

20 May 2026

[REDACTED]
[REDACTED]

Kia ora [REDACTED]

Official information Request: McMaster Street, unresolved issues

I am writing to you in response to your request received 24 April 2026 for the following: *information about the tools, systems, and processes used by South Wairarapa District Council to track outstanding works associated with Wellington Water jobs, including works that remain incomplete after initial works have commenced.*

We have assessed your request under the Local Government Official Information and Meetings Act 1987 (LGOIMA). I have received information to provide the following response to your questions:

1. Details of the system or systems used by SWDC to record, monitor, and track outstanding or incomplete works arising from Wellington Water projects or maintenance jobs.

Customer enquiries and service requests relating to water infrastructure are generally received through SWDC customer service channels and are then referred to Wellington Water Limited (WWL) for operational management and delivery.

SWDC does not directly administer the operational job management systems used by WWL to schedule, manage, monitor, or close out maintenance or project works.

Responsibility for day-to-day operational tracking of water service maintenance and reinstatement activities sits with WWL and its contractors.

SWDC holds records of customer requests and correspondence through its own customer service and records management systems. However, the detailed tracking and management of operational jobs, including follow-up works and reinstatements, is undertaken by WWL using its own systems and processes.

2. Copies of any policies, procedures, workflow documents, guidance notes, or internal instructions relating to how outstanding Wellington Water follow-up works are identified, logged, assigned, monitored, escalated, and closed out.

SWDC has not identified specific standalone SWDC policies or procedures solely relating to the operational management of outstanding WWL follow-up works.

Operational procedures and workflows associated with the identification, assignment, monitoring, escalation, and close-out of maintenance or reinstatement works are primarily managed by WWL.

- 3. Information on whether SWDC uses a shared platform, database, spreadsheet, job management system, CRM, works register, or other tool for this purpose, and if so, the name and type of system used.**

SWDC understands that WWL uses operational job and asset management systems for the delivery and tracking of water infrastructure works. However, SWDC does not directly administer those systems and cannot reliably describe their full functionality or configuration.

SWDC customer service requests are initially logged through Council's customer service processes before being referred to WWL for operational action.

- 4. Any reporting templates, dashboards, registers, or summary reports currently used to monitor outstanding Wellington Water reinstatement, remediation, or completion works.**

SWDC has not identified any standalone SWDC dashboards or reporting systems specifically dedicated to monitoring outstanding WWL reinstatement or remediation works.

Operational reporting relating to active maintenance and reinstatement activities is generally managed by WWL.

- 5. Any service level agreements, operational protocols, memoranda of understanding, or similar documents between SWDC and Wellington Water relating to the identification, reporting, tracking, responsibility, and completion of outstanding works.**

The relationship between SWDC and WWL is governed through broader service delivery and governance arrangements associated with the provision of three waters services.

- 6. Any documents showing how SWDC distinguishes between:**

- a. works completed,**
- b. works requiring follow-up,**
- c. temporary reinstatements,**
- d. permanent reinstatements,**
- e. defects, and**
- f. jobs awaiting action by Wellington Water or its contractors.**

SWDC does not maintain a separate operational classification system for water maintenance jobs. These operational distinctions are generally managed through WWL operational processes and contractor management systems.

- 7. Any internal audit, review, or assessment carried out in the last 24 months regarding SWDC's ability to track or manage outstanding Wellington Water works.**

SWDC has not identified any standalone internal audit or review documents prepared specifically regarding SWDC's ability to track outstanding WWL operational works within the last 24 months.

- 8. Any summary information, as at the date of this request, showing the number of outstanding Wellington Water-related follow-up or completion jobs currently known to SWDC, if such a summary is held.**

SWDC does not currently hold a consolidated standalone summary of all outstanding WWL-related follow-up or completion works.

Operational records relating to incomplete jobs are primarily maintained by WWL through its operational systems.

Please note that it is our policy to proactively release our responses to official information requests where possible. If this request is selected it will be published at <https://swdc.govt.nz/lgoima-proactive-release/>, with your personal information removed.

You have a right to request a review by the Ombudsman on this response. Further information about this process can be found on <https://www.ombudsman.parliament.nz/what-ombudsman-can-help/complaints-about-government-agencies/how-make-complaint> or email info@ombudsman.parliament.nz

Nāku noa, nā



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