



21 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 22 April 2025 for information on issues of storm water run off from the public road onto private property.

**Answer:**

The attached table is in response to your request.

We have redacted all identifying 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](http://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

Anne O'Shaughnessy

Interim Senior Advisor – Information Requests and Privacy

Address	Council Reference ID	ID	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/ Closed Date	Entry Date	Work Log Summary	Work Log Detail
Address	Council Reference ID	_id_wonum	Asset ID	Work Order Summary	Job Details	Water	Priority	Status	Reported Date	Completion/Closed Date	Entry Date	Work Log Summary	Work Log Detail
High Street, Avalon, Lower Hutt, Wellington, 5011	HCC572339	195292	No Asset Selected	Blockage High Street, Lower Hutt	(owner) has called in to advise that the store is flooding from run off from the street.	Stormwater	1	CLOSE	6/12/2022 12:30:18 PM	6/14/2022 8:14:34 AM	6/12/2022 12:30:39 PM	Note from Council	WW, 021 543 327, 1224
											6/13/2022 10:00:50 AM	Note from Council	Manual update for Palmerston North call center
											6/13/2022 10:17:59 AM	Assinged to TL Ray	Assigned to TL Ray and emailed.<!-- RICH TEXT -->
											6/14/2022 8:14:34 AM	closed job	done by drain doctor on call out (14/6/2022)<!-- RICH TEXT -->
Hine Road, Wainuiomata, Lower Hutt, Wellington, 5014	HCC579448	218794	No Asset Selected	Fault Hine Road, Wainuiomata	Received via HCC Contact Inbox 15/08/22:  &quot;Hello, On Saturday 13th August I noticed a small stream running down the gutter in Hine Road Wainuiomata. It runs out of a pipe hole in the side of the gutter at Hine Road Wainuiomata. That&apos;s the south side of the road, the side with the hill in the background of houses along here. Although we have had a lot of rain lately, I think this has been running for a long time, going by some green growths in the gutter.  Perhaps you can check it out and stop it if it is from Town SUPply (as opposed to a hillside stream).&quot;	Stormwater	3	CLOSE	8/18/2022 2:20:25 PM	8/16/2023 8:35:36 AM	8/16/2023 8:35:35 AM	no issues in area just ground water run off from hills	
Waiwhetu Road, Waterloo, Lower Hutt, Wellington, 5011	HCC579542	218988	No Asset Selected	Water runoff issue Waiwhetu Road Waterloo	Back yard flooded, the level of water is very high, this happened a month ago when it last rained heavily WW had to go out. Same thing is happening again	Stormwater	3	CLOSE	8/19/2022 10:00:19 AM	9/21/2022 9:20:58 AM	8/19/2022 10:26:23 AM	assigned and emailed to John Baines to look into	<div>assigned and emailed to John Baines to look into</div><div><font size="2">spoke to customer this is run off from road and <font face="Calibri, sans-serif">neighboring </font><span style="font-family: Calibri, sans-serif;"> </span><span style="font-family: Calibri, sans-serif;">property's </span></font></div><!-- RICH TEXT -->
Belmont Terrace, Belmont, Lower Hutt, Wellington, 5010	HCC598659	286070	No Asset Selected	Waterway Issue Belmont Terrace, Belmont	Pipe that takes water from the road to an open drain constantly blocks during rain. Pipe runs under my driveway so when it blocks, I get all the overflow and leaves, mud, and other debris down my driveway. I can&apos;t clear the pipe as it needs specialist tools. Can the council please clear it? Also the concrete run off area is broken and in need of repair.	Stormwater	2	CLOSE	2/7/2023 10:00:47 AM	2/9/2023 11:42:53 AM	2/7/2023 12:42:46 PM	Contacted customer.	Acknowledged job. Advised would get crew out there.<!-- RICH TEXT -->
											2/7/2023 12:42:56 PM	Assigned to Yogi.	Assigned to Yogi.<!-- RICH TEXT -->
											2/9/2023 11:34:37 AM	Check SW issue onsite.	Arrived onsite & roading issue. Told customer we would deal with it as we were onsite but in future when he called council to tell them it was a roading issue. Used cane & steel rods in crossing to remove leave & debris. Flushed & thought we had cleared blockage. Put camera in & 90% of drain blocked by 2 pieces of concrete locked in at the join in the pipe. Used steel rods to smash them out. Reflushed & cctv'ed, all clear now.
Acacia Avenue, Maungaraki, Lower Hutt, Wellington, 5010	HCC1051937	542660	No Asset Selected	Client Info Request Acacia Avenue, MAUNGARAKI	Stormwater that runs from between acacia ave and reece jones, that collects reece jones run off. the house on reece jones side there is a leak and it is massive. this leak runs through back section house between the house with a leak and my house. I have drainage in my back yard to control it, goes into a sump the into our sump water, but after all the heavy rain there is more and more water coming down and I suspect there is a partial blockage in that drain. When my sump is not comping, the water goes through my house and into the neighbours yard, through their yard.	Stormwater	3	CLOSE	9/3/2024 1:40:13 PM	9/24/2024 3:59:19 PM	9/5/2024 9:34:51 AM	Assigned to Ray	Assigned to Ray - email sent to advise <!-- RICH TEXT -->
											9/18/2024 6:43:30 AM	Job info	CCTV the main that is marked in the photo<!-- RICH TEXT -->
											9/25/2024 10:57:32 AM	customer called - no issue found	customer called - advised of crew notes, no issue found<!-- RICH TEXT -->
											12/2/2024 6:36:43 PM	507166	
McGowan Road, Wainuiomata, Lower Hutt, Wellington, 5014	HCC580211	220358	No Asset Selected	Client Info Request McGowan Road, Wainuiomata	Caller has a stormwater drainage problem, drainage backs onto her house onto McGowan road and water is leaking into neighbours properties. She would like to know if the council would be responsible for helping fix the issue. She mentioned there is not an adequate drainage near house, water should run down the road underground would like to know if maybe a stormwater run off can be installed - She would like some advise on what work the council can do	Stormwater	3	CLOSE	8/24/2022 2:40:36 PM	8/26/2022 2:00:49 PM	8/25/2022 3:56:25 PM	Assigned to T/L Ray.	Assigned to T/L Ray.<!-- RICH TEXT -->
											8/26/2022 2:00:13 PM	Investigating S/w Issue.	Arrived on site & spoke to customer about Issue. Had no Asset around property, explained to her that it was a private Issue due to the fact that we don't have Assets on her property. We checked The stream & Sw MH just to make sure, & all running fine.

					or if it&apos;s her responsibility. Heather owns 29 D & C								
■ Cornwall Street, Hutt Central, Lower Hutt, Wellington, 5010	HCC563583	165668	No Asset Selected	Fault ■ Cornwall Street, HUTT CENTRAL	<div>Investigation of surface flooding. requested by John B, email below:</div><div> </div><div>Wellington Water has been contacted regarding ongoing flooding issues around the Professionals building on the corner of Cornwall St and Raroa Road. See photograph below. Flooding around the building has happened at least five or six times over the last year alone.</div><div> </div><div>To some degree, the question was raised whether storm water run-off from the school was contributing and we have approached the school and raised this question. </div><div> </div><div>We know surface run-off from the school would direct run off into Raroa Road. The question then is whether the street sumps and the reticulated s/w system is flowing at full capacity.</div><div> </div><div>Wellington Water needs to look at the public drainage in Raroa Road and Cornwall St through to the outlet in Waterloo Rd. Can you please inspect and see if the piped system is clear with no impedance to flow. This could be a visual inspection by lifting the manhole covers or jet flush. </div><div> </div><!-- RICH TEXT -->	Stormwater	4	CLOSE .NOTD ONE	3/25/2022 3:50:22 PM	5/16/2023 6:49:27 AM	3/25/2022 4:16:06 PM	Assigned to Ray	Assigned, P3 investigation<!-- RICH TEXT -->
											3/28/2022 1:11:40 PM	site visit	CCTV SUMP LEADS (28/3/22)<!-- RICH TEXT -->
■ McDougall Grove, Haywards, Lower Hutt, Wellington, 5018	HCC106955 1	655045	No Asset Selected	Waterway Issue ■ McDougall Grove, HAYWARDS Bottom of walkway opposite	At the very bottom of McDougall to Hugh Duncan walkway (Opposite ■ McDougall Gr) there is an open drain at the very end to collect water run off from the walkway, this goes across to the gully on the opposite side (see pictures attached) The stones placed over covering the drain are too much and are preventing water from entering and due to the gradient of the path water runs over and across the road to property at ■ McDougall Gr. ALSO - The catch pit/gully behind the fencing on the grassed area at the bottom of the walkway requires digging out as it is full of silt and in heavy rain the water flows over the top across the road to houses. (also pictures attached) Contact Sam HCC 0274049955 if any queries.	Stormwater	3	JOB CO MP	4/1/2025 9:20:27 AM	4/10/2025 3:18:11 PM	4/1/2025 9:27:39 AM	Couldn't left vm with council member's phone number attached	Couldn't left vm with council member's phone number attached<!-- RICH TEXT -->
											4/1/2025 9:29:05 AM	email to Ray cc'ed Shannon	<div>email to Ray cc'ed Shannon </div><div><span style="color: black;">Hey,</span></div><p class="MsoNormal"><span style="color: black;"> </span></p><p class="MsoNormal"><span style="color: black;">Could we please get this issue investigated into?</span></p><p class="MsoNormal"><span style="color: black;"> </span></p><p class="MsoNormal"><span style="color: black;">Cheers,</span></p><!-- RICH TEXT -->
											4/1/2025 9:29:17 AM	downgraded to p3, no urgency behind notes	downgraded to p3, no urgency behind notes<!-- RICH TEXT -->
											4/1/2025 9:30:15 AM	594050	
■ Holly Grove, Maungaraki, Lower Hutt, Wellington, 5010	HCC498508	17546	No Asset Selected	Blockage ■ Holly Grove, Maungaraki, Lower Hutt	Caller has advised that due to run off from street their house is currently flooding and this has already happened once in the past 6 weeks. Caller has advised that this is quite urgent, as this is backwashing from drains.	Stormwater	1	CLOSE .CAN	11/9/2020 8:59:58 AM	11/9/2020 1:21:02 PM	11/9/2020 9:00:33 AM	Note from Council	021 543 327 - Hutt Sewer - 0900
											11/9/2020 9:15:05 AM	Afterhours callout - Assigned to Vili	
											11/9/2020 1:21:00 PM	Relates to 17546. This job will be cancelled.	
	HCC526768	84613	No Asset Selected	FLOODING EVENT OVERFLOW Blockage ■ Holly Grove, Maungaraki, Lower Hutt	■ has called to report of wastewater flooding through the back yard. There is a storm water overflow system to the back of his property and is supposed to bypass the garden but this is overflowing into the garden. ■ has said that previously he has had wastewater and sewage flood into his property which caused thousands of dollars of damage so wants to jump on this issue before it gets worse. Water is somewhat clear at this stage and does not smell.	Stormwater	1	CLOSE	7/17/2021 9:33:19 AM	7/21/2021 9:05:20 AM	7/29/2021 10:03:16 AM	Refer too notes from John Baines - the customer has been infomed and job closed	<p class="MsoNormal">Hi Martin, Wellington Water understands you and your family suffered a fair amount of anxiety with the rain on Saturday 17th July. Our drainage crew responded to your call/calls as best they could under the extreme work load they had to manage and I must commend them and Dirk who were able to respond on the day to assist. When we experience a regional rain event like this one, our staff and resources are stretched and to know they were able to respond is reassuring. </p><p class="MsoNormal">On a good note, the overflow pipe on the sewer lateral did operate and did direct any surcharge from the sewer that would have typically overflowed the gully trap to the outlet down the bank. Although not desirable and Wellington Water will be implementing a program to reduce rain induced flows into the sewer network, it was good to see it worked as intended. Wellington Water is prepared to maintain this overflow pipe till eventually we have confidence in the performance of the sewer network in rain events. Let us know if there are any issues with this

													<p>pipeline.&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;Then there is the private storm water management issue.&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;As a property owner, you own and have a responsibility for all drains, pipe work and plumbing which service your property and which are upstream of the point of service (council bylaw). &lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;On private property, stormwater is the responsibility of the property owner. There are also a few legal factors like property owners are required to accept natural overland flow from adjoining properties or public land just to add to the mix .&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p style="background:white"&gt;However, property owners have a responsibility for managing stormwater drainage and surface water on their properties. Stormwater is the water that runs off impervious (water resistant) surfaces such as roofs, roads, driveways and footpaths. &lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p style="background:white"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p style="background:white"&gt;If you can manage the stormwater drainage and surface water on your property, you will minimise the threat of surface water entering your home (basement / garage) during heavy rain.&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p style="background:white"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;We did suggest whether it was practical to provide some means of secondary flow, meaning to direct any surface water away from the house. We also provided a CCTV inspection of your storm drainage and that gave you the location and size of the drain and also confirmed a tree root blockage. Whether any other onsite stormwater management may be applicable, like additional drainage, sump pumps etc.&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p style="background:white"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal" style="background: white; box-sizing: border-box; margin-bottom: 1rem;"&gt;Also keep in mind, the public stormwater pipe through your property, if this becomes overloaded or blocks, your property (and neighbouring properties) may become susceptible to overland flow. If there is a risk of this happening, the downstream property owners will be responsible for protecting their property, buildings and structures on their property. Again, this can be achieved by installing private drainage solutions where practical or mitigations such as sand bags.&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;The better you can manage your stormwater on your property and control run off, the more reassuring it will be for you and your family in times of heavy rain.&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;Can I say the issue with stormwater drainage and the control of surface water on your property during the rain event on Saturday 17th August was your responsibility and we have given you some solutions to help manage this in the future.&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p>
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													<p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;I trust you and your family keep safe and well. We are happy to assist in the future and hopefully if you can improve the drainage at the slot drain to the garage, this will give you peace of mind in the future.&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;Kind Regards&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal"&gt;&lt;o:p&gt; &lt;/o:p&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal" style="line-height: 12.6pt"&gt;&lt;b&gt;&lt;span style="font-size: 10.5pt; color: #006488"&gt;John Baines&lt;/span&gt; &lt;o:p&gt;&lt;/o:p&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal" style="line-height: 12.6pt"&gt;&lt;b&gt;&lt;span style="font-size: 9.0pt; color: #00ADBB"&gt;Customer Planning Engineer - Wellington Water&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;</p> <p>&lt;p class="MsoNormal" style="line-height: 12.6pt"&gt;&lt;b&gt;&lt;span style="font-size: 7.5pt; color: #00ADBB"&gt;Mob&lt;/span&gt;&lt;/b&gt;&lt;span style="font-size: 14.0pt; color: #005981"&gt; &lt;/span&gt;&lt;span style="font-size: 9.0pt; color: #005981"&gt;027 249 9003&lt;/span&gt;&lt;b&gt;&lt;span style="font-size: 9.0pt; color: #00ADBB"&gt;&lt;o:p&gt;&lt;/o:p&gt;&lt;/span&gt;&lt;/b&gt;&lt;/p&gt;&lt;!-- RICH TEXT --&gt;</p>
█ Major Drive, Kelson, Lower Hutt, Wellington, 5010	HCC572079	194833	No Asset Selected	Flooding █ Major Drive, KELSON	At ~ 03:00 this morning during the downpour my garage was flooded. My storm water drain couldn't cope with the run off from my drive way and the water coming down the street and flowing across the foot path into the driveway. While I have photos is probably best viewed with a site visit as a number of factors are in play. I might add that it also flows down my neighbors drive ways to a lesser extent.	Stormwater	2	CLOSE	6/9/2022 4:40:33 PM	7/1/2022 11:24:16 AM	6/9/2022 4:57:25 PM	Left VM	<div>Left VM advising that we have received this job and we will assess as soon as possible.</div><div>P2 no longer actively flooding but will get crew out to assess ASAP </div><!-- RICH TEXT -->
											6/9/2022 5:15:23 PM	Assigned to Ray	Assigned to rover<!-- RICH TEXT -->
											7/1/2022 8:47:25 AM	From description sounds like kerb and channel overwhelmed	during heavy rain. Likely sumps could not cope with flow<!-- RICH TEXT -->
											7/1/2022 11:16:15 AM	Investigated SW MH and drain Issue and n issue found.	Arrived onsite & spoke to customer, when heavy rain falls it flow's down their driveway. Told them it's not an issue we deal with & could be a roadi g issue as work has recently been carried out in the road. Checked Council sump & SW MH and clear. Removed minor debris from sump & believe contractors carrying work out here (Downers?) may have asphalted over the SW MH outside number █ Major Drive.
											7/5/2022 1:40:30 PM	Called through to Council	Called through to Council to pass to roading. Roading Ref#HCC574677 as per TL Ray<!-- RICH TEXT -->
█ Garden Road, Avalon, Lower Hutt, Wellington, 5011	HCC498495	17507	No Asset Selected	Fault █ Garden Road, Avalon, Lower Hutt	Caller has advised that there is run off from the road, which is caused by a drain not pulling water away properly, which the caller has advised is flooding his back yard. Caller has advised that this is an ongoing issue, and something needs to be looked into because every time the drain overflows, the water spills onto his address, whether the drain is clear or not. It needs to be a larger pipe. Drain is outside 6 garden road.	Stormwater	3	CLOSE	11/9/2020 7:41:51 AM	11/10/2020 8:39:33 PM	11/9/2020 7:42:18 AM	Note from Council	WW TO CHECK LEADS PLEASE
											11/9/2020 2:30:17 PM	notification sent via text.	assigning to vili to resource.<!-- RICH TEXT -->
											11/10/2020 8:38:45 PM	Follow up job.	I checked s.w main is cleared. The s.w line has negative gradient. The T.A to follow up please about the pipe size requested for upgrades. The only issue I could think off is it being the sump top rubbish.
	HCC1052090 - 1	548242	No Asset Selected	█ Stokes Valley Road STOKES VALLEY	Hi, since the heavy rain a couple weeks ago, we have noticed water trickling from a source in our property and down our driveway. With all the rain we thought it was just storm water run off, but with the last couple of downpours the stream of water has grown and appears to be a leak. I am not sure if this should be classified as a minor or major leak, but as the amount of running water seems to have grown with each downpour, I have called it a major leak.<!-- RICH TEXT -->	Stormwater	3	CLOSE	9/13/2024 3:24:35 PM	9/16/2024 2:27:22 PM	9/13/2024 3:30:15 PM	created job related to HCC1052090	created job related to HCC1052090<!-- RICH TEXT -->