

07 November 2022

OIA IRO-318

Name: [REDACTED]

Email: [REDACTED]@gmail.com

Kia ora [REDACTED],

Official information request for any information held about leaks at 18 Creswick Terrace.

I write regarding your official information request dated Wednesday 12 October 2022 for any information held about leaks or floods at 18 Creswick Terrace – particularly, correspondence or records of phone calls from the owners of the property discussing water, floods, or leaks.

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 part.

Please see attached in our email response to you Service Request Data (Pages 1 & 2).

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. Furthermore, in accordance with the above section we are unable to grant you phone calls or records of phone calls between us and previous owners of 18 Creswick terrace.

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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 /wellingtonwater  @wgtwaternz & @wgtwateroutage  @wellington_water

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Our water, our future.

No.	Address	Council Ref ID	Work Order Summary	Job Details	Water Type	Priority	Status	Created	Resolution Date	Entry Date
	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, [REDACTED] 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 [REDACTED] on +64 [REDACTED]	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			

25 January 2022

██████████
██████████

18 Creswick Tce
Northland
Wellington 6012

Regarding Property: 18 Creswick Terrace, Northland, Wellington

Thank you for your help in keeping rain out of the wastewater drain!

Tēnā koe,

As our stormwater infrastructure checks come to a close in your area, we'd like to thank you very much for fixing the identified faults at your property.

We've had a positive response from property owners and many simple fixes have been done within private property to reduce water getting into wastewater pipes (sewage pipes).

This is important because when too much water gets into wastewater pipes it can overflow into the natural environment in heavy rain events.

Correcting these problems protects our environment and reduces the amount of wastewater being treated, reducing the cost of treatment.

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

Warm Regards,

██████████

Manager Customer Experience
Wellington Water

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 @wellington_water

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Our water, our future.

5 November 2021



18 Creswick Tce
Northland
Wellington 6012

Stormwater Investigations - Infrastructure Checks in Your Neighbourhood

Regarding Property: 18 Creswick Terrace, Northland, Wellington

Dear  and ,

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

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

We were planning to re-inspect your property between 16 August and 27 August 2021 to confirm the completion of the work. However, we were unable to complete that inspection due to Wellington entering covid alert level 4 on 17 August.

We now plan to inspect your property between November 10 and November 19 2021. In accordance with covid alert level 2 health directives, our inspector will wear a face mask and will maintain social distancing of 2m at all times. We will cancel the inspection if there is a change to alert level 3 or 4.

If you've not fixed the fault at your property or if you've got any questions, or you would like us to inspect your fault without knocking, please call us on 04 384 5740 during office hours.

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

Yours sincerely,



Manager Customer Experience
Wellington Water

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 @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:



From: [REDACTED]
To: [REDACTED]
Subject: Property Owner Details: 18 Creswick Terrace, Northland
Date: Monday, 13 September 2021 9:21:32 am
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Morning [REDACTED], Property Owner details below.

Thanks

Ngā mihi

[REDACTED] **Investigations Engineer**



Tel 04 912 4400 Mob [REDACTED]

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils and Greater Wellington Regional Council.
We manage their drinking water, wastewater and stormwater services.

From: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Sent: Monday, 13 September 2021 9:04 am
To: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>; [REDACTED]
<[REDACTED]@wellingtonwater.co.nz>
Subject: RE: Request for Property Owner Details: 18 Creswick Terrace, Northland
Morning [REDACTED],
18 Creswick Terrace, Northland
[REDACTED]
[REDACTED]

Postal - 18 Creswick Tce Northland Wellington 6012 (no other contact details)

Thanks heaps,
[REDACTED]

From: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Sent: Friday, 10 September 2021 12:32 pm
To: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>; [REDACTED]
<[REDACTED]@wellingtonwater.co.nz>
Subject: RE: Request for Property Owner Details: 18 Creswick Terrace, Northland
Hey [REDACTED] – sorry forgot to copy you in. Can you please gather this info for [REDACTED]?

From: [REDACTED]
Sent: Friday, 10 September 2021 12:32 pm
To: [REDACTED] <[REDACTED]@wellingtonwater.co.nz>
Subject: RE: Request for Property Owner Details: 18 Creswick Terrace, Northland
Hi [REDACTED],
I've asked for [REDACTED] to follow up with council for these details for you.
Feel free to contact [REDACTED] whom will be able to help you out with these requests
Cheers,

██████████

From: ██████████ <██████████@wellingtonwater.co.nz>

Sent: Friday, 10 September 2021 12:08 pm

To: Customer Support Team <customer@wellingtonwater.co.nz>; ██████████
<██████████@wellingtonwater.co.nz>

Subject: Request for Property Owner Details: 18 Creswick Terrace, Northland

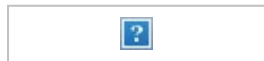
Hi Team,

I don't think I got a response on the below email. Could you please chase up?

Thank you,

██████████
Ngā mihi

██████████ Investigations Engineer



Tel 04 912 4400 Mob ██████████

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils and Greater Wellington Regional Council.
We manage their drinking water, wastewater and stormwater services.

From: ██████████

Sent: Thursday, 26 August 2021 4:37 pm

To: Customer Support Team <customer@wellingtonwater.co.nz>

Subject: FW: 18 Creswick Terrace

Hi team,

Can someone please request from WCC the property owner details for 18 Creswick Terrace, Northland?

This information is used to contact the property owner about a private drainage fault found at their property during an inspection.

Thanks

██████████
Ngā mihi

██████████ Investigations Engineer



Tel 04 912 4400 Mob ██████████

Private Bag 39804, Wellington Mail Centre 5045
Level 4, 25 Victoria Street, Petone, Lower Hutt

www.wellingtonwater.co.nz

Wellington Water is owned by the Hutt, Porirua, Upper Hutt and Wellington city councils and Greater Wellington Regional Council.
We manage their drinking water, wastewater and stormwater services.

From: ██████████ <██████████@cardno.com>

Sent: Thursday, 26 August 2021 4:08 pm

To: ██████████ <██████████@wellingtonwater.co.nz>

Subject: 18 Creswick Terrace





Hi ██████████,

Can we please get updated ownership details for 18 Creswick Terrace?

Cheers,


SURVEY & SPATIAL MANAGER
CARDNO NZ



Phone Direct + Mobile +
Address Level 5, IBM Building, 25 Victoria Street, Petone, Wellington 5012 New Zealand
Email @cardno.com Web www.cardno.com
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From: [REDACTED]
To: [REDACTED]
Subject: RE: 18 Creswick
Date: Friday, 27 August 2021 11:28:34 am
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

No problem,
That one is held.

[REDACTED]
GIS ANALYST & SPATIAL SPECIALIST
CARDNO NZ



Phone Direct + [REDACTED] Mobile + [REDACTED]
Address Level 5, IBM Building, 25 Victoria Street, Petone, Wellington 5012 New Zealand
Email [REDACTED]@cardno.com Web www.cardno.com
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From: [REDACTED] <[REDACTED]@cardno.com>
Sent: Thursday, 26 August 2021 4:11 PM
To: [REDACTED] <[REDACTED]@cardno.com>
Subject: 18 Creswick

Hi [REDACTED],
18 Creswick needs to be put on hold for the current reinspection and will be ready for the next round.
Cheers,

[REDACTED]
SURVEY & SPATIAL MANAGER
CARDNO NZ



Phone Direct + [REDACTED] Mobile + [REDACTED]
Address Level 5, IBM Building, 25 Victoria Street, Petone, Wellington 5012 New Zealand
Email [REDACTED]@cardno.com Web www.cardno.com
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From: [REDACTED]
To: [REDACTED]
Subject: RE: Stormwater - 18 Creswick terrace

Hi [REDACTED],

Thanks for your email and arranging for the work to be done. We will update the ownership details for any future communications and arrange for an inspection at a later date.

Cheers,

[REDACTED]
Survey & Spatial Manager
Cardno NZ

Phone +6445669707 Mobile [REDACTED]
Address Level 5, IBM Building, 25 Victoria Street, Petone, 5012 Wellington New Zealand
Postal PO Box 38098, Wellington NZ 5045
Email [REDACTED]@cardno.com Web www.cardno.com

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-----Original Message-----

From: [REDACTED] <[REDACTED]@xtra.co.nz>
Sent: Monday, 23 August 2021 11:02 AM
To: Enquiries <Enquiries@cardno.co.nz>
Subject: Stormwater - 18 Creswick terrace

Hi

I received a letter from you about a problem with our storm water drain. The property is now under new ownership. I have forwarded your letter to the new owners today and have arranged for the work to be done, but this will not happen for another month or so. Please update your ownership records for 18 Creswick Terrace.

Many thanks

[REDACTED]

Sent from my iPad