



12 May 2025

Tony Graham

s7(2)(a)

Dear Tony

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

We refer to your official information request dated 31 March 2025 which was transferred to us by Wellington Water Limited on 09 April 2025 for:

“Looking for Information from WW Regarding Jobs Logged Both Through Your Selves and Hutt City Council for 26 Manor Drive Stokes Valley Including what action were taken . and if the problem was fixed , I Was the Contractor on Site”

Answer:

Please see attachment. Please note that we are supplying the information from 2010. Information prior to this date is not held.

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

05/05/2025

Enquiry Trace Form

Enquiry: 179196

Logged by: Viv Holcroft

on 01/01/2010 13:36

Service: Wastewater

Classification: Request For Service

Subject: WW-P1 Blocked Sewer

Desc.: blocked gully trap, surcharging

Site: Manor Drive (R00197), Stokes Valley, Lower Hutt

Site Address: Manor Drive

Area: Stokes Valley

Location: 26 Manor Drive
Stokes Valley
Lower Hutt

Ward: Northern

Site Notes:

Contact: [REDACTED]

Customer: 172256

Time: 01/01/2010 13:36

Method: phone call

Name: [REDACTED],

Address: 26 Manor Drive
Stokes Valley
Lower Hutt

Current Status:

No.	Effective	Status	Officer	Follow up Date
6	05/01/2010 08:28:09	Call Closed	City Care	
Notes: checked main.it was running fine.it was a private blockage/spoke to customer on site.				

Status history:

No.	Effective	Status	Officer	Notes
5	05/01/2010 08:28	ZZ-ServiceRestoredNotComplete	City Care	checked main.it was running fine.it was a private blockage/spoke to customer on site.
4	05/01/2010 08:27	ZZ-ServiceRestoredNotComplete	City Care	
3	05/01/2010 08:27	Contractor on site	City Care	
2	05/01/2010 08:27	ZZ-Assigned	City Care	
1	01/01/2010 13:30	Call Logged	City Care	1/1/10 called it thru to the call out crew-vh

Revised Status:

Name : Signed : Date : Time :

Report generated by : Neil Cole

11:06:53

05/05/2025

Enquiry Trace Form

Enquiry: 225091

Logged by: Ngawai Allen (6155)

on 01/09/2011 08:35

Service: Water Supply

Classification: Request For Service

Subject: W-Toby Locate

Desc.: Need toby located at the above - urgent - as plumbers are on site. Rung thru to City Care

Site: Manor Drive (R00197), Stokes Valley, Lower Hutt

Site Address: Manor Drive

Area: Stokes Valley

Location: 26 Manor Drive
Stokes Valley
Lower Hutt

Ward: Northern

Site Notes:

Contact: [REDACTED]

Telephone: [REDACTED]

Customer: 215715

Time: 01/09/2011 08:35

Method: phone call

Name: [REDACTED]

Telephone: [REDACTED]

Address: 26 Manor Drive
Stokes Valley
Lower Hutt

Current Status:

No.	Effective	Status	Officer	Follow up Date
9	01/09/2011 11:53:22	Call Closed	City Care	
Notes:				

Status history:

No.	Effective	Status	Officer	Notes
8	01/09/2011 11:53	Call Closed	City Care	
7	01/09/2011 11:52	ZZ-ServiceRestoredNotComplete	City Care	
6	01/09/2011 11:50	Contractor on site	City Care	
5	01/09/2011 11:50	Contractor on site	City Care	
4	01/09/2011 11:50	Contractor on site	City Care	
3	01/09/2011 08:43	First Contact	City Care	
2	01/09/2011 08:36	Call Logged	City Care	
1	01/09/2011 08:33	Call Logged	City Care	
				01/09/2011 11:51 Wayne Kelland located and marked toby advised owner

Revised Status:

Name : Signed : Date : Time :

Report generated by : Neil Cole

11:06:04

05/05/2025

Enquiry Trace Form

Enquiry: 1013882

Logged by: Internal Report A Problem

on 28/06/2023 10:14

Service: Water Supply

Classification: Request For Service

Subject: W-Toby Locate

Desc.: Leak underneath home and needing to shut-off water but cannot seem to locate toby even after as laid plans

Site: Manor Drive (R00197), Stokes Valley, Lower Hutt

Site Address: Manor Drive

Area: Stokes Valley

Location: 26 Manor Drive, STOKES VALLEY

Ward: Northern

Site Notes:

Contact: [REDACTED]

Telephone: [REDACTED]

Customer: 600109

Time: 28/06/2023 10:14

Method: IRAP

Name: [REDACTED]

Telephone: [REDACTED]

Address: 26 Manor Drive, STOKES VALLEY

Current Status:

No. Effective	Status	Officer	Follow up Date
6 29/06/2023 01:22:40	Call Closed - Unable to Pursue	WW Fulton Hogan	
Notes: Time: 2023-06-29T13:11:21+12:00 Notes: WWL Status: Cancel: Raised in Error/Cancelled (CANCEL.CANCEL) Priority: P4 Water Type: Water Request Type: Locate Asset			

Status history:

No. Effective	Status	Officer	Notes
5 29/06/2023 13:12	Call Logged	WW Fulton Hogan	Time: 2023-06-29T13:08:18+12:00 Notes: Customer called back - toby has been located. Customer called back - toby has been located, no further action required by WWL as per customer. Closing job Priority: P4 Water Type: Water Request Type: Locate Asset
4 29/06/2023 13:12	Call Logged	WW Fulton Hogan	Time: 2023-06-29T13:01:41+12:00 Notes: Called customer no answer - left vm to call back with more info. Called customer no answer - left vm to call back with more info Priority: P4 Water Type: Water Request Type: Locate Asset
3 28/06/2023 10:32	Passed to Contractor	WW Fulton Hogan	Time: 2023-06-28T10:20:35+12:00 Notes: Wellington Water Alliance Maximo WO Created #339196 Priority: P4 Water Type: Water Request Type: Locate Asset
2 28/06/2023 10:20	Passed to Wellington Water	WW Fulton Hogan	

05/05/2025

Enquiry Trace Form

Status history:

No. Effective	Status	Officer	Notes
1 28/06/2023 10:14	Call Logged	WW Fulton Hogan	

Revised Status:

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

Name : Signed : Date : Time :

Report generated by : Neil Cole

11:03:42

05/05/2025

Enquiry Trace Form

Enquiry: 1018752

Logged by: Internal Report A Problem

on 25/08/2023 13:50

Service: Stormwater

Classification: Other

Subject: SW-P3 Enquiry to Engineer

Desc.: 500Lt p/day water being pumped at site for remedial work. Cannot locate source but suspicions are that run-off from property/network above (Lord St). First job to mitigate - toby locate RFS1013882. [REDACTED] wandered onto 4 Lord St to find a muddy backyard

Site: Manor Drive (R00197), Stokes Valley, Lower Hutt

Site Address: Manor Drive

Location: 26 Manor Drive, STOKES VALLEY

Site Notes:

Area: Stokes Valley

Ward: Northern

Contact: [REDACTED]

Telephone: [REDACTED]

Email: [REDACTED]

Customer: 604969

Time: 25/08/2023 13:50

Method: IRAP

Name: [REDACTED]

Telephone: [REDACTED]

Address:

Email: [REDACTED]

Current Status:

No. Effective	Status	Officer	Follow up Date
29 19/02/2024 11:21:15	Call Closed	WW Fulton Hogan	
Notes: Time: 2024-02-19T11:17:18+13:00 Notes: WWL Status: On Site work complete - may require reinstatement (JOBCOMP); Status Memo: (via Certus Mobile); Failure Class: Pipes; Problem: Breakage; Cause: Hole in Pipe; Remedy: CCTV Inspection; Comment: CCTV sw main from #37 to #26 Manor drive and found 2 holes in the pipe. Dye tested to see if this was causing the leak in property but no dye came through on customers side. Pipe needs to be repaired. Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council			

Status history:

No. Effective	Status	Officer	Notes
28 12/02/2024 07:30	WWL - Job on hold	WW Fulton Hogan	Time: 2024-02-12T07:23:28+13:00 Notes: WWL Status: Rescheduled / Assigned (INPRG.RESCHED) Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
27 16/01/2024 14:11	WWL - Job on hold	WW Fulton Hogan	Time: 2024-01-16T13:57:43+13:00 Notes: Pipe needs to be repaired. Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
26 16/01/2024 14:11	WWL - Job on hold	WW Fulton Hogan	Time: 2024-01-16T14:02:21+13:00 Notes: (via Certus Mobile) Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council

05/05/2025

Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
25	16/01/2024 14:11	WWL - Job on hold	WW Fulton Hogan	Time: 2024-01-16T14:02:40+13:00 Notes: New Attachment added Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
24	16/01/2024 14:11	WWL - Job on hold	WW Fulton Hogan	Time: 2024-01-16T14:02:26+13:00 Notes: New Attachment added Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
23	16/01/2024 14:11	WWL - Job on hold	WW Fulton Hogan	Time: 2024-01-16T14:02:13+13:00 Notes: New Attachment added Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
22	16/01/2024 14:11	WWL - Job on hold	WW Fulton Hogan	Time: 2024-01-16T14:02:02+13:00 Notes: New Attachment added Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
21	16/01/2024 14:11	WWL - Job on hold	WW Fulton Hogan	Time: 2024-01-16T14:01:51+13:00 Notes: New Attachment added Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
20	16/01/2024 14:11	WWL - Job on hold	WW Fulton Hogan	Time: 2024-01-16T14:01:40+13:00 Notes: New Attachment added Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
19	16/01/2024 14:11	WWL - Job on hold	WW Fulton Hogan	Time: 2024-01-16T14:01:29+13:00 Notes: New Attachment added Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
18	16/01/2024 14:10	WWL - Job on hold	WW Fulton Hogan	Time: 2024-01-16T14:01:19+13:00 Notes: New Attachment added Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council

05/05/2025

Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
17	16/01/2024 14:10	WWL - Job on hold	WW Fulton Hogan	Time: 2024-01-16T14:01:08+13:00 Notes: New Attachment added Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
16	16/01/2024 13:01	Contractor on site	WW Fulton Hogan	Time: 2024-01-16T12:56:22+13:00 Notes: (via Certus Mobile) Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
15	15/01/2024 11:11	Call Logged	WW Fulton Hogan	Time: 2024-01-15T11:06:34+13:00 Notes: Customer called into office. Received visit from customer in office. Advised I would arrange CCTV and advise of date this would occur. Customer believes there may be a leak on Kingsley Street which could be causing the issues. Note customer advises pumping out 50-60 litres per day from the basement of the house, he has had to jack up the foundations 150mm as it is sinking. Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
14	15/01/2024 11:11	Call Logged	WW Fulton Hogan	Time: 2024-01-15T11:02:56+13:00 Notes: Assigned to Hutt Drainage 2 (Molly) Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
13	22/12/2023 12:40	Call Logged	WW Fulton Hogan	Time: 2023-12-22T12:30:48+13:00 Notes: Ray to get crew out to assess. Ray to get crew out to assess as per call with Ray Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
12	22/12/2023 12:30	Call Logged	WW Fulton Hogan	Time: 2023-12-22T12:21:33+13:00 Notes: Called TL Ray. Called TL Ray - advised to see if Monty can check it out. Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council

05/05/2025

Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
11	22/12/2023 12:20	Call Logged	WW Fulton Hogan	Time: 2023-12-22T12:16:13+13:00 Notes: New Attachment added Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
10	22/12/2023 12:20	Call Logged	WW Fulton Hogan	Time: 2023-12-22T12:16:05+13:00 Notes: New Attachment added Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
9	22/12/2023 12:20	Call Logged	WW Fulton Hogan	Time: 2023-12-22T12:10:59+13:00 Notes: Photos attached. Photos attached - received 22/12 Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
8	22/12/2023 12:00	Call Logged	WW Fulton Hogan	Time: 2023-12-22T11:50:22+13:00 Notes: HCC called. HCC called - Advised we have received the photos from [REDACTED] showing his basement getting filled with water (at #26 Manor Drive). Advised will follow up with senior LC to see what next steps will be Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
7	14/12/2023 09:01	Call Logged	WW Fulton Hogan	Time: 2023-12-14T08:57:11+13:00 Notes: Assigned to Hutt Drainage TLead (Ray) Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
6	14/12/2023 09:01	Call Logged	WW Fulton Hogan	Time: 2023-12-14T08:56:37+13:00 Notes: Assigned to TL. Emailed an FYI Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
5	12/12/2023 14:01	Passed to Contractor	WW Fulton Hogan	Time: 2023-12-12T13:50:32+13:00 Notes: Wellington Water Alliance Maximo WO Created #402017 Priority: P3 Water Type: Stormwater Request Type: Information Request Client Council
4	12/12/2023 13:50	Passed to Wellington Water	WW Fulton Hogan	

05/05/2025

Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
3	12/12/2023 13:49	Call Logged	WW Fulton Hogan	Subject amended - Old : Overland Flow (AD11) New : SW-P3 Enquiry to Engineer (AD13). Jod subject adjusted to reflect previous handover of job from HCC to WW
2	13/09/2023 11:59	Passed to Wellington Water	WWL Exchange	
1	25/08/2023 13:50	Call Logged	Craig Ewart	

Revised Status:

Name : Signed : Date : Time :

Report generated by : Neil Cole

10:56:09

05/05/2025

Enquiry Trace Form

Enquiry: 1020703

Logged by: Internal Report A Problem

on 18/09/2023 14:07

Service: Water Supply

Classification: Request For Service

Subject: W-P3 Minor Leaks

Desc.: Requested by WW

Site: Manor Park Road (R01441), Manor Park, Lower Hutt

Site Address: Manor Park Road

Location: 26 manor Park Rd

Site Notes:

Area: Manor Park

Ward: Northern

Contact: [REDACTED]

Customer: 606921

Time: 18/09/2023 14:07

Method: IRAP

Name: [REDACTED]

Address:

Current Status:

No. Effective	Status	Officer	Follow up Date
18 07/08/2024 09:10:29	Call Closed	WW Fulton Hogan	
Notes:			

Status history:

No. Effective	Status	Officer	Notes
17 26/09/2023 09:32	Call Closed	WW Fulton Hogan	Time: 2023-09-26T09:22:11+13:00 Notes: Dirk visited site and met customer. Water seepage into basement area. Sample results did not indicate anything other than ground water. flow varies with rainfall. Not leaks found on reticulation in area. Advised contractor to consider drainage options as stopping water flow is not likely.
16 26/09/2023 09:32	Call Closed	WW Fulton Hogan	Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby Time: 2023-09-26T09:26:14+13:00 Notes: WWL Status: Work Completed, QA Complete (COMP); Failure Class: ; Problem: ; Cause: ; Remedy: ; Comment:
			Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby

05/05/2025

Enquiry Trace Form

Status history:

No. Effective	Status	Officer	Notes
15 22/09/2023 14:02	WWL - Job on hold	WW Fulton Hogan	<p>Time: 2023-09-22T13:50:35+12:00</p> <p>Notes: email sent - contractor is wanting to start on work but cannot start till the leak has been found.. Hi team,</p> <p>A new request from crew for leak detection surveying</p> <p>Work Order number: WO-368209</p> <p>-----</p> <p>Location: 26 Manor Drive, Stokes Valley</p> <p>-----</p> <p>Job Description: Customer has had water sample taken found that water issue on his property is not ground water, has chlorine in sample. Laurie has advised our water team should go out and make sure no issues with mains at property.</p> <p>-----</p> <p>Crew notes: Needs leak detection above house in lord st, to find leak. So we can repair.</p> <p>Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby</p>
14 22/09/2023 13:52	WWL - Job on hold	WW Fulton Hogan	<p>Time: 2023-09-22T13:47:45+12:00</p> <p>Notes: Assigned to Hutt Technical Advisor 1 (Andrew)</p> <p>Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby</p>
13 22/09/2023 13:52	WWL - Job on hold	WW Fulton Hogan	<p>Time: 2023-09-22T13:45:29+12:00</p> <p>Notes: customer called for an update.. assigned to andrew curry leak detection and email sent. notes below.</p> <p>Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby</p>

05/05/2025

Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
12	20/09/2023 15:02	WWL - Job on hold	WW Fulton Hogan	Time: 2023-09-20T14:55:30+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
11	20/09/2023 15:02	WWL - Job on hold	WW Fulton Hogan	Time: 2023-09-20T14:55:27+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
10	20/09/2023 15:02	WWL - Job on hold	WW Fulton Hogan	Time: 2023-09-20T14:55:14+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
9	20/09/2023 15:02	WWL - Job on hold	WW Fulton Hogan	Time: 2023-09-20T14:52:13+12:00 Notes: Needs leak detection above house in lord st, to find leak. So we can repair.. Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
8	20/09/2023 15:02	WWL - Job on hold	WW Fulton Hogan	Time: 2023-09-20T14:53:16+12:00 Notes: (via Certus Mobile) Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
7	20/09/2023 14:12	Contractor on site	WW Fulton Hogan	Time: 2023-09-20T14:08:15+12:00 Notes: (via Certus Mobile) Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
6	19/09/2023 13:22	Call Logged	WW Fulton Hogan	Time: 2023-09-19T13:09:45+12:00 Notes: [REDACTED] called. [REDACTED] called - wanting to follow up on this job. Couldn't find the job at the time as HCC logged it incorrectly. Found job. Called Rory - unable to assess today, will try tomorrow depending on how busy it gets tomorrow and the types of urgent jobs we get tomorrow. Called back [REDACTED] to advise Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby

05/05/2025

Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
5	19/09/2023 08:12	Call Logged	WW Fulton Hogan	Time: 2023-09-19T08:02:42+12:00 Notes: Assigned to Hutt Water 4 (Rory)
4	18/09/2023 14:22	Call Logged	WW Fulton Hogan	Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby Time: 2023-09-18T14:15:14+12:00 Notes: Emailed Norm, asked fi this can be rovered soon. Emailed Norm, asked fi this can be rovered soon
3	18/09/2023 14:22	Passed to Contractor	WW Fulton Hogan	Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby Time: 2023-09-18T14:10:26+12:00 Notes: Wellington Water Alliance Maximo WO Created #368209
2	18/09/2023 14:10	Passed to Wellington Water	WW Fulton Hogan	Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
1	18/09/2023 14:07	Call Logged	WW Fulton Hogan	

Revised Status:

Name : Signed : Date : Time :

Report generated by : Neil Cole

10:55:25

05/05/2025

Enquiry Trace Form

Enquiry: 1029257

Logged by: Internal Report A Problem

on 18/12/2023 11:53

Service: Water Supply

Classification: Request For Service

Subject: W-P3 Minor Leaks

Desc.: Multiple wet patches on the road outside 26 Manor Drive. Water seeping in the road

Site: Manor Drive (R00197), Stokes Valley, Lower Hutt

Site Address: Manor Drive

Area: Stokes Valley

Location: 26 Manor Drive, STOKES VALLEY

Ward: Northern

Site Notes:

Contact: [REDACTED]

Telephone: [REDACTED]

Customer: 615471

Time: 18/12/2023 11:53

Method: IRAP

Name: [REDACTED]

Telephone: [REDACTED]

Address:

Current Status:

No.	Effective	Status	Officer	Follow up Date
15	15/01/2024 11:21:13	Call Closed - Unable to Pursue	WW Fulton Hogan	
Notes: Time: 2024-01-15T11:10:47+13:00 Notes: Problem is SW issue. See HCC1018752. To be cancelled. Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby				

Status history:

No.	Effective	Status	Officer	Notes
14	15/01/2024 11:21	Call Closed - Unable to Pursue	WW Fulton Hogan	
Time: 2024-01-15T11:11:27+13:00 Notes: WWL Status: Cancel: Duplicate job (CANCEL.DUP) Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby				

Status history:				
No.	Effective	Status	Officer	Notes
13	12/01/2024 12:40	WWL - Job on hold	WW Fulton Hogan	<p>Time: 2024-01-12T12:33:32+13:00</p> <p>Notes: email from customer 11/1 - no response required, uploaded video. From: [REDACTED]</p> <p>Sent: Thursday, 11 January 2024 11:27 am</p> <p>To: Customer Support Team</p> <p>Subject: 26 Manor Drive Stokes Valley</p> <p>You don't often get email from [REDACTED]m Learn why this is important</p> <p>Caution: This is an external email. Please take care when clicking links or opening attachments.</p> <p>So of The Water coming out of 26 Manor Drive Stokes valley</p> <p>Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby</p>

05/05/2025

Enquiry Trace Form

Status history:

No. Effective	Status	Officer	Notes
12 08/01/2024 11:31	WWL - Job on hold	WW Fulton Hogan	Time: 2024-01-08T11:26:07+13:00 Notes: Customer called. Customer called to advise that he is wanting to meet crew onsite when they attend - Crew has been out a couple times but haven't spoken to the customer so he is unable to advise them where the actual issues it - There is liters of water being lost each day - Please call the customer when you arrive onsite so he can show the issues Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
11 21/12/2023 09:30	WWL - Job on hold	WW Fulton Hogan	Time: 2023-12-21T09:26:02+13:00 Notes: No leak found or wet patches. Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
10 21/12/2023 09:30	WWL - Job on hold	WW Fulton Hogan	Time: 2023-12-21T09:29:20+13:00 Notes: (via Certus Mobile) Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
9 21/12/2023 09:30	WWL - Job on hold	WW Fulton Hogan	Time: 2023-12-21T09:28:36+13:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
8 21/12/2023 09:30	WWL - Job on hold	WW Fulton Hogan	Time: 2023-12-21T09:28:24+13:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
7 21/12/2023 09:30	WWL - Job on hold	WW Fulton Hogan	Time: 2023-12-21T09:28:15+13:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
6 21/12/2023 09:30	Contractor on site	WW Fulton Hogan	Time: 2023-12-21T09:23:19+13:00 Notes: (via Certus Mobile) Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby

05/05/2025

Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
5	19/12/2023 15:51	Call Logged	WW Fulton Hogan	Time: 2023-12-19T15:42:07+13:00 Notes: Assigned to Subcon CityCare 4 Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
4	18/12/2023 14:40	Call Logged	WW Fulton Hogan	Time: 2023-12-18T14:33:15+13:00 Notes: Assigned to Subcon CityCare 3 Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
3	18/12/2023 12:10	Passed to Contractor	WW Fulton Hogan	Time: 2023-12-18T12:01:03+13:00 Notes: Wellington Water Alliance Maximo WO Created #404099 Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
2	18/12/2023 12:00	Passed to Wellington Water	WW Fulton Hogan	
1	18/12/2023 11:53	Call Logged	WW Fulton Hogan	

Revised Status:

Name : Signed : Date : Time :

Report generated by : Neil Cole

10:53:37

05/05/2025

Enquiry Trace Form

Enquiry: 1042458

Logged by: Internal Report A Problem

on 01/05/2024 11:45

Service: Water Supply

Classification: Request For Service

Subject: W-P3 Minor Leaks

Desc.: Toby leaking, steady flow of water. Toby was turned off and water still leaked through, thinks it is a toby fault

Site: Manor Drive (R00197), Stokes Valley, Lower Hutt

Site Address: Manor Drive

Area: Stokes Valley

Location: 28 Manor Drive, STOKES VALLEY

Ward: Northern

Site Notes:

Contact: [REDACTED]

Telephone: [REDACTED]

Customer: 628676

Time: 01/05/2024 11:45

Method: IRAP

Name: [REDACTED]

Telephone: [REDACTED]

Address:

Current Status:

No.	Effective	Status	Officer	Follow up Date
40	17/07/2024 05:10:45	Call Closed	WW Fulton Hogan	
Notes: Time: 2024-07-17T05:02:13+12:00 Notes: WWL Status: Work Completed, QA Complete (COMP); Failure Class: Pipes; Problem: Breakage; Cause: Hole in Pipe; Remedy: Repair; Comment: Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby				

Status history:

No.	Effective	Status	Officer	Notes
39	21/05/2024 11:40	Call Closed	WW Fulton Hogan	Time: 2024-05-21T11:35:33+12:00 Notes: CAR R1025516. Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
38	20/05/2024 08:21	Call Closed	WW Fulton Hogan	Time: 2024-05-20T08:13:40+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
37	20/05/2024 08:21	Call Closed	WW Fulton Hogan	Time: 2024-05-20T08:13:28+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
36	20/05/2024 08:21	Call Closed	WW Fulton Hogan	Time: 2024-05-20T08:13:20+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby

05/05/2025

Enquiry Trace Form

Status history:

No. Effective	Status	Officer	Notes
35 20/05/2024 08:21	Call Closed	WW Fulton Hogan	Time: 2024-05-20T08:13:09+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
34 20/05/2024 08:21	Call Closed	WW Fulton Hogan	Time: 2024-05-20T08:11:10+12:00 Notes: WWL Status: On Site work complete - may require reinstatement (JOBCOMP); Status Memo: (via Certus Mobile); Failure Class: Pipes; Problem: Breakage; Cause: Hole in Pipe; Remedy: Repair; Comment Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
33 20/05/2024 08:11	Contractor on site	WW Fulton Hogan	Time: 2024-05-20T08:09:34+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
32 20/05/2024 08:11	Contractor on site	WW Fulton Hogan	Time: 2024-05-20T08:05:10+12:00 Notes: (via Certus Mobile) Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
31 16/05/2024 07:51	Call Logged	WW Fulton Hogan	Time: 2024-05-16T07:47:31+12:00 Notes: Assigned to Subcon Wet Worx 2 Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
30 16/05/2024 07:51	Passed to Contractor	WW Fulton Hogan	Time: 2024-05-16T07:45:15+12:00 Notes: Wellington Water Alliance Maximo WO Created #472483 Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
29 15/05/2024 10:11	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-15T10:02:37+12:00 Notes: update. Escalated to Norm and added to TL List for prioritization as this water leak needs to be fixed to confirm if it's contributing to the water seepage issues in the basement of the neighbouring property. Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby

05/05/2025

Enquiry Trace Form

Status history:

No. Effective	Status	Officer	Notes
28 15/05/2024 09:51	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-15T09:44:03+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
27 15/05/2024 09:51	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-15T09:43:54+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
26 15/05/2024 09:51	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-15T09:43:43+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
25 15/05/2024 09:51	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-15T09:43:35+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
24 15/05/2024 09:51	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-15T09:43:27+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
23 15/05/2024 09:51	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-15T09:43:20+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
22 15/05/2024 09:51	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-15T09:43:11+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby

05/05/2025

Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
21	15/05/2024 09:50	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-15T09:40:36+12:00 Notes: Gas, chorus, one, WE plans attached. Caution: There is High Capacity and/or Fibre Network in the area provided on the plan(s). Caution: There is Core Network in the area provided on the plan(s). Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
20	15/05/2024 00:51	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-15T00:00:23+12:00 Notes: (via Certus Mobile) Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
19	15/05/2024 00:50	Contractor on site	WW Fulton Hogan	Time: 2024-05-15T00:00:23+12:00 Notes: (via Certus Mobile) Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
18	14/05/2024 15:40	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-14T15:31:44+12:00 Notes: 14/5/24 HM - plans ordered 2398997. 14/5/24 HM - plans ordered 239899 Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
17	13/05/2024 08:41	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-13T08:39:42+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
16	13/05/2024 08:41	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-13T08:39:33+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
15	13/05/2024 08:41	WWL - Job on hold	WW Fulton Hogan	Time: 2024-05-13T08:36:40+12:00 Notes: Leak at Toby in wide berm. Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby

05/05/2025

Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
14	13/05/2024 08:41	Contractor on site	WW Fulton Hogan	Time: 2024-05-13T08:38:47+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
13	13/05/2024 08:41	Contractor on site	WW Fulton Hogan	Time: 2024-05-13T08:38:38+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
12	13/05/2024 08:41	Contractor on site	WW Fulton Hogan	Time: 2024-05-13T08:38:27+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
11	13/05/2024 08:41	Contractor on site	WW Fulton Hogan	Time: 2024-05-13T08:38:19+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
10	09/05/2024 08:10	Call Logged	WW Fulton Hogan	Time: 2024-05-09T08:01:25+12:00 Notes: Assigned to Subcon CityCare 2 Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
9	08/05/2024 16:30	Call Logged	WW Fulton Hogan	Time: 2024-05-08T16:23:30+12:00 Notes: attached photos from the customer. Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
8	08/05/2024 16:30	Call Logged	WW Fulton Hogan	Time: 2024-05-08T16:25:32+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
7	08/05/2024 16:30	Call Logged	WW Fulton Hogan	Time: 2024-05-08T16:25:21+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby

05/05/2025

Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
6	08/05/2024 16:30	Call Logged	WW Fulton Hogan	Time: 2024-05-08T16:25:08+12:00 Notes: New Attachment added Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
5	06/05/2024 07:11	Call Logged	WW Fulton Hogan	Time: 2024-05-06T07:08:39+12:00 Notes: Assigned to Subcon CityCare 3 Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
4	03/05/2024 13:11	Call Logged	WW Fulton Hogan	Time: 2024-05-03T13:03:20+12:00 Notes: Assigned RWL. Assigned RWL customer will send photos, seems to think it has got a bit worse since first reported Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
3	01/05/2024 12:00	Passed to Contractor	WW Fulton Hogan	Time: 2024-05-01T11:50:30+12:00 Notes: Wellington Water Alliance Maximo WO Created #472483 Priority: P3 Water Type: Water Request Type: Leaky Connection/Meter/Toby
2	01/05/2024 11:50	Passed to Wellington Water	WW Fulton Hogan	
1	01/05/2024 11:45	Call Logged	WW Fulton Hogan	

Revised Status:

Name : Signed : Date : Time :

Report generated by : Neil Cole

10:50:36

05/05/2025

Enquiry Trace Form

Enquiry: 1055711

Logged by: Internal Report A Problem

on 22/10/2024 09:22

Service: Stormwater

Classification: Request For Service

Subject: SW-P4 N4CC-Instructed Works

Desc.: On-going water seepage in the excavation in the basement at 26 Manor Drive, Stokes Valley – all previous testing showed the stormwater network isn't contributing to the issue (see WO-425217). As instructed by John - WWL Customer Hub Team please assign this job to Ray to repeat dye test and confirm if there is any residual trace in the basement.
Customer Contact Details: [REDACTED]

Site: Manor Drive (R00197), Stokes Valley, Lower Hutt

Site Address: Manor Drive

Area: Stokes Valley

Location: 26 Manor Dr, STOKES VALLEY

Ward: Northern

Site Notes:

Contact: [REDACTED]

Telephone: [REDACTED]

Customer: 641909

Time: 22/10/2024 09:22

Method: IRAP

Name: [REDACTED]

Telephone: [REDACTED]

Address: 26 Manor Dr, STOKES VALLEY

Current Status:

No.	Effective	Status	Officer	Follow up Date
41	02/04/2025 01:40:43	Call Closed	WW Fulton Hogan	
Notes: Time: 2025-04-02T13:29:19+13:00 Notes: WWL Status: On-site work complete - may require reinstatement (JOBCOMP); Status Memo: (via Certus Mobile); Failure Class: Pipes; Problem: Leak; Cause: Joint Failure; Remedy: Requires Leak Detection; Comment: Dye put in to trace leak Cement crack in the line Priority: P4 Water Type: Stormwater Request Type: Instructed Works				

Status history:

No.	Effective	Status	Officer	Notes
40	02/04/2025 11:21	Call Closed	WW Fulton Hogan	Time: 2025-04-02T11:11:04+13:00 Notes: New Attachment added Priority: P4 Water Type: Stormwater Request Type: Instructed Works
39	02/04/2025 11:20	Call Closed	WW Fulton Hogan	Time: 2025-04-02T11:10:49+13:00 Notes: New Attachment added Priority: P4 Water Type: Stormwater Request Type: Instructed Works
38	02/04/2025 11:10	Call Closed	WW Fulton Hogan	Time: 2025-04-02T11:10:07+13:00 Notes: New Attachment added Priority: P4 Water Type: Stormwater Request Type: Instructed Works

05/05/2025

Enquiry Trace Form

Status history:

No. Effective	Status	Officer	Notes
37 02/04/2025 11:10	Call Closed	WW Fulton Hogan	Time: 2025-04-02T11:09:53+13:00 Notes: New Attachment added Priority: P4 Water Type: Stormwater Request Type: Instructed Works
36 02/04/2025 11:10	Call Closed	WW Fulton Hogan	Time: 2025-04-02T11:09:43+13:00 Notes: New Attachment added Priority: P4 Water Type: Stormwater Request Type: Instructed Works
35 02/04/2025 11:10	Call Closed	WW Fulton Hogan	Time: 2025-04-02T11:09:35+13:00 Notes: New Attachment added Priority: P4 Water Type: Stormwater Request Type: Instructed Works
34 02/04/2025 11:10	Call Closed	WW Fulton Hogan	Time: 2025-04-02T11:09:24+13:00 Notes: New Attachment added Priority: P4 Water Type: Stormwater Request Type: Instructed Works
33 02/04/2025 11:10	Call Closed	WW Fulton Hogan	Time: 2025-04-02T11:08:15+13:00 Notes: WWL Status: Resolved / Service Restored (RESOLVED); Status Memo: (via Certus Mobile); Failure Class: Pipes; Problem: Leak; Cause: Joint Failure; Remedy: Requires Leak Detection; Comment: Dye put in to trace leak Cement crack in the line Priority: P4 Water Type: Stormwater Request Type: Instructed Works
32 02/04/2025 10:20	Contractor on site	WW Fulton Hogan	Time: 2025-04-02T10:11:14+13:00 Notes: (via Certus Mobile) Priority: P4 Water Type: Stormwater Request Type: Instructed Works
31 31/03/2025 15:50	WWL - Job on hold	WW Fulton Hogan	Time: 2025-03-31T13:38:46+13:00 Notes: Assigned to Hutt Drainage 9 (Luke) Priority: P4 Water Type: Stormwater Request Type: Instructed Works

05/05/2025

Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
30	31/03/2025 15:40	WWL - Job on hold	WW Fulton Hogan	Time: 2025-03-31T13:38:15+13:00 Notes: WWL Status: Rescheduled / Assigned (INPRG.RESCHED) Priority: P4 Water Type: Stormwater Request Type: Instructed Works
29	28/03/2025 13:00	WWL - Job on hold	WW Fulton Hogan	Time: 2025-03-28T12:50:04+13:00 Notes: update. Received text from [REDACTED] requesting update. Spoke to [REDACTED] to advise that the remaining manhole works across the road will be booked in soon on a sunny forecasted day. She advised that there is still no water seepage in the basement, which indicates that the condition of the stormwater main is not contributing to any seepage (given the rain that we've had recently). She will liaise with [REDACTED] to progress the private building works. Priority: P4 Water Type: Stormwater Request Type: Instructed Works
28	07/03/2025 14:40	WWL - Job on hold	WW Fulton Hogan	Time: 2025-03-07T14:33:54+13:00 Notes: Waiting for team leader to organise appropriate tools. Priority: P4 Water Type: Stormwater Request Type: Instructed Works
27	07/03/2025 14:40	WWL - Job on hold	WW Fulton Hogan	Time: 2025-03-07T14:35:17+13:00 Notes: (via Certus Mobile) Priority: P4 Water Type: Stormwater Request Type: Instructed Works
26	04/03/2025 08:30	Contractor on site	WW Fulton Hogan	Time: 2025-03-04T08:25:42+13:00 Notes: New Attachment added Priority: P4 Water Type: Stormwater Request Type: Instructed Works
25	28/02/2025 10:00	Contractor on site	WW Fulton Hogan	Time: 2025-02-28T09:50:20+13:00 Notes: (via Certus Mobile) Priority: P4 Water Type: Stormwater Request Type: Instructed Works

05/05/2025

Enquiry Trace Form

Status history:

No. Effective	Status	Officer	Notes
24 27/02/2025 08:20	WWL - Job on hold	WW Fulton Hogan	Time: 2025-02-27T08:11:56+13:00 Notes: Assigned to Hutt Drainage 4 (Damian)
23 19/02/2025 09:10	WWL - Job on hold	WW Fulton Hogan	Priority: P4 Water Type: Stormwater Request Type: Instructed Works Time: 2025-02-19T08:56:53+13:00 Notes: update. Met [REDACTED] and [REDACTED] on site yesterday - they showed me the site in its current state, and we talked about the manhole repair works that are scheduled in.
22 13/02/2025 10:40	WWL - Job on hold	WW Fulton Hogan	Called [REDACTED] (who advised that she's unavailable today) and [REDACTED] this morning to let him know that dye has been put down the stormwater network this morning, and to notify me if any dye appears at the site. Priority: P4 Water Type: Stormwater Request Type: Instructed Works Time: 2025-02-13T10:35:50+13:00 Notes: spoke to [REDACTED]. Agreed to meet on site next Tuesday 11am to discuss manhole repair works and replicate dye testing to validate previous findings.
21 11/02/2025 09:30	WWL - Job on hold	WW Fulton Hogan	Priority: P4 Water Type: Stormwater Request Type: Instructed Works Time: 2025-02-11T09:25:18+13:00 Notes: New Attachment added
20 11/02/2025 09:30	WWL - Job on hold	WW Fulton Hogan	Priority: P4 Water Type: Stormwater Request Type: Instructed Works Time: 2025-02-11T09:23:33+13:00 Notes: customer correspondence attached.
			Priority: P4 Water Type: Stormwater Request Type: Instructed Works

05/05/2025

Enquiry Trace Form

Status history:

No. Effective	Status	Officer	Notes
19 11/12/2024 11:30	WWL - Job on hold	WW Fulton Hogan	Time: 2024-12-11T11:23:50+13:00 Notes: Assigned to Hutt Drainage 1 (Shannon) Priority: P4 Water Type: Stormwater Request Type: Instructed Works
18 11/12/2024 11:30	WWL - Job on hold	WW Fulton Hogan	Time: 2024-12-11T11:23:18+13:00 Notes: WWL Status: Rescheduled / Assigned (INPRG.RESCHED) Priority: P4 Water Type: Stormwater Request Type: Instructed Works
17 02/12/2024 07:20	WWL - Job on hold	WW Fulton Hogan	Time: 2024-12-02T07:14:44+13:00 Notes: Assigned to Hutt Drainage TLead (Ray) Priority: P4 Water Type: Stormwater Request Type: Instructed Works
16 20/11/2024 14:20	WWL - Job on hold	WW Fulton Hogan	Time: 2024-11-20T14:09:17+13:00 Notes: Awaiting more information! Priority: P4 Water Type: Stormwater Request Type: Instructed Works
15 20/11/2024 14:20	WWL - Job on hold	WW Fulton Hogan	Time: 2024-11-20T14:11:19+13:00 Notes: (via Certus Mobile) Priority: P4 Water Type: Stormwater Request Type: Instructed Works
14 20/11/2024 14:20	Contractor on site	WW Fulton Hogan	Time: 2024-11-20T14:11:19+13:00 Notes: (via Certus Mobile) Priority: P4 Water Type: Stormwater Request Type: Instructed Works
13 12/11/2024 13:00	WWL - Job on hold	WW Fulton Hogan	Time: 2024-11-12T12:52:06+13:00 Notes: New Attachment added Priority: P4 Water Type: Stormwater Request Type: Instructed Works
12 12/11/2024 13:00	WWL - Job on hold	WW Fulton Hogan	Time: 2024-11-12T12:51:59+13:00 Notes: New Attachment added Priority: P4 Water Type: Stormwater Request Type: Instructed Works

05/05/2025

Enquiry Trace Form

Status history:

No.	Effective	Status	Officer	Notes
11	12/11/2024 13:00	WWL - Job on hold	WW Fulton Hogan	Time: 2024-11-12T12:51:52+13:00 Notes: New Attachment added Priority: P4 Water Type: Stormwater Request Type: Instructed Works
10	12/11/2024 13:00	WWL - Job on hold	WW Fulton Hogan	Time: 2024-11-12T12:47:22+13:00 Notes: Paused awaiting dye test results.. Priority: P4 Water Type: Stormwater Request Type: Instructed Works
9	12/11/2024 13:00	WWL - Job on hold	WW Fulton Hogan	Time: 2024-11-12T12:50:16+13:00 Notes: (via Certus Mobile) Priority: P4 Water Type: Stormwater Request Type: Instructed Works
8	12/11/2024 12:50	Contractor on site	WW Fulton Hogan	Time: 2024-11-12T12:49:04+13:00 Notes: New Attachment added Priority: P4 Water Type: Stormwater Request Type: Instructed Works
7	12/11/2024 12:50	Contractor on site	WW Fulton Hogan	Time: 2024-11-12T12:41:20+13:00 Notes: (via Certus Mobile) Priority: P4 Water Type: Stormwater Request Type: Instructed Works
6	12/11/2024 12:00	Call Logged	WW Fulton Hogan	Time: 2024-11-12T11:56:47+13:00 Notes: Assigned to Hutt Drainage 8 (Andy) Priority: P4 Water Type: Stormwater Request Type: Instructed Works
5	22/10/2024 09:50	Call Logged	WW Fulton Hogan	Time: 2024-10-22T09:40:57+13:00 Notes: Assigned to Ray. Priority: P4 Water Type: Stormwater Request Type: Instructed Works
4	22/10/2024 09:50	Call Logged	WW Fulton Hogan	
3	22/10/2024 09:40	Passed to Contractor	WW Fulton Hogan	Time: 2024-10-22T09:30:19+13:00 Notes: Wellington Water Alliance Maximo WO Created #568362 Priority: P4 Water Type: Stormwater Request Type: Instructed Works
2	22/10/2024 09:30	Passed to Wellington Water	WW Fulton Hogan	
1	22/10/2024 09:22	Call Logged	WW Fulton Hogan	

Revised Status:

Name : Signed : Date : Time :

Report generated by : Neil Cole

10:49:03

05/05/2025

Enquiry Trace Form

Enquiry: 1064392

Logged by: Internal Report A Problem

on 03/02/2025 14:10

Service: Road and Traffic

Classification: Request For Service

Subject: Overgrowth Over Footpath

Desc.: Caller advised there are shrubs are overgrown from this property. Causing the footpath to be blocked and is dangerous

Site: Manor Drive (R00197), Stokes Valley, Lower Hutt

Site Address: Manor Drive

Area: Stokes Valley

Location: bottom section behind 230-236 s/v rd on Thomas Street
side, corner before 1 Manor Drive, manor drive opposite 26
before kingsley street, kingsley stret corner to no.10,
oppoiste 40 railing area Lord Street NO.35 to 29

Ward: Northern

Site Notes:

Contact: [REDACTED]

Telephone: [REDACTED]

Customer: 650571

Time: 03/02/2025 14:10

Method: IRAP

Name: [REDACTED]

Telephone [REDACTED]

Address:

Current Status:

No. Effective	Status	Officer	Follow up Date
4 04/03/2025 08:02:40	Call Closed	Ieshea McDonald	
Notes: HVCS cleared vegetation from areas weekending 21/2			

Status history:

No. Effective	Status	Officer	Notes
3 19/02/2025 15:13	Passed to Contractor	Ieshea McDonald	19/2 HVCS are working on the various areas to clear all overgrowth.
2 12/02/2025 15:23	Passed to Contractor	Ieshea McDonald	Emailed HVCS to programme and also include Thomas Street problem areas plus road reserve hillside areas on Kingsley Street, Lord Street areas as marked on aerial. see links
1 03/02/2025 14:10	Call Logged	Ieshea McDonald	

Revised Status:

Name : Signed : Date : Time :

Report generated by : Neil Cole

10:48:02

05/05/2025

Enquiry Trace Form

Enquiry: 1069330

Logged by: Internal Report A Problem

on 28/03/2025 13:38

Service: Water Supply

Classification: Request For Service

Subject: W-Enquiry to Engineer

Desc.: Caller has had a number of water leak issues over the last two years. They are currently lodging an insurance claim and the insurance company would like to know if they could get a report of all the jobs he has raised over this period. Please contact to advise.

Site: Manor Drive (R00197), Stokes Valley, Lower Hutt

Site Address: Manor Drive

Location: 26 Manor Dr, STOKES VALLEY

Site Notes:

Area: Stokes Valley

Ward: Northern

Contact: [REDACTED]

Telephone: [REDACTED]

Email: [REDACTED]

Customer: 655514

Time: 28/03/2025 13:38

Method: IRAP

Name: [REDACTED]

Telephone: [REDACTED]

Address: 26 Manor Drive Stokes Valley

Email: [REDACTED]

Current Status:

No. Effective	Status	Officer	Follow up Date
5 31/03/2025 09:40:56	Call Closed - Unable to Pursue	WW Fulton Hogan	
Notes: Time: 2025-03-31T08:52:17+13:00 Notes: Called Customer - Left VM - OIA Request. Called Customer - Left VM - OIA Request Closing job, if he calls back, request they apply via WWL website Priority: P4 Water Type: Water Request Type: Information Request Client Council			

Status history:

No. Effective	Status	Officer	Notes
4 31/03/2025 09:20	Call Closed - Unable to Pursue	WW Fulton Hogan	Time: 2025-03-31T08:53:26+13:00 Notes: WWL Status: Cancel: No Work Performed (CANCEL.NOWORK) Priority: P4 Water Type: Water Request Type: Information Request Client Council
3 28/03/2025 13:50	Passed to Contractor	WW Fulton Hogan	Time: 2025-03-28T13:40:34+13:00 Notes: Wellington Water Alliance Maximo WO Created #652100 Priority: P4 Water Type: Water Request Type: Information Request Client Council
2 28/03/2025 13:40	Passed to Wellington Water	WW Fulton Hogan	
1 28/03/2025 13:38	Call Logged	WW Fulton Hogan	

Revised Status:

Name : Signed : Date : Time :

Report generated by : Neil Cole

10:46:58

05/05/2025

Enquiry Trace Form

Enquiry: 1071663

Logged by: Internal Report A Problem

on 28/04/2025 14:52

Service: Road and Traffic

Classification: Request For Service

Subject: Road Marking New - BYLs

Desc.: Dear Officer,

I am writing to request the installation of broken yellow lines (No Stopping lines) in front of the rear gate to my property, located at 30 Manor Drive, Stokes Valley, Lower Hutt.

At present, vehicles frequently park in front of the gate, obstructing access and creating difficulties for vehicle movement.

This restricts access to the car park at the rear of my property.

I would appreciate it if the Council could assess the site and consider installing yellow lines to prevent ongoing obstruction. I am happy to provide any further details or meet with a Council representative if required.

Thank you for your time and consideration. I look forward to your response.

Site: Manor Drive (R00197), Stokes Valley, Lower Hutt

Site Address: Manor Drive

Location: 30 Manor Drive, STOKES VALLEY

Site Notes:

Area: Stokes Valley

Ward: Northern

Contact: [REDACTED]

Telephone: [REDACTED]

Email: [REDACTED]

Customer: 657847

Time: 28/04/2025 14:52

Method: IRAP

Name: [REDACTED]

Telephone: [REDACTED]

Address:

Email: [REDACTED]

Current Status:

No. Effective	Status	Officer	Follow up Date
1	28/04/2025 02:52:22 Call Logged	Rogan Murugadhas	5/05/2025 14:52:22

Revised Status:

Name : Signed : Date : Time :

Report generated by : Neil Cole

10:45:57

05/05/2025

Enquiry Trace Form

Enquiry: 1072258

Logged by: Internal Report A Problem

on 02/05/2025 14:20

Service: Wastewater

Classification: Request For Service

Subject: WW-P1 Urgent Fault

Desc.: Water is now coming into the basement of the property which is coming from the road as there is a hole in the stormwater main

Site: Manor Drive (R00197), Stokes Valley, Lower Hutt

Site Address: Manor Drive

Area: Stokes Valley

Location: 26 Manor Drive, STOKES VALLEY

Ward: Northern

Site Notes:

Contact: [REDACTED]

Telephone: [REDACTED]

Customer: 658442

Time: 02/05/2025 14:20

Method: IRAP

Name: [REDACTED]

Telephone: [REDACTED]

Address: 26 Manor Street

Current Status:

No. Effective	Status	Officer	Follow up Date
7 02/05/2025 02:50:48	Call Logged	WW Fulton Hogan	9/05/2025 14:40:50
Notes: Time: 2025-05-02T14:38:52+12:00 Notes: Assigned to Hutt Drainage TLead (Ray) Priority: P4 Water Type: Stormwater Request Type: Fault			

Status history:

No. Effective	Status	Officer	Notes
6 02/05/2025 14:50	Call Logged	WW Fulton Hogan	Time: 2025-05-02T14:38:32+12:00 Notes: Passed to TL - emailed to notify. Passed to TL - emailed to noti
5 02/05/2025 14:50	Call Logged	WW Fulton Hogan	Priority: P4 Water Type: Stormwater Request Type: Fault Time: 2025-05-02T14:36:45+12:00 Notes: Called customer to acknowledge job. Says that water is entering in
4 02/05/2025 14:40	Call Logged	WW Fulton Hogan	Priority: P4 Water Type: Stormwater Request Type: Fault Time: 2025-05-02T14:35:04+12:00 Notes: Called customer to acknowledge job.
3 02/05/2025 14:40	Passed to Contractor	WW Fulton Hogan	Priority: P1 Water Type: Stormwater Request Type: Fault Time: 2025-05-02T14:31:47+12:00 Notes: Wellington Water Alliance Maximo WO Created #677608
2 02/05/2025 14:30	Passed to Wellington Water	WW Fulton Hogan	Priority: P1 Water Type: Wastewater Request Type: Fault
1 02/05/2025 14:20	Call Logged	WW Fulton Hogan	

Revised Status:

Name : Signed : Date : Time :

Report generated by : Neil Cole

10:41:07