

07 November 2022

OIA IRO-315

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED],

Official information request for clarification on response to OIA IRO-269 as well as further information on 18 Creswick Terrace.

I write regarding your official information request dated Wednesday 12 October 2022 for clarification on minimal documentation following scope clarification of OIA IRO-269, for a missing attachment on a Wellington Water letter as well as for additional information on 18 Creswick Terrace from 2002 onwards.

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 grant your request in full.

Please see attached in our email response to you Service Request Data (Pages 1 & 2) as well as the missing Wellington Water letter dated 28 May 2021.

In response to your initial official information request, few documents were provided because that was the only communication between Wellington Water and the owners of 18 Creswick Terrace in the five-year period, we reduced the scope to (from 2017 – to the time we sent our response to you).

Pursuant to [Section 7\(2\)\(a\)](#) of the Act, some of the information contained within the material provided 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
Wellington Water Ltd**

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www.wellingtonwater.co.nz

Our water, our future.

28 May 2021

[REDACTED]
18 Creswick Tce
Northland
Wellington 6012

Stormwater Investigations - Infrastructure Checks in Your Neighbourhood

Regarding Property: 18 Creswick Terrace, Northland, Wellington

Dear [REDACTED] and [REDACTED],

Wellington Water is carrying out work to reduce the amount of wastewater getting into the environment.

This can happen when pipes are misconnected, or stormwater enters the wastewater network, overloading the network and contributing to overflows.

You should already have received a letter from us about the work we are doing. This advised that in order to carry out tests for misconnections or other faults, we sometimes need to enter onto private properties to confirm these faults.

During a check at the property above on 06/12/2019, we found a fault or faults that could be contributing to the problem of wastewater overflows. Details are on the following page, along with photographs and suggested ways of fixing common faults.

Could you please have these faults fixed within the next two months. We'll be in touch within this time to check how things are going.

If you'd like some further information about this, you're welcome to call our team on 04 384 5740 during office hours, or email enquiries@cardno.co.nz.

Yours sincerely,

[REDACTED]
Manager Customer Experience
Wellington Water

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Fault Record and Repair Recommendation/s:

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

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

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

Photo/s of Faults:



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
	18 Creswick Terrace, Northland, Wellington, 6012	WCC2926636	Leaky Connection 18 Creswick Terrace, Wellington	I've located the water toby serving my house. It's old and rusted and the toby handle is broken. I can't turn it off to service taps in the house. The toby says Wellington Water on it. Can someone tell me who is responsible for the maintenance of this toby. Thanks.	Potable Water	3	CLOSE	9/14/2020 7:06:55 PM	9/24/2020 12:00:00 AM	9/14/2020 7:09:16 PM
										9/16/2020 11:44:37 AM
										9/17/2020 1:21:58 PM
		WCCSR-304619	Leaky Connection 18 Creswick Terrace, Northland	Hi, We are the owners of 18 Creswick Terrace, Wellington, 6012. We have a toby in our driveway, but turning this off does turn our water off. Can you please advise what the issue may be? Regards, ██████████ 13/01 RF - Plans ordered 195983721.01 JH - plans attached Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). SAP PO 263776 14.02.22 Inspect job, located toby, car parked on top	Potable Water	3	CLOSE	1/10/2022 10:09:25 PM	2/17/2022 12:00:00 AM	1/10/2022 10:09:42 PM
										1/13/2022 2:37:52 PM
										1/21/2022 4:19:11 PM
										2/10/2022 3:58:32 PM
										2/17/2022 9:00:19 AM
										2/20/2022 9:39:30 AM
		WCCSR-310333	Leaky Connection 18 CRESWICK TERRACE, Northland	Caller advised the toby for this property will not shut off water. Contact is ██████████ on +64 ██████████	Potable Water	3	CLOSE.CAN	1/18/2022 9:58:31 AM	1/21/2022 12:00:00 AM	1/18/2022 9:58:40 AM
										1/21/2022 10:21:30 AM
										1/21/2022 10:24:30 AM
		WCCSR-333028	STORM EVENT; 18 CRESWICK TERRACE, Northland	Caller advised that the back of their property flooded of the weekend of the 12th-13th Feb. Caller indicated that this does not happen frequently (has happened before but not regularly, i.e. may not only be caused by downpour). Caller would like to know if WW were aware of any issues in the area that may be related to this particular instance of flooding. Caller advised this did not appear to be surface flooding, but was seemingly caused by water seeping into the ground from elsewhere. Caller will get back in touch if this happens again, but would like to know if WW are aware of any specific issues in this area that may have caused the flooding.	Stormwater	4	CLOSE	2/21/2022 2:13:25 PM	4/6/2022 12:00:00 AM	2/21/2022 2:13:37 PM
										2/24/2022 2:19:27 PM
										4/6/2022 12:05:47 PM
										4/9/2022 12:37:46 PM

No.	Summary	Detail
	Note from Council	Email is [REDACTED]@xtra.co.nz
	Spoke to [REDACTED]	Toby on driveway needs handle fix. He is trying to sort a leaking outside tap on the property. not urgent. Ordered service plans.
	plans	WE, CHORUS, GAS PLANS ATTACHED. Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s)
	Note from Council	Address: 18 CRESWICK TERRACE, Northland Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.281816497260216,174.7544589869506
	RF - Plans ordered 1959837	RF - Plans ordered 1959837
	plans attached	
	Note from Council	Follow up from customer wanting an eta on when someone may attend as the plans were attached 20 days ago.
	Toby	Checked Toby that was been turned off was to different address located Toby out near curb
	Note from Council	Closed by WCC
	Note from Council	Address: 18 CRESWICK TERRACE, Northland Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.281816497260216,174.7544589869506
	duplicate of WCCSR-304619	
	Note from Council	Re-assigned by WCC
	Note from Council	Address: 18 CRESWICK TERRACE, Northland Open in Google Maps: https://www.google.com/maps/search/?api=1&query=-41.281816497260216,174.7544589869506
	Storm event	Storm event assigned to TL
	Storm water investigation	Arrived on site customer came out and spoke to us about the issue he showed us inside of the basement that when it heavy rains the water seeps out of the rocks underneath house and looking at the plans the street above have no kerben channel at the end of the street of creswick tce and lines up with the property we told him we have no sw or ww mains around his house and he's already getting a drain installed for the issue
	Note from Council	Closed by WCC

No.	Address	Council Ref ID	Water Type	Request ID	Request type	Comm Description	Date Created	Status	Resolution Date	Priority	Allocation	Responsible User
	18 creswick tceorthlandwgtn	WCC	Water	WCC2419686	0	W-P3 Non Urgent Fault	18 Jan 2016	Cancelled	18 Jan 2016	P3	CityCare	Wellington Water
				WCC2439779	0	W-P3 Non Urgent Fault	18 Mar 2016	Completed	08 Jun 2016	P3	CityCare	Wellington Water
	18 creswick terrace, northland, wellington, 6012	WCC	Stormwater	WCCSR-333028		Information Request Public	21 Feb 2022	90 closed (close)	06 Apr 2022	P4	007-WGTN-SW-RETC-CONN-PIPE	██████████
			██████████	WCC2926636	System faults	Leaky or Faulty Connection/Meter/Toby	14 Sep 2020	90 closed (dose)	24 Sep 2020	P3	007-WGTN-PW-RETC	██████████
				WCCSR-304619	System faults	Leaky or Faulty Connection/Meter/Toby	10 Jan 2022	90 closed (close)	17 Feb 2022	P3	007-WGTN-PW-RETC	Wellington Water Customer Hub
				WCCSR-310333	System faults	Leaky or Faulty Connection/Meter/Toby	18 Jan 2022	90 closed (close)	21 Jan 2022	P3	007-WGTN-PW-RETC	██████████

No.	Details	Data Source	ID asset	Asset ID	Asset Description
	There was a leak just before christmas. Citycare repaired the leak. The driveway was dug up. Driveway has not yet been repaired. Caller would like to discuss this please.	Councils			
	Same as 2419686. Water leak on callers driveway was repaired but reinstatement was never done and job closed off. Please attend to reinstate.	Councils			
	STORM EVENT; 18 CRESWICK TERRACE, Northland	Maximo	971631	WCC_SWCP158238	Wcc_swcp158238 pipe 0mm tbd
	Leaky Connection 18 Creswick Terrace, Wellington	Maximo			
	Leaky Connection 18 Creswick Terrace, Northland	Maximo			
	Leaky Connection 18 CRESWICK TERRACE, Northland	Maximo			