ON. Customer advised they have managed to get their water back on but the toby handle will still require repair. Logged job accordingly. |
| | Note from Council | Duplicate of SR-335177 |
| | Note from Council | Address: 5 ARMITAGE STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2557018795266,174.77521140213776 |
| | Plans ordered | Plans ordered |
| | AI-Plans attached | AI-Plans attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | | As per notes water is now back on |
| | Investigation | Upon inspection checked manifold handle all is operational, handle looks to have been replaced recently. Refer to photos in attachments |
| | Note from Council | Closed by WCC |
| | Note from Council | Address: 13 ARMITAGE STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.255991580521844,174.7745158512725 |
| | Service plans ordered | Service plans orere |
| | Plans attached | 09/03/21 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | Broken handle | Customers handle was missing off manifold and was broken. Replaced with new handle and checked to make sure it worked as should. All works fine . No excavation needed so no reinstatement required. |
| | Note from Council | Closed by WCC |
| | Note from Council | Address: 13 ARMITAGE STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.255991580521844,174.7745158512725 |
| | Note from Council | The plumber just called back. He said that the toby is fine. They were turning it the wrong way. Please cancel. Mauri ora [REDACTED] |
| | job can be cancelled as per council | job can be cancelled as per council - plumber was turning tob the wrong wa |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Called through to WW to cancel the job. Plumber was just trying to turn toby the wrong way, no need to attend now. |
| | Note from Council | Address: 13 ARMITAGE STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.255991580521844,174.7745158512725 |
| | Note from Council | bCouldn't get through to WW |
| | Spoke to [REDACTED], | Spoke to [REDACTED], Water is back on, likely related to outage nearby at Crofton Road. Cancelling request. |
| | Note from Council | Re-assigned by WCC |

| No. | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
|-----|---|----------------|---|--|---------------|----------|--------|-----------------------|------------------------|-----------------------|
| | 33 Bankot Crescent, Ngaio, Wellington, 6035 | WCCSR-325975 | Leaking Pipes 33 Bankot Crescent, Ngaio | Steady flow - The caller has reported a clear water leak coming from an exposed section of pipe on the berm of the property. The leak is leaking at a very steady flow and the water looks to be under a lot of pressure. The water is going down to the footpath. The caller has said it is not gushing because it is a small pipe but the leak is very significant. [REDACTED] | Potable Water | 2 | CLOSE | 2/11/2022 1:44:21 PM | 2/16/2022 12:00:00 AM | 2/11/2022 1:44:30 PM |
| | | | | | | | | | | 2/14/2022 11:28:37 AM |
| | | | | | | | | | | 2/16/2022 8:47:22 AM |
| | | | | | | | | | | 2/16/2022 8:54:16 AM |
| | | | | | | | | | | 2/16/2022 8:56:38 AM |
| | | | | | | | | | | 2/16/2022 10:48:02 AM |
| | | | | | | | | | | 2/16/2022 11:39:57 AM |
| | | | | | | | | | | 2/16/2022 12:26:47 PM |
| | 38 Bankot Crescent, Ngaio, Wellington, 6035 | WCCSR-51539 | Leaking Pipes 38 BANKOT CRESCENT, Ngaio | CAR R720157 30/10/20 Trickle - Hi Team, Please can the following be logged: Water P3 38 Bankot Crescent, Ngaio, Wellington - Leak on service marked near visitor carpark. separate to drainage line at same address. Thank, [REDACTED] | Potable Water | 2 | CLOSE | 10/29/2020 9:04:33 AM | 10/30/2020 12:00:00 AM | 10/29/2020 9:51:18 AM |
| | | | | | | | | | | 11/2/2020 1:48:48 PM |
| | 50 Bankot Crescent, Ngaio, Wellington, 6035 | WCCSR-96318 | Leaking Pipes 50 BANKOT CRESCENT, Ngaio | CARR745709 11/02/21 Trickle - Steady trickle of water coming out of bank underneath callers garage - footpath side please keep the customer updated with any new information/once leak detection is received | Potable Water | 3 | CLOSE | 1/30/2021 5:31:29 PM | 2/11/2021 12:00:00 AM | 1/30/2021 5:32:16 PM |
| | | | | | | | | | | 2/1/2021 8:18:01 AM |
| | | | | | | | | | | 2/1/2021 8:25:43 AM |
| | | | | | | | | | | 2/1/2021 9:43:29 AM |
| | | | | | | | | | | 2/1/2021 11:34:56 AM |
| | | | | | | | | | | 2/1/2021 2:42:53 PM |
| | | | | | | | | | | 2/9/2021 2:22:06 PM |
| | | | | | | | | | | 2/9/2021 2:23:05 PM |
| | | | | | | | | | | 3/10/2021 2:11:27 PM |

| No. | Summary | Detail |
|-----|--|--|
| | Note from Council | Address: 33 BANKOT CRESCENT, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25070588325919,174.78168413578283 |
| | Note from Council | Ticket with id 327760 is merged into this ticket. |
| | Council called, assigned to [REDACTED] | Council called to advise customer have to turn of toby to stop the lea but then they have no water at home. Called [REDACTED] and he will tae a loo |
| | Note from Council | Caller [REDACTED] (resident) advised that they have had to turn the water off to the property to stop this leak. Called through to WW who advised they will try to send the P1 crew today to check if it is private. Caller advised they need this fixed ASAP due to now not having water. Please contact [REDACTED] with updates on [REDACTED] |
| | Reassigned | Reassigned to [REDACTED] |
| | Investigation | Upon inspection Toby is operational but the leak is beyond the manifold over the boundary. Client will need to call plumber as it's a private issue. Refer to photos in attachments |
| | Note from Council | The problem has not been resolved as at midday today, even though I have received a text to say it has been repaired. I spoke to the council staff member when he attended the job. He said he cannot repair it because of a boundary issue. The position of the effected pvc pipe was explained on initial repair request. It has taken 5 days for a serviceman to turn up, only to be told he won't repair it. Thats 5 days without water to the household because of the significant leak. The boundary issue should have been ascertained by council receptionist when job was called in thus giving the home owner the opportunity to organize an alternative repairer immediately. Obviously we are not happy with the outcome - [REDACTED] |
| | Assigning [REDACTED] | |
| | Note from Council | Closed by WCC |
| | Note from Council | Address: 50 BANKOT CRESCENT, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25063154906987,174.78118410061776 |
| | Note from Council | [REDACTED] called back to advise the water situation had worsened to the point where the water, while not spurting, was flowing out. She advised she was concerned about the bank's stability (and also the fact that a large delivery of firewood was scheduled for this area). Rang WW to escalate. |
| | Assigned [REDACTED] to rover | Assigned [REDACTED] to rover, received escalation from [REDACTED] WCC. |
| | update | received the following email and provided the following response:Hi [REDACTED] Thank you for your email. I can confirm that our customer HUB team have dispatched this to a service crew for investigation today. If circumstances change, or you would like an update please contact our customer support team on 04 912 4470. Kind regards, [REDACTED] From: [REDACTED] & [REDACTED]@xtra.co.nz Sent: Sunday, 31 January 2021 7:20 pm To: Info Mailbox <Info@wellingtonwater.co.nz>> |

| | | |
|--------------------------|--|--|
| | | <p>Subject: water leak getting worse</p> <p>Address: 50 Bankot Crescent</p> <p>Ngaio</p> <p>Ph [REDACTED]</p> <p>Mob [REDACTED]</p> <p>Yesterday I noticed a water leak and called job to Wellington City Council.</p> <p>My garage is off the pavement, with a 2m drop under garage. At ground level under the garage at road face , ie 2m below road level a flow of water has started. It has got worse today.</p> <p>I have checked the toby which is beside the garage, it's dry, as is all the pipe work from the toby to the house.</p> <p>I have a delivery of wood that I need to put in this space to get the wood off the footpath. This will arrive Tuesday 2 Feb.</p> <p>I am also concerned that the constant water might undermine the garage.</p> <p>Could someone please come to find out where the water is coming from, and how you might stop it.</p> <p>Please treat this as urgent</p> <p>Regards [REDACTED]</p> |
| Investigated job | | Small flow coming from under garage, customer has had the private service renewed and I had a listen and definitely no sound , also looks like the rider main has been renewed as I can see fusion weld fittings on all manifold, no sound on anything ,customer is annoyed that Bono thing is happening and worried that it is undermining her garage but it a very small flow so it isn't causing any damage , will talk with TL about getting leak detection, see photo attached |
| Leak detection requested | | Leak detection requested. |
| leak detection received | | Service pipe leak marked on the footpath on left hand side of garage for 50 Bankot Crescent. |
| update | | added to escalations sheet for TL as the customer has emailed stating that the water leak is going underneath her house |
| Note from Council | | Closed by WCC |

| No. | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
|-----|--|----------------|--|--|---------------|----------|-----------|------------------------|-----------------------|------------------------|
| | 148A Cockayne Road, Khandallah, Wellington, 6035 | WCCSR-49029 | Leaking Pipes 148a COCKAYNE ROAD, Khandallah | Steady flow - [REDACTED]. Leaking toby, between a trickle and steady flow. This leak has been happening since the past few days. There are two toby's about 1m apart, the water is appearing about 2 meters from them both, unsure which it is coming from. PLEASE ADD TO ESCALATION LIST ONCE PLANS ORDERED GAS PLANS REC'D, ALL PLANS ATTACHED 02/11 Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 10/23/2020 10:27:42 AM | 11/9/2020 12:00:00 AM | 10/23/2020 10:28:21 AM |
| | | | | | | | | | | 10/23/2020 3:38:01 PM |
| | | | | | | | | | | 10/27/2020 9:38:19 AM |
| | | | | | | | | | | 11/2/2020 1:25:36 PM |
| | | | | | | | | | | 11/9/2020 2:50:15 PM |
| | | | | | | | | | | 11/9/2020 3:40:37 PM |
| | | | | | | | | | | 2/22/2021 12:56:11 PM |
| | 173 Cockayne Road, Ngaio, Wellington, 6035 | WCCSR-165183 | Leaking Pipes 173 COCKAYNE ROAD, Ngaio | Gushing - Related to SR-132481. Brown ooze coming from toby on road reserve. Previous job has been closed with no issue found but caller has advised that it is still ongoing, and requires people to step over puddling to get to steps leading up to the property. Please contact [REDACTED] or [REDACTED] and attend ASAP 24/05/21 JB Plans attached - Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 5/17/2021 2:32:20 PM | 7/28/2021 12:00:00 AM | 5/17/2021 2:34:49 PM |
| | | | | | | | | | | 5/17/2021 2:44:34 PM |
| | | | | | | | | | | 5/17/2021 2:47:08 PM |
| | | | | | | | | | | 5/17/2021 2:48:41 PM |
| | | | | | | | | | | 5/17/2021 3:01:54 PM |
| | | | | | | | | | | 5/17/2021 3:10:05 PM |
| | | | | | | | | | | 5/17/2021 3:16:44 PM |
| | | | | | | | | | | 5/24/2021 12:46:30 PM |
| | | | | | | | | | | 7/28/2021 8:53:11 PM |
| | | | | | | | | | | 8/1/2021 12:37:13 AM |
| | 191 Cockayne Road, Ngaio, Wellington, 6035 | WCCSR-200178 | Reduced Service 191 COCKAYNE ROAD, Ngaio | Low pressure or reduced flow - [REDACTED] from Southern Plumbing and Gas [REDACTED] reported water pressure issue at 191 Cockayne Rd. Has attended this job for a customer, and have found low pressure at this property while doing a test. This has apparently been an ongoing issue at this property, caused by some road works a couple of years ago that have impacted the water pressure to this property. Please assess, and please contact [REDACTED] on [REDACTED] to advise further. | Potable Water | 3 | CLOSE | 7/16/2021 11:58:21 AM | 7/23/2021 12:00:00 AM | 7/16/2021 11:59:27 AM |
| | | | | | | | | | | 7/16/2021 12:03:43 PM |
| | | | | | | | | | | 7/16/2021 12:15:14 PM |
| | | | | | | | | | | 7/22/2021 9:20:47 AM |
| | | | | | | | | | | 7/22/2021 9:20:48 AM |
| | | | | | | | | | | 7/23/2021 2:26:39 PM |
| | | | | | | | | | | 7/26/2021 2:38:19 PM |
| | 198 Cockayne Road, Ngaio, Wellington, 6035 | WCCSR-87302-1 | 198 Cockayne Road, Ngaio | Private leak identified from LDS on job ref: WCCSR-87302 | Potable Water | 4 | CLOSE | 3/2/2021 4:54:32 PM | 5/19/2021 12:00:00 AM | 3/2/2021 4:56:00 PM |
| | | | | | | | | | | 5/18/2021 4:13:58 PM |
| | | | | | | | | | | 5/19/2021 9:26:05 AM |
| | 204A Cockayne Rd, Khandallah, Wellington, 6035 | WCCSR-87302-2 | 204A Cockayne Road, Ngaio | Private leak identified by Leak detection services on job ref: WCCSR-87302 | Potable Water | 4 | CLOSE | 3/2/2021 4:56:12 PM | 5/19/2021 12:00:00 AM | 3/2/2021 4:57:24 PM |
| | | | | | | | | | | 5/18/2021 4:13:42 PM |
| | | | | | | | | | | 5/19/2021 9:25:38 AM |
| | 206A Cockayne Road, Ngaio, Wellington, 6035 | WCCSR-105030 | Fault 206A COCKAYNE ROAD, Ngaio | Related to SR-87302. Caller has been waiting for over a month to get this job actioned and the situation is now very urgent. She has water coming on to her property from several different neighbours and this is causing a large amount of property damage to her retaining walls, under her house and making the whole lawn very boggy and hazardous. | Potable Water | 3 | CLOSE.CAN | 2/15/2021 10:35:15 AM | 2/25/2021 12:00:00 AM | 2/15/2021 10:36:25 AM |

| | | | | | | | | | |
|--|--------------|---|---|---------------|---|---------------|-----------------------|------------------------|-----------------------|
| 259 Cockayne Road, Ngaio, Wellington, 6035 | WCCSR-32088 | Leaking Pipes 259 COCKAYNE ROAD, Ngaio | Steady flow - Caller advised they have a steady flow leak on their toby the grass is muddy and the water is running down a bank so they are worried about a slip happening. Please attend.WE, CHORUS, GAS PLANS ATTACHED.Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 9/22/2020 2:33:36 PM | 9/29/2020 12:00:00 AM | 9/22/2020 2:35:33 PM |
| | | | | | | | | | 9/22/2020 6:25:55 PM |
| | | | | | | | | | 9/22/2020 6:27:59 PM |
| | | | | | | | | | 9/23/2020 1:58:55 PM |
| | | | | | | | | | 9/24/2020 8:38:50 PM |
| | | | | | | | | | 10/23/2020 1:15:20 AM |
| | | | | | | | | | 11/24/2020 9:10:48 PM |
| | WCCSR-63051 | Leaking Pipes 259 COCKAYNE ROAD, Ngaio | TOBY ISSUE NOT FIXED Steady flow - Relates to SR-32088 which was reported to us 2 months ago This got referred to the drainage team under SR-35150 which has been closed off Customer advised this leaking toby has NOT been fixed As they toby is located on a slope the gravel is carried down causing damage to there property now Caller is very frustrated understandably that this is not resolved herself and her husband both have called us about this issue with no clear communication from Wellington Water Customer advised to call her if there is an issue finding this toby as they are more then happy to help They just want this leak fixed as its getting worse and worse Please attend and contact customer24/11 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) | Potable Water | 3 | CLOSE | 11/19/2020 3:02:33 PM | 11/25/2020 12:00:00 AM | 11/19/2020 3:03:20 PM |
| | | | | | | | | | 11/20/2020 1:22:49 PM |
| | | | | | | | | | 11/24/2020 3:20:18 PM |
| | | | | | | | | | 11/24/2020 9:11:50 PM |
| 267 Cockayne Road, Ngaio, Wellington, 6035 | WCCSR-428371 | Leaking Pipes 267 COCKAYNE ROAD, Ngaio | Gushing - Related to #SR-428365 > slip - reported a water main burst pipe that's causing a huge slip ATM. Please attend. | Potable Water | 3 | PRECLAIM | 8/1/2022 12:33:25 PM | 8/2/2022 12:00:00 AM | 8/1/2022 12:33:38 PM |
| | | | | | | | | | 8/1/2022 1:03:32 PM |
| | | | | | | | | | 8/1/2022 1:04:18 PM |
| | | | | | | | | | 8/1/2022 6:10:50 PM |
| | | | | | | | | | 8/2/2022 9:36:17 AM |
| 278 Cockayne Road, Ngaio, Wellington, 6035 | WCCSR-92841 | PRIVATE LEAK 278 COCKAYNE ROAD, Ngaio | Steady flow - Steady water leak on the footpath outside the front of this property. Caller advised that the water is running down his driveway and is starting to pool. [REDACTED] This needs to be escalated once plans are attached as the situation has worsened, customer is concerned about property damage.02/02/20 JR - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 4 | CLOSE | 1/23/2021 10:30:28 AM | 2/3/2021 12:00:00 AM | 1/23/2021 10:32:25 AM |
| | | | | | | | | | 2/1/2021 8:19:59 AM |
| | | | | | | | | | 2/1/2021 8:23:08 AM |
| | | | | | | | | | 2/2/2021 12:37:23 PM |
| | | | | | | | | | 2/3/2021 9:18:53 AM |
| | | | | | | | | | 2/3/2021 9:27:58 AM |
| | | | | | | | | | 8/19/2021 3:46:16 PM |
| | | | | | | | | | 5/31/2022 1:17:34 PM |
| | | | | | | | | | 6/3/2022 1:39:06 PM |
| 282 Cockayne Road, Ngaio, Wellington, 6035 | WCCSR-101328 | Leaking Pipes 282 COCKAYNE ROAD, Khandallah | Trickle - Also logged to Trees; [REDACTED] advised that tree roots have damaged the toby at this address, pushing it out of line and causing a leak. He has advised the local residents are in agreement that the tree can go if that's what it takes to fix things. Please call with an update.18/02/21 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 2/9/2021 11:37:20 AM | 3/1/2021 12:00:00 AM | 2/9/2021 11:38:22 AM |
| | | | | | | | | | 2/9/2021 3:22:56 PM |
| | | | | | | | | | 2/18/2021 11:59:30 PM |
| | | | | | | | | | 3/1/2021 1:40:21 PM |
| | | | | | | | | | 3/4/2021 4:39:10 PM |
| 288 Cockayne Road, Ngaio, Wellington, 6035 | WCCSR-428339 | Leaking Pipes 288 COCKAYNE ROAD, Ngaio | Steady flow - Caller advised they were driving down the road and noticed a large amount of water coming out from somewhere opposite this address. Please investigate and see what's going on. | Potable Water | 2 | CANCEL.CANCEL | 8/1/2022 12:05:25 PM | 8/1/2022 12:00:00 AM | 8/1/2022 12:05:41 PM |

| No. | Summary | Detail |
|-----|--|--|
| | Note from Council | Address: 148a COCKAYNE ROAD, Khandallah Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251319889561884,174.7836425876169 |
| | Customer advised its ok for next week | |
| | Waiting on gas plans | Have attached service plans for WE, Chorus & WCC. Waiting on gas. Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). |
| | GAS PLANS REC'D | |
| | Private leak | Private leak please pass to [REDACTED] thank you |
| | Sent private leak to [REDACTED] | |
| | private leak | private leak has been repaired as per [REDACTED] |
| | Note from Council | Address: 173 COCKAYNE ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25285429769179,174.78175045261804 |
| | Spoke to caller | Spoke to caller and asked if this is from a round service lid (as per photos in previous job WCCSR-132481) which [REDACTED] confirmed it isn't She is going to take a photo and email it to cust support |
| | P2 awaiting photo from customer | P2 awaiting photo from customer to determine urgency |
| | Spoke to caller | Spoke to caller who confirmed they haven't noticed a smell from this |
| | Note from Council | Called through to WW |
| | Email and Photo Received | Hi there, Some further info on the brown murk. It all looks a bit the same now that it's raining, but for the last few months the issue area is where the grass is lush and green! |
| | P3 and plans ordered | P3 as photo oesn't show anything gushing out. Plans orere |
| | All plans attached | 24/05/21 JB Plans attached - Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). |
| | . | Reported problem not potable |
| | Note from Council | Closed by WCC |
| | Note from Council | Address: 191 COCKAYNE ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25271504833866,174.7801612863615 |
| | Note from Council | Rang WW and spoke with [REDACTED]. |
| | Assigned to [REDACTED] to investigate. | Assigned to [REDACTED] to investigate. Change to P3 as issues have been longstanding. |
| | . | Onsite inspection only reported problem reduced pressure pressure gage similar reading to neighbouring properties off cockayne rang caller (plumber) no answer. |
| | Status Change to PAUSE | Pause |
| | . | Onsite pressure gage reading and contour map reading coincides with normal kpa at this address job complete rang caller no answer |
| | Note from Council | Closed by WCC |
| | update | emailed [REDACTED] job number |
| | emailed [REDACTED] for an update | maild [REDACTED] for an updat |
| | update | as per [REDACTED] this private leak has been repaired |
| | emailed [REDACTED]. | |
| | emailed [REDACTED] for an update | maild [REDACTED] for an updat |
| | update | as per [REDACTED] this private leak has been repaired |
| | Note from Council | Address: 206A COCKAYNE ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251938047487954,174.7797564694258 |
| | Note from Council | FYI forgot to mention caller has a bubble sump on her property - where she bought the subdivided land from neighbour at 198 Cockayne Rd. JT |
| | Have passed on to [REDACTED] | [REDACTED] will have a read & make suggestions |
| | Notes from [REDACTED] | Private issue (springs), Neighbour's caused a nuisance to her Both private matters Neither have anything to do with the council Still need someone to attend, to see it first hand and see what's really going on Has asked me to pass this on to [REDACTED], I've emailed to her & assigned on Maximo |
| | Customer contacted | Customer contact made Have advised that this job has been passed on to a technical advisor who will arrange to meet her onsite [REDACTED] has said this doesn't need to be treated as a P1 as it's been an issue for 15 years Will downgrade to p3 |
| | update | called customer with the intention of arranging a site visit, but phone was not picked up Will attempt to call again later today |
| | update | As discussed with [REDACTED], DJ investigated this on job ref: WCCSR-87302 He met owner on site, and stated that further LDS is required This will be closed off and related to WCCSR-87302 |

| | | |
|--|------------------------|---|
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 208 COCKAYNE ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215619812096,174.77953623678906 |
| | Left a VM for customer | not answering th phon |
| | Note from Council | Called through to WW |
| | assigned to [REDACTED] | assigned to ca |
| | Note from Council | Closed by WCC |
| | Note from Council | Address: 231 COCKAYNE ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2524509984342,174.7773244012539 |
| | | <p>Kia ora [REDACTED], Thank you for reporting this leak, I have passed this on to Wellington Water to request this be repaired. If this leak gets worse, please reply to this email saying how it has got worse, and this will be passed along to Wellington Water. Ng? mihi, [REDACTED] Customer Service Rep Customer Contact Centre</p> <p style="text-align: right;">P 04 499</p> <p>4444 [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 12A Quetta</p> <p>Suburb: Ngaio</p> <p>City:</p> <p>Phone:</p> <p>Mobile:</p> <p>Email [REDACTED]@gmail.com</p> <p>What can we help you with? Water</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: Corner of Cockayne and Quetta, Ngaio</p> <p>Description: Inspection hole leaking water, streaming onto road Located on 231 Cockayne Road pavement opposite Quetta Street</p> <p>Other comments:</p> <p>Item Name : Water and drainage</p> <p>Category : External Customer Services</p> <p>Service : Report a leak</p> <p>Which water type is this regarding? :</p> |

| | |
|---|---|
| | <p>Drinking water or tap water</p> <p>How much water is leaking? :</p> <p>Trickle</p> <p>Description :</p> <p>Inspection hole leaking water, streaming onto road Located on 231 Cockayne Road pavement opposite Quetta Street</p> <p>Incident address :</p> <p>NA</p> <p>Location :</p> <p>NA</p> <p>Skip notifications? :</p> <p>Yes</p> |
| Assigned to [REDACTED] to rover | Assigned to [REDACTED] to ove |
| Further call for this job: WCCSR-196897 | Further P2 job logged 12/7 under WCCSR-196897 (cancelled and related):Steady flow - The water Toby has a steady, oderate flow of water coing out of it and flowing down the footpath towards the bus stop. I first noticed it Thursday last week, but have been away. Looks like the flow is getting stronger. [REDACTED] [REDACTED] [REDACTED]@yahoo.co |
| . | Inspection only reported problem leak from manifold box pass to two person traffic crew attach plans |
| Status Change to PAUSE | Attach plans pass to two person traffic crew |
| Ordered plans. | Ordered plans. |
| Plans attached | 14/07/21 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| Note from Council | Closed by WCC |
| Note from Council | Address: 231 COCKAYNE ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2524509984342,174.7773244012539 |
| Note from Council | <p>Kia ora [REDACTED] Thank you for your message. We have passed this onto our water team to get this repaired. They will get this fixed as soon as they can. Nga mihi, [REDACTED] !- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 9 Quetta Street, Ngaio</p> <p>Suburb: Ngaio</p> <p>City: Wellington</p> <p>Phone [REDACTED]</p> <p>Mobile:</p> <p>Email: [REDACTED]@yahoo.com</p> <p>What can we help you with? Drainage, sewerage or wastewater</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> |

| | |
|--|---|
| | <p>Service request number:</p> <p>Location: 231 Cockayne Road</p> <p>Description:</p> <p>The water Toby has a steady, moderate flow of water coming out of it and flowing down the footpath towards the bus stop. I first noticed it Thursday last week, but have been away. Looks like the flow is getting stronger.</p> <p>Other comments:</p> <p>Item Name :</p> <p>Water and drainage</p> <p>Category :</p> <p>External Customer Services</p> <p>Service :</p> <p>Report a leak</p> <p>Which water type is this regarding? :</p> <p>Drinking water or tap water</p> <p>How much water is leaking? :</p> <p>Steady flow</p> <p>Description :</p> <p>The water Toby has a steady, moderate flow of water coming out of it and flowing down the footpath towards the bus stop. I first noticed it Thursday last week, but have been away. Looks like the flow is getting stronger.</p> <p>Incident address : na</p> <p>Location : na</p> |
| Duplicate of WCCSR-195662 | Cancelled related to ref WCCSR-195662 repair will be carried out under related |
| Council | Re-assigned by WCC |
| Note from Council | Address: 259 COCKAYNE ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.253633496061994,174.77714851671578 |
| left a voicemail. | Adding to escalations list as this was not assessed today and is logged as p |
| plans also ordered. | |
| plans | WE, CHORUS, GAS PLANS ATTACHED. Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). |
| Drainage issue, please pass on to drainage | Drainage issue, please pass on to drainage |
| Note from Council | Closed by WCC |
| . | please ring customer to make sure we are looking at the same thing and double check |
| Note from Council | Address: 259 COCKAYNE ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.253633496061994,174.77714851671578 |
| Plans ordered | |
| Plans attached | 24/11 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| . | please double check and contact customer to ensure we are looking at the same thing |
| Note from Council | Address: 267 COCKAYNE ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25408871402395,174.7767536351363 |
| Note from Council | - called through to who is tasking now as it could be the supply to Ambala Way. |
| Called customer - Assigned - Note added | Slip broke watermain not the the burst. Assigned to D |

| | |
|---|---|
| Note from Council | Closed by WCC |
| update | relates to wccsr-428315, set up temp feed for driveway |
| Note from Council | Address: 278 COCKAYNE ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25392571322919,174.7763290367974 |
| Customer contacted | Have a pond in the driveway, water is spreading too. |
| Service plans ordered | This needs to be escalated once plans are attached as the situation has worsened, customer is concerned about property damage |
| Service plans attached / escalated | 02/02/20 JR - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).Escalated with TL. |
| . | Onsite 3.2.21 0830-0900 inspection only reported leak is on 278s service after manifold on footpath in garden area on shared driveway on reserve land not 50mm ridermain existing meter doesn't seem to be working. |
| Private leak sent to [REDACTED] | |
| Changed to P4 | Changed to P |
| Job complete as per [REDACTED] 31/05/2022 | |
| Note from Council | Closed by WCC |
| Note from Council | Address: 282 COCKAYNE ROAD, Khandallah Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.252633733900964,174.77961627559122 |
| Plans ordered | Plans orere |
| Plans attached | 18/02/21 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| Investigated job | Looks like the issue has been solved possibly a plumber fixed the issue. |
| Note from Council | Closed by WCC |
| Note from Council | Address: 288 COCKAYNE ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.254323513461394,174.77617523336139 |
| duplicate of WCCSR-428371 cancelling | duplicate of WCCSR-428371 cancellin |
| Note from Council | Re-assigned by WCC |

| No. | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
|-----|--|----------------|--|--|---------------|----------|---------------|-----------------------|------------------------|------------------------|
| | 4 Crofton Road, Ngaio, Wellington, 6035 | WCCSR-298308 | Leaking Pipes 4 Crofton Road, Ngaio | Trickle - Water leaking under tarmac just up from roundabout with waikowhai street and Ottawa road | Potable Water | 3 | CLOSE.CAN | 12/23/2021 6:01:22 PM | 12/30/2021 12:00:00 AM | 12/23/2021 6:01:36 PM |
| | | | | | | | | | | 12/23/2021 6:01:36 PM |
| | | | | | | | | | | 12/30/2021 11:33:21 AM |
| | | | | | | | | | | 12/30/2021 11:35:40 AM |
| | 4A Crofton Road, Ngaio, Wellington, 6035 | WCCSR-374116 | Leaking Pipes 4A Crofton Rd, Ngaio, Wellington | 20/05/2022 CARR860384Steady flow - On the footpath between 4a and 4b Crofton Road Ngaio Water leaking from the footpath and draining onto the forecourt at 4b Crofton Rod Ngaio. Please assess.5.5 JEPlans 201875016/5 - SD - Plans attachedCaution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | JOBCOMP | 5/3/2022 11:44:28 AM | 5/20/2022 12:00:00 AM | 5/3/2022 11:44:39 AM |
| | | | | | | | | | | 5/5/2022 12:30:02 PM |
| | | | | | | | | | | 5/5/2022 12:31:09 PM |
| | | | | | | | | | | 5/16/2022 8:34:54 AM |
| | | | | | | | | | | 5/16/2022 3:55:55 PM |
| | | | | | | | | | | 5/17/2022 4:00:15 PM |
| | | | | | | | | | | 5/19/2022 12:17:30 PM |
| | | | | | | | | | | 5/19/2022 12:19:11 PM |
| | | | | | | | | | | 5/20/2022 12:30:54 PM |
| | | | | | | | | | | 5/20/2022 2:46:04 PM |
| | | | | | | | | | | 5/23/2022 12:37:51 PM |
| | 5 Crofton Road, Ngaio, Wellington, 6035 | WCCSR-297773 | Leaking Pipes 5 CROFTON ROAD, Ngaio | Steady flow - The caller has reported a clear water leak coming from the road. The leak is flowing at a steady flow and there is a decent amount of water. [REDACTED] | Potable Water | 2 | CLOSE.CAN | 12/22/2021 3:43:40 PM | 12/31/2021 12:00:00 AM | 12/22/2021 3:43:51 PM |
| | | | | | | | | | | 12/31/2021 8:17:00 AM |
| | | | | | | | | | | 12/31/2021 8:19:35 AM |
| | | WCCSR-393778 | Public Info Request 5 Crofton Road, Ngaio | Possible private stormwater leak coming from this address and going onto 7 Crofton Rd | Potable Water | 4 | CANCEL.CANCEL | 6/6/2022 2:20:25 PM | 7/18/2022 12:00:00 AM | 6/6/2022 2:20:42 PM |
| | | | | | | | | | | 6/6/2022 2:21:33 PM |
| | | | | | | | | | | 7/15/2022 3:54:38 PM |
| | | | | | | | | | | 7/18/2022 3:09:16 PM |
| | | | | | | | | | | 7/18/2022 3:09:38 PM |
| | | | | | | | | | | 7/18/2022 3:23:33 PM |
| | | | | | | | | | | 7/18/2022 3:24:01 PM |
| | | | | | | | | | | 7/18/2022 3:27:34 PM |
| | | | | | | | | | | 7/18/2022 3:30:51 PM |
| | 6 Crofton Road, Ngaio, Wellington, 6035 | WCCSR-30367 | PRIVATE LEAK - Leaking Pipes 6 Crofton Road | Trickle - Caller advised water has started bubbling out of the grass next to the footpath. He noted that the day before the Salvation Army parked a furniture truck on the footpath, and he suspects the weight of the vehicle might have damaged the pipe. Please attend.WE, CHORUS, GAS PLANS ATTACHED.Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 4 | CLOSE | 9/18/2020 4:44:25 PM | 9/24/2020 12:00:00 AM | 9/18/2020 4:47:17 PM |
| | | | | | | | | | | 9/22/2020 11:10:25 AM |
| | | | | | | | | | | 9/23/2020 2:04:43 PM |
| | | | | | | | | | | 9/24/2020 8:40:12 PM |

| | | | | | | | | | | |
|--|--------------|--|---|---------------|---|-----------|-------------------------|---------------------------|-------------------------|--------------------------|
| | | | | | | | | | | 9/29/2020 9:59:43 AM |
| | | | | | | | | | | 8/19/2021 2:00:57 PM |
| | | | | | | | | | | 5/31/2022 1:11:14 PM |
| | | | | | | | | | | 6/3/2022 1:39:34 PM |
| 8 Crofton Road, Ngaio, Wellington, 6035 | WCCSR-55118 | Leaking Pipes 8 CROFTON ROAD, Ngaio | Steady flow - Ongoing issues with water coming from 8 Crofton Rd, feeding through an outlet into the public street. This goes all year round and caller is concerned it is a waste of water and might be a leak on the property causing this. Caller is [REDACTED] | Potable Water | 3 | CLOSE | 11/4/2020 3:31:39 PM | 11/23/2020 12:00:00 AM | 11/4/2020 3:32:18 PM | |
| | | | | | | | | | | 11/5/2020 2:18:05 PM |
| | | | | | | | | | | 11/23/2020 2:45:16 PM |
| 9 Crofton Road, Ngaio, Wellington, 6035 | WCCSR-338446 | Leaking Pipes 9 CROFTON ROAD, Ngaio | Trickle - Water leak - major water discharge Address: 9 Crofton Road, Wellington 6035, New Zealand Latitude: -41.2521474, Longitude: 174.7738517 Google Link: http://maps.google.co.nz/?q=-41.2521474,174.7738517&z=19 Phone: [REDACTED] | Potable Water | 3 | CLOSE.CAN | 3/1/2022 7:05:21 PM | 3/2/2022 12:00:00 AM | 3/1/2022 7:05:34 PM | |
| | | | | | | | | | | 3/2/2022 10:14:09 AM |
| | | | | | | | | | | 3/2/2022 10:17:40 AM |
| | WCCSR-383394 | Leaking Pipes 9 CROFTON ROAD, Ngaio | Steady flow - Leaking water toby outside 9 Crofton Road, Ngaio Please investigate [REDACTED] 13 Claire Street Ngaio | Potable Water | 2 | CLOSE.CAN | 5/19/2022 1:46:34 AM | 5/19/2022 12:00:00 AM | 5/19/2022 1:46:48 AM | |
| | | | | | | | | | | 5/19/2022 2:31:11 PM |
| | | | | | | | | | | 5/19/2022 2:33:41 PM |
| 9A Crofton Road, Ngaio, Wellington, 6035 | WCCSR-194597 | Leaking Pipes 9a CROFTON ROAD, Ngaio | CAR R789142 13/07/21 Gushing - Customer advised that there is a gushing leak (fountain-like coming out of what looks like the toby box for this address. This is her dad's house, so she would like to know when it has been fixed so she can let her dad know [REDACTED]) | Potable Water | 1 | CLOSE | 7/7/2021 2:38:29 PM | 7/12/2021 12:00:00 AM | 7/7/2021 2:39:19 PM | |
| | | | | | | | | | | 7/7/2021 2:44:17 PM |
| | | | | | | | | | | 7/7/2021 2:54:48 PM |
| | | | | | | | | | | 7/7/2021 2:59:26 PM |
| | | | | | | | | | | 7/15/2021 12:38:37 PM |
| | WCCSR-324833 | Leaking Pipes 9A Crofton Road, Ngaio (ROVER) | CAR R845721 17/03/22Trickle - Leaking water toby at 9a Crofton Rd10.02 JH -ordered service plans 19749023/03 AI - Plans attachedCaution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | JOBCOMP | 2/9/2022 11:40:21 PM | 3/17/2022 12:00:00 AM | 2/9/2022 11:40:36 PM | |
| | | | | | | | | | | 2/10/2022 3:17:37 PM |
| | | | | | | | | | | 3/3/2022 1:17:15 PM |
| | | | | | | | | | | 3/3/2022 1:17:20 PM |
| | | | | | | | | | | 3/9/2022 9:05:43 AM |
| | | | | | | | | | | 3/11/2022 10:25:16 AM |
| | | | | | | | | | | 3/16/2022 10:21:29 AM |
| | | | | | | | | | | 3/16/2022 10:31:41 AM |
| | | | | | | | | | | 3/17/2022 1:42:45 PM |
| | | | | | | | | | | 3/17/2022 2:18:40 PM |
| | | | | | | | | | | 3/20/2022 1:40:36 PM |

| | | | | | | | | | | |
|--|--|--------------|--|--|---------------|---|-----------|--------------------------|--------------------------|--------------------------|
| | | | | | | | | | | 3/10/2022 2:29:54 PM |
| | | WCCSR-343921 | Leaking Pipes 9a CROFTON ROAD, Ngaio | Steady flow - Water Toby leaking heavily at 9a Crofton road. | Potable Water | 2 | CLOSE.CAN | 3/10/2022 1:45:23 PM | 3/11/2022 12:00:00 AM | 3/10/2022 1:45:34 PM |
| | | | | | | | | | | 3/11/2022 10:18:48 AM |
| | | | | | | | | | | 3/11/2022 10:20:37 AM |
| | | WCCSR-344063 | Leaking Pipes 9A CROFTON ROAD, Ngaio | Steady flow - Water pouring from road reserve for over a week - possibly private | Potable Water | 2 | CLOSE.CAN | 3/10/2022 4:25:26 PM | 3/11/2022 12:00:00 AM | 3/10/2022 4:25:37 PM |
| | | | | | | | | | | 3/11/2022 10:19:50 AM |
| | | | | | | | | | | 3/11/2022 10:22:41 AM |
| | | WCCSR-363861 | Leaking Pipes 9A Crofton Road, Ngaio (ROVER) | 20/05/2022 CAR R860394 Steady flow - Caller advised there is a leaking toby outside this address. 28/4 RF - Plans ordered 2014914 3/05 LC attached all plans Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 4/13/2022 2:37:21 PM | 5/20/2022 12:00:00 AM | 4/13/2022 2:37:32 PM |
| | | | | | | | | | | 4/14/2022 4:09:45 PM |
| | | | | | | | | | | 4/28/2022 1:35:30 PM |
| | | | | | | | | | | 5/3/2022 10:38:44 AM |
| | | | | | | | | | | 5/3/2022 1:56:06 PM |
| | | | | | | | | | | 5/18/2022 11:57:46 AM |
| | | | | | | | | | | 5/18/2022 11:59:50 AM |
| | | | | | | | | | | 5/20/2022 1:16:32 PM |
| | | | | | | | | | | 5/20/2022 3:14:55 PM |
| | | | | | | | | | | 5/23/2022 1:37:44 PM |
| | | WCCSR-369339 | Leaking Pipes 9A Crofton Road, Ngaio | Steady flow - Water leak from toby on footpath. Not major but decent amount of water, flowing down into gutter. | Potable Water | 2 | CLOSE.CAN | 4/25/2022 3:56:25 PM | 4/28/2022 12:00:00 AM | 4/25/2022 3:56:38 PM |
| | | | | | | | | | | 4/28/2022 1:28:33 PM |
| | | | | | | | | | | 4/28/2022 1:31:36 PM |
| | | WCCSR-370642 | Leaking Pipes 9A Crofton Road, Ngaio | Trickle - Leaking Toby | Potable Water | 3 | CLOSE.CAN | 4/27/2022 1:01:22 PM | 4/28/2022 12:00:00 AM | 4/27/2022 1:01:36 PM |
| | | | | | | | | | | 4/28/2022 1:30:20 PM |
| | | | | | | | | | | 4/28/2022 1:36:33 PM |
| | | WCCSR-373087 | Leaking Pipes 9A Crofton Road, Ngaio | Trickle - Water leaking from a toby in the footpath | Potable Water | 3 | CLOSE.CAN | 5/1/2022 4:26:21 PM | 5/3/2022 12:00:00 AM | 5/1/2022 4:26:33 PM |
| | | | | | | | | | | 5/3/2022 5:28:26 PM |
| | | | | | | | | | | 5/3/2022 5:31:38 PM |
| | | WCCSR-376513 | Leaking Pipes 9a CROFTON ROAD, Ngaio | Trickle - Caller advised that the metal service cover in the footpath outside this address is leaking a trickle. Please attend. | Potable Water | 3 | CLOSE.CAN | 5/6/2022 12:47:22 PM | 5/12/2022 12:00:00 AM | 5/6/2022 12:47:32 PM |
| | | | | | | | | | | 5/12/2022 8:47:51 AM |
| | | | | | | | | | | 5/12/2022 8:50:39 AM |
| | 9B Crofton Road, Ngaio, Wellington, 6035 | WCCSR-339069 | Leaking Pipes 9b CROFTON ROAD, Ngaio | Steady flow - Consider able flow of water rapidly flowing from road reserve grass outside owners gates. Please attend. | Potable Water | 2 | CLOSE.CAN | 3/2/2022 6:10:22 PM | 3/7/2022 12:00:00 AM | 3/2/2022 6:10:35 PM |
| | | | | | | | | | | 3/7/2022 2:13:13 PM |
| | | | | | | | | | | 3/7/2022 2:16:41 PM |
| | 11 Crofton Road, Ngaio, Wellington, 6035 | WCCSR-343777 | Leaking Pipes 11 Crofton Road, Ngaio | Trickle - water leak Address: 11 Crofton Road, Ngaio, Wellington 6035, New Zealand Latitude: -41.2521575, Longitude: 174.7743259 Google Link: http://maps.google.co.nz/?q=-41.2521575,174.7743259&z=19 | Potable Water | 3 | CLOSE.CAN | 3/10/2022 11:16:21 AM | 3/16/2022 12:00:00 AM | 3/10/2022 11:16:33 AM |

| | | | | | | | | | | |
|--|--------------|---|---|---------------|---|-----------|---------------------------|--------------------------|---------------------------|--------------------------|
| | | | | | | | | | | 3/16/2022 9:59:30 AM |
| | | | | | | | | | | 3/16/2022 10:01:44 AM |
| 15 Crofton Road, Ngaio, Wellington, 6035 | WCCSR-75864 | Leaking Pipes 15 CROFTON ROAD, Ngaio | Trickle - The water toby at 15 Crofton Road is leaking. The pipe (inside the black plastic box set into the earth on the road reserve, by the letterbox) is slowly leaking water onto the grass bermPlans attached for vodafone, gas, before u dig, WE & chorusCaution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 12/14/2020 5:24:01 PM | 1/8/2021 12:00:00 AM | 12/14/2020 5:25:23 PM | |
| | | | | | | | | | | 12/18/2020 8:59:19 AM |
| | | | | | | | | | | 12/21/2020 3:35:59 PM |
| | | | | | | | | | | 1/7/2021 10:04:53 AM |
| | | | | | | | | | | 1/8/2021 11:18:29 AM |
| | WCCSR-413077 | Leaking Pipes 15 Crofton Road, Ngaio | Steady flow - There is a steady leak of water continuously coming out of a crack in the gutter, which means there is water constantly running down the gutter even on a fine day. This has been happening since at least April. | Potable Water | 3 | JOBCOMP | 7/6/2022 6:11:22 PM | 7/28/2022 12:00:00 AM | 7/6/2022 6:11:39 PM | |
| | | | | | | | | | | 7/6/2022 6:13:34 PM |
| | | | | | | | | | | 7/7/2022 3:21:56 PM |
| | | | | | | | | | | 7/28/2022 1:36:18 PM |
| | | | | | | | | | | 8/2/2022 12:37:22 AM |
| 16 Crofton Road, Ngaio, Wellington, 6035 | WCC2924430 | Leaky Connection 16 Crofton Road, Ngaio, Wellington 6035, New Zealand | Water mains leak in middle of road on crofton road Location on Google Map: http://maps.google.co.nz/?q=-41.2536005864678,174.774755761027&mapz=19 | Potable Water | 2 | CAN | 8/29/2020 1:39:01 PM | | 8/29/2020 1:53:15 PM | |
| | | | | | | | | | | 8/31/2020 2:51:56 PM |
| 17 Crofton Road, Ngaio, Wellington, 6035 | WCCSR-82274 | Leaking Pipes 17 CROFTON ROAD, Ngaio | Trickle - Possible leaking lateral to no17?Works for this job will be carried out onWCCSR-75864 - this job will be closed off. | Potable Water | 3 | CLOSE.CAN | 12/31/2020 10:51:28 PM | 1/5/2021 12:00:00 AM | 12/31/2020 10:52:23 PM | |
| | | | | | | | | | | 1/5/2021 11:18:34 AM |
| | WCCSR-294871 | Fault 17 Crofton Road, Ngaio | Customer called regarding a raptured toby that is seeping through the ground. Customer advised no water is coming out of the ground but advised the ground is becoming muddy as a result of the toby. The leak can be found just in front of the property. It is pulsing water barely on to the street. Customer advised to get in contact with him please call him on [REDACTED], for further infomation. Please attend.24/12 RF - Plans ordered 195537229/12 RF - Plans attachedCaution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 12/17/2021 7:42:22 PM | 1/12/2022 12:00:00 AM | 12/17/2021 7:42:35 PM | |
| | | | | | | | | | | 12/24/2021 1:00:58 PM |
| | | | | | | | | | | 12/29/2021 3:45:26 PM |
| | | | | | | | | | | 1/12/2022 10:08:21 AM |
| | | | | | | | | | | 1/15/2022 10:38:34 AM |
| | WCCSR-433921 | Leaking Pipes 17 CROFTON ROAD, Ngaio | Steady flow - Water mains leaking, in grass outside 17 Crofton road. | Potable Water | 2 | RCVD | 8/10/2022 9:56:24 AM | | 8/10/2022 9:56:36 AM | |
| 19 Crofton Road, Ngaio, Wellington, 6035 | WCCSR-239267 | Leaky Connection 19 CROFTON ROAD, Ngaio | Caller advised that they had a plumber over to repair a private leak a few days ago, and they found that the toby tap just keeps spinning when you turn it. The plumber advised the caller to notify WCC as it needs to be looked at. They did manage to get the water off and back on again but there is a fault with the tap. Please attend. Caller: [REDACTED] + [REDACTED] /9/21 1321 KT - Plans ordered 190569624/09/21 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 9/24/2021 10:34:24 AM | 3/17/2022 12:00:00 AM | 9/24/2021 10:35:41 AM | |
| | | | | | | | | | | 9/24/2021 1:22:24 PM |
| | | | | | | | | | | 9/24/2021 4:40:21 PM |
| | | | | | | | | | | 11/30/2021 9:26:36 AM |
| | | | | | | | | | | 11/30/2021 9:26:37 AM |
| | | | | | | | | | | 3/15/2022 11:29:28 AM |

| | | | | | | | | | | | |
|--|--------------|--|--|---------------|---|---------------|-------------------------|---------------------------|-------------------------|--|--------------------------|
| | | | | | | | | | | | 3/20/2022 10:41:04 AM |
| 20 Crofton Road, Ngaio, Wellington, 6035 | WCCSR-167630 | Leaking Pipes 41 CROFTON ROAD, Ngaio (ROVER) | CAR R793139 2/07/21 Trickle - Leaking underground pipe. Address: 20 crofton road Ngaio Latitude: 0, Longitude: 0 Google Link: Phone: [REDACTED] | Potable Water | 3 | CLOSE | 5/20/2021 8:06:21 PM | 7/23/2021 12:00:00 AM | 5/20/2021 8:07:27 PM | | |
| | | | | | | | | | | | 5/21/2021 8:34:21 AM |
| | | | | | | | | | | | 5/21/2021 9:57:07 AM |
| | | | | | | | | | | | 7/28/2021 9:58:47 AM |
| 21 Crofton Road, Ngaio, Wellington, 6035 | WCC2922757 | Leaky Connection 21 Crofton Road, Ngaio, Wellington 6035, New Zealand | Leak in road Location on Google Map: http://maps.google.co.nz/?q=-41.2529889821922,174.774650703709&mapz=19 | Potable Water | 3 | CLOSE | 8/15/2020 4:22:06 PM | 9/5/2020 12:00:00 AM | 8/15/2020 4:33:16 PM | | |
| | | | | | | | | | | | 8/18/2020 1:21:49 PM |
| 23 Crofton Road, Ngaio, Wellington, 6035 | WCC2921435 | Leaky Connection 23 Crofton Rd Ngaio Wgtn | Caller advised water leaking on road near 23 Crofton Rd. Small leak running for a few days. Please attend. | Potable Water | 3 | CAN | 8/5/2020 4:12:01 PM | | 8/5/2020 4:13:16 PM | | |
| | | | | | | | | | | | 8/6/2020 11:07:25 AM |
| | | | | | | | | | | | 8/11/2020 1:05:09 PM |
| 27 Crofton Road, Ngaio, Wellington, 6035 | WCC2923758 | Leaky Connection In middle of road potable water leak 27 Crofton Road, Ngaio, Wellington 6035, New Z | Potable water leak out of patch in middle of road | Potable Water | 2 | CAN | 8/24/2020 2:21:08 PM | | 8/24/2020 3:05:38 PM | | |
| | | | | | | | | | | | 8/25/2020 1:15:16 PM |
| | WCCSR-429373 | Leaking Pipes 27 Crofton Road, Ngaio (HYDRANT) | Trickle - Fire hydrant at corner of Imlay Crescent and Crofton Road is leaking. | Potable Water | 3 | RCVD | 8/2/2022 3:47:25 PM | | 8/2/2022 3:47:34 PM | | |
| | | | | | | | | | | | 8/4/2022 1:12:46 PM |
| | WCCSR-430274 | Leaking Pipes 27 Crofton Road, Ngaio | Trickle - Leaking Fire Hydrant. Contractors used the hydrant on Monday but now it is leaking onto the road | Potable Water | 3 | CANCEL.CANCEL | 8/3/2022 10:36:23 PM | 8/4/2022 12:00:00 AM | 8/3/2022 10:36:35 PM | | |
| | | | | | | | | | | | 8/4/2022 10:43:51 AM |
| | | | | | | | | | | | 8/4/2022 10:46:35 AM |
| | WCCSR-430673 | Leaking Pipes 27 CROFTON ROAD, Ngaio | Steady flow - Water Leak - Fire Hydrant Attached is a photo of a leaking Hydrant outside 27 Crofton Road, Ngaio [REDACTED] | Potable Water | 2 | CANCEL.CANCEL | 8/5/2022 12:21:23 AM | 8/5/2022 12:00:00 AM | 8/5/2022 12:21:42 AM | | |
| | | | | | | | | | | | 8/5/2022 9:53:36 AM |
| 29 Crofton Road, Ngaio, Wellington, 6035 | WCCSR-222477 | Leaky Connection 29 CROFTON ROAD, Ngaio | We have an issue with our Toby that I was hoping you would be able to help us with. Even when I close it as much as possible, it doesn't shut off water to our house. Can you please send someone to investigate and fix this? | Potable Water | 3 | CLOSE.CAN | 8/19/2021 3:30:21 PM | 8/19/2021 12:00:00 AM | 8/19/2021 3:31:35 PM | | |
| | | | | | | | | | | | 8/19/2021 3:31:35 PM |
| | | | | | | | | | | | 8/19/2021 3:38:27 PM |
| | | | | | | | | | | | 8/19/2021 3:40:51 PM |
| | WO-87161 | Toby fault 29 Crofton Road, Ngaio, Wellington, 6035 | Faulty toby. We have a issue with our Toby that I was hopig you would be able to help us with. Eve whe I close it as much as possible, it doesn't shut off water to our house. Ca you please sed someoe to investigate ad fix this? 29/07/21 HA - Plas attached, Cautio: There is High Capacity ad/or Fibre etwork i the area provided o the pla(s).Cautio: There is Core etwork i the area provided o the pla | Potable Water | 4 | JOBCOMP | 7/27/2021 8:46:42 AM | 10/13/2021 12:00:00 AM | 7/27/2021 8:52:34 AM | | |
| | | | | | | | | | | | 7/29/2021 8:36:41 AM |
| | | | | | | | | | | | 9/27/2021 10:51:45 AM |
| | | | | | | | | | | | 10/5/2021 7:47:14 AM |
| | | | | | | | | | | | 10/5/2021 7:47:15 AM |
| | | | | | | | | | | | 10/13/2021 9:59:18 AM |

| No. | Summary | Detail |
|-----|---------------------------|---|
| | Note from Council | <p>Kia ora [REDACTED]. Thanks for reaching out to us! We've gone ahead and passed this over to Wellington Water, and they'll take a look into this just as soon as they can. If there's anything else at all we can help with, please be sure to let us know.</p> <p>Ng? mihi, [REDACTED] Customer Service Rep Customer Contact Centre P 04 499 4444 [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140</p> <p>!- Initial customer request -! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 26 Chelmsford Street</p> <p>Suburb: Ngaio</p> <p>City: Wellington</p> <p>Phone: [REDACTED]</p> <p>Mobile:</p> <p>Email: [REDACTED]@yahoo.co.nz</p> <p>What can we help you with? Water</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: Crofton road, ngaio</p> <p>Description: Water leaking under tarmac just up from roundabout with waikowhai street and Ottawa road</p> <p>Other comments:</p> |
| | Note from Council | <p>Address: 4 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251569665025436,174.773152850541</p> |
| | Duplicate of WCCSR-296397 | Duplicate of WCCSR-29639 |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | <p>Address: 4A Crofton Rd, Ngaio, Wellington, 6035, NZL Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25160034804214,174.77314643318448</p> |
| | Downgraded to p3 | owngrae to p3 as no impact / hazar |
| | Plans 2018750 | Plans 21875 |
| | Note from Council | Caller rang back to advise the situation had worsened; dirt was being pushed out of the ground by the leak and making the forecourt muddy (as a result when driven through it got mud into the work area). Please escalate. |
| | Plans attached | Plans attachedCaution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | Escalated as per council | Escaated as per council |
| | Investigation | Upon inspection leak is apparent and visible, just before the manifold handle service off the main. Checked manifold box and you can clearly hear noise without the listening gear. The significant leak is making the garage mechanics take on a lot of water on their forecourt Manifold box is within the asphalt Footpath and Will require a two man crew to repair plus traffic. Ref to photos in attachments, plans have also been attached. |
| | Status Change to PAUSE | Two man crew required to dig up and repair, plus traffic |
| | Service leak | Pinhole in a corroded copper service. Replaced section to repair |
| | CAR R860384 | CARR860384 |
| | Note from Council | Closed by WCC |

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| Note from Council | Address: 5 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25187071567207,174.7739129863679 |
| Cancelled due to duplicate | Cancelld and rlatd to WCCSR-296397 du to duplicat |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 5 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25187071567207,174.7739129863679 |
| Note from Council | <p>Kia ora [REDACTED] Thank you for reporting the stormwater leak. We have raised a service request with the team at Wellington Water. Please be aware that if the issue is coming from a private pipe it would still be up to the property owner to fix however the engineers will be able to assist in determining if it is private and notifying the neighbours. !- Initial customer request -! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 7 Crofton Road</p> <p>Suburb: Ngaio</p> <p>City: Wellington</p> <p>Phone: [REDACTED]</p> <p>Mobile: [REDACTED]</p> <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with? Drainage, sewerage or wastewater</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: Ngaio</p> <p>Description:</p> <p>Hi, My house 7 Crofton Road back yard is flooded with storm water for the last one month. It appears that the water is coming from 5 Crofton Road due to broken storm water system. This has caused a serious problem to my house. Thanks [REDACTED]</p> <p>Other comments:</p> <p>Nga mihi, [REDACTED] Customer Service Team P 04 499 4444 [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140</p> |
| Note from Council | Caller rang back asking for an update as to when this job will be attended. |
| Assigned to [REDACTED] | Assigned to [REDACTED] |
| Reassigned to T/L [REDACTED] | Reassigned to T/L [REDACTED] |
| This is logged for the wrong network. Raising a job. | This is logged for the wrong network. Raising a job. |
| This is logged for the wrong network. Raising a job. | Logged as potable water network. Describing a stormwater leak. |
| Drainage job raised. Closing this one. | Drainage job WCCSR-393778-1 |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 170 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25231715115594,174.7739748390307 |
| No contact details | Plans orere |
| PLANS | WE, CHORUS, GAS PLANS ATTACHED. Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). |

| | |
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| Private leak | Private leak please pass on to [REDACTED] |
| Passed to [REDACTED] | Private leak as per Le |
| Note from Council | Address: 170 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25231715115594,174.7739748390307 |
| Job complete as per [REDACTED] 31/05/2022 | Job complete as per [REDACTED] 31/05/2022. |
| Note from Council | Closed by WCC |
| Note from Council | Address: 8 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.252504014116504,174.77394585331058 |
| will get rover to assess | Cutomer advied thi i a eparate leak to what i happening at number 6. Cutomer advied he live at 6 Crofton Road. he alo advied it alway happen |
| . | Onsite 23.11.20 1000-1100 inspection only rang caller reported leak coming from 8s stormwater has now stopped flowing. Job complete |
| Note from Council | Address: 9 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25206097993773,174.77425665273205 |
| Duplicate | Duplicate of WCCSR-324833. Cancelling |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 9 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25206097993773,174.77425665273205 |
| WCCSR-363861 Duplicate | WCCSR-363861 Duplicat |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128 |
| Note from Council | Called through |
| Spoke to customer. advise will get someone to assess. she advise water is gushing out 2M high. | Spoke to customer. advise will get someone to assess. se advise water is gusing out 2M ig |
| Spoke to [REDACTED] WW and assigned | Spoke to [REDACTED] WW an assigne |
| Note from Council | Closed by WCC |
| Note from Council | Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128 |
| ordered service plans 1974902 | ordered service plans 197490 |
| AI - Plans attached | AI - Plans attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | |
| Note from Council | Another caller rang to advise this leak had been going for several days now and they were concerned about the water being lost. |
| Assigned to [REDACTED] | Assignd to [REDACTED] |
| Investigation | Upon inspection a consistent fast flow, berm is quite bodgee leak is apparent and visible, within the manifold box. Fitting is split will require a two man for a dig up plus traffic. Manifold box is by the side gate in the berm. Refer to photos in attachments |
| Status Change to PAUSE | Two man crew for dig up plus traffic required |
| Note from Council | thank you On Thu, 17 Mar 2022 at 13:00, Wellington City Council Support wrote: > Kia ora [REDACTED], > > > Our staff have indicated that this ticket has been resolved. > > Take the survey > < http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJyZXN1bHRfaWQiOjE1MDAyNTA5MjA5LCJvcHRpb25fY291bnQiOiR9.WJRp4qn6WpdaNq4qWytWqGenfCF-kiuxoKpVeEnZISY/fill_survey > > > > If you believe that the ticket has not been resolved, please reply to this > email to automatically reopen the ticket. > > If there is no response from you, we will assume that everything is okay |

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| | | <p>> and the ticket will automatically close in 48 hours.</p> <p>></p> <p>> Initial customer request</p> <p>></p> <p>> Item Name : Water and drainage</p> <p>> Category : External Customer Services</p> <p>> Service : Report a leak</p> <p>> Which water type is this regarding? : Drinking water or tap water</p> <p>> How much water is leaking? : Trickle</p> <p>> Description : Leaking water toby at 9a Crofton Rd</p> <p>> Incident address : 9a CROFTON ROAD, Ngaio</p> <p>> Location : -41.25215095526174,174.77405134345128</p> <p>></p> <p>></p> <p>> Ng? mihi,</p> <p>></p> <p>> Customer Services, Wellington City Council</p> <p>></p> <p>> The information contained in this email is privileged and confidential and intended for the addressee only.</p> <p>></p> <p>> If you are not the intended recipient, you are asked to respect that confidentiality and not disclose, copy or make use of its contents.</p> <p>> If received in error you are asked to destroy this email and contact the sender immediately. Your assistance is appreciated.</p> <p>></p> <p>></p> <p>> [#SR-324833]:274477:fs</p> <p>--</p> <p>[image:]</p> <p>Director / Sales Manager Ray White Wellington City Leaders Real Estate City Limited Licensed (REAA 2008)</p> <p>[image: Ray White]</p> <p>M [redacted] T 04 473 3822 Whttp://[redacted].com ALevel 1, 77 Thorndon Quay, Wellington</p> <p>[image: Facebook] <https://www.facebook.com/peterscottrealestate></p> |
| | CAR R845721 17/03/22 | |
| | Note from Council | Closed by WCC |
| | Note from Council | Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128 |
| | WCCSR-324833 Duplicate | WCCSR-324833 Duplicat |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128 |
| | WCCSR-324833 Duplicate | WCCSR-324833 Duplicat |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 9A CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.252150965109735,174.77405131751055 |
| | | <p>Kia ora [redacted], Thanks for letting us know about the water bubbling up from the grass outside of 9A Crofton Road. I have passed this on to the Water and Drainage Team to investigate for you now. Mauri ora,</p> <p>[redacted]</p> <p>Customer Service Rep Customer Contact Centre P [redacted] W wellington.govt.nz</p> <p>PO Box 2199 Wellington 6140 -- Initial customer request --! Description The following has been sent from the Contact the Council / Fix</p> |

| | | |
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| | | <p>It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 34 Perth Street</p> <p>Suburb: Ngaio</p> <p>City: Wellington</p> <p>Phone: [REDACTED]</p> <p>Mobile:</p> <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with? Water</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: 9A Crofton Road, Ngaio</p> <p>Description:</p> <p>There is an awful lot of water bubbling up out of the grass in front of 9A Crofton Road, and it's been like that for at least two days now. There doesn't seem to be anyone home - no answer at the door and the bins are not out for rubbish day.</p> <p>Other comments:</p> <p>Item Name : Water and drainage</p> <p>Category : External Customer Services</p> <p>Service : Report a leak</p> <p>Which water type is this regarding?</p> <p>Drinking water or tap water</p> <p>How much water is leaking?</p> <p>Steady flow</p> <p>Description :</p> <p>There is an awful lot of water bubbling up out of the grass in front of 9A Crofton Road, and it's been like that for at least two days now. There doesn't seem to be anyone home - no answer at the door. Please assess.</p> <p>Incident address :</p> <p>Location :</p> <p>Skip notifications?</p> <p>Yes</p> |
| | Duplicate | Duplicate of WCCSR-324833. Cancelling |
| | Note from Council | Re-assigned by WCC |

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| | Note from Council | <p>Address: 9A CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.252150965109735,174.77405131751055</p> |
| | Note from Council | <p>Kia ora [REDACTED], Thank you for contacting us about the water leak at 9a Crofton Road. We have passed this on to our water team to attend. If the leak gets worse in any way or starts to affect the surrounding property please quote the reference number included and let us know how this has gotten worse. You can either contact us over the phone on 04 499 4444 or reply to this email and it will notify the team. !-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 24 Perth Street Ngaio</p> <p>Suburb: Wellington</p> <p>City: Wellington</p> <p>Phone [REDACTED]</p> <p>Mobile:</p> <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with? Drainage, sewerage or wastewater</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: 9A Crofton Rd Ngaio</p> <p>Description:</p> <p>There is water pouring from a source on the lawn outside 9A Crofton Rd, Ngaio into the gutter. I noticed it yesterday.</p> <p>Other comments:</p> <p>Item Name : Water and drainage</p> <p>Category : External Customer Services</p> <p>Service : Report a leak</p> <p>Which water type is this regarding?</p> <p>Drinking water or tap water</p> <p>How much water is leaking?</p> <p>Trickle</p> <p>Description :</p> <p>There is water pouring from a source on the lawn outside 9A Crofton Rd, Ngaio into the gutter. I noticed it yesterday.</p> <p>Incident address : 9a Crofton Road</p> <p>Location : N/A</p> <p>Ng? mihi nui, [REDACTED] Customer Service Rep Smart Council Wellington City Council W Wellington.govt.nz</p> |

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| | | <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> |
| | Duplicate | Duplicate of WCCSR-324833. Cancelling |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | <p>Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128</p> |
| | Duplicate | Duplicate of WCCSR-324833. Cancelling |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | <p>Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128</p> |
| | duplicate of WCCSR-324833 cancelling | duplicate of WCCSR-324833 cancellin |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | <p>Address: 9A CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128</p> |
| | | Kia ora [REDACTED], Thanks for letting us know. It has been passed to Wellington Water under job number SR-339724 |
| | duplicate of WCCSR-324833 cancelling | duplicate of WCCSR-324833 cancellin |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | <p>Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128</p> |
| | duplicate of WCCSR-324833 cancelling | duplicate of WCCSR-324833 cancellin |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | <p>Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128</p> |
| | Note from Council | <p>Kia ora [REDACTED] Thank you for contacting us about the water leak around 9A Crofton Road. We have passed this onto our water team to attend. If the leak gets worse in any way or starts to affect the surrounding property please quote the reference number included and let us know how this has gotten worse. You can either contact us over the phone on 04 499 4444 or replying to this email and it will notify the team. Nga Mihi [REDACTED]. !-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED] Address: 22 Crofton Road Suburb: Ngaio City: Wellington Phone: Mobile: [REDACTED] Email: [REDACTED]@gmail.com</p> |

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| | <p>What can we help you with? Water</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: 9A Crofton Road, Ngaio</p> <p>Description:</p> <p>A significant amount of water is leaking from an underground pipe in front of the property and running down the pavement into drain water. There is no smell so I don't think it's wastewater. It was leaking last week too so may have been leaking water for days</p> <p>Other comments:</p> <p>Item Namer : Water and drainage</p> <p>Category : External Customer Services</p> <p>Service : Report a leak</p> <p>Which water type is this regarding?</p> <p>Drinking water or tap water</p> <p>How much water is leaking?</p> <p>Steady flow</p> <p>Description :</p> <p>A significant amount of water is leaking from an underground pipe in front of the property and running down the pavement into drain water. There is no smell so I don't think it's wastewater. It was leaking last week too so may have been leaking water for days</p> <p>Incident address : NA</p> <p>Location : NA</p> | |
| | duplicate of WCCSR-324833 cancelling | duplicate of WCCSR-324833 cancellin |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128 |
| | duplicate of WCCSR-324833 cancelling | duplicate of WCCSR-324833 cancellin |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128 |
| | Duplicate relating to WCCSR-324833 | Duplicate relating to WCCSR-248 |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 9A CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25221020283134,174.77402777088923 |
| | Duplicate relating to WCCSR-324833 | Duplicate relating to WCCSR-248 |
| | Note from Council | Re-assigned by WCC |

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| Note from Council | Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128 |
| Assigned to [REDACTED] | Assigned to [REDACTED] No contact details, job repaired weeks ago. |
| Plans ordered 2014914 | Plans ordered 2014914 |
| changed to p3 no impact to services | changed to p3 no impact to service |
| attached all plans | Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| Investigation | Upon inspection leak is apparent and visible within the cast iron box, and going across the footpath and into the kerb and channel. Attempted to repair gland but was unsuccessful as Toby is still leaking. Toby unit will require replacement, cast iron box is in the asphalt footpath. Will require a two man crew plus traffic, refer to photos in attachments |
| Status Change to PAUSE | Two man crew to replace, plus traffic |
| Service leak | Replaced split female pushlock to repair leak |
| CAR R860394 | CAR R86039 |
| Note from Council | Closed by WCC |
| Note from Council | Address: 9A CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.252150965109735,174.77405131751055 |
| Duplicate relating to WCCSR-363861 | Duplicate relating to WCCSR-36386 |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128 |
| Duplicate relating to WCCSR-363861 | Duplicate relating to WCCSR-36386 |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25215095526174,174.77405134345128 |
| Cancelled duplicate | Cancelled duplicate of WCCSR-363861 under which the repairs will be completed |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 9a CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25220248869526,174.77395895629746 |
| duplicate of WCCSR-363861 cancelling | duplicate of WCCSR-363861 cancellin |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 9b CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25209668243866,174.77397054190465 |
| duplicate of WCCSR-324833 cancelling | duplicate of WCCSR-324833 cancellin |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 11 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.252229480984944,174.7741734504048 |
| Cancelled due to duplicate | Cancelld and rlatd to WCCSR-324833 du to duplicat |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 15 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.252458230439586,174.77437413464176 |
| Plans ordered | |
| Service plans attached | Plans attached for vodafone, gas, before u dig, WE & chorusCaution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). |
| . | Onsite 7.1.21 inspection only marked leak at manifold in berm pass to single man crew plans attached |

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| Leaking manifold | Set up site. Excavated and found the crox nut connecting pipe to manifold was leaking, shut down the service and replaced with new manifold, backfilled and removed spoil. Reinstatement done. |
| Note from Council | Address: 15 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25245823112725,174.77437413462937 |
| Note from Council | Kia ora [REDACTED] Thanks for reaching out. I have logged this with our Water and Drainage team who will be looking into it. !-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website: Name: [REDACTED] Address: 22 Crofton Road Suburb: Ngaio City: Wellington 6035 Phone: Mobile: [REDACTED] Email: [REDACTED]@gmail.com What can we help you with? Drainage, sewerage or wastewater If other, give details: Have you contacted the Council about this previously? No Service request number: Location: In the gutter outside 15 Crofton Road, Ngaio Description: There is a steady leak of water continuously coming out of a crack in the gutter, which means there is water constantly running down the gutter even on a fine day. This has been happening since at least April. Other comments: Ng? mihi, [REDACTED] Customer Service Representative Contact Centre After Hours Team Wellington City Council P 04 499 4444 [REDACTED] [REDACTED]@w.wellington.govt.nz PO Box 2199 Wellington 6140 |
| Assigned | Assigned to 1man for further investigation |
| No PW leaks | No PW leaks, listened on surrounding tobys and no noise. Signing off. Appears to be ground water due to all the rain we have had and being a low point this is where the water comes to. Will talk with TL about if we should raise a job with drainage |
| Note from Council | Closed by WCC |
| Note from Council | Site amended - Old : Fixit Site (FI01) New : Crofton Rd (R0396). Subject amended - Old : Fixit Enquiries (FIXE) New : W-P3 Minor Leaks (WMLS) |
| | Customer advised this logged incorrectly on the fixit app It should be cancelled |
| Note from Council | Address: 17 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25255931423493,174.77444377017227 |
| This job relates to WCCSR-75864 | Works for this job will be carried out on WCCSR-75864 - this job will be closed off |
| Note from Council | Address: 17 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25255931423493,174.77444377017227 |
| RF - Plans ordered 1955372 | RF - Plans ordered 195537 |
| RF - plans attached | RF - plans attache |
| Investigate job | No potable water leak. Spoke with customer he believe their is leaking stormwater pipes. Will raise job for drainage to die test 15-17 |
| Note from Council | Closed by WCC |

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| Note from Council | Address: 17 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25255931423493,174.77444377017227 |
| Note from Council | Address: 19 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25268284718941,174.7745490202649 |
| 24/9/21 1321 KT - Plans ordered 1905696 | 24/9/21 1321 KT - Plans ordered 1905696 |
| Plans attached | 24/09/21 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| Toby needs replacing | Toby needs replacing with manifold. Will need hydro vac to expose Toby, and replace as there is a big tree nearby and concrete retaining wall |
| Status Change to PAUSE | On hold for a vac truck |
| customer called, emailed TL | customer called, emailed TL Still on going issue |
| Note from Council | Closed by WCC |
| Note from Council | Address: 20 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25377379633103,174.77458008541242 |
| Note from Council | Photo attached - looks like a P3. [REDACTED] Principal Advisor Wellington City Council M [REDACTED] E [REDACTED] [REDACTED]@wcc.govt.nz |
| Rover to assess | To be rovere |
| Note from Council | Closed by WCC |
| Note from Council | Site amended - Old : Fixit Site (FI01) New : Crofton Rd (R0396). Subject amended - Old : Fixit Enquiries (FIXE) New : W-P3 Minor Leaks (WMLS) Advisedthecustomerwewillassess. |
| Note from Council | |
| spoke to customer. | confirmed this is coming from the road [REDACTED] will assign this job to the 1x man crew folder to be rovere this is a duplication of enquiry 2920164 and will be cancelled |
| Note from Council | Site amended - Old : Fixit Site (FI01) New : Crofton Rd (R0396). Subject amended - Old : Fixit Enquiries (FIXE) New : W-P3 Minor Leaks (WMLS) this is a duplication of job WCC2922757 and will be cancelled |
| Note from Council | Address: 27 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2532367645311,174.7750738363825 |
| Assigned to 1p folder for rover. | Assigned to 1p folder for rover |
| Note from Council | Address: 27 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2532367645311,174.7750738363825 |
| Cancelled. Duplicate of WCCSR-429373. | Cancelled Duplicate of WCCSR-429373 |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 27 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2532367645311,174.7750738363825 |
| duplicate of WCCSR-429373 cancelling | duplicate of WCCSR-429373 cancellin |
| Note from Council | Related to 222424, relog due to workflow error |
| Note from Council | Address: 29 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.253457882019624,174.77559530288758 |
| Duplicate of WO-87161 | Job cancelled related to job ref WO-87161 repair will be carried out under related job - WCC will need to phone for any updates as WO-87161 is an internally created job so not visible by council |
| Note from Council | Re-assigned by WCC |
| Service plans ordered | Service plans ordered - 1876466 |
| plans attached | 29/07/21 HA - Plas attached, Caution: There is High Capacity ad/or Fibre etwork i the area provided o the pla(s).Caution: There is Core etwork i the area provided o the pla |
| Escalated to [REDACTED] | scalatd to [REDACTED] du to ag, customr had maild asking for an updat |

| | |
|---|--|
| Old stopcock | Old stockcock, can do Toby top replacement. Will require traffic crew as it's on the road edge and a blind corner. |
| Status Change to PAUSE | On hold for traffic crew |
| Faulty toby | Removed Toby that was located on the road into the safety of the drive way. Replaced it with a manifold. |
| Note from Council | Site amended - Old : Fixit Site (FI01) New : Crofton Rd (R0396). Subject amended - Old : Fixit Enquiries (FIXE) New : W-P3 Minor Leaks (WMLS) |
| left a voicemail. | This is a duplicate of WCC2920164, cancelling this job |
| Note from Council | Address: 41 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25390696550702,174.77504300105286 |
| Assigned to be rovere | Assigne to be rovere |
| Status Change to PAUSE | No definitive noise on road probable leaking service pass to lds for [REDACTED] |
| LDS rq | A per note please pa to LD |
| Plans attached | 06/07/21 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| Leak detection requested | Leak etection requeste |
| As per leak detection | Surveyed area., 41 Crofton Rd, Service pipe leak marked on road - photo attached |
| Note from Council | Closed by WCC |
| Note from Council | Address: 41 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25390696550702,174.77504300105286 |
| 29/9/21 1658 KT - Plans ordered. 1860490 | 29/9/21 1658 KT - Plans ordered. 18649 |
| plans attached | 30/6 waiting on ga plan |
| This is a duplicate of WCCSR-147058. This is cancelled and related to 53998 | This is a duplicate of WCCSR-147058 This will be cancelled and related |
| Note from Council | Re-assigned by WCC |
| Note from Council | Kia ora [REDACTED]. Thank you for contacting us about the water leak on Crofton Road. We have passed this onto our water team to attend. If the leak gets worse in any way or starts to affect the surrounding property please quote the reference number included and let us know how this has gotten worse. !-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website: Name: [REDACTED] Address: 55 Crofton Road Ngaio Suburb: Wellington City: Wellington Phone [REDACTED] Mobile: [REDACTED] Email: [REDACTED]@xtra.co.nz What can we help you with? Water If other, give details: Have you contacted the Council about this previously? No Service request number: Location: 55 Crofton Rd Ngaio |

| | | |
|--|---|--|
| | | <p>Description:</p> <p>Recently a leak has appeared 3m from the WW water valve on the street. It is on the road reserve just 3m past our mail box. I trust that this leak can be repaired soon. Thanks [REDACTED].</p> <p>Other comments:</p> <p>Item Name : Water and drainage</p> <p>Category : External Customer Services</p> <p>Service :</p> <p>Report a leak</p> <p>Which water type is this regarding?</p> <p>Drinking water or tap water</p> <p>How much water is leaking?</p> <p>Trickle</p> <p>Description:</p> <p>Recently a leak has appeared 3m from the WW water valve on the street. It is on the road reserve just 3m past our mail box. I trust that this leak can be repaired soon. Thanks [REDACTED].</p> <p>Incident address : 55 Crofton Road, Ngaio</p> <p>Location :</p> <p>n/a</p> <p>Nga Mihi, [REDACTED] 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> |
| | Note from Council | Address: 55 CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.254655097537984,174.77558231823494 |
| | [REDACTED] to assess | ove |
| | Status Change to PAUSE | On hold as per DJ |
| | requires plans | plans required |
| | Note from Council | Closed by WCC |
| | ordered plans 1987183 | ordered plans 198718 |
| | Plans attached | Plans attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | NO CAR REQ'D 17/03/22 ASSET LOCATED INSIDE PROPERTY | |
| | Note from Council | Address: CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251339964219994,174.77340509871644 |
| | duplicate of WCCSR-296397 cancelling | duplicate of WCCSR-296397 cancellin |

| | | |
|--|--------------------------------------|--|
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251339964219994,174.77340509871644 |
| | duplicate of WCCSR-296397cancelling | duplicate of WCCSR-296397cancellin |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251339964219994,174.77340509871644 |
| | duplicate of WCCSR-296397cancelling | duplicate of WCCSR-296397cancellin |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251339964219994,174.77340509871644 |
| | duplicate of WCCSR-296397 cancelling | duplicate of WCCSR-296397 cancellin |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251220651534965,174.77321808908448 |
| | duplicate of WCCSR-296397 cancelling | duplicate of WCCSR-296397 cancellin |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251339964219994,174.77340509871644 |
| | WCCSR-324833 Duplicate | WCCSR-324833 Duplicat |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: CROFTON ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251339964219994,174.77340509871644 |
| | WCCSR-363861 Duplicate | WCCSR-363861 Duplicat |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2547438745857,174.77333220257543 |
| | Spoke to caller | Spoke to [REDACTED] who advised on the road in the middle of this intersection, looks like a toby that the leak is coming from Advised her we'll attend to investigate |
| | Assigned to [REDACTED] to rover | Assigned to [REDACTED] to ove |
| | Note from Council | Closed by WCC |

| No. | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
|-----|---|----------------|--|---|---------------|----------|--------|-----------------------|------------------------|-----------------------|
| | 18 Ellora Street, Ngaio, Wellington, 6035 | WCCSR-56055 | Leaking Pipes 18 ELLORA STREET, Ngaio | CAR R730234 2/12/20Trickle - I have had the water pipe from the Toby to the house replaced/rerouted this morning by a plumber. They have found that the toby or the toby to mains water pipe connection is leaking and said to contact WCC as it needs repairing/replacing. The leak rate appears to be about 5-10 L an hour. The Toby is located within but near the edge of an asphalt footpath.09/11 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 11/6/2020 10:36:42 AM | 11/16/2020 12:00:00 AM | 11/6/2020 10:37:19 AM |
| | | | | | | | | | | 11/6/2020 12:17:52 PM |
| | | | | | | | | | | 11/9/2020 10:43:36 AM |
| | | | | | | | | | | 11/16/2020 8:56:07 AM |
| | | | | | | | | | | 12/1/2020 8:01:22 AM |
| | | WO-22797 | Service request 18 Ellora Street, Ngaio, Wellington 6035 | Job for the galvanised service to be replaced (as per [REDACTED]). Needs plans and 2man crew.01/12 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 4 | CLOSE | 12/1/2020 8:16:16 AM | 4/1/2022 12:00:00 AM | 12/1/2020 8:30:58 AM |
| | | | | | | | | | | 12/1/2020 12:32:27 PM |
| | | | | | | | | | | 4/1/2022 2:56:34 PM |

| No. | Summary | Detail |
|-----|--|--|
| | Summary | Detail |
| | Note from Council | Address: 16 ELLORA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25319369752453,174.77754832057195 |
| | Customer confirmed address plans ordered | |
| | Plans attached | 09/11 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | Leak | Leak on galv service replaced Toby to manifold 20mm in berm .Ineed to renew service in future backfilled and made safe arms set up footpath |
| | Note from Council | Closed by WCC |
| | Service plans ordered | |
| | Plans attached | 01/12 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | closing Job off | Will close down Job and add it to a spread sheet for when we have time renew services or get a contractor to do it |

| No. | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
|-----|---|----------------|--|--|---------------|----------|---------------|------------------------|-----------------------|------------------------|
| | 26 Imlay Crescent, Ngaio, Wellington, 6035 | WCCSR-427626 | Fault 26 IMLAY CRESCENT, Ngaio | Type: water Water seems to be bubbling up out of the ground where a storm water drain is Address: 26 Imlay Crescent, Ngaio, Wellington, 6035, NZL Latitude: -41.252715224983504, Longitude: 174.77532011213492 [REDACTED] Phone: [REDACTED] | Potable Water | 3 | CANCEL.CANCEL | 8/1/2022 3:01:23 AM | 8/2/2022 12:00:00 AM | 8/1/2022 3:01:48 AM |
| | | | | | | | | | | 8/1/2022 6:45:46 AM |
| | | | | | | | | | | 8/2/2022 11:36:06 AM |
| | | | | | | | | | | 8/2/2022 11:39:34 AM |
| | 39 Imlay Crescent, Ngaio, Wellington, 6035 | WCCSR-78465 | Leaking Pipes 39 IMLAY CRESCENT, Ngaio | Trickle - Trickle coming a copper pipe/valve along the side of the property boundary for 39 Imlay Crescent. It is unclear with private or public. Please assess and contact [REDACTED], [REDACTED]. Plans attached for before u dig, WE, chorus & gas. Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 12/18/2020 11:33:14 AM | 1/8/2021 12:00:00 AM | 12/18/2020 11:34:17 AM |
| | | | | | | | | | | 12/21/2020 10:35:14 AM |
| | | | | | | | | | | 12/22/2020 11:59:50 AM |
| | | | | | | | | | | 1/8/2021 5:13:26 PM |
| | 39A Imlay Crescent, Ngaio, Wellington, 6035 | WCCSR-289128 | PRIVATE LEAK 39A Imlay Crescent, Ngaio, Wellington | Trickle - Water leak Address: 39A Imlay Crescent, Ngaio, Wellington 6035, New Zealand Latitude: -41.25237509999999, Longitude: 174.7761147 Google Lin13/12 AS - Plans ordered 195083514/12 SD - Plans Attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 4 | INPRG.RESCHED | 12/9/2021 8:57:28 AM | | 12/9/2021 8:57:37 AM |
| | | | | | | | | | | 12/13/2021 3:26:14 PM |
| | | | | | | | | | | 12/14/2021 3:19:19 PM |
| | | | | | | | | | | 12/16/2021 11:58:20 AM |
| | | | | | | | | | | 12/16/2021 11:58:20 AM |
| | | | | | | | | | | 12/17/2021 11:28:05 AM |
| | | | | | | | | | | 3/4/2022 1:15:51 PM |
| | | | | | | | | | | 3/4/2022 1:28:49 PM |
| | | WCCSR-428550 | Leaking Pipes 39A IMLAY CRESCENT, Ngaio | Trickle - Ongoing seepage across path has been happening for several months continues even when dry | Potable Water | 3 | CANCEL.CANCEL | 8/1/2022 3:03:23 PM | 8/5/2022 12:00:00 AM | 8/1/2022 3:03:38 PM |
| | | | | | | | | | | 8/5/2022 12:19:14 PM |
| | | | | | | | | | | 8/5/2022 12:22:36 PM |
| | 43C Imlay Crescent, Ngaio, Wellington, 6035 | WCCSR-123530 | LEAK DETECTION 43C IMLAY CRESCENT, Ngaio | Trickle - Leaking toby [REDACTED]; [REDACTED] Plans ordered 18/03/21 ASH - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). 15/04/21 JB ADR Response: Surveyed Area. Found possible sewer leak below 10 and 10a Ellora Street running down bank onto cockayne Road opposite 258 which is directly above 43c Imlay Crescent. Marked possible sewer leak with arrow opposite 258 Cockayne Road. No water leaks found. Many thanks [REDACTED] | Potable Water | 3 | CLOSE | 3/14/2021 5:10:14 PM | 3/31/2021 12:00:00 AM | 3/14/2021 5:11:23 PM |
| | | | | | | | | | | 3/16/2021 4:59:11 PM |
| | | | | | | | | | | 3/18/2021 11:58:07 AM |
| | | | | | | | | | | 3/31/2021 12:53:55 PM |





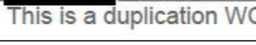
| | | | | | | | | | | |
|---|------------------|---|--|---------------|---|------|------------------------|--|--|-------------------------|
| | | | | | | | | | | 4/15/2021 7:44:30 AM |
| | | | | | | | | | | 4/15/2021 7:45:28 AM |
| | | | | | | | | | | 4/15/2021 7:56:07 AM |
| | | | | | | | | | | 4/18/2021 8:37:19 AM |
| 51 Imlay Crescent, Ngaio, Wellington, 6035 | WCCSR- 431438 | Leaking Pipes 51 Imlay Crescent, Ngaio (ROVER) | Steady flow - There is a significant amount of water leaking from the fire hydrant on the corner of Imlay Crescent & Crofton Road. Please attend and assess. | Potable Water | 3 | RCVD | 8/5/2022 6:36:22 PM | | | 8/5/2022 6:36:47 PM |
| | | | | | | | | | | 8/9/2022 10:12:31 AM |

| No. | Summary | Detail |
|-----|--|--|
| | Summary | Detail |
| | Note from Council | Address: 26 IMLAY CRESCENT, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25271521530073,174.7753201169471 |
| | Note from Council | False alarm - due to the heavy amount of rain it looked like the storm water had burst - however it was just the draining pipe bubbling due to the amount of rain |
| | Cancelling job as per note from customer | Related to WCCSR-427629 |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 39 IMLAY CRESCENT, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.252571513616495,174.7760731695496 |
| | see below. | Service plans ordered |
| | Service plans attached | Plans attached for before u dig, WE, chorus & gas. Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). |
| | . | Onsite 8.1.21 1500-1600 inspection only, reported leak was a service @ballvalve on bank NDA's been repaired job complete |
| | Note from Council | Address: 39A IMLAY CRESCENT, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25245534562072,174.77600018735723 |
| | Plans ordered | Plans ordered 1950835 |
| | Plans attached | 14/12 SD - Plans Attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | Investigate leak | Water coming from raise bank listen to asset couldn't hear due to weather. Pass to lds to locate leak location. Once located will organise crew dependant on lds mark job on hold. |
| | Status Change to PAUSE | Pass to lds |
| | Passed to Leak Detection | Emailed [redacted] for LD |
| | Leak Detection Notes | [redacted]: Morning [redacted] Surveyed area. No reaction to chlorine pill test on path . 39A Imlay Cres - Small internal charge on private toby left hand side of front door. Unsure if related, will be difficult to locate. Very small. Checked properties either side of 39A Imlay Cres for internals, no leaks found. |
| | Private leak, assigned to [redacted] | Private leak, assigned to [redacted] |
| | Note from Council | Address: 39A IMLAY CRESCENT, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25245534562072,174.77600018735723 |
| | This is cancelled. This is a duplicate of WCCSR-289128 | This is cancelled. This is a duplicate of WCCSR-2912 |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 43C IMLAY CRESCENT, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25287936499403,174.77544100161694 |
| | Plans ordered | Plans orere |
| | Plans Attached | 18/03/21 ASH - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | Investigate leak | Unsure of leak location pass on to lds |
| | ADR Response: | Morning [redacted] Surveyed |

| | | |
|--|---|--|
| | | <p>Area. Found possible sewer leak below 10 and 10a Ellora Street running down bank onto cockayne Road opposite 258 which is directly above 43c Imlay Crescent. Marked possible sewer leak with arrow opposite 258 Cockayne Road. No water leaks found.</p> <p>Many thanks</p> <p>■</p> |
| | WW job logged for 10 Ellora St - WO - 53462 | |
| | No water leaks as per leak detection. Job to be closed. | |
| | Note from Council | Closed by WCC |
| | Note from Council | <p>Address: 51 IMLAY CRESCENT, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25305724632371,174.77527245141658</p> |
| | Assigned | Assigned fo a ove |

| No. | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
|-----|---|----------------|--|--|---------------|----------|-----------|-----------------------|-----------------------|-----------------------|
| | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
| | 130 Old Porirua Road, Ngaio, Wellington, 6035 | WCCSR-107466 | Leaking Pipes 130 OLD PORIRUA ROAD, Ngaio | Steady flow - Caller advised that there is a steady flow of water outside this address. It has been leaking for several weeks. Please assess.CAR R752467 05/03/21 | Potable Water | 2 | CLOSE | 2/18/2021 3:46:14 PM | 3/4/2021 12:00:00 AM | 2/18/2021 3:47:32 PM |
| | | | | | | | | | | 2/19/2021 1:51:59 PM |
| | | | | | | | | | | 3/7/2021 11:38:44 AM |
| | | WCCSR-107566 | Leaking Pipes 130 OLD PORIRUA ROAD, Ngaio | Trickle - A large water leak in the road | Potable Water | 3 | CLOSE.CAN | 2/19/2021 12:36:14 AM | 2/19/2021 12:00:00 AM | 2/19/2021 12:37:19 AM |
| | | | | | | | | | | 2/19/2021 12:37:19 AM |
| | | | | | | | | | | 2/19/2021 12:37:19 AM |
| | | | | | | | | | | 2/19/2021 12:37:19 AM |
| | | | | | | | | | | 2/19/2021 10:52:20 AM |
| | | | | | | | | | | 2/19/2021 1:55:21 PM |
| | | | | | | | | | | 2/19/2021 1:59:22 PM |
| | | WCCSR-127755 | LEAK DETECTION; 130 OLD PORIRUA ROAD, Ngaio (LDS 14/4) | Trickle - Caller reported that there is water seeping up from beneath the tarseal outside 130 Old Porirua Rd. It is seeping up at a slow rate but has caused significant problems in this area in the past. Contact caller on [REDACTED] if you require any further information. | Potable Water | 3 | JOBCOMP | 3/19/2021 2:43:21 PM | | 3/19/2021 2:45:13 PM |
| | | | | | | | | | | 3/19/2021 3:37:34 PM |
| | | | | | | | | | | 4/8/2021 11:10:34 AM |
| | | | | | | | | | | 4/14/2021 3:36:54 PM |
| | | | | | | | | | | 5/3/2021 11:58:53 AM |
| | | | | | | | | | | 5/20/2021 11:18:15 AM |
| | | | | | | | | | | 5/20/2021 1:26:25 PM |
| | | | | | | | | | | 6/10/2021 8:44:05 AM |
| | | | | | | | | | | 7/3/2021 2:42:33 PM |
| | Old Porirua Rd, Kaiwharawhara, Wellington, 6035 | WCCSR-107760 | Leaking Pipes OLD PORIRUA ROAD, Kaiwharawhara | Steady flow - Significant leak getting worse | Potable Water | 2 | CLOSE.CAN | 2/19/2021 7:59:14 AM | 2/19/2021 12:00:00 AM | 2/19/2021 8:00:31 AM |
| | | | | | | | | | | 2/19/2021 10:55:24 AM |
| | | | | | | | | | | 2/19/2021 2:38:24 PM |
| | | | | | | | | | | 2/19/2021 2:43:26 PM |
| | | WCCSR-107784 | Leaking Pipes OLD PORIRUA ROAD, Kaiwharawhara | Steady flow - Caller reports leak on Old porirua road and cocane road. Leak is coming out of footpath from a crack a foot long. Please assess. It is outside 302 | Potable Water | 2 | CLOSE.CAN | 2/19/2021 8:20:14 AM | 2/19/2021 12:00:00 AM | 2/19/2021 8:21:29 AM |
| | | | | | | | | | | 2/19/2021 2:44:12 PM |
| | | | | | | | | | | 2/19/2021 2:48:30 PM |

| No. | Summary | Detail |
|-----|---|--|
| | Summary | Detail |
| | Note from Council | Address: 130 OLD PORIRUA ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25472539697491,174.77759965092972 |
| | this was attended by [REDACTED] as per Walter | |
| | Note from Council | Closed by WCC |
| | Note from Council | Address: 130 OLD PORIRUA ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25472539697491,174.77759965092972 |
| | Note from Council | Address: 130 OLD PORIRUA ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25472539697491,174.77759965092972 |
| | Note from Council | Address: 130 OLD PORIRUA ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25472539697491,174.77759965092972 |
| | Note from Council | Kia ora [REDACTED], Thanks for contacting us. We have passed your concerns to our Water Team. Ref SR 107566. Ng? mihi, [REDACTED] Customer Service Rep Customer Contact Centre P 04 499 4444 [REDACTED] / Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website: Name: [REDACTED] Address: 6 Captain Edward Daniell Drive Ngaio Suburb: Wellington City: Wellington Phone: [REDACTED] Mobile: Email: [REDACTED]@gmail.com What can we help you with? Water If other, give details: Have you contacted the Council about this previously? No Service request number: Location: 130 old Porirua road, ngaio Description: A large water leak in the road Other comments: |
| | Note from Council | WWL [REDACTED] I hope this is not the 300mm AC pipe at this location - would be worth sending Rover out to asses. Cheers [REDACTED] |
| | This is a duplication of WCCSR-107466 | This is a uplication of WCCSR-107466. This will be cancellen relate |
| | Note from Council | Re-assigned by WCC |

| | |
|------------------------------------|---|
| Note from Council | Address: 130 OLD PORIRUA ROAD, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25472539697491,174.77759965092972 |
| Job to be rovered- leak on road | Job to be rovere- leak on roa |
| Requires leak detection | Water in the channel at the bottom of the drive to 130 and a slight damp patch showing in the recently reinstated patch in the road. Requires leak detection. |
| Leak detection requested | LS requeste |
| As per leak detection | Morning  Surveyed area, water does not react to chlorine pill test. No leaks found, recommend seepage test. Many thanks  |
| take sample | |
| Status Change to PAUSE | Sample taken await results |
| Pass to draianage | Sample has come back and is inconclusive, If LDS didnt find anything pass to drainage to investigate |
| Note from Council | Closed by WCC |
| Note from Council | Address: OLD PORIRUA ROAD, Kaiwharawhara Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.254926541244956,174.77638100831837 |
| Note from Council | Photo attached for you  Principal Advisor Wellington City Council M  A A E  @wcc.govt.nz |
| This is a duplication WCCSR-107466 | This is a duplication WCCSR-107466 this can be deleted and cancelled |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: OLD PORIRUA ROAD, Kaiwharawhara Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25732807646827,174.78387778251445 |
| this is related to WCCSR-107466 | this is related to WCCSR-107466, this will be cancelled and related |
| Note from Council | Re-assigned by WCC |

| No. | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
|-----|--|----------------|--|---|---------------|----------|-----------|-----------------------|-----------------------|-----------------------|
| | 1 Orari Street, Ngaio, Wellington, 6035 | WCC2920164 | Leaky Connection 1 Orari Street, Ngaio, Wellington 6035, New Zealand | Leaking water main in Road, opposite drive to 1 Orari Street. 19/08/20 / JC - WE, CHORUS, GAS PLANS ATTACHED. Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 7/30/2020 8:10:34 AM | 8/26/2020 12:00:00 AM | 7/30/2020 8:18:27 AM |
| | | | | | | | | | | 7/30/2020 9:44:56 AM |
| | | | | | | | | | | 8/10/2020 1:09:15 PM |
| | | | | | | | | | | 8/10/2020 1:14:32 PM |
| | | | | | | | | | | 8/19/2020 9:53:39 AM |
| | | | | | | | | | | 8/19/2020 11:04:04 AM |
| | 10 Orari Street, Ngaio, Wellington, 6035 | WCCSR-84967 | Leaking Pipes 10 ORARI STREET, Ngaio | Trickle - [REDACTED] : [REDACTED] | Potable Water | 3 | CLOSE.CAN | 1/8/2021 5:20:28 PM | 1/12/2021 12:00:00 AM | 1/8/2021 5:21:18 PM |
| | | | | | | | | | | 1/12/2021 9:11:25 AM |
| | | WCCSR-86754 | Leaking Pipes 10 ORARI STREET, Ngaio | Trickle - There is a crack in the side of the pavement and it is leaking water. I have been feeding a friends cat for the last week and there has been water coming down the street in the culvert the whole time. Today I went to look where if is coming from. | Potable Water | 3 | CLOSE.CAN | 1/12/2021 4:59:28 PM | 1/14/2021 12:00:00 AM | 1/12/2021 5:00:47 PM |
| | | | | | | | | | | 1/12/2021 5:00:47 PM |
| | | | | | | | | | | 1/12/2021 5:00:47 PM |
| | | | | | | | | | | 1/14/2021 12:06:24 PM |
| | 11 Orari Street, Ngaio, Wellington, 6035 | WCCSR-226847 | Loss of Service 11 ORARI STREET, Ngaio | Complete loss of water - Caller advised water outage at 11 Orari St in Ngaio, no notifications of water shutdown. Please investigate ASAP. | Potable Water | 1 | CLOSE.CAN | 9/1/2021 10:44:21 AM | 9/1/2021 12:00:00 AM | 9/1/2021 10:44:46 AM |
| | | | | | | | | | | 9/1/2021 10:48:48 AM |
| | | | | | | | | | | 9/1/2021 10:59:12 AM |
| | | | | | | | | | | 9/1/2021 11:00:24 AM |
| | | | | | | | | | | 9/1/2021 12:12:24 PM |
| | | | | | | | | | | 9/1/2021 12:16:39 PM |
| | 12 Orari Street, Ngaio, Wellington, 6035 | WCCSR-83619 | Leaking Pipes 10-12 ORARI STREET, Ngaio | CARR742654 29/01/21Gushing - Caller advised that there is water gushing out on the road outside this location. Caller advised that it is like a hose on full blast. Contact [REDACTED], 07/1/21 sk - Gas plans rec'd, All Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 1 | CLOSE | 1/5/2021 8:21:28 PM | 1/28/2021 12:00:00 AM | 1/5/2021 8:22:17 PM |
| | | | | | | | | | | 1/5/2021 8:28:18 PM |
| | | | | | | | | | | 1/6/2021 10:34:00 AM |
| | | | | | | | | | | 1/7/2021 2:34:24 PM |
| | | | | | | | | | | 1/7/2021 3:00:28 PM |
| | | | | | | | | | | 1/7/2021 3:22:00 PM |
| | | | | | | | | | | 1/8/2021 1:17:18 PM |
| | | | | | | | | | | 1/28/2021 8:44:34 AM |
| | | | | | | | | | | 2/19/2021 1:09:22 PM |
| | | WCCSR-223946 | Reduced Service 12 ORARI STREET, Ngaio | Low pressure or reduced flow - Caller reported that she has a drastic loss of water pressure and would like to know whether there are any known issues on the public network that may be causing this. Please contact [REDACTED] on + [REDACTED] to discuss. | Potable Water | 2 | CLOSE | 8/24/2021 11:12:21 AM | 8/25/2021 12:00:00 AM | 8/24/2021 11:12:37 AM |

| | | | | | | | | | | |
|--|--|--------------|--|---|---------------|---|-------|-------------------------|--------------------------|--------------------------|
| | | | | | | | | | | 8/24/2021 11:49:03 AM |
| | | | | | | | | | | 8/24/2021 11:55:40 AM |
| | | | | | | | | | | 8/28/2021 2:41:41 PM |
| | 15 Orari Street, Ngaio, Wellington, 6035 | WCCSR-101484 | Fault 3rdP Damage 15 ORARI STREET, Ngaio | Caller () advised they had accidentally hit the main and water was gushing out. Please attend and fix. | Potable Water | 2 | CLOSE | 2/9/2021 2:21:17 PM | 2/10/2021 12:00:00 AM | 2/9/2021 2:22:39 PM |
| | | | | | | | | | | 2/9/2021 2:23:17 PM |
| | | | | | | | | | | 2/9/2021 2:26:26 PM |
| | | | | | | | | | | 2/10/2021 8:31:16 AM |
| | | | | | | | | | | 2/10/2021 9:42:17 AM |
| | 16 Orari St, Ngaio, Wellington, 6035 | WCCSR-369571 | Fault 16 Orari St, Ngaio (ROVER) | Caller advised he turned off his water to deal with a leaky dishwasher, but now the toby handle is spinning and the water is stuck off. Please attend and fix ASAP. | Potable Water | 2 | CLOSE | 4/26/2022 9:35:21 AM | 4/26/2022 12:00:00 AM | 4/26/2022 9:35:36 AM |
| | | | | | | | | | | 4/26/2022 4:30:37 PM |
| | | | | | | | | | | 4/26/2022 4:33:23 PM |
| | | | | | | | | | | 4/26/2022 5:14:34 PM |
| | | | | | | | | | | 4/26/2022 7:46:47 PM |
| | | | | | | | | | | 4/29/2022 8:35:44 PM |
| | | WCCSR-382794 | Fault 16 Orari Street, Ngaio (ROVER) | Caller advised that WW attended and urgent toby fault (SR-369571) as they could not turn their water off in order to address a leak. Caller advised that one of the contractors said they would come back to replace the toby handle, but this has not happened. Caller advised they are not able to turn the toby off or on due to the lack of a handle and they are concerned that if they have a leak, they will not be able to turn the water off in a timely manner. Caller advised that they do not think that the plastic handles would suffice as they strip too easily. Caller would like to be contacted upon or prior to attendance. Please attend | Potable Water | 3 | CLOSE | 5/17/2022 3:25:27 PM | 5/20/2022 12:00:00 AM | 5/17/2022 3:25:39 PM |
| | | | | | | | | | | 5/20/2022 10:59:31 AM |
| | | | | | | | | | | 5/20/2022 11:24:32 AM |
| | | | | | | | | | | 5/20/2022 2:35:27 PM |
| | | | | | | | | | | 5/23/2022 3:39:37 PM |

| No. | Summary | Detail |
|-----|---|--|
| | Summary | Detail |
| | Note from Council | Site amended - Old : Fixit Site (FI01) New : Orari St (R1142). Subject amended - Old : Fixit Enquiries (FIXE) New : W-P3 Minor Leaks (WMLS) |
| | Advised we will attend as soon as we can | |
| | Investigated job | nvestigated job Leak is on the service to 31 crofton road Will require 2 man and traffic will have to be stop go. Will need plans to be attached. |
| | Per [redacted] ordered plans | 2man + traffic required. |
| | still awaiting plans? | still awaiting plans |
| | WE, CHORUS, GAS, PLANS ATTACHED. | Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). |
| | Note from Council | Address: 10 ORARI STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.252989981954975,174.77365822042046 |
| | see below. | This is a duplicate of job ref: WCCSR-83619 Cancelling this job |
| | Note from Council | Address: 10 ORARI STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.252989981954975,174.77365822042046 |
| | Note from Council | Kia ora [redacted], Thank you for your fix-it. Can you please clarify exactly what the issue is? It is a bit unclear from the description and photos. Once we have this further information we can put it through to the correct team to action. Ng? mihi, [redacted] Customer Service Rep Customer Contact Centre P 04 499 4444 [redacted] W Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --! Description Leave from footpath edge at least for last week Address: 10 Orari Street, Ngaio, Wellington 6035, New Zealand Latitude: -41.2529674, Longitude: 174.7735127 Google Link: http://maps.google.co.nz/?q=-41.2529674,174.7735127&am;z=19 Rose Penberthy Phone: 0212513448 Ticket attachments : 1. photo-001.jpg 2. photo-002.jpg |
| | Note from Council | Hi there, There is a crack in the side of the pavement and it is leaking water. I have been feeding a friends cat for the last week and there has been water coming down the street in the culvert the whole time. Today I went to look where if is coming from. Thanks Sent from Mail for Windows 10 |
| | duplicate | this will be investigated on job ref: WCCSR-83619 |
| | Note from Council | Address: 11 ORARI STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25361151418407,174.77365983628036 |
| | Note from Council | Called through to [redacted] at WW |
| | spoke to the customer and advised we following up with team | spoke to the customer and advised we following up with team. There is a water off on Ngaio George road sr20666 |
| | Spoke to the customer her water is back on. | Spoke to the customer her water is back on this enquiry will be close off and related |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 10-12 ORARI STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25314693490657,174.773538538615 |
| | Note from Council | Called through to WW Nth |
| | Afterhours - assigned to [redacted]. | Afterhours - assigned to [redacted]. |
| | Per [redacted] - ordered plans. | |
| | Waiting on gas plans | 07/01/21 sk - WAITING ON GAS PLANS, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | Plans attached | 07/1/21 sk - Gas plans rec'd, All Plans attached, |
| | Leak | Leak in the road, outside 10/12, service off the main, the leak is coming from number 5 service. Will require 2 man crew and traffic |
| | Leak | Repaired 20mm service in road replaced elbow ..atms set up traffic backfilled and temp sealed |
| | Note from Council | Closed by WCC |

| | |
|--|--|
| Note from Council | Address: 12 ORARI STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25314691458008,174.77353856740922 |
| Left VM for [REDACTED] | Left VM for [REDACTED], unable to confirm if water is back to normal, may be related to works in Perth St today. Assigned to [REDACTED] to check. |
| [REDACTED] called back | [REDACTED] called back, pressure looking better now, was very bad earlier. [REDACTED] team to check if fully back. |
| Note from Council | Closed by WCC |
| Note from Council | Address: 15 ORARI STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.253832930831635,174.77357423607376 |
| Left VM for caller. Assigned to [REDACTED] | Left VM for caller. Assigned to [REDACTED]. |
| Caller called back | Caller called back, Advised main is in concrete, they are trying to expose it for repair. |
| Customer called back | Customer called back, [REDACTED] will be callig [REDACTED] [REDACTED] Team will be goig back agai |
| Investigated job | Put clamp on the pipe , plumbers had a markout and the and on the GIS maps show the pipe further away so the pipe location and mark was a little off , also everything was covered in concrete so it couldn't be the plumbers fault, signing job off not contractors damage and we won't send them a bill. |
| Note from Council | Address: 16 ORARI STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25334403955467,174.77353827211033 |
| Note from Council | Please contact caller when arriving on site. He is concerned the property will be flooded because of this. |
| Assigned to [REDACTED] | Assigned to [REDACTED]. |
| Note from Council | Called [REDACTED] advised that they will be contacting customer when arriving on site. |
| . | Replaced handle to manifold job complete |
| Note from Council | Closed by WCC |
| Note from Council | Address: 16 ORARI STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25334403955467,174.77353827211033 |
| Spoke to customer. | Spoke to customer who insisted that the handle has not been replaced. |
| Assigned to 1p folder for rover. | Assigned to 1p folder for rover |
| Maintenance | Checked manifold box and replaced manifold handle, all is operational on and off, refer to photos in attachments. |
| Note from Council | Closed by WCC |

| No. | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
|-----|--|----------------|---|--|---------------|----------|-----------|-----------------------|------------------------|------------------------|
| | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
| | 3 Perth Street, Ngaio, Wellington, 6035 | WCCSR-267680 | Leaky Connection 3 Perth Street, Ngaio | Toby will not turn back on site contact is [REDACTED] MW - Spoke to the plumber [REDACTED] and the handle has snapped off so they can't turn the water back on here. | Potable Water | 3 | CLOSE | 11/8/2021 9:15:24 AM | 11/25/2021 12:00:00 AM | 11/8/2021 9:15:47 AM |
| | | | | | | | | | | 11/8/2021 9:22:34 AM |
| | | | | | | | | | | 11/8/2021 10:41:22 AM |
| | | | | | | | | | | 11/8/2021 10:46:06 AM |
| | | | | | | | | | | 11/8/2021 2:45:17 PM |
| | | | | | | | | | | 11/24/2021 2:33:01 PM |
| | | | | | | | | | | 11/24/2021 2:33:02 PM |
| | | | | | | | | | | 11/24/2021 2:56:24 PM |
| | | | | | | | | | | 11/28/2021 11:37:37 AM |
| | 4 Perth Street, Ngaio, Wellington, 6035 | WCCSR-108536 | Leaking Pipes 4 PERTH STREET, Ngaio | Trickle - Dear Wellington City Council The following message was received from [REDACTED] Fix-it .Toby at 4 Perth St, Ngaio leaking. Message Reference =23/02Service plans ordered25/02/21 AH - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 2/20/2021 10:47:27 AM | 3/8/2021 12:00:00 AM | 2/20/2021 10:48:18 AM |
| | | | | | | | | | | 2/23/2021 4:39:44 PM |
| | | | | | | | | | | 2/25/2021 10:37:54 AM |
| | | | | | | | | | | 3/8/2021 11:24:19 AM |
| | | | | | | | | | | 3/11/2021 11:39:54 AM |
| | | WCCSR-119029 | Leaking Pipes 4 PERTH STREET, Ngaio | Steady flow - Toby front of property. Was leaking a lot. | Potable Water | 2 | CLOSE.CAN | 3/8/2021 4:31:14 PM | 3/11/2021 12:00:00 AM | 3/8/2021 4:32:22 PM |
| | | | | | | | | | | 3/11/2021 2:12:42 PM |
| | | | | | | | | | | 3/11/2021 2:16:22 PM |
| | 10 Perth Street, Ngaio, Wellington, 6035 | WCCSR-111414 | Leaky Connection 10 PERTH STREET, Ngaio | Caller from [REDACTED] plumbing advised a fault with toby. Toby keeps spinning. Please repair. [REDACTED] Service plans attached09/03/21 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 2/25/2021 8:46:14 AM | 3/11/2021 12:00:00 AM | 2/25/2021 8:47:20 AM |
| | | | | | | | | | | 3/1/2021 4:00:03 PM |
| | | | | | | | | | | 3/9/2021 1:21:13 PM |
| | | | | | | | | | | 3/11/2021 11:06:07 AM |
| | | | | | | | | | | 3/14/2021 11:37:50 AM |
| | | WCCSR-226858 | Reduced Service 10 PERTH STREET, Ngaio | Low pressure or reduced flow - Received call from homeowner at 10 Perth St who stated that she has no water. Likely related to SR-226829. Please attend and investigate. Contact caller on [REDACTED] if you require any further information. | Potable Water | 2 | CLOSE.CAN | 9/1/2021 1:49:23 PM | 9/1/2021 12:00:00 AM | 9/1/2021 1:50:27 PM |
| | | | | | | | | | | 9/1/2021 1:50:27 PM |
| | | | | | | | | | | 9/1/2021 3:12:29 PM |
| | | | | | | | | | | 9/1/2021 3:36:05 PM |
| | | | | | | | | | | 9/1/2021 3:41:01 PM |
| | 13 Perth Street, Ngaio, Wellington, 6035 | WCCSR-50829 | Leaking Pipes 13 PERTH STREET, Ngaio | Steady flow - Steady flow of water leaking out from the cracks in the road near 13 Perth St. Customer advised that the leak looks to be in two places. Customer, [REDACTED] | Potable Water | 2 | CLOSE | 10/28/2020 9:07:33 AM | 10/30/2020 12:00:00 AM | 10/28/2020 9:08:19 AM |
| | | | | | | | | | | 10/28/2020 9:14:59 AM |

| | | | | | | | | | | |
|--|--------------|--|--|--|---------------|---|----------------|--------------------------|---------------------------|---------------------------|
| | | | | | | | | | | 10/28/2020 8:25:15 PM |
| | | | | | | | | | | 10/30/2020 12:09:51 PM |
| 15 Perth Street, Ngaio, Wellington, 6035 | WCCSR-66083 | Leaking Pipes 15 PERTH STREET, Ngaio | Trickle - Water leak somewhere. | | Potable Water | 3 | CAN | 11/25/2020 8:26:35 PM | | 11/25/2020 8:27:18 PM |
| | | | | | | | | | | 12/4/2020 2:14:59 PM |
| | | | | | | | | | | 12/4/2020 2:16:10 PM |
| | WCCSR-302854 | Leaky Connection 15 Perth Street, Ngaio (TRAFFIC) | CAR R853381 20/04/22 Wellington water supply black cover is damaged and the hole it sits above is sunken 19/1/22 nb plans ordered 1962972 14/2 SD - Plans Attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | | Potable Water | 3 | COMP.WAW | 1/6/2022 9:26:21 AM | 4/26/2022 12:00:00 AM | 1/6/2022 9:26:31 AM |
| | | | | | | | | | | 1/6/2022 9:40:36 AM |
| | | | | | | | | | | 1/13/2022 8:12:31 AM |
| | | | | | | | | | | 1/13/2022 11:30:36 AM |
| | | | | | | | | | | 1/13/2022 11:30:36 AM |
| | | | | | | | | | | 1/19/2022 1:04:44 PM |
| | | | | | | | | | | 2/9/2022 5:51:42 AM |
| | | | | | | | | | | 2/14/2022 12:05:32 PM |
| | | | | | | | | | | 2/14/2022 12:06:30 PM |
| | | | | | | | | | | 3/28/2022 3:03:50 PM |
| | | | | | | | | | | 4/1/2022 9:52:01 AM |
| | | | | | | | | | | 4/19/2022 7:30:50 PM |
| | | | | | | | | | | 4/20/2022 4:03:05 PM |
| | | | | | | | | | | 4/20/2022 4:06:34 PM |
| | | | | | | | | | | 4/22/2022 7:36:39 PM |
| 16 Perth Street, Ngaio, Wellington, 6035 | WCCSR-66084 | Leaking Pipes 16 PERTH STREET, Ngaio | Trickle - Leaking road | | Potable Water | 3 | CLOSE | 11/25/2020 8:17:35 PM | 12/10/2020 12:00:00 AM | 11/25/2020 8:18:21 PM |
| | | | | | | | | | | 12/4/2020 2:04:36 PM |
| | | | | | | | | | | 12/4/2020 2:08:41 PM |
| | | | | | | | | | | 12/9/2020 4:07:18 AM |
| | | | | | | | | | | 12/10/2020 1:42:03 PM |
| | WCCSR-87342 | Loss of Service 16 PERTH STREET, Ngaio | Complete loss of water - No water at 16 Perth St, no sign of crews in the area at all. Contact is [REDACTED] | | Potable Water | 1 | CLOSE.NOT DONE | 1/13/2021 2:01:28 PM | 1/13/2021 12:00:00 AM | 1/13/2021 2:02:21 PM |
| | | | | | | | | | | 1/13/2021 2:37:19 PM |
| | | | | | | | | | | 1/13/2021 2:39:19 PM |
| | | | | | | | | | | 1/13/2021 2:40:22 PM |
| 19 Perth Street, Ngaio, Wellington, 6035 | WCCSR-226829 | Loss of Service 19 Perth Street, Ngaio, Wellington | Complete loss of water [REDACTED] advised that there is no water at his address for the second time over the past week. Please attend and repair ASAP. | | Potable Water | 1 | CLOSE.CAN | 9/1/2021 10:24:21 AM | 9/1/2021 12:00:00 AM | 9/1/2021 10:24:39 AM |
| | | | | | | | | | | 9/1/2021 10:36:27 AM |
| | | | | | | | | | | 9/1/2021 10:57:33 AM |
| | | | | | | | | | | 9/1/2021 11:02:07 AM |
| | | | | | | | | | | 9/1/2021 12:02:07 PM |

| | | | | | | | | | | |
|---|--------------|--|--|---------------|---|-----------|-------------------------|--------------------------|-------------------------|--------------------------|
| | | | | | | | | | | 9/1/2021 12:13:14 PM |
| 22 Perth Street, Ngaio, Wellington, 6035 | WCCSR-104975 | Fault 3rdP Damage 22 PERTH STREET, Ngaio | Caller reported that his crew have been digging this morning outside 24 Perth St and believe they have hit the water main for 22 Perth St which is currently leaking water at a steady rate. Please attend and assess. Contact [REDACTED] if you require any further information. | Potable Water | 2 | CLOSE | 2/15/2021 9:53:14 AM | 2/15/2021 12:00:00 AM | 2/15/2021 9:54:26 AM | |
| | | | | | | | | | | 2/15/2021 10:13:32 AM |
| | | | | | | | | | | 2/15/2021 11:00:30 AM |
| 26B Perth Street, Ngaio, Wellington, 6035 | WCC2924296 | Leaky Connection 26B Perth St Ngaio Wgtn | Caller rang to advise last year sometime a job was apparently put through to replace a handle on the water toby at this property, however this was never attended. Caller would like to discuss with someone in Wellington Water about this. Apparently just the plastic handle needs to be replaced, and caller said they are happy to do it themselves, but would like to discuss this further. Please contact. 8/09-WE, GAS, CHORUS AND VODAFONE PLANS ATTACHEDCaution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 2 | CAN | 8/28/2020 8:19:49 AM | | 8/28/2020 8:21:15 AM | |
| | | | | | | | | | | 8/28/2020 2:35:11 PM |
| | | | | | | | | | | 9/8/2020 2:46:33 PM |
| | | | | | | | | | | 9/14/2020 11:04:16 AM |
| 40 Perth Street, Ngaio, Wellington, 6035 | WCCSR-223241 | Leaking Pipes 40 PERTH STREET, Ngaio | Steady flow - Water coming out from under road Address: 40 Perth Street, Ngaio, Wellington 6035, New Zealand Latitude: -41.255569, Longitude: 174.7727275 Google Link: http://maps.google.co.nz/?q=-41.255569,174.7727275&map=z=19 [REDACTED] | Potable Water | 2 | CLOSE.CAN | 8/22/2021 2:13:23 PM | 8/23/2021 12:00:00 AM | 8/22/2021 2:13:40 PM | |
| | | | | | | | | | | 8/23/2021 7:16:06 AM |
| | | | | | | | | | | 8/23/2021 7:18:50 AM |
| 42 Perth Street, Ngaio, Wellington, 6035 | WCCSR-83840 | Leaking Pipes 42 PERTH STREET, Ngaio | CAR R746739 AH 15/02/21Trickle - WCC water pipe leaking outside 42 Perth Street, Ngaio. This has been an issue previously and fixed numerous times but reoccurs.08/1/21 sk - Gas plans rec'd, All Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 1/6/2021 3:21:28 PM | 2/15/2021 12:00:00 AM | 1/6/2021 3:22:27 PM | |
| | | | | | | | | | | 1/6/2021 3:22:27 PM |
| | | | | | | | | | | 1/7/2021 3:29:43 PM |
| | | | | | | | | | | 1/7/2021 3:41:52 PM |
| | | | | | | | | | | 1/10/2021 3:49:27 PM |
| | | | | | | | | | | 2/1/2021 11:51:20 AM |
| | | | | | | | | | | 2/15/2021 12:10:28 PM |
| | | | | | | | | | | 2/15/2021 6:26:18 PM |
| | | | | | | | | | | 3/15/2021 1:49:30 PM |
| | WCCSR-114304 | Leaking Pipes 42 PERTH STREET, Ngaio | Steady flow - The pipe outside 42 Perth street has what appears to be 2 leaks. This is a re-occurring problem. I am becoming increasingly concerned that it is effecting the structural integrity of the driveway. Last week WCC fixed #44 leak not ours - they hadn't raised a fault! CAR R757602 ASH 23/03/21 10/03 Plans ordered Please escalate once plans are attached 12/03/21 AH - Gas plans rec'd, Waiting on Vodafone plans 11/03/21 - Plans attached: Chorus, WE - Waiting for Vodafone & Gas:15/03/21 AH - Plans attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). | Potable Water | 3 | CLOSE | 3/2/2021 10:37:14 AM | 3/19/2021 12:00:00 AM | 3/2/2021 10:38:19 AM | |
| | | | | | | | | | | 3/2/2021 10:39:26 AM |
| | | | | | | | | | | 3/10/2021 2:04:45 PM |
| | | | | | | | | | | 3/11/2021 10:13:24 AM |
| | | | | | | | | | | 3/12/2021 1:38:13 PM |
| | | | | | | | | | | 3/15/2021 10:43:33 AM |

| | | | | | | | | | | |
|--|--|--------------|--|---|---------------|---|-----------|--------------------------|--------------------------|--------------------------|
| | | | | | | | | | | 3/16/2021 9:27:12 AM |
| | | | | | | | | | | 3/19/2021 11:09:16 AM |
| | | | | | | | | | | 3/22/2021 11:37:35 AM |
| | | WCCSR-124750 | Leaking Pipes 42 PERTH STREET, Ngaio | Trickle - There is water coming out of the ground which is leaking down the accessway which is making the steps very slippery for residents. A hazard waiting to happen. [REDACTED] Phone: [REDACTED] | Potable Water | 3 | CLOSE.CAN | 3/16/2021 12:45:28 PM | 3/17/2021 12:00:00 AM | 3/16/2021 12:49:15 PM |
| | | | | | | | | | | 3/17/2021 3:01:14 PM |
| | | | | | | | | | | 3/17/2021 3:04:23 PM |
| 44 Perth Street, Ngaio, Wellington, 6035 | | WCCSR-223634 | Leaking Pipes 44 Perth Street, Ngaio, Wellington | Gushing - Caller reported that water is gushing from beneath the tarseal and running down the footpath at a very heavy rate around 44 Perth St. Please attend and assess asap. Contact caller on [REDACTED] if you require any further information. | Potable Water | 1 | CLOSE.CAN | 8/23/2021 2:47:30 PM | 8/23/2021 12:00:00 AM | 8/23/2021 2:48:00 PM |
| | | | | | | | | | | 8/23/2021 2:48:00 PM |
| | | | | | | | | | | 8/23/2021 3:08:07 PM |
| | | | | | | | | | | 8/23/2021 3:10:15 PM |
| | | | | | | | | | | 8/23/2021 3:13:43 PM |
| | | WCCSR-319705 | Fault 44 PERTH STREET, Ngaio | Caller has flooding under his property needs to locate toby to turn water supply off. have tried council maps can't locate. Notes [REDACTED]; On Arrival found the owner have found the toby, was talking to him on the phone and was able to locate over the phone. Job needs to be cancelled. | Potable Water | 2 | CLOSE.CAN | 2/2/2022 2:32:22 AM | 2/4/2022 12:00:00 AM | 2/2/2022 2:32:40 AM |
| | | | | | | | | | | 2/2/2022 2:34:34 AM |
| | | | | | | | | | | 2/2/2022 3:46:35 AM |
| | | | | | | | | | | 2/4/2022 11:23:40 AM |
| | | | | | | | | | | 2/4/2022 11:25:31 AM |
| 46 Perth Street, Ngaio, Wellington, 6035 | | WCCSR-223237 | Leaking Pipes 46 PERTH STREET, Ngaio | 25/8/21 CAR R799294 Steady flow - Water leaking out of the road Address: 46 Perth street Ngaio 46 Perth Street, Ngaio, Wellington 635, New Zealand Latitude: -41.25599758615219, Longitude: 174.7727483619589 Google Link: http://maps.google.co.nz/?q=-41.2559975861522,174.77274836196&mapz=19 [REDACTED] Phone: [REDACTED] | Potable Water | 2 | JOBCOMP | 8/22/2021 1:55:25 PM | 8/24/2021 12:00:00 AM | 8/22/2021 1:55:46 PM |
| | | | | | | | | | | 8/23/2021 10:49:34 AM |
| | | | | | | | | | | 8/23/2021 10:52:23 AM |
| | | | | | | | | | | 8/23/2021 11:53:00 AM |
| | | | | | | | | | | 8/23/2021 11:53:01 AM |
| | | | | | | | | | | 8/23/2021 3:12:00 PM |
| | | | | | | | | | | 8/24/2021 7:32:05 AM |
| | | | | | | | | | | 8/24/2021 8:35:28 AM |
| | | | | | | | | | | 8/27/2021 6:38:46 PM |
| | | WCCSR-223282 | Leaking Pipes 46 PERTH STREET, Ngaio | Steady flow - Water main ready to burst - steady flow from attached photo. | Potable Water | 2 | CLOSE.CAN | 8/22/2021 5:00:34 PM | 8/22/2021 12:00:00 AM | 8/22/2021 5:00:55 PM |
| | | | | | | | | | | 8/22/2021 6:18:11 PM |
| | | | | | | | | | | 8/22/2021 6:18:31 PM |
| | | | | | | | | | | 8/22/2021 6:21:41 PM |
| | | WCCSR-223287 | Leaking Pipes 46 PERTH STREET, Ngaio | Steady flow - there is a water seep through the bitumen on the road at the lower part of Perth st, opposite 46. weather is dry and had not been raining recently, but a decent seep (maybe about a house tap on full). Photo available on request. | Potable Water | 2 | CLOSE.CAN | 8/22/2021 5:30:21 PM | 8/22/2021 12:00:00 AM | 8/22/2021 5:30:48 PM |

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|--|--|------------------|---|---|---------------|---|-----------|--------------------------|--------------------------|--------------------------|
| | | | | | | | | | | 8/22/2021 5:30:48 PM |
| | | | | | | | | | | 8/22/2021 5:31:42 PM |
| | | | | | | | | | | 8/22/2021 6:19:23 PM |
| | | | | | | | | | | 8/22/2021 6:22:39 PM |
| | | WCCSR- 223440 | Leaking Pipes 46 PERTH STREET, Ngaio | Trickle - water leaking out of the Road. Jug in under a minute to full. Leaking out into the channel from both sides of the Road log ti Wellington water Address: 46 Perth Street, Ngaio, Wellington 6035, New Zealand Latitude: -41.25608937995135, Longitude: 174.77240413427356 | Potable Water | 3 | CLOSE.CAN | 8/23/2021 10:46:21 AM | 8/23/2021 12:00:00 AM | 8/23/2021 10:46:46 AM |
| | | | | | | | | | | 8/23/2021 10:51:58 AM |
| | | | | | | | | | | 8/23/2021 10:55:48 AM |
| | | WCCSR- 223813 | Leaking Pipes 46 PERTH STREET, Ngaio | Steady flow - water flowing, large pothole growing Address: 46 Perth Street, Ngaio, Wellington 6035, New Zealand Latitude: -41.25609568121211, Longitude: 174.7725352272391 G | Potable Water | 2 | CLOSE.CAN | 8/24/2021 7:55:25 AM | 8/24/2021 12:00:00 AM | 8/24/2021 7:55:42 AM |
| | | | | | | | | | | 8/24/2021 8:05:22 AM |
| | | | | | | | | | | 8/24/2021 8:08:43 AM |
| | | WCCSR- 223814 | Leaking Pipes 46 PERTH STREET, Ngaio | Trickle - Water coming up through cracks in the road outside of 46 Perth Street. | Potable Water | 3 | CLOSE.CAN | 8/24/2021 8:01:23 AM | 8/24/2021 12:00:00 AM | 8/24/2021 8:01:42 AM |
| | | | | | | | | | | 8/24/2021 8:06:07 AM |
| | | | | | | | | | | 8/24/2021 8:08:51 AM |

| No. | Summary | Detail |
|-----|------------------------------------|---|
| | Summary | Detail |
| | Note from Council | Address: 3 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.254830598336525,174.7748886014247 |
| | Note from Council | Called through |
| | Spoke to caller | Spoke to [redacted] and the handle has snapped off so they can't turn the water back on here Advised him I'll pass this out for someone to attend as soon as we can today |
| | Assigned to [redacted] to rover | Assigned to [redacted] to ove |
| | Status Change to PAUSE | Pass to [redacted] |
| | We have completed n inspection | One one will need to come back with a black Toby Handel to install on to the manifold or replace the diafram on the Toby.te water is currently on and hey have sppy. |
| | Status Change to PAUSE | We have inspected the manifold and will need to come back with the correct Handel |
| | find a handle | Nee to fin a hanle to put on the manifo |
| | Note from Council | Closed by WCC |
| | Note from Council | Address: 4 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25441291418988,174.7746539680129 |
| | Service plans ordered | Service plans ore |
| | Plans Attached | 25/02/21 AH - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | Leaking fitting | Set up site and excavated around manifold and exposed leaking fitting onto manifold. Shut down service and replaced leaking fitting. Backfilled and removed spoil, reinstatement done. |
| | Note from Council | Closed by WCC |
| | Note from Council | Address: 4 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25441291418988,174.7746539680129 |
| | Duplicate of WCCSR-108536 | Duplicate of WCCSR-108536customer advised this is not leaking anymore |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 10 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25422076456626,174.77421140104383 |
| | Service plans attached | Service plans attache |
| | Plans attached | 09/03/21 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | Broken handle | The manifolds handle was just spinning and was off the manifold in the box, so I replaced the old handle and secured it back onto the manifold. Checked it shut off and turned back on supply, all works as should. |
| | Note from Council | Closed by WCC |
| | Note from Council | Address: 10 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25422076456626,174.77421140104383 |
| | Note from Council | Address: . Open in Google Maps: https://www.google.com/maps/search/?api=1&query=. |
| | Left VM for customer. | Left VM for customer. need to now if still an issue or if it has resolved. Awaiting callbac |
| | Customer called . water is bak on. | job caceled. water bak o |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 13 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25459886405225,174.77385603619533 |
| | spoke to customer. | He stated that the road is cracked and it would take 30 seconds to fill up a bucket of water Assigning to a team to investigate |
| | Investigated job | Definitely no sound on any water assets and spoke with home owner who lived on this street for awhile and they mentioned it always happens after it rains..Possible ground water issue unable to take sample will come back tomorrow to see if we can take a sample |
| | Investigated job | Water has dried up signing job off as it only happens after it rains |
| | Note from Council | Address: 15 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25470979625599,174.77366398515952 |
| | | Changing service from stormwater to water and priority to P3 as no indication of flooding or pressure issues. |

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| | Duplicate of ref: WCCSR-66084. Cancelling. | Duplicate of ref: WCCSR-66084. Cancelling. |
| | Note from Council | <p>Address: 15 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25470979862418,174.77366398693508</p> |
| | Note from Council | <p>Hi</p> <p>Sorry confused here. Wellington water just texted me and said , "they've received the fault. if it gets worse please contact local council"...</p> <p>So who am I expected to hear next steps from and when? Wellington water did not provide any contact details</p> <p>Cheers </p> <p>On Thu, 6 Jan 2022 at 09:23, Wellington City Council Support wrote:</p> <p>> Kia ora ,</p> <p>></p> <p>> Your ticket has now been passed through for the attention of our</p> <p>> Wellington Water team.</p> <p>></p> <p>> If you need to follow up with us please reply to this email or phone us on</p> <p>> 04 499 4444 and quote reference number SR-302854 .</p> <p>></p> <p>> Ticket Summary</p> <p>></p> <p>> Water and drainage</p> <p>> Item Name : Water and drainage</p> <p>> Category : External Customer Services</p> <p>> Quantity : 1</p> <p>> Service : Water toby fault report</p> <p>> Description : Wellington water supply black cover is damaged and the hole</p> <p>> it sits above is sunken</p> <p>> Incident address : NA</p> <p>> Location : NA</p> <p>> Skip notifications? : Yes</p> <p>> 15 PERTH STREET, Ngaio</p> <p>></p> <p>> Ng? mihi,</p> <p>></p> <p>> Customer Services, Wellington City Council</p> <p>></p> <p>> The information contained in this email is privileged and confidential and</p> <p>> intended for the addressee only.</p> <p>></p> <p>> If you are not the intended recipient, you are asked to respect that</p> <p>> confidentiality and not disclose, copy or make use of its contents.</p> <p>></p> <p>> If received in error you are asked to destroy this email and contact the</p> <p>> sender immediately. Your assistance is appreciated.</p> <p>></p> <p>> [#SR-302854]:274477:fs</p> <p>></p> |
| | Escalation - H&S issue. | <p>Name </p> <p>Email @gmail.com</p> <p>Message</p> <p>Hi</p> |

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|---|---|
| | Can I please have an update on the broken Toby at 15 Perth street ngaio. It's quite sunken and will soon cause an issue to cars driving over it [REDACTED] |
| Investigate job | Request plans. Pass to a two man crew with traffic to rig up replace and reset Toby box. Power pole and bustop in area will discuss with [REDACTED] |
| Status Change to PAUSE | Request plans put in two man folder with traffic |
| Plans ordered | Plans ordered1962972 |
| Note from Council | Address: 15 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25470979862418,174.77366398693508 |
| Plans attached | 14/2 SD - Plans Attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| Assigned to 2P Crew Folder, Traffic Required | Assigne to 2P Crew Foler, Traffic Require |
| Escalated for age and urgency | |
| update | Crew was unable to set up traffic and had to move on to the next Job |
| Job completed | Leak was found when box dug out, has been repaired and box replaced and set properly again |
| CAR R853381 20/04/22 | |
| Note from Council | Happy with the final product, [REDACTED] was great. Not happy about the time taken. However understand if sure to covid. Over 3 months |
| Note from Council | Closed by WCC |
| Note from Council | Address: 16 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.254309563534314,174.7737787675951 |
| Further job logged: WCCSR-66083 | |
| To be rovered. | To be rovered. Changing service from stormwater to water and priority to P3 as no indication of flooding or pressure issues. |
| . | Onsite 8.12.20 1500-1530 inspection only no obvious source of wetness on road hold. |
| See notes for WCCSR-50829. This is a groundwater/rainy day issue. | See notes forWCCSR-50829. This is a groundwater/rainy day issue. |
| Note from Council | Address: 16 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25430956432574,174.77377876957055 |
| WCC called to advise the water is back on. | WCC called to advise the water is back on This job will be cancelled |
| Note from Council | [REDACTED] called back to cancel as her water is back on. Called through to [REDACTED] at Wellington Water. [REDACTED] |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 19 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25494408014775,174.7733716183202 |
| Spoke to caller | Spoke to [REDACTED] who said his neighbour also has no water Advised him we'll investigate |
| Caused by WCCSR-206669 | Caused by water off under WCCSR-206669 Due back on by 11:30am |
| Updated [REDACTED] | Updated [REDACTED] that water is expected back on by 11.30a |
| Spoke to [REDACTED] | Spoke to [REDACTED] and water is back on here Coming through brown so I told him to flush an outside tap for 20mins on full and then an inside tap on full for 2mins and if it's still not right after this to call the council and advise them so we can send someone to flush the hydrant |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 22 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25459414845297,174.77325391825275 |
| Assigned to [REDACTED] | Assigned to [REDACTED] Contracting Hit in road |
| . | Onsite 15.2.21 1000-1100 3rd party damage service in road replaced section job complete |
| Note from Council | |
| Plans ordered | Advised the customer we have received this and need to order plans Customer would like to be called if we need to dig up |
| Plans attached | WE, GAS, CHORUS AND VODAFONE PLANS ATTACHEDCaution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). |
| Update from [REDACTED] | "Can the above job please be cancelled. I rang the caller and he went and checked and was found that the job was in fact repaired in march." Cancelling this job. Related to wcc2846 |

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| | Note from Council | Address: 40 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.255568982255646,174.7727273847781 |
| | Job cancelled | Jo cancelled related to jo ref SR-223237 photo is the same as what's been uploaded to related jo |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 42 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.255692013425396,174.7726796527074 |
| | Note from Council | <p>Kia ora [REDACTED], Thank you for contacting us about the water leak on Perth Street. We have passed this onto our water team to attend. If the leak gets worse in any way or starts to affect the surrounding property please respond to this email with the details.</p> <p>!-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: 42 Perth Street Ngaio</p> <p>Suburb: Wellington</p> <p>City: Wellington</p> <p>Phone: [REDACTED]</p> <p>Mobile:</p> <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with? Water</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? Yes</p> <p>Service request number:</p> <p>Location: Outside 42 Perth Street</p> <p>Description: WCC water pipe leaking outside 42 Perth Street, Ngaio. This has been an issue previously and fixed numerous times but reoccurs.</p> <p>Other comments:</p> <p>Item Name : Water and drainage</p> <p>Category : External Customer Services</p> <p>Service : Report a leak</p> |

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| | | <p>Which water type is this regarding? :</p> <p>Drinking water or tap water</p> <p>How much water is leaking? :</p> <p>Trickle</p> <p>Description :</p> <p>WCC water pipe leaking outside 42 Perth Street, Ngairo. This has been an issue previously and fixed numerous times but reoccurs.</p> <p>Incident address:</p> <p>42 Perth Street</p> <p>Location:</p> <p>Na</p> <p>Ngaa mihi,</p> <p>Customer Service Representative P 04 499 4444 [redacted]@Wellington.govt.nz PO Box 2199 Wellington 6140</p> |
| Service plans ordered | | Can see from previous job that the leak is on the drivewa |
| Waiting on gas plans | | 07/01/21 sk - WAITING ON GAS PLANS, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| Plans attached | | 08/1/21 sk - Gas plans rec'd, All Plans attached, |
| Investigated job | | No sound on 42 but heard sound on 40 Possible Leak before the manifold on our side turned manifold off and still had sound , will require 1 man crew to dig up , have put a mark down to dig up on. See photo attached , we can do our own traffic. |
| Leaking service at number 40 | | Leak is on number 40, set up site and excavated on leaking pipe, found the pipe had two splits in it, shut off service and cut out small section of pipe and repaired. Backfilled and removed spoil, reinstatement required. Still possibly a leak at number 42 no noise but water seeping out of tarmac. Will know more in a couple of days if it's just ground water from the leak at 40. |
| Note from Council | | <p>The next door neighbors leak seems to have been fixed rather than ours, both needed to be done!</p> <p>Thanks</p> <p>On Mon, 15 Feb 2021, 12:13 PM Wellington City Council Support, wrote:</p> <p>> Kia ora [redacted],</p> <p>></p> <p>></p> <p>> Our staff have indicated that this ticket has been resolved.</p> <p>></p> <p>> Overall, how satisfied were you with our service?</p> <p>> Very Unsatisfied</p> <p>></p> <p><http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUz11NiJ9.eyJyZXN1bHRfaWQiOjc1MDAwOTY1OTU0LCJvcHRpb25fY291bnQiOjR9.RI8SEqUBBcQnYXBtFaCvLTELURxs8NntqCKpfAXt4RA/302/new></p> <p>> Unsatisfied</p> <p>></p> <p><http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUz11NiJ9.eyJyZXN1bHRfaWQiOjc1MDAwOTY1OTU0LCJvcHRpb25fY291bnQiOjR9.RI8SEqUBBcQnYXBtFaCvLTELURxs8NntqCKpfAXt4RA/301/new></p> <p>> Satisfied</p> <p>></p> <p><http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUz11NiJ9.eyJyZXN1bHRfaWQiOjc1MDAwOTY1OTU0LCJvcHRpb25fY291bnQiOjR9.RI8SEqUBBcQnYXBtFaCvLTELURxs8NntqCKpfAXt4RA/102/new></p> <p>> Satisfied</p> <p>></p> <p><http://hiko.wellington.govt.nz/support/surveys/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUz11NiJ9.eyJyZXN1bHRfaWQiOjc1MDAwOTY1OTU0LCJvcHRpb25fY291bnQiOjR9.RI8SEqUBBcQnYXBtFaCvLTELURxs8NntqCKpfAXt4RA/101/new></p> <p>></p> <p>></p> <p>> If you believe that the ticket has not been resolved, please reply to this</p> <p>> email to automatically reopen the ticket.</p> |

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| | | <p>> > If there is no response from you, we will assume that everything is okay > and the ticket will automatically close in 48 hours. > > Initial customer request > > Item Name : Water and drainage > Category : External Customer Services > Service : Report a leak > Which water type is this regarding? : Drinking water or tap water > How much water is leaking? : Trickle > Description : WCC water pipe leaking outside 42 Perth Street, Ngaio. This > has been an issue previously and fixed numerous times but reoccurs. > Incident address : 42 Perth Street > Location : Na > > Ngā? mihi, > > Customer Service Team > > 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.> > > [#SR-83840]:274477.fs ></p> |
| | Note from Council | Closed by WCC |
| | Note from Council | <p>Address: 42 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.255692013425396,174.7726796527074</p> |
| | Note from Council | <p>Kia ora [REDACTED], I have passed this on to Wellington Water to address. Sorry to hear they fixed the wrong leak last time! Nga mihi, !-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name:Â Â [REDACTED]</p> <p>Address:Â Â 42 Perth Street Ngaio</p> <p>Suburb:Â Â Wellington</p> <p>City:Â Â Wellington</p> <p>Phone:Â Â [REDACTED]</p> <p>Mobile:Â Â</p> <p>Email:Â Â [REDACTED]@gmail.com</p> <p>What can we help you with?Â Â Water</p> <p>If other, give details:Â Â</p> |

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| | <p>[REDACTED]</p> | <p>Have you contacted the Council about this previously?Â Â Yes</p> <p>Service request number:Â Â</p> <p>Location:Â Â Outside 42 Perth Street</p> <p>Description:Â Â</p> <p>The pipe outside 42 Perth street has what appears to be 2 leaks. This is a re-occurring problem. I am becoming increasingly concerned that it is effecting the structural integrity of the driveway. Last week WCC fixed #44 leak not ours - they hadn't raised a fault!</p> <p>Other comments:Â Â</p> <p>Item Name: Water and drainage</p> <p>Category: External Customer Services</p> <p>Service: Report a leak</p> <p>Which water type is this regarding? : Drinking water or tap water</p> <p>How much water is leaking? : Steady flow</p> <p>Description : The pipe outside 42 Perth street has what appears to be 2 leaks. This is a re-occurring problem. I am becoming increasingly concerned that it is effecting the structural integrity of the driveway. Last week WCC fixed #44 leak not ours - they hadn't raised a fault!</p> <p>Incident address : 42 PERTH STREET, Ngaio</p> <p>Location : NA</p> <p>[REDACTED]</p> <p>Customer Service Rep Wellington City Council P M F W Wellington.govt.nz Â Â</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> <p>Â</p> |
| | Plans ordered | Plans ordered - left V |
| | Waiting for Vodafone & Gas - | 11/03/21 JB - Plans attached: Chorus, WE - Waiting for Vodafone & Gas:Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). |
| | Gas plans rec'd, Waiting on Vodafone | |

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| Plans Attached | 15/03/21 AH - Plan attached, job added to escalation spreadsheet as per note |
| Investigated job | Fixed first leak now this ball valve needs to be dug up and repaired. LANs attached, 1 man crew with our own traffic |
| Leaking service | Set up site and excavated around toby found 3 pin holes in a small section by ball valve , shut down service and replaced small section of pipe and installed a manifold. Backfilled. Noticed water was still flowing through the tarmac further down the service so excavated on that and found 6 pin holes in 18" of pipe!!!! This service is DUX quest pipe. Possibly this is still private but have had the toby relocated closer to the house?. Will probably leak again in the future. |
| Note from Council | Closed by WCC |
| Note from Council | Address: 42 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.255692013425396,174.7726796527074 |
| Duplicate of WCCSR-114304 | Duplicate of WCCSR-1130 |
| Note from Council | Re-assigned by WCC |
| Note from Council | Photos can be seen in child ticket SR223631 |
| Note from Council | Address: 44 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2558347821464,174.7726269207465 |
| Spoke to caller | Spoke to [REDACTED] and advised him I'll follow up with crew as we were either here this morning or heading here this avo, either way we will investigate this leak |
| Duplicate of WCCSR-223237 | Spoke to [REDACTED] who is on-site now (under WCCSR-223237) and they will return tomorrow for this repair Job cancelled related to job ref WCCSR-223237 repair will be carried out under related job |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 44 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2558347821464,174.7726269207465 |
| Note from Council | Called through to [REDACTED] |
| Note from [REDACTED] | Notes [REDACTED]; On Arrival found the owner have found the toby, was talking to him on the phone and was able to locate over the phone. Job needs to be cancelled. |
| cancelled as per notes | cancelled a per note |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 46 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25596744683873,174.7725314027499 |
| Team to assess site | Tam to assss sit |
| Advised the customer we will assess | Advied the cutomer we will ae |
| Service leak | Service leak off the main. Will require 2 man traffic crew. Organised mark out |
| Status Change to PAUSE | On hold for 2man traffic crew |
| Further call for this job: P1, WCCSR-223634 | Further call for this job: P1, WCCSR-223634 - I spoke to [REDACTED] who is on-site and said they'll return to complete repair tomorrow |
| Update - Escalated | Emailed TL to organise repair |
| Leak worse from yesterday | Leak worse from yesterday, attached photo from further job logged. |
| Note from Council | Closed by WCC |
| Note from Council | Address: 46 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25596744683873,174.7725314027499 |
| Job cancelled | Job cancelled related to job ref 22323 |
| Job cancelled | Photo attached to related jo |
| Note from Council | Re-assigned by WCC |
| Note from Council | Address: 46 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25596744683873,174.7725314027499 |
| Note from Council | Address: 46 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25596744683873,174.7725314027499 |
| Note from Council | Kia ora [REDACTED], Thanks for letting us know about the leak on Perth St, Ngaio. I have logged a job to Wellington Water so their crew can attend and repair the issue as soon as possible. Please note that response times may be longer due to the current lockdown - if you do notice the leak |

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| | | getting worse please let us know. Ng? mihi, [REDACTED] Customer Service Rep Customer Contact Centre P 04 499 4444 F [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140 |
| | Job cancelled | Job cancelled related to job ref 22323 |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 46 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25596744683873,174.7725314027499 |
| | This is a duplication of WCCSR-223237 | This is a duplication of WCCSR-223237. This will be cancelled and related. |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 46 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25596744683873,174.7725314027499 |
| | Job cancelled | Job cancelled related to job ref Sr-223237 crew will be onsite toda |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 46 PERTH STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25596744683873,174.7725314027499 |
| | Job cancelled | Job cancelled related to job ref Sr-223237 crew will be onsite toda |
| | Note from Council | Re-assigned by WCC |

| No. | Address | Council Ref ID | Work Order Summary | Job Details | Water Type | Priority | Status | Created | Resolution Date | Entry Date |
|-----|---|----------------|--|--|---------------|----------|-----------|----------------------|-----------------------|-----------------------|
| | 5 Quetta Street, Ngaio, Wellington, 6035 | WCCSR-130671 | Leaking Pipes 5 QUETTA STREET, Ngaio | Steady flow - Says that water is coming up through concrete on a driveway near 5 Quetta Street. Please assess. | Potable Water | 2 | CLOSE.CAN | 3/24/2021 7:25:21 AM | 3/24/2021 12:00:00 AM | 3/24/2021 7:26:48 AM |
| | | | | | | | | | | 3/24/2021 9:11:53 AM |
| | | | | | | | | | | 3/24/2021 9:16:26 AM |
| | | | | | | | | | | 3/24/2021 9:20:40 AM |
| | | WCCSR-130698 | Leaking Pipes 5 QUETTA STREET, Ngaio | Trickle - Hi there There appears to be a water /pipe leak of some sort on Quetta st in Ngaio. It is located at the very top of the 5A quetta st driveway, by the roadside, next to 5 quetta st. Thanks [REDACTED] | Potable Water | 3 | CLOSE.CAN | 3/24/2021 8:25:22 AM | 3/24/2021 12:00:00 AM | 3/24/2021 8:26:45 AM |
| | | | | | | | | | | 3/24/2021 2:29:58 PM |
| | | | | | | | | | | 3/24/2021 2:33:23 PM |
| | 7 Quetta Street, Ngaio, Wellington, 6035 | WCCSR-137787 | Leaking Pipes 5-7 QUETTA STREET, Ngaio | Steady flow - Steady flow of water coming out of the asphalt in the footpath on the driveway to 5-7 Quetta Street Ngaio. Thanks | Potable Water | 2 | CLOSE.CAN | 4/5/2021 8:44:23 AM | 4/6/2021 12:00:00 AM | 4/5/2021 8:45:25 AM |
| | | | | | | | | | | 4/6/2021 2:32:12 PM |
| | | | | | | | | | | 4/6/2021 2:37:33 PM |
| | | WCCSR-140034 | Leaking Pipes 7 QUETTA STREET, Ngaio | Trickle - For over a week water has been seeping up through the footpath in front of the communal drive way entrance for 7, 7A, 7B, 7C Quetta St, Ngaio. Could some one please come and look at it. | Potable Water | 3 | CLOSE.CAN | 4/8/2021 7:59:21 PM | 4/9/2021 12:00:00 AM | 4/9/2021 9:54:17 AM |
| | | | | | | | | | | 4/9/2021 10:37:41 AM |
| | | | | | | | | | | 5/6/2021 10:48:50 AM |
| | | | | | | | | | | 5/6/2021 10:50:08 AM |
| | 7A Quetta Street, Ngaio, Wellington, 6035 | WCCSR-138782 | Leaking Pipes 7a QUETTA STREET, Ngaio | Trickle - water leak coming up from under the footpath, at the top of the driveway. shared driveway. | Potable Water | 3 | CLOSE.CAN | 4/6/2021 4:36:23 PM | 4/7/2021 12:00:00 AM | 4/6/2021 4:37:20 PM |
| | | | | | | | | | | 4/7/2021 11:38:32 AM |
| | | | | | | | | | | 4/7/2021 12:48:48 PM |
| | 7C Quetta Street, Ngaio, Wellington, 6035 | WCCSR-127246 | Leaking Pipes 7C QUETTA STREET, Ngaio | Trickle - In front of driveway of 5A, 5B, 7B, 7C, Quetta Street Description: Water is leaking out of the footpath in front of driveway of 5A, 5B, 7B, 7C, Quetta Street.19/03Plans ordered30/03/21 ASH - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s).CAR R766037 ASH 21/04/21 | Potable Water | 3 | JOBCOMP | 3/18/2021 9:46:24 PM | | 3/18/2021 9:47:21 PM |
| | | | | | | | | | | 3/19/2021 11:32:28 AM |
| | | | | | | | | | | 3/30/2021 9:31:19 AM |
| | | | | | | | | | | 4/6/2021 2:35:18 PM |
| | | | | | | | | | | 4/7/2021 3:27:55 PM |
| | | | | | | | | | | 4/7/2021 10:34:19 PM |
| | | | | | | | | | | 4/9/2021 8:56:31 AM |
| | | | | | | | | | | 4/9/2021 8:56:33 AM |
| | | | | | | | | | | 4/19/2021 10:05:31 AM |
| | | | | | | | | | | 4/19/2021 10:42:00 AM |
| | | | | | | | | | | 4/19/2021 2:17:34 PM |

| No. | Summary | Detail |
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| | Summary | Detail |
| | Note from Council | Address: 5 QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25188053181226,174.77701161807255 |
| | Duplicate of WCCSR-127246 | Duplicate of WCCSR-12724 |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | WCC request re-instatement |
| | Note from Council | Address: 5 QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25188053181226,174.77701161807255 |
| | Duplicate of WCCSR-127246 | Duplicate of WCCSR-12724 |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 5-7 QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25172984844619,174.77695206868322 |
| | Duplicate of WCCSR-127246 | Duplicate of WCCSR-12724 |
| | Note from Council | Re-assigned by WCC |
| | KA- Duplicate of HCC511983 | KA- Duplicate of HCC51198 |
| | Note from Council | Re-assigned by WCC |
| | Correction | Job cancelled related to job ref SR-12724 |
| | Further notes | Disregard notes added 09/04 the correct job it is related to is SR-12724 |
| | Note from Council | Address: 7a QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25185390061319,174.77649969736885 |
| | Duplicate of WCCSR-127246 | Duplicate of WCCSR-12724 |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 7C QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25176851404007,174.77666491810925 |
| | Plans ordered | Plans orere |
| | Plans Attached | 30/03/21 ASH - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| | Further job logged | Further job logged 138 - customer advised this is getting worse and has cracked the footpath. The leak is between 5 & |
| | Escalated with TL | Escaated with T |
| | Note from Council | Kia ora [REDACTED]/Customer Service, Can you please tell me how I can check on the status of this service request? I haven't heard anything, and the water issue is getting worse. Thanks, [REDACTED] |
| | Leak | Two man crew with traffic. |
| | Leak in footpath | Slow but steady leak at the top of the driveway in the footpath, possible leak on 50mm rider main or on buried service which is show on the maps but not visible. Mark out is arranged due to the amount of utilities around the area of the leak. Possible stand over required as power pole within 1.5m of excavation. Advise the use of vac truck. Will need footpath closure. |
| | WATER OFF NOTIFICATION | Hi All Water will be shut off on 7C Quetta Street, Ngaio, Wellington Reference number WCCSR-127246for 1 hour from 10:05am – 12:05pm Reason for shutdown: Service Repair (Service Connection/Toby/meter) Pipe/Hydrant/Valve failure |

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| | | <p>This will affect properties:</p> <p>All of Quetta Street (1-25)</p> <p>Affecting approximately 25 residential properties Affecting approximately 0 commercial properties</p> <p>Kind regards</p> |
| | Replaced toby | X |
| | Note from Council | <p>Kia ora,</p> <p>Can you please tell me what was done to resolve this issue?</p> <p>Thanks,</p> <p>█</p> <p>Get Outlook for iOS</p> |
| | Note from Council | Closed by WCC |
| | Note from Council | <p>Address: 16 QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.250947984501245,174.77699203323286</p> |
| | WCCSR-360426 Duplicate | WCCSR-360426 Duplicat |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | <p>Address: 17 QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251241013498806,174.7767620192369</p> |
| | WCCSR-360426 Duplicate | WCCSR-360426 Duplicat |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | <p>Address: 18 QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25091503457793,174.77687031800482</p> |
| | Note from Council | <p>Kia ora █ Thank you for your email. We have raised a service request with the Water and Drainage Team as they are best suited to respond. Ng? mihi, █ Customer Service Rep Customer Contact Centre P 04 499 4444</p> <p>█ W</p> <p>Wellington.govt.nz PO Box 2199 Wellington 6140 !-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: █</p> <p>Address: 252 Cockayne Road</p> <p>Suburb: Ngaio</p> <p>City: Wellington</p> <p>Phone: █</p> <p>Mobile:</p> |

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| | | <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with? Drainage, sewerage or wastewater</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> <p>Service request number:</p> <p>Location: 18 Quetta St, Ngaio</p> <p>Description: Significant leak (approx 2 litres/sec) from under Fire Hydrant plate in the street in front of 18 Quetta St, Ngaio.</p> <p>Other comments:</p> |
| | Plans 2007472 | Plans 00747 |
| | Assigned to [REDACTED] | Assigned to Ca |
| | Note from Council | Closed by WCC |
| | Note from Council | <p>Address: 20 QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.250679899811324,174.7768424029232</p> |
| | Note from Council | <p>Kia ora [REDACTED], Thank you for contacting us about the leak on Quetta Street. We can see by the address this is currently in progress with the water team to be repaired. If the leak gets worse in any way or starts to affect the surrounding property please let us know how this has gotten worse by responding to this email.</p> <p>!-- Initial customer request --! Description The following has been sent from the Contact the Council / Fix It Form on the Wellington City Council website:</p> <p>Name: [REDACTED]</p> <p>Address: [REDACTED] 24A Quetta St</p> <p>Suburb: [REDACTED] Ngaio</p> <p>City: [REDACTED] Wellington</p> <p>Phone: [REDACTED]</p> <p>Mobile: [REDACTED]</p> <p>Email: [REDACTED]@gmail.com</p> <p>What can we help you with? Water</p> <p>If other, give details:</p> <p>Have you contacted the Council about this previously? No</p> |

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| | <p>Service request number:Â Â</p> <p>Location:Â Â 20-24 Quetta St, Ngaio</p> <p>Description:Â Â There's a big water leak bubbling out of a toby in this shared driveway.</p> <p>Other comments:Â Â</p> <p>Item Name : Water and drainage</p> <p>Category : External Customer Services</p> <p>Service : Report a leak</p> <p>Which water type is this regarding? : Drinking water or tap water</p> <p>How much water is leaking? : Trickle</p> <p>Description : There's a big water leak bubbling out of a toby in this shared driveway.</p> <p>Incident address : 20 Quetta Street</p> <p>Location : Na</p> <p>NgÄ? mihi, [REDACTED] Customer Service Representative P 04 499 4444 [REDACTED] W Wellington.govt.nz PO Box 2199 Wellington 6140</p> |
| This job relates to WCCSR-85117 | Works for this job will be carried out on WCCSR-85117 - this job will be closed off |
| Note from Council | Address: 22 QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25050855088495,174.77670338513425 |
| This job relates to WCCSR-85117 | Works for this job will be carried out on WCCSR-85117 - this job will be closed off |
| Note from Council | Address: 22a QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2504852196437,174.7765355719144 |
| Service plans ordered | |
| Plans attached | 11/01/21 sk - Plans attached, Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s) |
| Note from Council | Neighbour called in to advise that water is really pouring out of the toby. Please upgrade urgency and attend ASAP. Thanks [REDACTED] |
| Council escalating - 5 child tickets | Have put on TL Escalation List for urgent attention |
| Status Change to PAUSE | Redirected |
| . | Job completed refer original job for reinstatement details job has been completed |
| Note from Council | Closed by WCC |
| Note from Council | Address: 22A QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25048520144179,174.77653557005303 |

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| | This job relates to 30126 | Works or this job will be carried out on 30126 - this job will be closed o |
| | Note from Council | Address: 22a QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.2504852196437,174.7765355719144 |
| | Note from Council | called through to WW |
| | This job relates to WCCSR-85117 | Works for this job will be carried out on WCCSR-85117 - this job will be closed off |
| | Note from Council | Address: 23 QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251231930205414,174.77622403448774 |
| | WCCSR-360426 Duplicate | WCCSR-360426 Duplicat |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: 24 QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25095956629731,174.77672345302238 |
| | Duplication of WCCSR-85117 | Duplication of WCCSR-85117 Cancelling job |
| | Note from Council | Address: QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.251172718918056,174.77696443608292 |
| | WCCSR-360426 Duplicate | WCCSR-360426 Duplicat |
| | Note from Council | Re-assigned by WCC |
| | Note from Council | Address: QUETTA STREET, Ngaio Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.25186494377062,174.7771751111267 |
| | Address updated. | Address updated based on information in job description and map |
| | Cancelled. Duplicate of WCCSR-360426. | Cancelled Duplicate of WCCSR-360426 |
| | Note from Council | Re-assigned by WCC |