



14 May 2025

Philip Coffey

s7(2)(a)

Dear Philip

Request for Information – Local Government Official Information and Meetings Act (LGOIMA) 1987

We refer to your official information request dated 28 March 2025:

“Internal emails and correspondence or reports that relate to complaints made to the Lower Hutt City in relation to Water and/or roading issues over the last four years. Personal information can be redacted where deemed necessary.

In addition can the following also be provided:

- 1. Lower Hutt City councils process for dealing with complaints including any notifications. This includes complaints made in relation to contracted service providers.*
- 2. The number and type of complaints received by the Lower Hutt City council over the last 4 years on issues the council was dealing with.*
- 3. The number of complaints that were resolved with a breakdown of
 - i. whether people were notified and agreed with the complaints*
 - ii. resolution or any other relevant breakdown of numbers.**
- 4. How many complaints were referred to the Ombudsman over the same period.*
- 5. The number of issues raised through the council online issues portal or contact number over the last 4 year period.*
- 6. The number of issues that were closed without any action taking place.”*

On 8 April 2025, we asked you to refine your request due to the substantial collation and research required. You provided a refined request on 11 April, as follows;

"...

1. *Internal emails and correspondence or reports that relate to complaints made to the Lower Hutt City in relation to Wellington Water and/or roading issues over the last four months.*
2. *Any documents or policies that articulates the Lower Hutt City councils process for dealing with complaints and issues. This includes complaints made in relation to contracted service providers.*
3. *The number and types of complaints received by the Lower Hutt City council over the last 4 months and the outcomes of those complaints. including whether people were notified of the outcome.*
4. *The length of time it currently takes for complaints and issues to be addressed.*
5. *The number of issues raised through the council online issues portal or contact number over the last 4 month period.*
6. *The number of issues that were closed without any action taking place.*
7. *Any emails, texts or correspondence to or from Colin Lunn at Hutt City Council that relate to stormwater and/or roading issues in relation 51 Oxford Terrace Hutt Central. The time range for this can be the last two months.*
8. *All versions (where multiple drafts may exist) of the report that was developed at the request of Collin Lunn that looked at the stormwater flow from the above property to the road and then to the underground storm water system..."*

Answer:

Our responses are based on complaints received relating to Wellington Water Limited (WWL) and roading issues. We have interpreted 'complaints' as complaints received through our customer service centre by email, phone or through the 'report a problem' portal via Council website and 'issues' to be any other Requests for Service (RFS) logged through the above systems. The four-month period is calculated from 01 January to 30 April 2025.

1. We have received one complaint in relation to WWL in the four-month period between 01 January to 30 April 2025. Please see the enquiry trace form in attachment 1. We have redacted all contact details and names of

certain individuals for privacy purposes as per section 7(2)(a) of the LGOIMA.

2. Please see attachment 2. Please note that the flow charts provided illustrate the current processes followed by Council teams.
3. Following are the data for the four-month period between 01 January to 30 April 2025.

	No. of complaints	Type of complaint	Notes
Complaints made relating to WWL	1	Phone call (See attachment 1)	This complaint was forwarded to WWL for action. Complaints related to WWL are automatically forwarded at the time they are logged. They are then managed by WWL through their complaints process. Should you require more information about this, please contact WWL.
Complaints made relating to roading issues	2	Emails (See attachment 3)	

4. The complaint received relating to WWL was actioned and forwarded to WWL on the same day. The two complaints relating to roading issues – one was resolved within four working days, the other in 18 days.

5.

	Total	Total	Jan	Feb	Mar	April
EMAILS	Wellington Water	231	62	53	75	41
	Road and Traffic	482	110	118	135	119
	TOTAL	4146	580	567	748	635
WEBSITE	ROAD AND TRAFFIC	2160	597	562	531	470
	Water Supply	1891	580	498	451	362
	Wastewater	301	83	81	61	76
	Stormwater	231	54	43	75	59
	Bulk Wastewater		5	0	0	0
	TOTAL WATER	2423				
CALLS	WATER	1338	445	368	303	222
	TRAFFIC	940	267	250	255	168
	TOTAL CALLS	13059	3396	3466	3488	2709

6. None. The majority of these were resolved and marked as "Call Closed". Recent enquiries logged closer to 01 April, have not yet had time to be closed. Please also note that officers may use their discretion to close or deprioritise certain complaints based on their nature and urgency.

7. Please see attachment 4.

8. Please see attachment 5.

We have also redacted all contact details and names of certain individuals for privacy purposes as per section 7(2)(a) of the LGOIMA.

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.

Please note that this response to your information request may be published on Hutt City Council's website: [Proactive releases | Hutt City Council](#)

Yours sincerely

Lakna Siriwardena

Legal Operations Advisor

14/05/2025

Enquiry Trace Form

Enquiry: 1064653

Logged by: Internal Report A Problem

on 05/02/2025 14:30

Service: Customer Feedback

Classification: Other

Subject: Customer Services

Desc.: Customer called wanting to make a formal complaint against wellington water not informing the neighbors that unscheduled water outage happened in her street. I advised customer that unfortunately we were only notified 4mins ago and Wellington Water has their notification up on their website. Customer said that they should still be notified even if it is unscheduled, I advised customer that due to the water outage being unexpected and unscheduled unfortunately its not enough time to notify residents as the water outage just happened. Customer still wanting to put her complaint forward - done as requested

Site: Nikau Grove (R00742), Woburn, Lower Hutt

Site Address: Nikau Grove

Area: Woburn

Location: 20 Nikau Grove, WOBURN

Ward: Central

Site Notes:

Contact: [REDACTED]

Telephone: [REDACTED]

Customer: 650832

Time: 05/02/2025 14:30

Method: IRAP

Name: [REDACTED]

Telephone: [REDACTED]

Address:

Current Status:

No. Effective	Status	Officer	Follow up Date
2 05/02/2025 02:31:10	Call Closed	Sherwyn Keith	

Status history:

No. Effective	Status	Officer	Notes
1 05/02/2025 14:30	Call Logged	Sherwyn Keith	

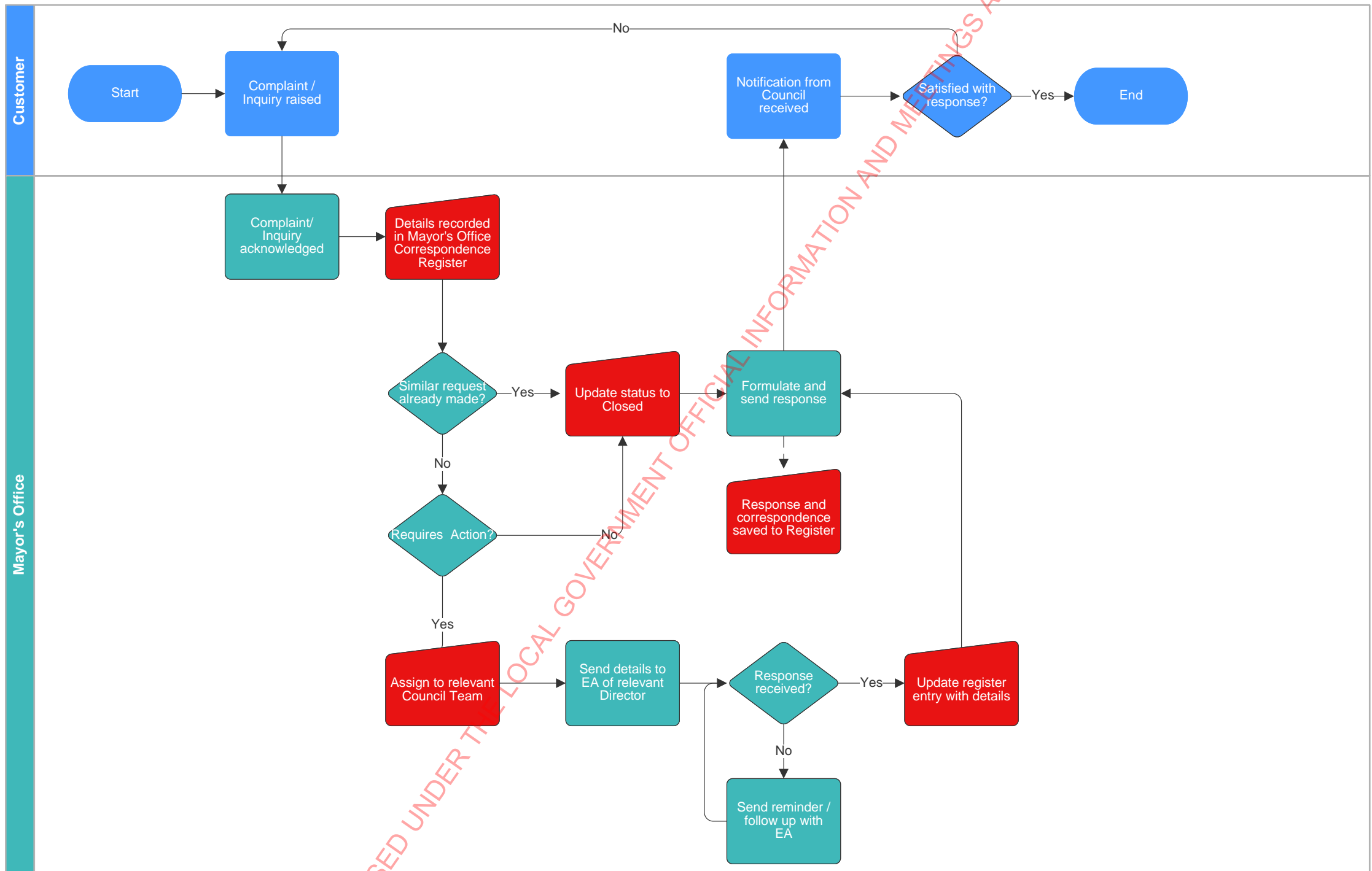
Revised Status:

Name : Signed : Date : Time :

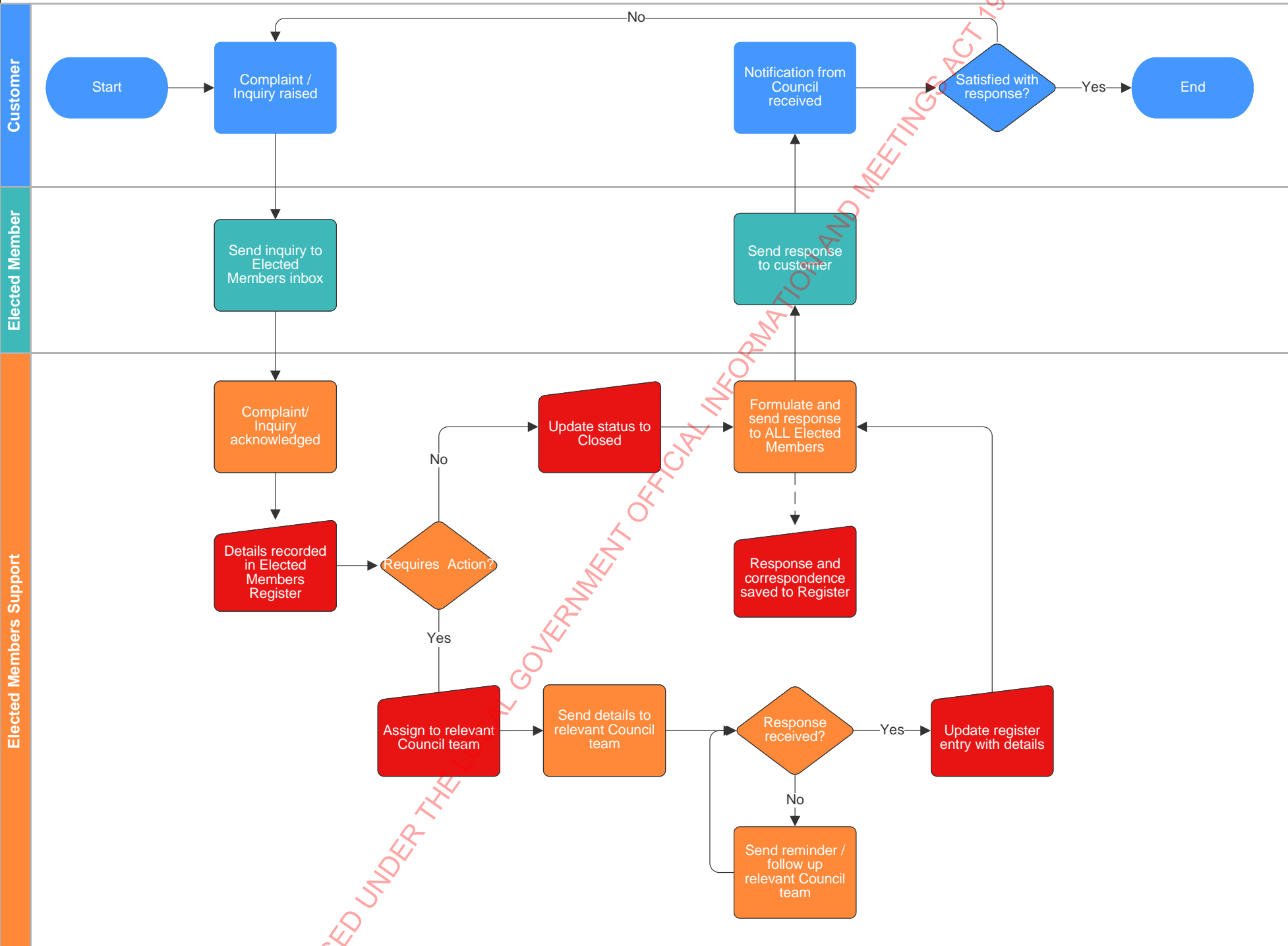
Report generated by : Neil Cole

10:23:00

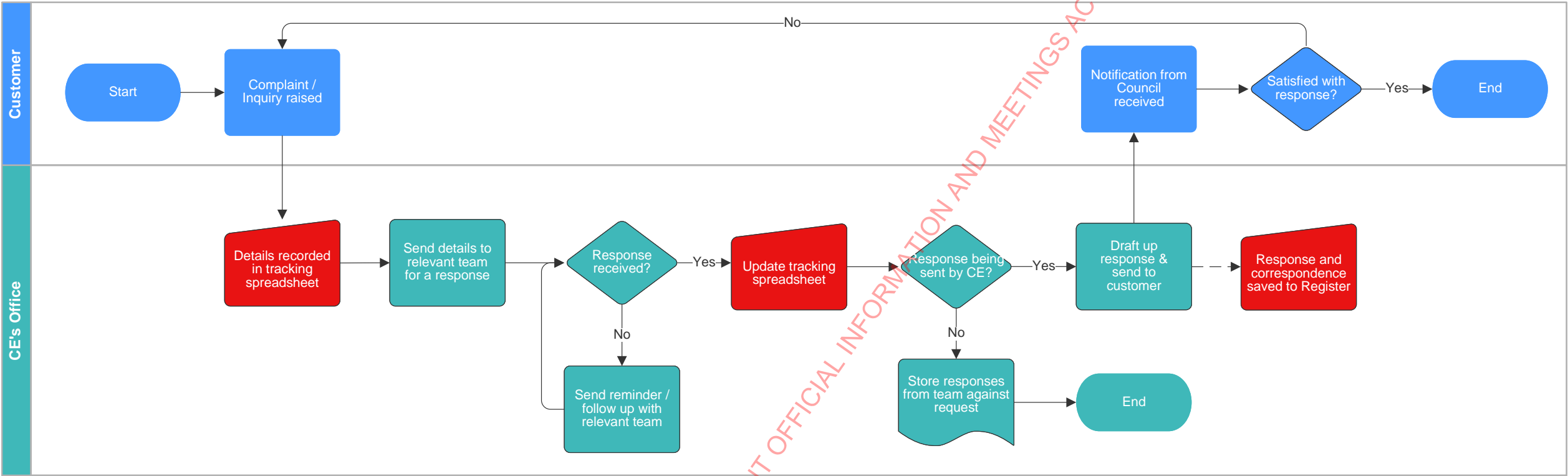
Mayor's Office - Complaint / Inquiry Process



Elected Members - Complaint / Inquiry Process

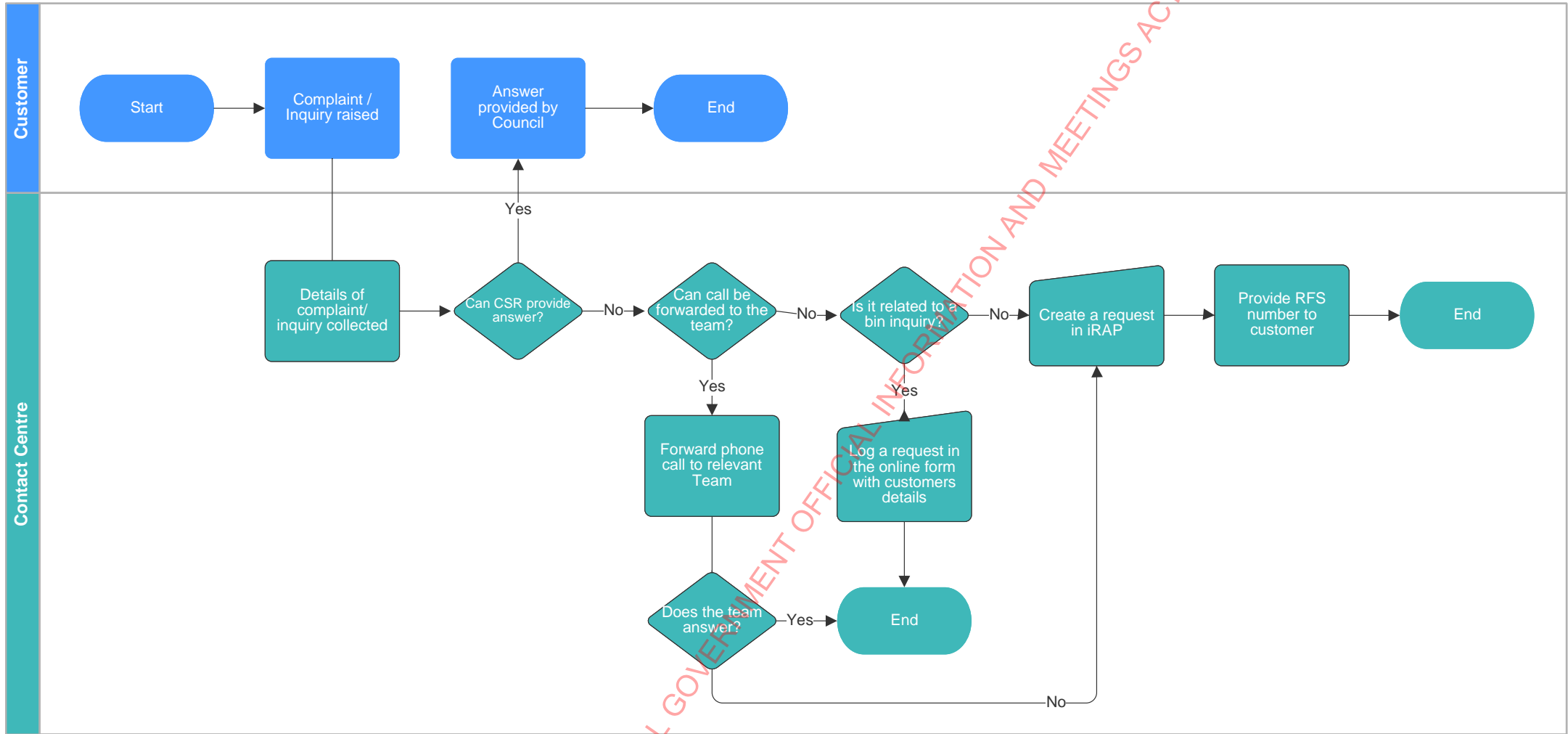


CE's Office - Complaint / Inquiry Process

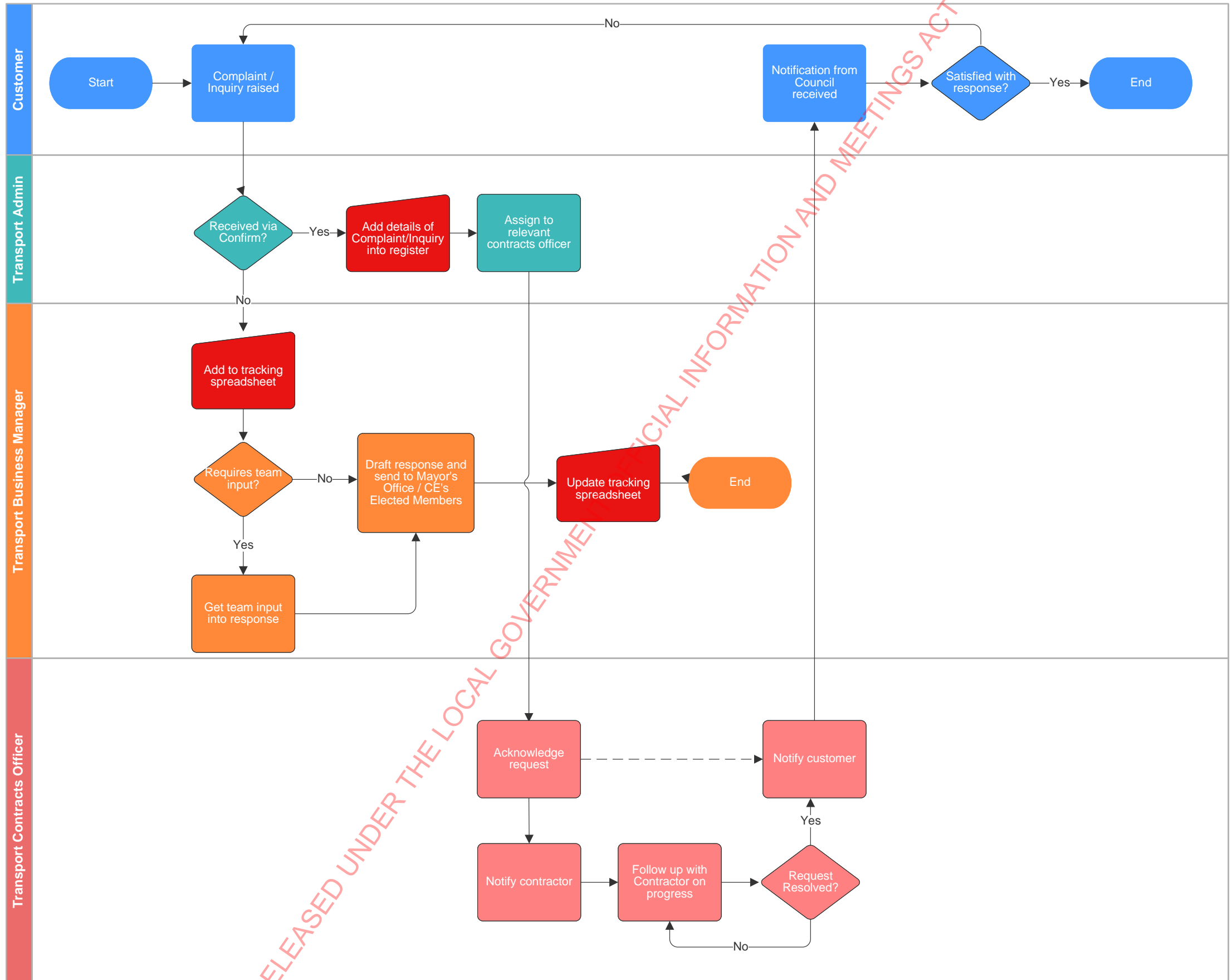


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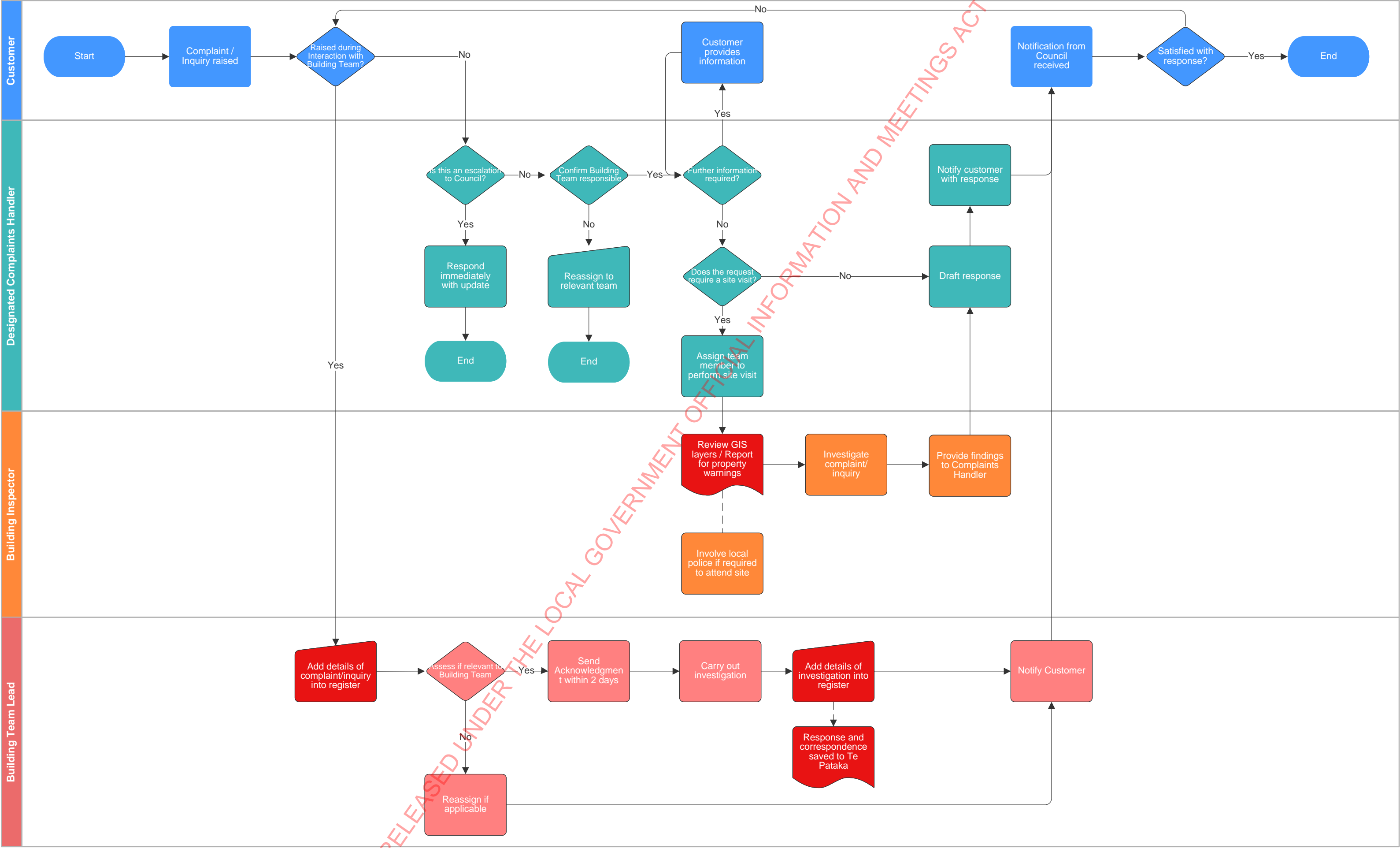
Contact Centre - Complaint / Inquiry Process



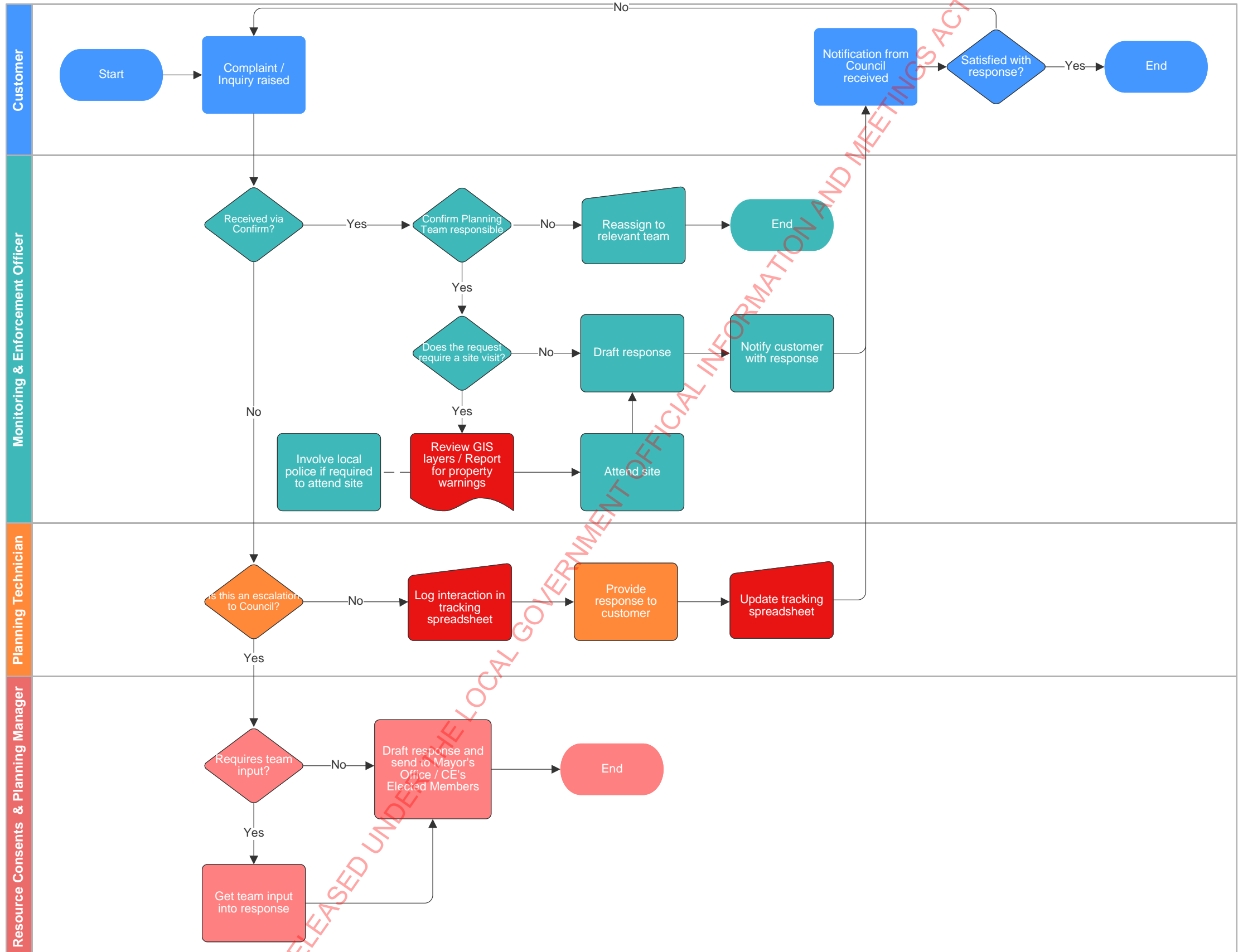
Transport - Complaint / Inquiry Process



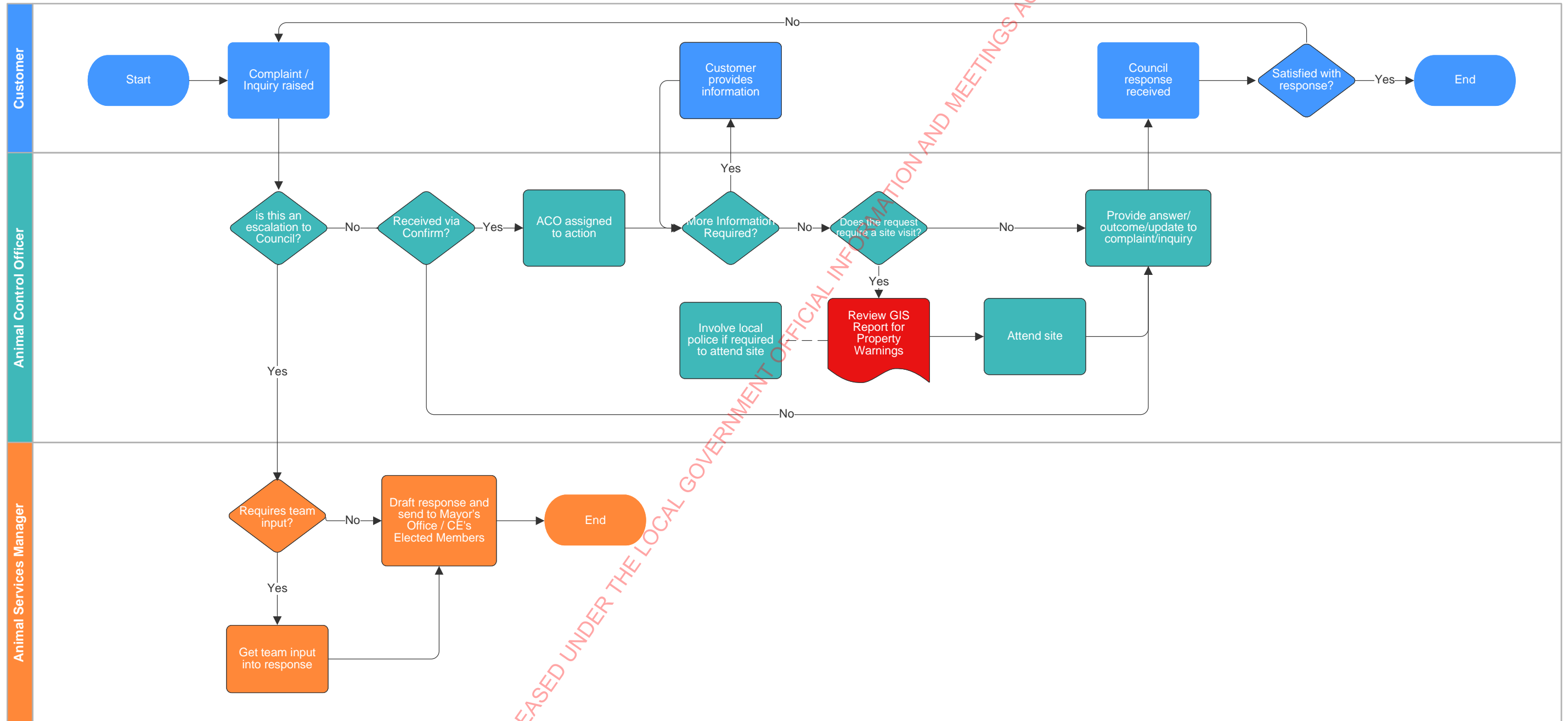
Building - Complaint / Inquiry Process



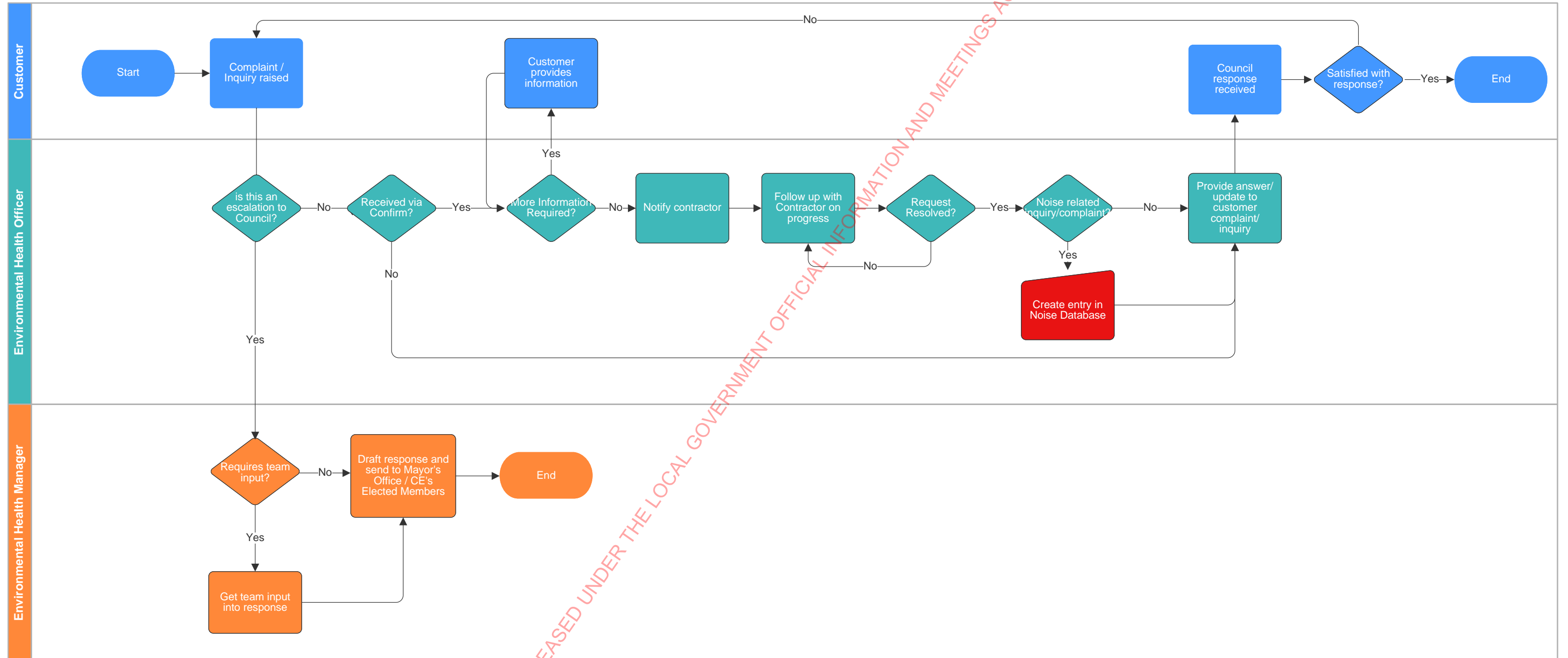
Planning - Complaint / Inquiry Process



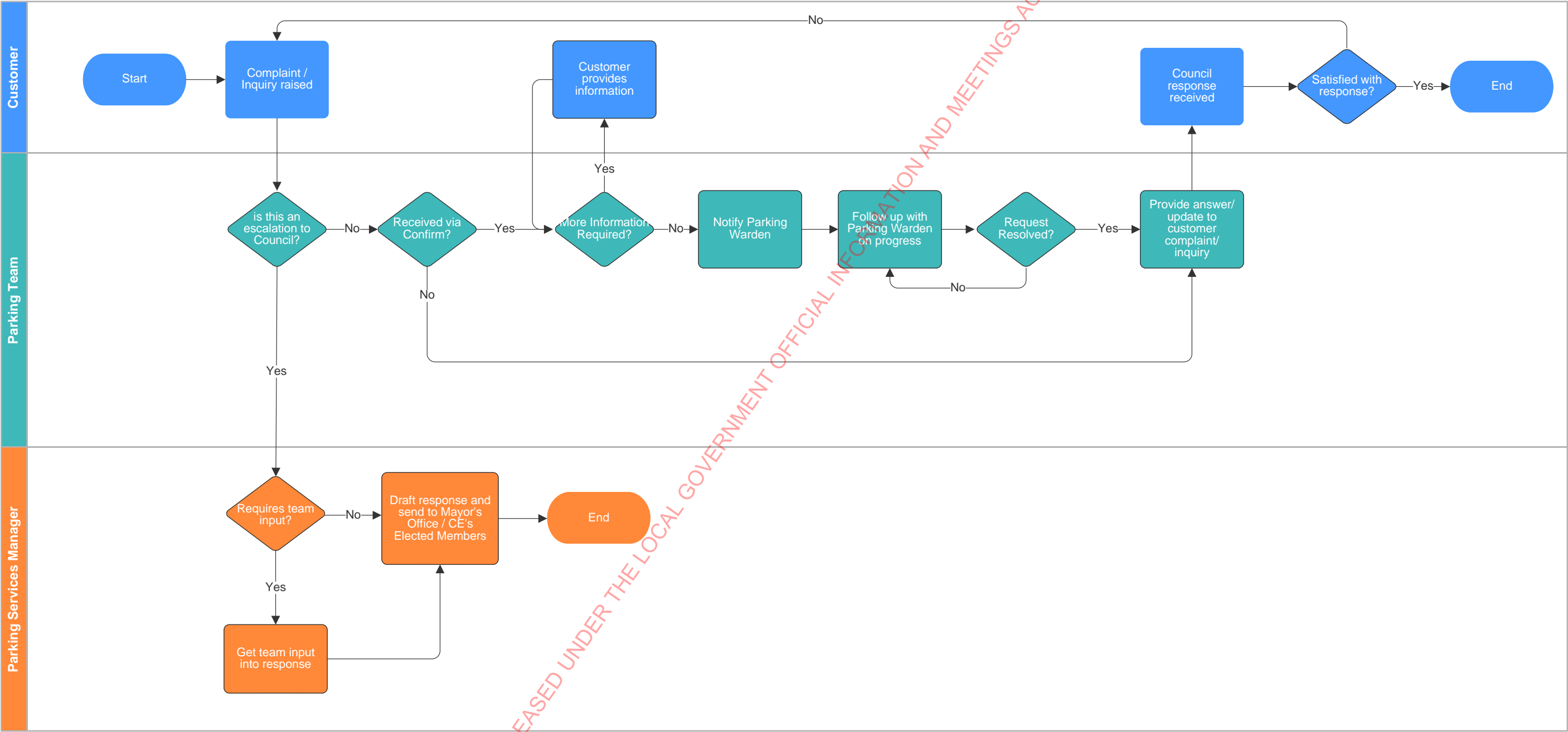
Animal Services - Complaint / Inquiry Process



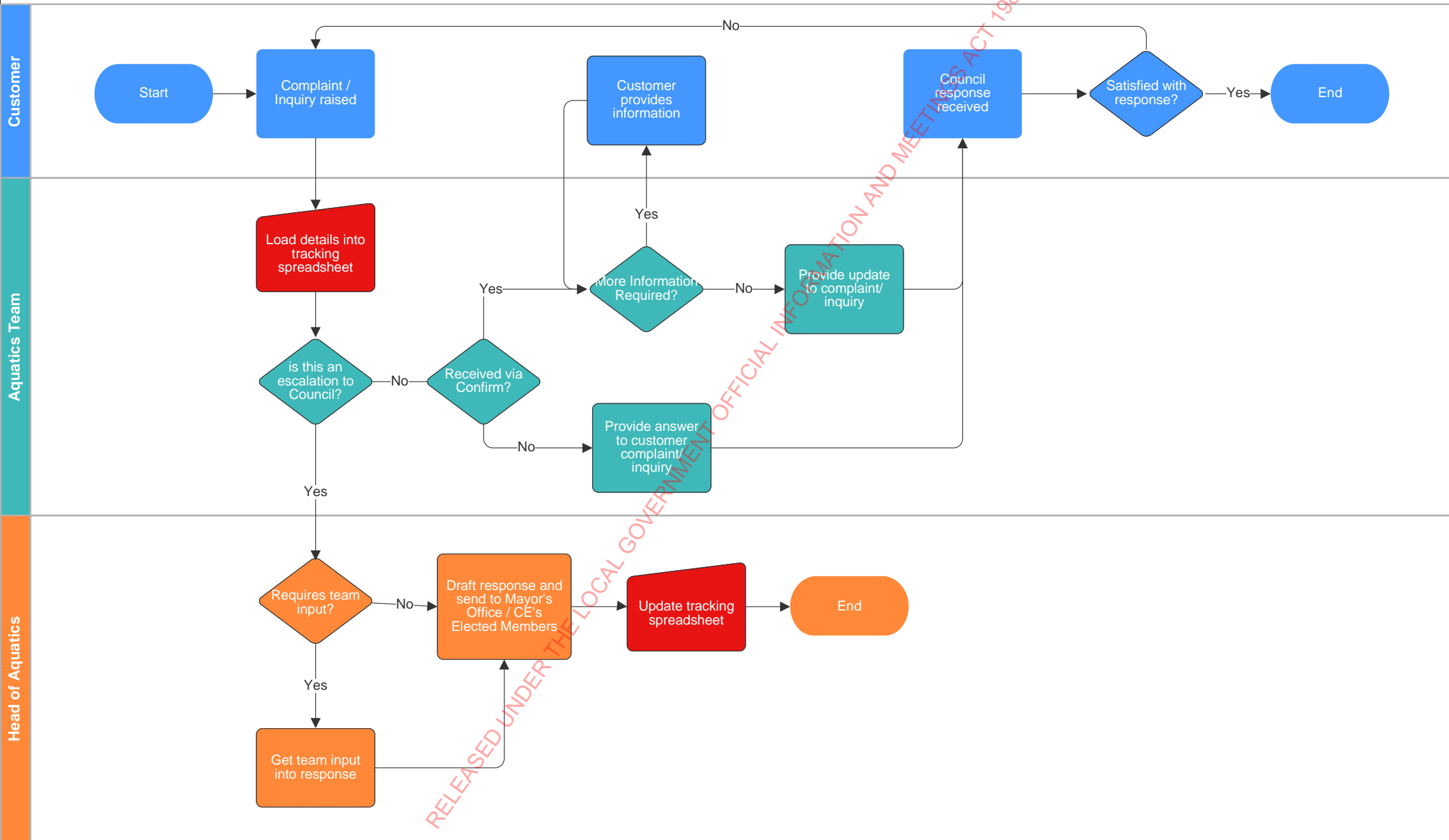
Environmental Health - Complaint / Inquiry Process



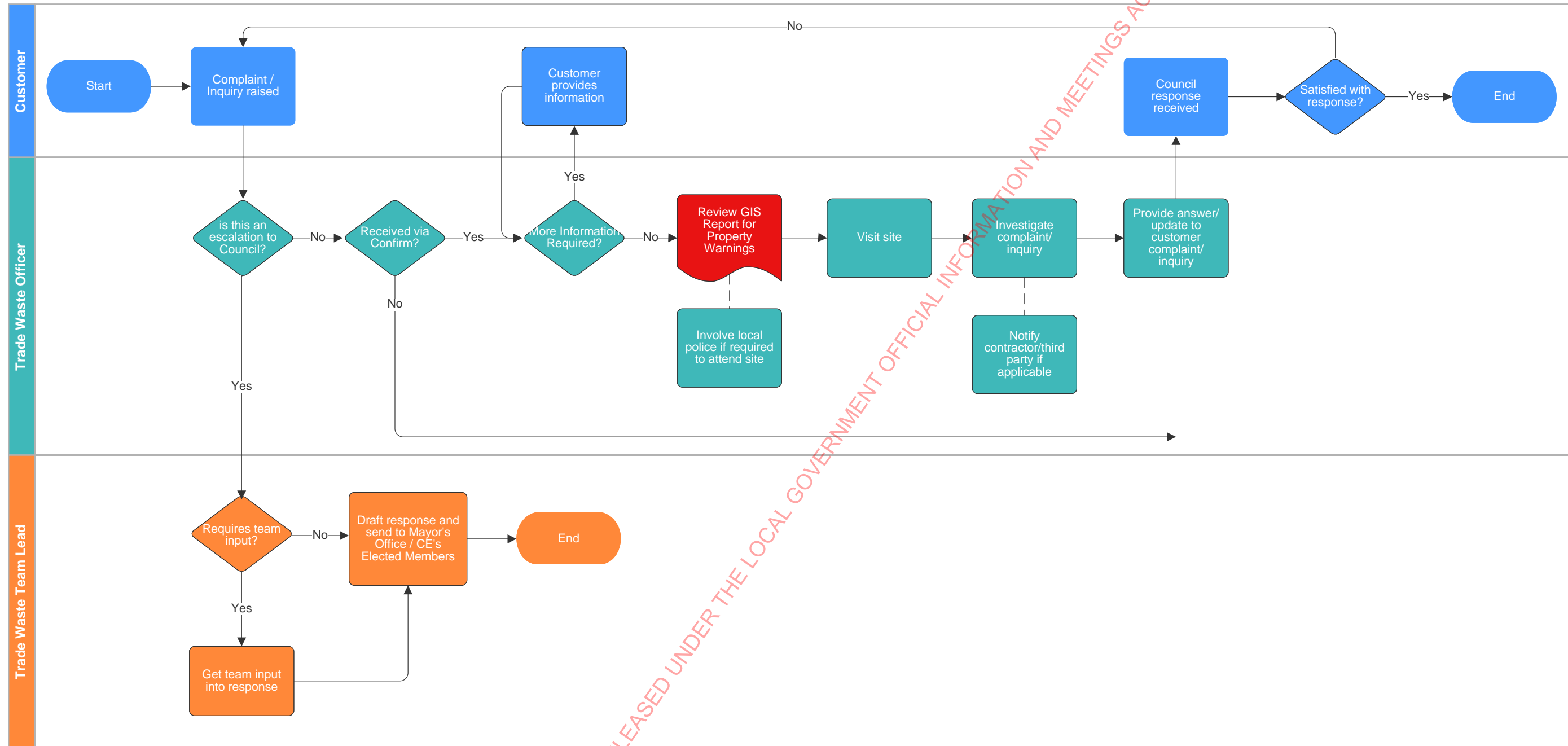
Parking Services - Complaint / Inquiry Process



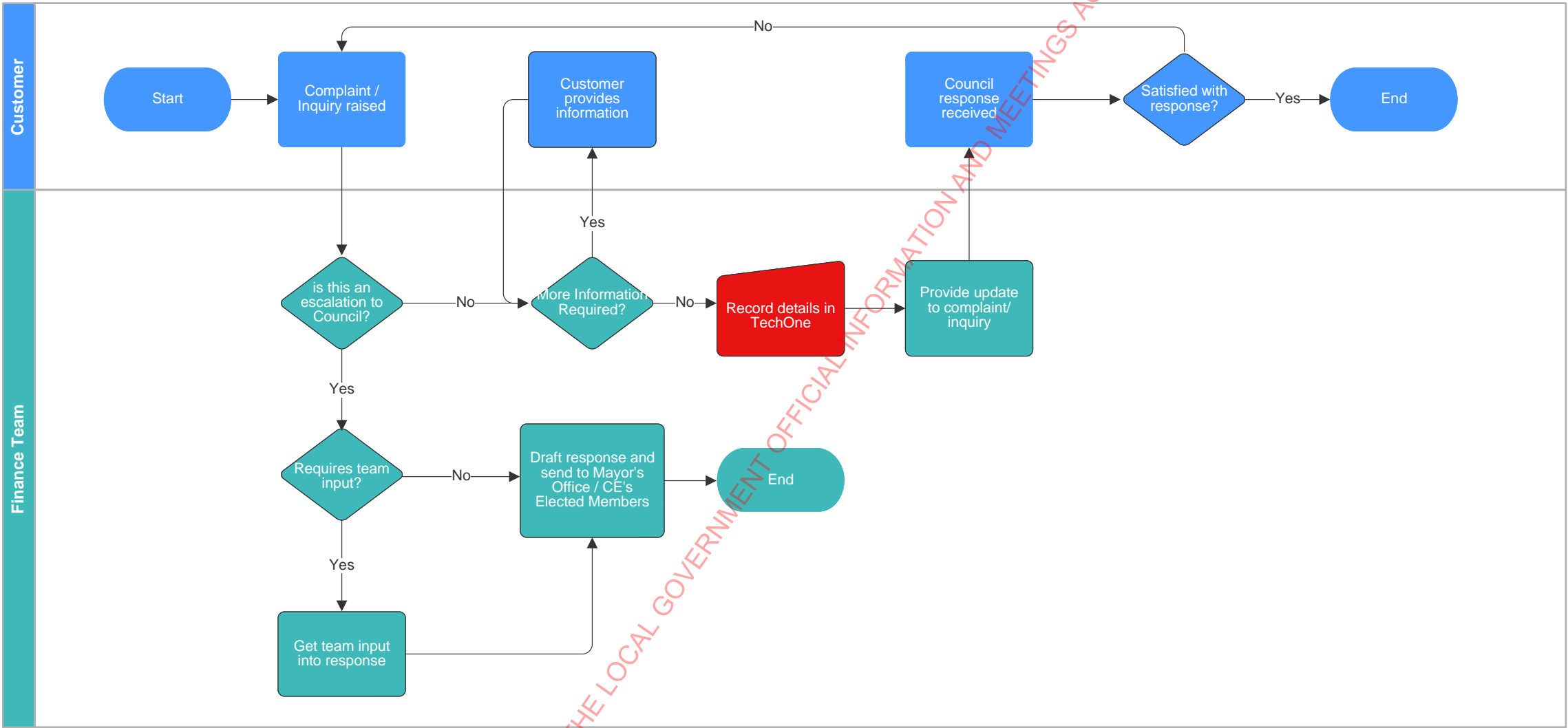
Aquatics - Complaint / Inquiry Process



Trade Waste - Complaint / Inquiry Process

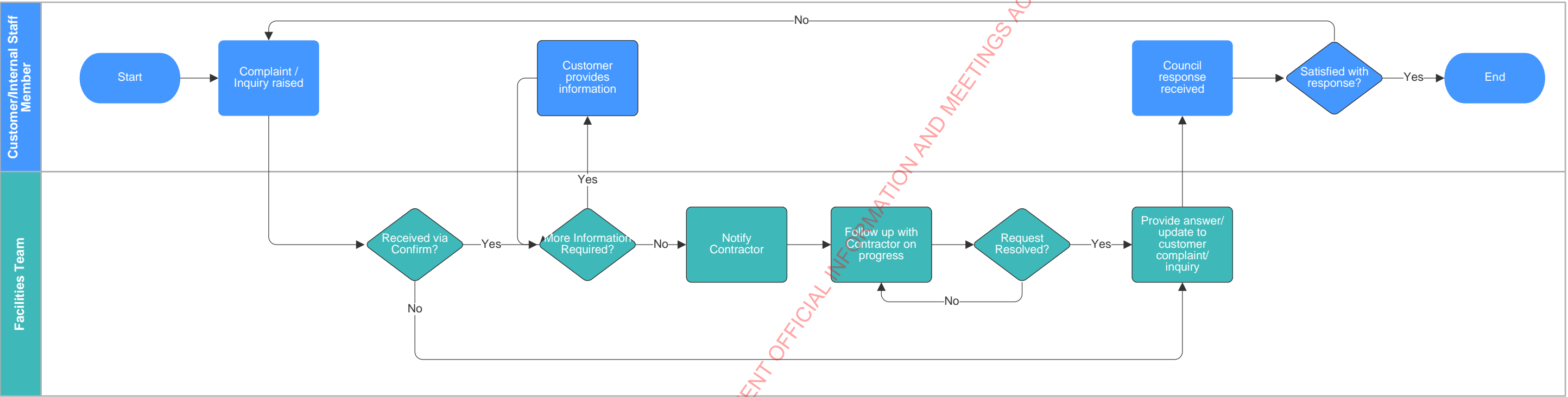


Finance (AP/Rates) - Complaint / Inquiry Process



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Facilities - Complaint / Inquiry Process

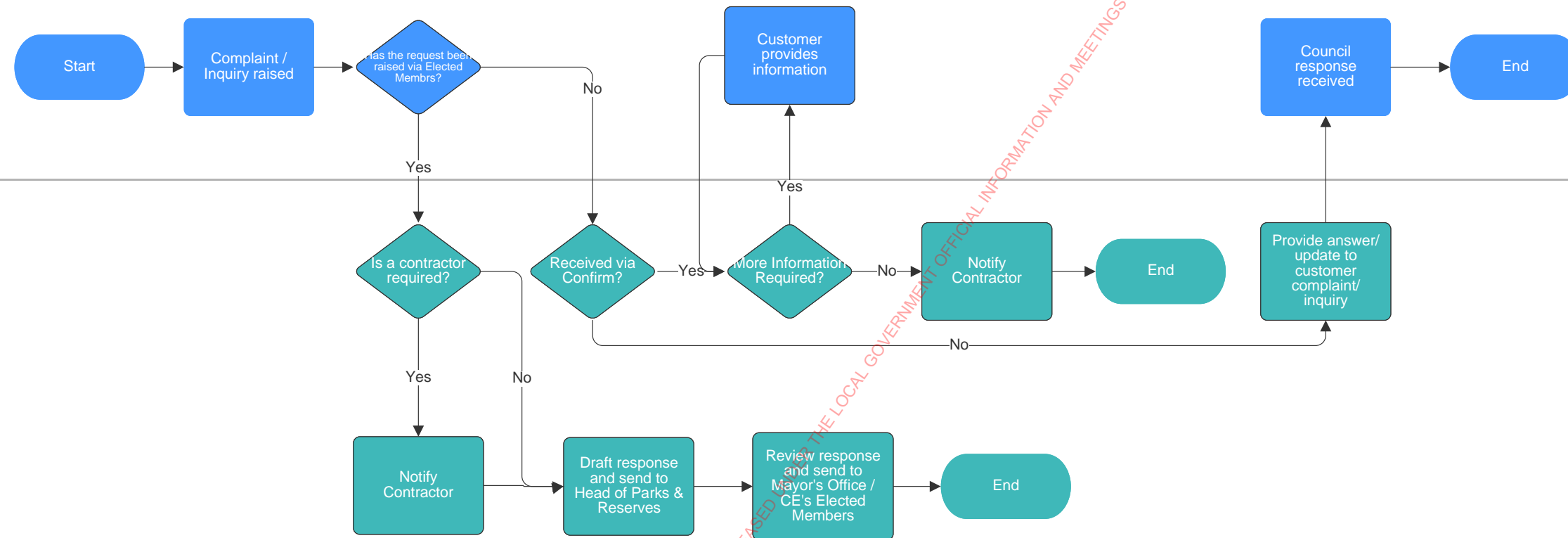


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Parks & Reserves - Complaint / Inquiry Process

Customer

Parks & Reserves Team



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From: [Amanda Rhodes](#)
To: [Lakna Siriwardena](#)
Subject: Fw: [EXTERNAL] FW: Complaint case number 1069471
Date: Wednesday, 14 May 2025 2:43:15 pm
Attachments: [image001.png](#)

From: [REDACTED]
Sent: Friday, April 04, 2025 3:05 PM
To: ContactHCC
Subject: RE: [EXTERNAL] FW: Complaint case number 1069471

IN-CONFIDENCE

Thank you Bayleigh
So that means that the matter is now closed, and they wont consider cutting into the berm to give me more safe space for parking.

Thanks for all your help.

Kind Regards
[REDACTED]

From: ContactHCC <contact@huttcity.govt.nz>
Sent: Friday, April 4, 2025 2:45 PM
To: [REDACTED]
Subject: RE: [EXTERNAL] FW: Complaint case number 1069471

Kia ora,

I can see a note our Traffic Engineer has put in the job request:

“The road width is 7.5- 8 meters, providing sufficient clearance for any heavy vehicles (2.5 meters standard requirement as per fire truck specifications) to pass, even with vehicles parked on both sides of the road (2 meters each side, i.e., 4 meters total). As a standard procedure, part of the berm is sealed to create parking only if the street is narrower than 6.5 meters.”

Many thanks,
Bayleigh

From: [REDACTED]
Sent: Friday, 4 April 2025 1:27 pm
To: ContactHCC <contact@huttcity.govt.nz>
Subject: RE: [EXTERNAL] FW: Complaint case number 1069471

You don't often get email from [REDACTED] [Learn why this is important](#)

IN-CONFIDENCE

Good afternoon

Has there been any update with, the email below referring a Roding Engineer looking into my situation with the parking outside my home, and the damage that the buses are causing to my car.

Kindest Regards

[REDACTED]

From: ContactHCC <contact@huttcity.govt.nz>

Sent: Tuesday, April 1, 2025 10:16 AM

To: [REDACTED]

Subject: RE: [EXTERNAL] FW: Complaint case number 1069471

Kia Ora [REDACTED]

Thankyou for your email, and sorry to hear about this ongoing issue you are experiencing.

I can see one of our Roding Engineers is currently investigating this matter. I have forwarded this through to him directly to request an update.

If you would like more information about Hutt City Council and our services, please ring our Customer Contact Centre on 04 570 6666 or 0800 488 824.

Thank you,

Bayleigh

CUSTOMER SERVICES

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt, Lower Hutt 5010

P: 04 570 6666 **M:** **W:** www.huttcity.govt.nz www.huttcity.govt.nz



From: [REDACTED]

Sent: Monday, 31 March 2025 12:11 pm

To: ContactHCC <contact@huttcity.govt.nz>

Subject: [EXTERNAL] FW: Complaint case number 1069471

You don't often get email from [REDACTED] [Learn why this is important](#)

IN-CONFIDENCE

From: [REDACTED]

Sent: Monday, March 31, 2025 12:10 PM

To: contact@huttcity.govt.nz.

Cc: jo.miller@huttcity.govt.nz.

Subject: Complaint case number 1069471

Good morning

I am very sorry having to make a complaint, but I feel like I am getting nowhere.

I have put in too complaints and no response last reference number 1069471.

On March the 27th at 6.55 am in the morning, my car was damaged by the bus for the 4th time in 2 years.

This is an ongoing issue for me and causing me a lot of anxiety. The buses get impatient and try to overtake

On coming cars in a very crowded street. The damage done is the right side of my car and the whole bumper was taken off

And also the bus hit my front right wheel with some force, and this needs to be repaired as well.

My insurance is very good, but its not looking good for me to be putting in a claim for the 4th time in the last 2 years.

The first 2 lots of damage I had to actually pay as the bus drivers took off and never left me any details.

I live in [REDACTED] and don't have the privilege of off street parking. I also rent the property, and

Are very happy there and cant afford to move due to the high prices in Rentals. It suits my life style and handy to my work
In Lower Hutt.

My partner parks on the front lawn, and in the winter he has to park on the road also.

I was wondering If I am able to park on the berm, or if the council can do a concrete pad or run up on the berm

To get my car of the road and Safe from the buses. Each time I lay in bed and hear a bus racing up the street,

It brings on more anxiety.

I notice in [REDACTED] they have done this for some of the residents that don't have off street parking.

I got told if I park on the berm the Council can give me a ticket, is this Correct.

Thank you taking the time to read this issue.

Kindest Regards

[REDACTED]

[REDACTED]

From: [Amanda Rhodes](#)
To: [Lakna Siriwardena](#)
Subject: Fw: [EXTERNAL] Re: Follow-up on Your Complaint – Vehicle Damage
Date: Wednesday, 14 May 2025 2:47:37 pm

From: [REDACTED]
Sent: 06 March 2025 4:28 PM
To: Amanda Rhodes <Amanda.Rhodes@huttcity.govt.nz>
Subject: [EXTERNAL] Re: Follow-up on Your Complaint – Vehicle Damage

Thank you Amanda - I appreciate that Hutt City took a thorough look into this for me. I will go back to the owners again - they obviously misinformed me from the start. Apologies for wasting your valuable time.
Warm regards
[REDACTED]

On Thu, 6 Mar 2025 at 14:56, Amanda Rhodes <Amanda.Rhodes@huttcity.govt.nz> wrote:

Dear [REDACTED]

Apologies for the delay in getting back to you and thank you for your patience while we investigated this matter. I understand this situation has been frustrating, and I appreciate you bringing it to our attention.

We have looked into your concerns with both our Parks and Reserves and Transport teams. The berm areas highlighted in yellow are maintained by a Parks and Reserves contractor on behalf of Transport as part of a regular mowing cycle. However, the berm outside [REDACTED] is maintained by the property owner, which in this case is the [REDACTED]

As this area is not maintained by HCC, we are not responsible for the mowing in that location. We recommend following up directly with the property owner if you wish to discuss this further.

[cid:0c113cd1-4aaf-4725-8592-bbe39a8fe992]

Please let me know if you have any other questions or if there's anything else I can do to assist.

Kind regards,

Amanda Rhodes
Customer Services Team Leader

Hutt City Council

M: [REDACTED] W: www.huttcity.govt.nz
[cid:8d9272fe-4eed-4b26-ade2-846111c954a8]

From: [Chloe Sifflett](#)
To: [Colin Lunn](#)
Subject: Follow Up - RFS 1068216
Date: Monday, 17 March 2025 11:56:25
Attachments: [IMG2HCCLogo-Colour-EmailSignatureV5.png.png](#)
[Screenshot 2025-03-17 114814.png](#)
[Screenshot 2025-03-17 114837.png](#)
Importance: High

Morena,

Following up on our call just now, I've attached the RFS screen shots to this email and Phillip would really appreciate a follow up as soon as possible. He noted that Abbas did call him back while we were on the phone and mentioned that someone from FH would either be out today or tomorrow and when Phillip asked to speak with you, Abbas ended the call which Phillip wasn't happy about.

If you could give him a call back as soon as possible, that would be greatly appreciated. His contact number is 0221545971.

Nga mihi,

Chloe

Chloe Sifflett

Customer Service Representative

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: **M:** **W:** www.huttcity.govt.nz



Logged	16/03/2025 10:04:18	by	ConNotifyHcc	Customer	654399
P.O.C	Palmerston North City Council	Method	phone call		
Title		Forename	Philip	Surname	Coffey
Address	51 Oxford Street, Hutt Central Lower Hutt		Telephone No.		
Cust Ref			Alternate Tel.	0221545971	
Type	Member of the public	Date	00/00/0000	Mobile Tel.	
Email			Fax No.		
			Automated Contact	None	
Logged	16/03/2025 10:04:18	by	ConNotifyHcc	Enquiry	1068216
Site	Set SITE from location details supplied		R99999		
	Hutt Central, Lower Hutt				
Service	Road and Traffic	Desc.	Philip Coffey wants to talk to someone in Council regarding		
Subject	Street Maintenance	ARSM			
Location	51 Oxford Terrace, Hutt Central, Lower Hutt		Telephone No.		
Contact	Philip Coffey		Alternate Tel.	0221545971	
Class.	Request For Service	Fax No.			
		Email			
Status	10	Call Logged			
Officer	PJS	Parvej Abbas			
Effect.	17/03/2025 08:53:01	Follow Up	5 working days	by 24/03/2025 12:00:00	
			Notes	Enquiry easting and northing location updated	

Close

Save

Restore

Another

Copy

Print

Trace

Links

Info

Detail

Action

17/03/2025

Enquiry Trace Form

Enquiry: 1068216

Logged by: ConNotifyHcc

on 16/03/2025 10:04

Service: Road and Traffic

Classification: Request For Service

Subject: Street Maintenance

Enquiry Ref: SRC0260474

Desc.: Philip Coffey wants to talk to someone in Council regarding his road gradient at 51 Oxford Terrace, Hutt Central. He stated the road level is higher than the outlet pipe. Wellington Water were called last week and they blocked water going into storm water. Some is still getting through. Call Philip 0221545971 to discuss problem.

Site: Set SITE from location details supplied (R999999), Hutt Central, Lower Hutt

Site Address: Set SITE from location details supplied

Area: Hutt Central

Location: 51 Oxford Terrace, Hutt Central, Lower Hutt

Ward: Central

Contact: Philip Coffey

Alternate: 0221545971

Customer: 654399

Time: 16/03/2025 10:04

Method: phone call

Name: Philip Coffey

Alternate: 0221545971

Address: 51 Oxford Street, Hutt Central

Lower Hutt

Current Status:

No. Effective

Status

Officer

Follow up Date

2 17/03/2025 08:53:01 Call Logged

Parvej Abbas

24/03/2025 00:00:00

Notes: Enquiry easting and northing location updated

Status history:

No. Effective

Status

Officer

Notes

From: [Paul Ratcliffe](#)
To: [Colin Lunn](#)
Subject: RE: [EXTERNAL] 50 Oxford street - Quotation and Breakdown
Date: Tuesday, 25 March 2025 17:13:55
Attachments: [image001.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)
[hi-deflogo_b6f4d01a-8a77-4e9a-8a06-487787eda48c.png](#)
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[microsoft_teams_icon_137398_31e1b76a-4122-40c7-9ade-dcbdd5b115f0.png](#)
[mappin_155ddf44-4b54-4bd6-955f-d2ca4e96f3ed.png](#)

Noted Cheers Colin

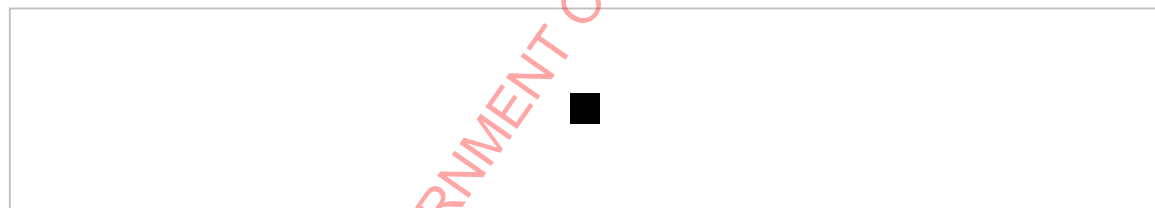
Yes – bloody Traffic costs half the price again ..

Cool ill pop around

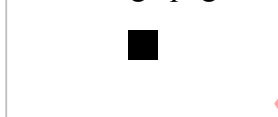
Ngā Mihi

Paul Ratcliffe
Contracts Manager


Paul.r@millsalbert.co.nz
<http://www.millsalbert.co.nz/>



Hi-def Logo.png



Paul Ratcliffe
Southern Contracts Manager

M 
E Paul.R@millsalbert.co.nz
A 21 Nikau Palm Road, Paraparaumu, NZ



www.millsalbert.co.nz

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From: Colin Lunn <Colin.Lunn@huttcity.govt.nz>
Sent: Tuesday, 25 March 2025 3:08 pm
To: Paul Ratcliffe <Paul.R@millsalbert.co.nz>
Subject: RE: [EXTERNAL] 50 Oxford street - Quotation and Breakdown

Hi Paul,

Thanks heaps for your quick response. This is a lot more than we were expecting to pay to resolve this issue.

Can you hold off on applying for a TMP until I have a chat internally to determine what we are going to do here.

I WFH on Thursday's but happy for you to pop up for a visit if you like?

All the best

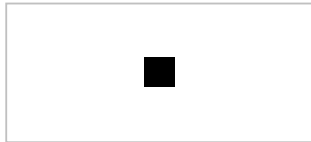
Colin

Colin Lunn

Maintenance & Renewals Manager

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: [REDACTED] **M:** [REDACTED] **W:** www.huttcity.govt.nz



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From: Paul Ratcliffe <Paul.R@millsalbert.co.nz>

Sent: Tuesday, 25 March 2025 1:41 pm

To: Colin Lunn <Colin.Lunn@huttcity.govt.nz>

Cc: Stace Keen <Stace.k@millsalbert.co.nz>; Coordinator <Coordinator@millsalbert.co.nz>; Dan Miller <Dan.Miller@millsalbert.co.nz>; Paul Albert <paul@millsalbert.co.nz>

Subject: [EXTERNAL] 50 Oxford street - Quotation and Breakdown

Good Afternoon, Colin

Please find attached 50 Oxford Street Estimate.

I will be at council on Thursday and happy to meet up and discuss

The team have pre-empted a TMP Application and requested Service plans

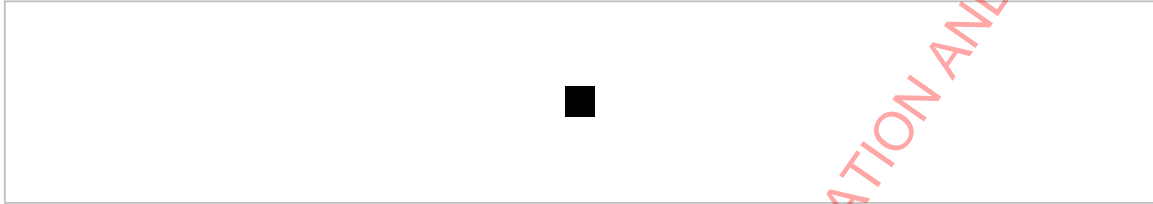
Ngā Mihi

Paul Ratcliffe
Contracts Manager



Paul.r@millsalbert.co.nz

<http://www.millsalbert.co.nz/>



Hi-def Logo.png



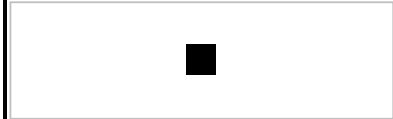
Paul Ratcliffe
Southern Contracts Manager

M 

E Paul.R@millsalbert.co.nz

A 21 Nikau Palm Road, Paraparaumu, NZ

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RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

25 March 2025

Colin Lunn
Hutt City Council

Dear Colin

RE: Request for Quotation – 50 Oxford Street

Please find Mills Alberts quotation breakdown below, prepared in response to Hutt City Councils request for urgent action received regarding a flooding issue at 50 Oxford Street. Following our inspection, it was identified that there is only a 10mm fall from the boundary sump to the kerb outlet, which is contributing to the problem.

There is a low point in the existing kerb and vehicle crossing that retains water. During heavy rainfall events, the limited gradient along the line results in water backflowing into the boundary sump, leading to flooding of the property's driveway.

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Should you require any further details or clarification, please don't hesitate to get in touch.



Breakdown

Plant and Labour Costs – \$14,755.40

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Reinstate

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Note: TMP is provisional and subject to final TMP design acceptance.

Subtotal Before Overheads – \$24,907.84

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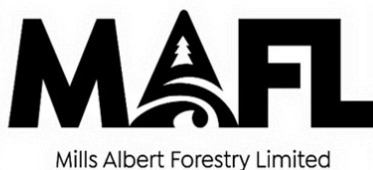
QUALITY, HEALTH, and SAFETY:

- We operate our company under ISO Integrated System Standards.
- We are certified to ISO 9001, ISO 45001, and ISO 14001.
- All Mills Albert Ltd site staff are members of Site Safe New Zealand.
- Mills Albert Ltd are ACC WSMP Tertiary Accredited.

Thank you for the opportunity to Quote this work.

Paul Ratcliffe
Contracts Manager

Paul.r@millsalbert.co.nz
<http://www.millsalbert.co.nz/>



From: [Colin Lunn](#)
To: [John Baines](#)
Subject: FW: [EXTERNAL] Drainlayers invoice
Attachments: [Invoice INV-12626.pdf](#)
[EXTERNAL 50 Oxford street - Quotation and Breakdown .msg](#)

Good morning John,

Just chasing your assistance with the below questions. Are you able to give me call to discuss.

Thanks in advance

Colin

From: Colin Lunn
Sent: Friday, 28 March 2025 12:13 pm
To: John Baines <John.Baines@wellingtonwater.co.nz>; Bruce Hodgins <bruce.hodgins@huttcity.govt.nz>
Cc: Hamish Bell <Hamish.Bell@huttcity.govt.nz>
Subject: FW: [EXTERNAL] Drainlayers invoice

Hi John and Bruce,

I'm hoping you can provide some guidance here. Mr Coffey has raised multiple concerns with HCC relating to a water leak on Waterloo Road and his storm water which outlet at 51 Waterloo Road which has issues with water backing up through his storm water flooding his and his neighbours property.

WWL had a leak present itself which was running down the channel and backing up through Mr Coffey's storm water. His and his neighbours storm water is lower than the road and has a bubble up system that leads to a storm water outlet that is laid with a 10mm fall, which creates a problem with water tracking off the road channel back up the private storm water outlet.

After a site meeting with Mr Coffey, I asked Mills Albert to take a look and provide options to resolve the problem. Mills Albert shot some levels and provided the attached quote which is a lot larger than I expected.

I have a few questions that I'd like your help with to answer John.

- The outlet pipe has been there for years, are we responsible if an outlet pipe has been laid with minimal fall?
- Is Council responsible for the outlet pipe on road reserve?
- Is there another cheaper solution to remedy the back flow?

Hoping you can help me with these questions before I provide a response to Mr Coffey.

From: [Bruce Hodgins](#)
To: [Colin Lunn](#)
Cc: [Hamish Bell](#)
Subject: RE: [EXTERNAL] Drainlayers invoice
Date: Monday, 31 March 2025 14:45:17
Attachments: [image001.png](#)
[ATT00001.png](#)

Thanks Colin. Let's see what John has to say. \$30k seems a bit OTT.

Bruce Hodgins
Strategic Advisor

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: [REDACTED] **M:** [REDACTED] **W:** www.huttcity.govt.nz



From: Colin Lunn <Colin.Lunn@huttcity.govt.nz>
Sent: Friday, 28 March 2025 12:13 pm
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Kindest regards

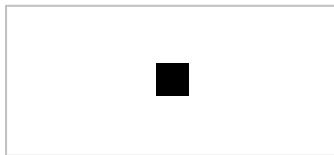
Colin

Colin Lunn

Maintenance & Renewals Manager

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

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From: Philip Coffey <philip.j.gage01@gmail.com>

Sent: Friday, 28 March 2025 11:04 am

To: Colin Lunn <Colin.Lunn@huttcity.govt.nz>

Subject: [EXTERNAL] Drainlayers invoice

You don't often get email from philip.j.gage01@gmail.com. [Learn why this is important](#)

Kia ora Colin,

As per our conversation when you attended the property I have attached the drainlayers bill for the CCTV footage of the storm water pipes that helped identify the

issue of the Wellington

-

Water leak causing the storm water systems at 51 and 51 A oxford terrace to back up and flood. My bank details are as follows

Name: Philip Coffey

Acc no: 03-1399-0079148-000

As noted I am happy to provide the footage. I just need your advice on how to provide the video.

In addition I am aware the plumber you sent around has written a report on the stormwater issue flowing back into the properties sump from the road. Can you please provide a copy of that report as I am aware from being there during the measurement there is a drop of 10 mm over six meters from the property to the road.

There is currently a temp measure put in place around the stormwater exit that has reduced the amount of water flowing onto the property but it is still flowing into the property slowly. There were a number of issues over the last week as wellington water pumped water down the road and partially removed part of the temp measure causing water and silt to flood into the sump.

I have not yet sought the costs associated for the emergency pump, battery and equipment to pump the water from the water leak from the property. I will tally that up shortly and send it through. At this stage the cost is fairly minimal. Of course I am also happy to seek a decision on costs through the Ombudsman if agreement can't be reached on responsibility for the flooding.

Can you please confirm with me in regards the above,

regards

Philip Coffey



TAX INVOICE

Philip Coffey
51 Oxford Terrace
Hutt Central
Lower Hutt 5011
NEW ZEALAND

Invoice Date
13 Mar 2025
Invoice Number
INV-12626
Reference
51 Oxford Tce
GST Number
105-386-079

Leslie Drain Clearing
Limited
9 Tennyson Street
Petone
Lower Hutt 5012
Ph: 04 9797357

Description	Quantity	Unit Price	Amount NZD
12/03/25 CCTV Inspection of the stormwater system at 51 Oxford Terrace, Lower Hutt.	1.00	220.00	220.00
Drain Plug	1.00	50.00	50.00
CCTV summary and footage has been emailed.			
Subtotal			270.00
TOTAL GST 15%			40.50
TOTAL NZD			310.50

Due Date: 27 Mar 2025
Internet Banking can be made to the following account:

Leslie Drain Clearing Ltd
(ANZ) 06-0545-0341489-00
Please use the invoice number as the reference

Please note a penalty of 2.5% may be charged per calendar month for late payment. All unpaid debts will incur all Court costs as well as all debt collection fees.

PAYMENT ADVICE		Customer	Philip Coffey
To: Leslie Drain Clearing Limited 9 Tennyson Street Petone Lower Hutt 5012 Ph: 04 9797357		Invoice Number	INV-12626
		Amount Due	310.50
		Due Date	27 Mar 2025
		Amount Enclosed	
		Enter the amount you are paying above	

From: [Holly MacKay](#)
To: [Colin Lunn](#)
Cc: [Samantha Whittam](#)
Subject: [EXTERNAL] Stormwater maintenance policy/wording
Date: Monday, 14 April 2025 12:07:42

Hi Colin,

As discussed homeowners are responsible for the stormwater lateral until the point of discharge (the connection to a stormwater main or the outlet at the channel).

<https://www.huttcity.govt.nz/environment-and-sustainability/water/stormwater>

Kind regards,
Holly

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

25 March 2025

Colin Lunn
Hutt City Council

Dear Colin

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