

Laura Bowman

From: official information
Sent: Monday, 30 May 2022 4:56 pm
To: [REDACTED]
Cc: official information
Subject: Final Response Part 1 - LGOIMA 257756 - [REDACTED] All information about the report IPS141061 relating reports
Attachments: Attachment C_Work Order InfoViewer _ IPS_141061.PDF; Attachment A_Service Request InfoViewer _ IPS_141061.PDF

Kia Ora,

I refer to your **information request below**, Hamilton City Council is able to provide the following response.

You requested the following:

Please supply the following information under the Official Information Act (OIA) / Local Government Official Information and Meetings Act (LGOIMA). All information about the report IPS141061 and relating reports about damage caused by the manhole between Foreman Road and Crawford Street, heading south on Mangaharakiki Drive (SH1), Hamilton on 2nd March 2022, including but not limited to:

- a. The report itself.
- b. Reports relating to IPS141061 made by other road users around the time.
- c. Reports/communications by Fulton Hogan in regard to the damaged manhole.
- d. Maintenance reports/logs relating to the manhole specified in IPS141061 between 01/01/2019 and 17/03/2022.
- e. Details of everyone else who made reports due to maintenance concerns or damage caused by the manhole in report IPS141061.
- f. A copy of Council procedure relating to vehicle damage caused by manholes/road maintenance issues.
- g. A copy of all insurance correspondence relating to IPS141061 and relating claims. – All attached or above.
- h. A copy of any documentation relating to the liability of damage caused by the manhole on 01/01/2019.

Our response as follows:

Hamilton City Council is unable to provide all the information requested at this time. Please accept our responses below noting, we are officially requesting an extension of time for the remainder of the request to be provided to you.

The LGOIMA requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit and we are therefore writing to notify you of an extension of the time to make our decision, to 7 June 2022.

This extension is necessary because consultations with returning staff are necessary to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit.

- a. Please refer to attachment "A".
- b. Hamilton City Council has not received any reports relating to this incident (IPS141061) which were made by any other road users around this time. We are therefore refusing this aspect of your request as per S 17(e) of LGOIMA – this information does not exist.
- c. *This will be provided to you by the due date mentioned above.*
- d. Please refer to attachment "C".
- e. Hamilton City Council have not received any reports from any member of the public relating to maintenance concerns or damage caused by the waste water manhole in report IPS141061. We are therefore refusing this aspect of your request as per S 17(e) of LGOIMA – this information does not exist.
- f. Hamilton City Council does not have a procedure relating to vehicle damage caused by manholes and/or road maintenance issues. We are therefore refusing this aspect of your request as per S 17(e) of LGOIMA – this information does not exist.
- g. *This will be provided to you by the due date mentioned above.*
- h. There is no further documentation relating to the liability of damage caused by the manhole on 1 January 2019.

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.

Kind Regards,

Tatiyana | Official Information & Legal Support Advisor

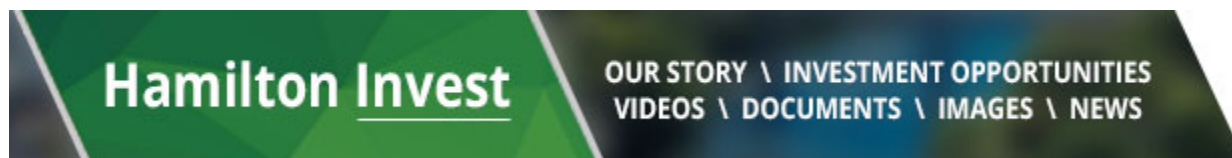
Legal Services & Risk | People and Organisational Performance

Email: officialinformation@hcc.govt.nz



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From: Hamilton City Council <do.not.reply@hcc.govt.nz>

Sent: Thursday, 17 March 2022 12:49 pm

To: official information <officialinformation@hcc.govt.nz>

Subject: HCC Website - Official Information Request ref: HCC-QF-220317-7FPVP-USX

HCC Website - Official Information Request

Reference: HCC-QF-220317-7FPVP-USX

Attachment: not attached

Name: [REDACTED]

Email address: [REDACTED]

Phone number: [REDACTED]

Detailed Description of Request

17th March 2022

Hamilton City Council

Dear Sir or Madam

Official information request: Re IPS141061

Please supply the following information under the Official Information Act (OIA) / Local Government Official Information and Meetings Act (LGOIMA).

All information about the report IPS141061 and relating reports about damage caused by the manhole between Foreman Road and Crawford Street, Heading south on Mangaharakiki Drive (SH1), Hamilton on 2nd March 2022 , including but not limited to;

- The report itself.
- Reports relating to IPS131061 made by other road users around the time (I am aware of several other vehicles being damaged and involved).
- Reports/communications by Fulton Hogan in regard to the damaged manhole (They attended while I was present).

- Maintenance reports/logs relating to the manhole specified in IPS141061 between 01/01/2019 and 17/03/2022.
- Details of everyone else who made reports due to maintenance concerns or damage caused by the manhole in report IPS141061.
- A copy of Council procedure relating to vehicle damage caused by manholes/road maintenance issues.
- A copy of all insurance correspondence relating to IPS131061 and relating claims.
- A copy of any documentation relating to the liability of damage caused by the manhole on 01/01/2019.

If you need any more information from me please let me know as soon as possible.

I understand that a decision on a request for information under the [OIA/LGOIMA] should be made within 20 working days of receiving that request.

Yours faithfully



Organisation: not supplied



14/04/2022 11:07

Service Request # 141061
Request Type CCOMP
Request type description GENERAL COMPLAINT
Request Date 2/03/2022 07:28
Call Date 2/03/2022 07:28
Taken By DAJI
Taken By Name Shane Daji
Incident Date 2/03/2022 07:34
Create WO Activity

Information

Information

Area
Area description
Sub-area
Sub-area description
District
District description
Map #
Priority 1HR
Priority description WITHIN 1 HOUR
Responsibility DEL
Responsibility description CITY DELIVERY
Project
Project description
Reference #
Mobile Job No.
Business Unit City Waters
On Mobile

Request Location

Asset nbsp; ;
Parcel ID
Property ID
GPS X 0.0000
GPS Y 0.0000
Asset Map #
Asset Location

Location

Address type Address
Flat #

House #
Street Name MANGAHARAKEKE
Type DR
Cross Street
Street 2 Suffix
Area
State
Zip Code
Location On Mangaharakeke Dr between Foreman road and Crawford Street heading south bound
 /

Additional Information

Council manhole lid has broken and the surrounding area collapsed Fulton Hogan on site
 (Called Mike job assigned to CDU4 07.28)

Call Details

Call Duration 00:05:54
of Calls 1
Taken By DAJI
Taken by name Shane Daji
Customer Contact
Requested no
Notify Customer
Regarding Service no
Request Progress
Customer Contacted no
On Site

Contact

Name
First, MI
Middle Initial
Title
Address
City
State/Province
ZIP/PC
Country
Contact Type

Day Phone
Evening Phone
Fax
Mobile
E-mail
Foreign no

Customer Comments

Other Calls

(No Data)

Initial Contact Details

Name [REDACTED]
 Address [REDACTED]
 Mobile Phone [REDACTED]
 Other Phone [REDACTED]
 Additional Contact Information
 Email

3rd Party Billing

3rd Party Billing no
 Bill to Main Contact no
 Name
 Address
 Mobile Phone
 Other Phone
 3rd Party Billing
 Comments

Investigation

Investigator
 Inspector name
 Scheduled
 Due By
 Started
 Due By 9/03/2022 07:28
 Completed
 Due By
 Resolved
 Due By 16/03/2022 07:28
 Resolution
 Resolution
 description

Service Request Investigations

(No Data)

Log

Service Request Log Results

Log Type	Entered By	Start Date	To	Date Added	Reassigned By	Comments
NOTEC	DAJI	2/03/2022 07:51		2/03/2022 07:52	dajis	[REDACTED] called to advise that there is damage to his car rims I gave him IPS141061 to forwarded report to his issuance Company regarding this issue
NOTEC	DAJI	11/03/2022 12:30		11/03/2022 12:33	dajis	[REDACTED] has called to ask what can we do regarding his Claim as his insurance company has come back to [REDACTED] advising that Hamilton City Council is not liable for his claim . copy of email sent to HCC insurance see below

Hi team

Can staff please email [REDACTED] regarding his issuance claim as he has gone thru his Insurance Company ([REDACTED])

and they have come back to him saying that Hamilton City Council are not liable for his claim

Can staff help [REDACTED] out with this issue Below is the IPS number regarding the job

REF	DAJI	11/03/2022 13:11	11/03/2022 dajis 13:12
-----	------	---------------------	---------------------------

email reply from HCC Insurance

Hi Shane,

This is for City Delivery as relates to a manhole issue and customer contact is managed by them. I've passed this email over to them.

Kind regards

Julia Kofoed

Issurance Lead

Attachments

(Tab Not Loaded)

Associations

Linked Service Requests

(No Data)

Associated Work Orders

Work Order #	Milestone	Activity	Schedule Date	Completed Date	Asset	Unit ID
872415	Approved	INVES	2/03/2022 07:35	3/03/2022 13:02	Sewer Miscellaneous	SMISCELLANEOUS

Associated Asset Inspections

(No Data)

Details

(Tab Not Loaded)

Schedules

(Tab Not Loaded)

Usage Readings

(Tab Not Loaded)

Documents

Documents

(No Data)



14/04/2022 11:24

Work Order # 872415 - Approved

Activity Code INVES
Activity Description Investigation
Asset Sewer Miscellaneous
Asset ID SMISCELLANEOUS
Asset Description WASTEWATER MISCELLANEOUS
Location On Mangaharakeke Dr between Foreman road and Crawford Street heading south bound
Comments Council manhole lid has broken and the surrounding area collapsed Fulton Hogan on site
 (Called Mike job assigned to CDU4 07.28)

Summary

Closed on 3/03/2022.
 The current Milestone is Approved -
 Authorized by CITYWATERS.
 Maintenance Type is ERM - Problem is FAULTY.
 Associated to Service Request

Information

Work Order Information

Initiated 2/03/2022 07:35
Schedule Start 2/03/2022 07:35
Due 9/03/2022 07:35
Business Unit CITYWATERS
Group Project
Responsible Officer ChevriM
Assigned To CDU4
External Ref No.
Service Request 141061
Added Date 2/03/2022 07:35
Added By dajjs
USM 1
GSM 1
Last Modified Date 8/03/2022 07:38
Last Modified By ChevriM
Email Me on
Completion of Work no
Order
SR Priority 1HR

Work Order Details

Started 3/03/2022 09:12

On Hold Date
Est. Release Date
Reason
Completed 3/03/2022 13:02
Cancel Work Order no
Reason
Problem FAULTY
Cause AGE/WORN
Result REPLACE
Condition
Service Restored 3/03/2022 13:40

On-Charge

Party Name
Private Charge no
Invoiced Date
Invoice No.

Approval

Budget Number
AX Project No.
Approval Status
Comments
Payment Appr 8/03/2022
Payment Approved
with no costs no
Finalised Date
Awaiting Further
Costs no
Finalisation Query

Estimate Process

Estimate Required no
Estimated Cost 0.00
Estimate Approved

Attachments

(Tab Not Loaded)

Location

(Tab Not Loaded)

Resource Usage

(Tab Not Loaded)

Comments

(Tab Not Loaded)

Log

(Tab Not Loaded)

Cost Summary

(Tab Not Loaded)

CW Reinstatement

<i>Reinstatement</i>	
<i>Status *</i>	
<i>Asphalt m2</i>	0.00
<i>Cobbles m2</i>	0.00
<i>Asphalt m2</i>	0.00
<i>Cobbles m2</i>	0.00
<i>Concrete m2</i>	0.00
<i>Grass m2</i>	0.00
<i>Length m</i>	0.00
REINSTATEMENT	
ROAD	
FOOTPATH OR VEHICLE CROSSING	
BERM	
KERB AND CHANNEL	

PRIVATE PROPERTY	
<i>Asphalt m2</i>	0.00
<i>Cobbles m2</i>	0.00
<i>Concrete m2</i>	0.00
<i>Grass m2</i>	0.00

CW As Built

As Built Details

<i>Comments</i>	
<i>Existing Diameter</i>	0
<i>(mm)</i>	
<i>New/Repair/Replace</i>	0
<i>Diameter (mm)</i>	
<i>Existing Pipe</i>	
<i>Material</i>	
<i>New/Repair/Replace</i>	
<i>Pipe Material</i>	
<i>New/Repair/Replace</i>	0.00
<i>Length (m)</i>	
<i>Depth at Property</i>	0.00
<i>End (m)</i>	
SERVICE CONNECTION	
MAIN PIPE	
<i>Existing Diameter</i>	0
<i>(mm)</i>	
<i>Repair/Replace</i>	0
<i>Diameter (mm)</i>	
<i>Existing Material</i>	

Repair/Replace
Material
Repair Length (m) 0.00

CW Wastewater

Blockage and Overflow

Was there an
overflow? *
A water body or is
there risk of the
overflow entering
A sensitive area on
land where a public
health risk may
exist?
Enter Details of
Overflow
Date/Time Team
Leader Contacted

(e.g. playgrounds, roadways, carparks, schools,

Was Property
damaged?
Extent of damage

PROPERTY DAMAGE

IF THERE WAS AN OVERFLOW

If there is a
Blockage, is further
work required? *

hospitals, residential care facilities,
DID IT DISCHARGE INTO:
childcare centres, playing fields, dwellings)
a water body? (e.g. catchpit, stormwater pipe, gully trap)
IF YES TO EITHER OF THE ABOVE TWO OVERFLOW
QUESTIONS, YOU MUST COMPLETE THE FOLLOWING:

Team Leader Name

You must contact your team leader immediately
who must contact Compliance immediately.

CW Pump Swap

Pump
Number/Position

DETAILS OF REMOVED PUMP

Pump Status
Exchange Status
Reason for Removal
Manufacturer
Model
Serial Number

DETAILS OF INSTALLED PUMP	
Exchange Status	***** *****
Manufacturer	
Model	
Serial Number	
Version	
Impeller Diameter (mm)	
kW	0.0
Amps	0

CW Water

WATER SHUTDOWN	
Shutdown Started	
Shutdown Ended	
Shutdown Type	*****
WATER METERS NEW AND REPLACED	
Serial Number	
OLD METER DETAILS	
Meter Reading	0
Photo Taken of Old Meter	no
NEW METER DETAILS	
Manufacturer Model	
Serial Number	
Diameter (mm)	0
Meter Reading	0
Number of Dials	0
Is it a Combination Meter	
Photo Taken of New Meter	no

CW Stormwater

Stormwater Flooding

Were Habitable Floors Flooded?	
No. Habitable Floors Flooded	0

Laura Bowman

From: official information
Sent: Friday, 3 June 2022 4:05 pm
To: [REDACTED]
Cc: official information
Subject: Final Response Part 2 - LGOIMA 257756 - [REDACTED] -All information about the report IPS141061 relating reports
Attachments: Attachment C_Work Order InfoViewer _ IPS_141061.PDF; Attachment A_Service Request InfoViewer _ IPS_141061.PDF

Kia Ora,

I refer to your **information request below**, Hamilton City Council is able to provide the following response.

Please find attached the final two parts remaining from our response.

Please note – redactions have been made in accordance with S 7(2)(a) of LGOIMA – to protect the privacy of natural persons.

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.

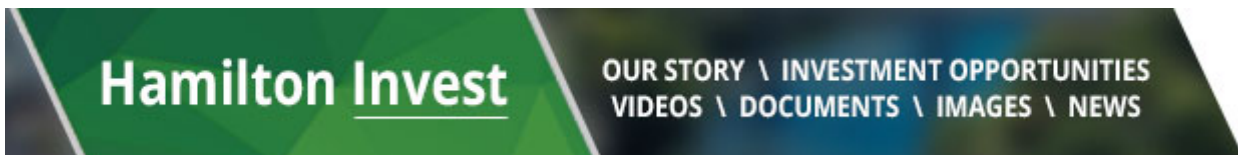
Kind Regards,

Tatiyana

Official Information Team

Legal Services & Risk | People and Organisational Performance

Email: officialinformation@hcc.govt.nz



From: official information <officialinformation@hcc.govt.nz>

Sent: Monday, 30 May 2022 4:56 pm

To: [REDACTED]

Cc: official information <officialinformation@hcc.govt.nz>

Subject: Final Response Part 1 - LGOIMA 257756 - [REDACTED] -All information about the report IPS141061 relating reports

Kia Ora,

I refer to your **information request below**, Hamilton City Council is able to provide the following response.

You requested the following:

Please supply the following information under the Official Information Act (OIA) / Local Government Official Information and Meetings Act (LGOIMA). All information about the report IPS141061 and relating reports about damage caused by the manhole between Foreman Road and Crawford Street, heading south on Mangaharakiki Drive (SH1), Hamilton on 2nd March 2022, including but not limited to:

- a. The report itself.

- b. Reports relating to IPS141061 made by other road users around the time.
- c. Reports/communications by Fulton Hogan in regard to the damaged manhole.
- d. Maintenance reports/logs relating to the manhole specified in IPS141061 between 01/01/2019 and 17/03/2022.
- e. Details of everyone else who made reports due to maintenance concerns or damage caused by the manhole in report IPS141061.
- f. A copy of Council procedure relating to vehicle damage caused by manholes/road maintenance issues.
- g. A copy of all insurance correspondence relating to IPS141061 and relating claims. – All attached or above.
- h. A copy of any documentation relating to the liability of damage caused by the manhole on 01/01/2019.

Our response as follows:

Hamilton City Council is unable to provide all the information requested at this time. Please accept our responses below noting, we are officially requesting an extension of time for the remainder of the request to be provided to you.

The LGOIMA requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit and we are therefore writing to notify you of an extension of the time to make our decision, to 7 June 2022.

This extension is necessary because consultations with returning staff are necessary to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit.

- a. Please refer to attachment “A”.
- b. Hamilton City Council has not received any reports relating to this incident (IPS141061) which were made by any other road users around this time. We are therefore refusing this aspect of your request as per S 17(e) of LGOIMA – this information does not exist.
- c. *This will be provided to you by the due date mentioned above.*
- d. Please refer to attachment “C”.
- e. Hamilton City Council have not received any reports from any member of the public relating to maintenance concerns or damage caused by the waste water manhole in report IPS141061. We are therefore refusing this aspect of your request as per S 17(e) of LGOIMA – this information does not exist.
- f. Hamilton City Council does not have a procedure relating to vehicle damage caused by manholes and/or road maintenance issues. We are therefore refusing this aspect of your request as per S 17(e) of LGOIMA – this information does not exist.
- g. *This will be provided to you by the due date mentioned above.*
- h. There is no further documentation relating to the liability of damage caused by the manhole on 1 January 2019.

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.

Kind Regards,

Tatiyana | Official Information & Legal Support Advisor

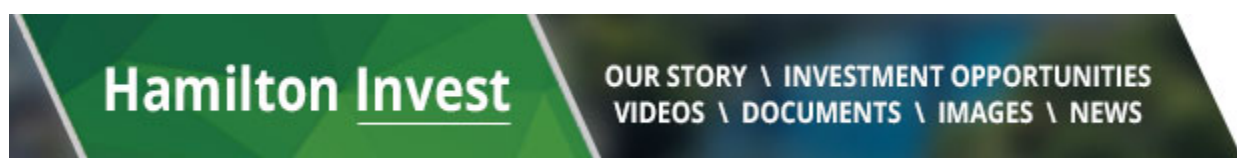
Legal Services & Risk | People and Organisational Performance

Email: officialinformation@hcc.govt.nz



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From: Hamilton City Council <do.not.reply@hcc.govt.nz>

Sent: Thursday, 17 March 2022 12:49 pm

To: official information <officialinformation@hcc.govt.nz>

Subject: HCC Website - Official Information Request ref: HCC-QF-220317-7FPVP-USX

HCC Website - Official Information Request

Reference: HCC-QF-220317-7FPVP-USX

Attachment: not attached

Name: [REDACTED]

Email address: [REDACTED]

Phone number: [REDACTED]

Detailed Description of Request

17th March 2022

Hamilton City Council

Dear Sir or Madam

Official information request: Re IPS141061

Please supply the following information under the Official Information Act (OIA) / Local Government Official Information and Meetings Act (LGOIMA).

All information about the report IPS141061 and relating reports about damage caused by the manhole between Foreman Road and Crawford Street, Heading south on Mangaharaki Drive (SH1), Hamilton on 2nd March 2022 , including but not limited to;

- The report itself.
- Reports relating to IPS131061 made by other road users around the time (I am aware of several other vehicles being damaged and involved).
- Reports/communications by Fulton Hogan in regard to the damaged manhole (They attended while I was present).
- Maintenance reports/logs relating to the manhole specified in IPS141061 between 01/01/2019 and 17/03/2022.
- Details of everyone else who made reports due to maintenance concerns or damage caused by the manhole in report IPS141061.
- A copy of Council procedure relating to vehicle damage caused by manholes/road maintenance issues.
- A copy of all insurance correspondence relating to IPS131061 and relating claims.
- A copy of any documentation relating to the liability of damage caused by the manhole on 01/01/2019.

If you need any more information from me please let me know as soon as possible.

I understand that a decision on a request for information under the [OIA/LGOIMA] should be made within 20 working days of receiving that request.

Yours faithfully

[REDACTED]

Organisation: not supplied



14/04/2022 11:24

Work Order # 872415 - Approved

Activity Code INVES
Activity Description Investigation
Asset Sewer Miscellaneous
Asset ID SMISCELLANEOUS
Asset Description WASTEWATER MISCELLANEOUS
Location On Mangaharakeke Dr between Foreman road and Crawford Street heading south bound
Comments Council manhole lid has broken and the surrounding area collapsed Fulton Hogan on site
 (Called Mike job assigned to CDU4 07.28)

Summary

Closed on 3/03/2022.
 The current Milestone is Approved -
 Authorized by CITYWATERS.
 Maintenance Type is ERM - Problem is FAULTY.
 Associated to Service Request

Information

Work Order Information

Initiated 2/03/2022 07:35
Schedule Start 2/03/2022 07:35
Due 9/03/2022 07:35
Business Unit CITYWATERS
Group Project
Responsible Officer ChevriM
Assigned To CDU4
External Ref No.
Service Request 141061
Added Date 2/03/2022 07:35
Added By dajjs
USM 1
GSM 1
Last Modified Date 8/03/2022 07:38
Last Modified By ChevriM
Email Me on
Completion of Work no
Order
SR Priority 1HR

Work Order Details

Started 3/03/2022 09:12

On Hold Date
Est. Release Date
Reason
Completed 3/03/2022 13:02
Cancel Work Order no
Reason
Problem FAULTY
Cause AGE/WORN
Result REPLACE
Condition
Service Restored 3/03/2022 13:40

On-Charge

Party Name
Private Charge no
Invoiced Date
Invoice No.

Approval

Budget Number
AX Project No.
Approval Status
Comments
Payment Appr 8/03/2022
Payment Approved
with no costs no
Finalised Date
Awaiting Further
Costs no
Finalisation Query

Estimate Process

Estimate Required no
Estimated Cost 0.00
Estimate Approved

Attachments

(Tab Not Loaded)

Location

(Tab Not Loaded)

Resource Usage

(Tab Not Loaded)

Comments

(Tab Not Loaded)

Log

(Tab Not Loaded)

Cost Summary

(Tab Not Loaded)

CW Reinstatement

<i>Reinstatement</i>	
<i>Status *</i>	
<i>Asphalt m2</i>	0.00
<i>Cobbles m2</i>	0.00
<i>Asphalt m2</i>	0.00
<i>Cobbles m2</i>	0.00
<i>Concrete m2</i>	0.00
<i>Grass m2</i>	0.00
<i>Length m</i>	0.00
REINSTATEMENT	
ROAD	
FOOTPATH OR VEHICLE CROSSING	
BERM	
KERB AND CHANNEL	

PRIVATE PROPERTY	
<i>Asphalt m2</i>	0.00
<i>Cobbles m2</i>	0.00
<i>Concrete m2</i>	0.00
<i>Grass m2</i>	0.00

CW As Built

As Built Details

<i>Comments</i>	
<i>Existing Diameter</i>	0
<i>(mm)</i>	
<i>New/Repair/Replace</i>	0
<i>Diameter (mm)</i>	
<i>Existing Pipe</i>	
<i>Material</i>	
<i>New/Repair/Replace</i>	
<i>Pipe Material</i>	
<i>New/Repair/Replace</i>	0.00
<i>Length (m)</i>	
<i>Depth at Property</i>	0.00
<i>End (m)</i>	
SERVICE CONNECTION	
MAIN PIPE	
<i>Existing Diameter</i>	0
<i>(mm)</i>	
<i>Repair/Replace</i>	0
<i>Diameter (mm)</i>	
<i>Existing Material</i>	

Repair/Replace
Material
Repair Length (m)

0.00

CW Wastewater

Blockage and Overflow

Was there an
overflow? *

A water body or is
there risk of the
overflow entering
A sensitive area on
land where a public
health risk may
exist?
Enter Details of
Overflow
Date/Time Team
Leader Contacted

(e.g. playgrounds, roadways, carparks, schools,

Was Property
damaged?
Extent of damage

PROPERTY DAMAGE

IF THERE WAS AN OVERFLOW

If there is a
Blockage, is further
work required? *

hospitals, residential care facilities,
DID IT DISCHARGE INTO:
childcare centres, playing fields, dwellings)
a water body? (e.g. catchpit, stormwater pipe, gully trap)
IF YES TO EITHER OF THE ABOVE TWO OVERFLOW
QUESTIONS, YOU MUST COMPLETE THE FOLLOWING:

Team Leader Name

You must contact your team leader immediately
who must contact Compliance immediately.

CW Pump Swap

Pump
Number/Position

DETAILS OF REMOVED PUMP

Pump Status
Exchange Status
Reason for Removal
Manufacturer
Model
Serial Number

Exchange Status

DETAILS OF INSTALLED PUMP

Manufacturer

Model

Serial Number

Version

Impeller Diameter

(mm)

kW

0.0

Amps

0

CW Water

Shutdown Started

WATER SHUTDOWN

Shutdown Ended

Shutdown Type

Serial Number

WATER METERS NEW AND REPLACED

Meter Reading

0

Photo Taken of Old

no

Meter

NEW METER DETAILS

Manufacturer Model

Serial Number

Diameter (mm)

0

Meter Reading

0

Number of Dials

0

Is it a Combination

Meter

Photo Taken of New

no

Meter

CW Stormwater

Stormwater Flooding

Were Habitable

Floors Flooded?

No. Habitable Floors

0

Flooded



14/04/2022 11:07

Service Request # 141061
Request Type CCOMP
Request type description GENERAL COMPLAINT
Request Date 2/03/2022 07:28
Call Date 2/03/2022 07:28
Taken By DAJI
Taken By Name Shane Daji
Incident Date 2/03/2022 07:34
Create WO Activity

Information

Information

Area
Area description
Sub-area
Sub-area description
District
District description
Map #
Priority 1HR
Priority description WITHIN 1 HOUR
Responsibility DEL
Responsibility description CITY DELIVERY
Project
Project description
Reference #
Mobile Job No.
Business Unit City Waters
On Mobile

Request Location

Asset nbsp; ;
Parcel ID
Property ID
GPS X 0.0000
GPS Y 0.0000
Asset Map #
Asset Location

Location

Address type Address
Flat #

House #
Street Name MANGAHARAKEKE
Type DR
Cross Street
Street 2 Suffix
Area
State
Zip Code
Location On Mangaharakeke Dr between Foreman road and Crawford Street heading south bound
 /

Additional Information

Council manhole lid has broken and the surrounding area collapsed Fulton Hogan on site
 (Called Mike job assigned to CDU4 07.28)

Call Details

Call Duration 00:05:54
of Calls 1
Taken By DAJI
Taken by name Shane Daji
Customer Contact
Requested no
Notify Customer
Regarding Service no
Request Progress
Customer Contacted no
On Site

Contact

Name
First, MI
Middle Initial
Title
Address
City
State/Province
ZIP/PC
Country
Contact Type

Day Phone
Evening Phone
Fax
Mobile
E-mail
Foreign no

Customer Comments

Other Calls

(No Data)

Initial Contact Details

Name [REDACTED]
 Address [REDACTED]
 Mobile Phone [REDACTED]
 Other Phone [REDACTED]
 Additional Contact Information
 Email

3rd Party Billing

3rd Party Billing no
 Bill to Main Contact no
 Name
 Address
 Mobile Phone
 Other Phone
 3rd Party Billing
 Comments

Investigation

Investigator
 Inspector name
 Scheduled
 Due By
 Started
 Due By 9/03/2022 07:28
 Completed
 Due By
 Resolved
 Due By 16/03/2022 07:28
 Resolution
 Resolution
 description

Service Request Investigations

(No Data)

Log

Service Request Log Results

Log Type	Entered By	Start Date	To	Date Added	Reassigned By	Comments
NOTEC	DAJI	2/03/2022 07:51		2/03/2022 07:52	dajis	[REDACTED] called to advise that there is damage to his car rims I gave him IPS141061 to forwarded report to his issuance Company regarding this issue
NOTEC	DAJI	11/03/2022 12:30		11/03/2022 12:33	dajis	[REDACTED] has called to ask what can we do regarding his Claim as his insurance company has come back to [REDACTED] advising that Hamilton City Council is not liable for his claim . copy of email sent to HCC insurance see below

Hi team

Can staff please email [REDACTED] regarding his issuance claim as he has gone thru his Insurance Company ([REDACTED])

and they have come back to him saying that Hamilton City Council are not liable for his claim

Can staff help [REDACTED] out with this issue Below is the IPS number regarding the job

REF	DAJI	11/03/2022 13:11	11/03/2022 dajis 13:12
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email reply from HCC Insurance

Hi Shane,

This is for City Delivery as relates to a manhole issue and customer contact is managed by them. I've passed this email over to them.

Kind regards

Julia Kofoed

Issurance Lead

Attachments

(Tab Not Loaded)

Associations

Linked Service Requests

(No Data)

Associated Work Orders

Work Order #	Milestone	Activity	Schedule Date	Completed Date	Asset	Unit ID
872415	Approved	INVES	2/03/2022 07:35	3/03/2022 13:02	Sewer Miscellaneous	SMISCELLANEOUS

Associated Asset Inspections

(No Data)

Details

(Tab Not Loaded)

Schedules

(Tab Not Loaded)

Usage Readings

(Tab Not Loaded)

Documents

Documents

(No Data)